

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, Room 1, Knowle, on 26 February 2015

Present

Councillors:

Ian Chubb – Portfolio Holder, Environment (Chairman)

Tom Wright – Vice Chairman

David Cox - Portfolio Holder, Finance

Steve Gazzard

Geoff Pook

Apologies: None

SITA:

Andy Williams – Senior Contract Manager

Peta Johnson – Senior Municipal Development Manager

James Gatter - Contract Supervisor

Officers:

John Golding – Strategic Lead, Housing, Health and Environment

Andrew Hancock – Service Lead, StreetScene

Paul McHenry – Recycling and Waste Contract Manager

Cherise Foster – Customer Services Manager

Andrew Wood - East of Exeter Projects Director

Amanda Coombes – Democratic Services Officer

The meeting started at 9.30am and ended at 1.05pm

***73 Minutes**

The minutes of the Recycling and Refuse Partnership Board meeting held on 6 February 2015 were confirmed and signed as a true record.

Cllr Tom Wright advised that his apologies had been given and asked for this to be noted.

***74 Declarations of interest**

None

***75 Matters arising**

None

***76 Statistical information**

Paul McHenry, Recycling and Waste Contract Manager reported that missed collections were very low but he had hoped to be further forward with Cloud 9 technology in each vehicle. This IT system would help eradicate missed collections. Refuse and recycling missed collections were on a downward trend with clinical waste now being delivered to the Exeter facility and not Liskeard. The yearly review of customers requiring assisted collections had just been completed; this showed a low missed collection percentage in East Devon. There were many replacement caddies and recycling boxes being delivered presently although it was not entirely understood why this was the case. The Customer Services Manager stated old boxes were becoming brittle as the shelf-life expired and bad

weather was a problem with boxes being blown away or damaged. Paul McHenry reported that there were very few customer complaints. The new developments in Cranbrook and Axminster were adding to requests for extra waste collections.

The question was raised to whether the council had any statistics on recycling participation rates. It was agreed that this information would be very useful not just for participation but to what materials were being recycled. The Cloud 9 technology may help to record some of this data.

It was highlighted that other councils charge for refuse and recycling containers or at least after the second replacement and perhaps the council should consider this option. It was discussed that this may have an adverse effect on recycling rates as residents may not bother to recycle if they have to pay for the boxes and bins to do this. It was suggested that this could possibly be looked into in the future, as ways to saving funds.

RESOLVED: that the update report be noted.

***77 SITA performance improvement report**

Andy Williams, SITA Senior Contract Manager updated the Board. He and Paul McHenry would be speaking with Cloud 9 to get all the computing issues finally resolved. SITA had subcontracted the food haulage to Greendale allowing for the vehicle to be released for other purposes and the capacity of one extra driver - saving £800. Andy Williams and Paul McHenry had been looking into the use of a can separator.

The extra grey refuse bags in Cranbrook (side waste) were now being collected by an extra vehicle; this had become a regular feature – the usual service allows for just one bin to be collected. The Customer Services Manager stated the Customer Services Centre (CSC) received lots of calls from new residents stating that they could recycle a lot more from where they previously lived. It was discussed that this was the main reason for the extra grey sacks. Andrew Hancock – Service Lead, StreetScene reported that more education and communication was necessary to inform residents to what could and could not be recycled. It was suggested that the local schools be used to promote the recycling message to students who would in turn take the message home to educate their parents and families. The use of the community market on Thursday evenings was another way the message could get promoted. Continuity was the key with set collection days being kept do to avoid confusion to the residents.

Staff from SITA's administration team had been working with the council's CSC staff to understand the nature of telephone queries and to get a flavour of how the service works overall from the council's perspective. Andy Williams acknowledged this had been useful.

RESOLVED: that the performance report be noted.

- *78 Cranbrook – proposal to change recycling and waste collection schedule** The Board was given a presentation by James Gatter, Contract Supervisor from SITA on proposals to change the recycling and waste collection schedule in Cranbrook. SITA were struggling to get the refuse and recycling collection service completed in one day at Cranbrook. The single day collection round had reached its maximum capacity. The town had expanded rapidly and would continue to do so - it now had 1000 occupied properties. SITA proposed a new recycling collection day for Friday using a 20 ton lorry that had capacity to collect from 1000 properties in any one day. It was reported that the overall tonnage of recycling in Cranbrook was lower when only the recycling crew was in the area

compared with the collection of refuse and recycling collection days. SITA hoped this new collection service would be sustained until the end of their contract in 12 months. A Monday collection day was proposed for part of the town.

Andrew Wood, East of Exeter Projects Director updated the Board on Cranbrook's development. It was the fastest growing housing development in the country with 450 new builds per year. Ultimately there will be 8000 properties in Cranbrook. 50-60% of new residents had come from Exeter and the new Town Council would be elected in May. The town had a very successful FaceBook page of which James Gatter from SITA said he was aware. Andrew Wood suggested that the residents be told the facts of the high rates of contaminated recycling collections coming from the town compared with the rest of East Devon.

The Recycling and Waste Contract Manager stated the problems at Cranbrook needed to be resolved immediately and the council must make the best of the facilities presently available. He recommended that the Board agreed to go ahead with the new changes to the collection days in order to resolve the immediate issue. The Cranbrook expansion would be looked at in more detail at a later stage. There had been lots of ideas to how new changes could be introduced with the possibility that a Project Manager may need to be in place to oversee the delivery. The issue of Cranbrook as a whole would need to be addressed before any changes were made in the future, especially the question of the huge amount of waste coming from the town. It was agreed that the Board had to look for the most practical and cost effective solution for the next 12 months.

RESOLVED: that the presentation from SITA be noted, that the new collection day proposal for Cranbrook be agreed.

79 Presentation - collection trial options for improved kerbside recycling and refuse collection

The Board was given a presentation by Peta Johnson, SITA Senior Municipal Development Manager for collection trial options for improved kerbside recycling and refuse collection. An increased recycling collection, to include card and mixed plastics, would facilitate a move to three/ four weekly residual refuse collections. The council was looking at ways to drive down residual waste collection and increase recycling, to improve recycling rates and reduced landfill/incineration disposals. The important new message to residents was that the main service was a weekly collection - with the refuse left over to be collected less frequently.

Previous discussion with the team and SITA around which areas would be the most appropriate concluded that the trial would involve 2 areas; the 3 weekly trial will cover the Colony in Exmouth and the four weekly trial will cover Feniton. Other issues surrounding the trial were:

- The trial would need to start quickly – communication with residents was key to its success.
- The trial would operate for one day on one vehicle (need to select vehicle).
- The trial would collect a larger range of materials (need to select receptacle type).
- The trial would limit residual capacity - this would lead to an increase in capture of current materials.
- The trial would require changes to the collection method (vehicles and receptacles).
- Residents would require additional capacity to present their recyclables - capacity needed to be considered as a limit on capacity was a barrier to recycling.

SITA would cost up the implementation costs of the trial. The Waste team would liaise with the Ward Members whose areas were being used in the trial to inform them of its purpose.

RECOMMENDED: that the presentation from SITA be progressed and that the trial for 3 - 4 weekly refuse collections be presented to and agreed by Cabinet.

***80 Any other business**

The question was asked about the Big Belly Bins for Exmouth seafront – these had been ordered to the depot and the Town Council with officers would decide on their fixed location.

***81 Exclusion of contractual partners due to the nature of the items which will include business plans and future contract arrangements**

The Council's contractual partners were asked to leave the meeting at this point as the Board wanted to discuss various commercially sensitive issues including business plans and future contract arrangements.

***82 Update on Integrated Devon Business Case**

John Golding, Strategic Lead, Housing, Health and Environment advised the Board that the Integrated Devon Waste partners had been informed of the council's decision to continue with the procurement process. Devon County Council (DCC) had reported there was now no Integrated Devon Waste partnership as they required all partners to be 'onboard' for it to be viable. DCC would wait until after the election in May before looking into EDDC's 3 weekly refuse collection service and the impact on avoided disposal. DCC were happy to consider sharing the savings from avoided disposal costs but wanted to talk to each authority individually.

RESOLVED: that the update be noted.

***83 Progression of collection contract procurement**

The Service Lead, StreetScene updated the Board that the notice of the new contract was being released that day, with the postponed Bidders Open day being held on 19 March 2015 at 11am.

RESOLVED: that the procurement update be noted.

***84 Collection trial of improved kerbside recycling service and three/four weekly refuse collection plus update on waste analysis**

Paul McHenry stated the Waste Analysis contract would be going out to tender soon.

***85 Any other business**

None

***86 Date of next meeting**

RESOLVED: that a meeting of the Recycling and Refuse Partnership Board be held on 9 April at 1.30pm in the Council Chamber at Knowle.

Chairman Date.....