

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, held at Knowle, Sidmouth, on 18 September 2014

Present

Councillors:

Ian Chubb – Portfolio Holder, Environment (Chairman)
Tom Wright – Deputy Portfolio Holder, Environment (Vice Chairman)
David Cox - Portfolio Holder, Finance
Geoff Pook

Apologies:

Cllr Steve Gazzard

SITA:

Nick Bramming
Daivd Swire
Andy Williams – SITA Senior Contract Manager

Officers:

Cherise Foster – Customer Service Manager
Andrew Hancock – Street Scene Manager
Steve Joyce – Waste Management Officer
Paul McHenry – Recycling and Waste Contract Manager
Amanda Polley – Democratic Service Officer
Hannah Whitfield – Democratic Services Officer

The meeting started at 2.00pm and ended at 5.20pm.

***13 Minutes**

The minutes of the [Recycling and Refuse Development Management Committee](#) meeting held on 24th July 2014 were confirmed and signed as a true record.

***14 Declarations of interest**

None

***15 Matters arising**

None

Part one

***16 Statistical information**

The Recycling and Waste Contract Manager reported on refuse and recycling statistics highlighting concerns over a high percentage of missed refuse and recycling collections and asked SITA to take these concerns onboard. The Portfolio Holder, Finance asked that

these statistics be sent to Members as ~~this has not been brought to their attention and~~ they are unaware of these major service issues. There ~~was~~ a high demand for boxes in new developments as well ~~as~~ replacements for boxes damaged by SITA operatives. The Recycling and Waste Contract Manager confirms ~~eds~~ that these issues ~~were~~ are being taken seriously with SITA and ~~was~~ sure ~~of there will be~~ dramatic improvements.

The council has been working with SITA on the vital Cloud 9 technology – tablet based software to be given to each crew informing them of individual streets and properties with the collection type e.g. assisted collections. The information ~~remained~~ stays in each vehicle so new crews ~~always had the most up to date information~~ ~~are updated immediately~~.

~~There was a~~ Discussion around the issue of rebalancing ~~work~~load during the week to address peaks and troughs. Travel times for vehicles ~~s~~ drop-offs of clinical waste in Liskeard ~~took~~akes up time that could be used for household collections in the district. ~~East Devon~~ Over the last year, ~~East Devon~~ has ~~ds~~ recycled 46% of household collections.

The Street Scene Manager said that container, caddy and recycling box deliveries ~~would~~ be recorded monthly.

***17 SITA management changes**

The contractors informed the board of changes to management; Rick Aldridge has ~~ds~~ now left and been replaced ~~with~~by Andy Williams as Senior Contract Manager. Darren Lockett has ~~ds~~ been replaced ~~with~~by Davis Swire as regional manager. Nick Bramming ~~would~~ attend this board's meeting in the future and assured the board that issues ~~were~~ are being taken seriously. ~~He assured the board that they will be addressed as they are very serious to them and and would~~ will continue to improve the performance to the council's satisfaction. ~~Monitoring arrangements were in place to ensure improvement.~~

~~The Portfolio Holder, Finance asked why it had taken so long to address these issues. SITA assured that Andy Williams will be focused on these concerns. The Portfolio Holder, Finance asked what monitoring processes were in place to assure that things improve. SITA says new SMT structure will improve performance.~~ The Chairman asked if regional benchmarking could be used as a guide.

The Customer Service Manager asked about the back log of bins and boxes delivery as this has not been cleared ~~yet~~. SITA ~~would~~ will supply additional resources to vehicle manpower and provide a dedicated full-time resource solely for this requirement. The Customer Service Manager stated that ~~the current position generated at present this was not an acceptable service and receives~~ many calls ~~of complaint~~ from residents. ~~on this issue with complaints such as recycling bins being delivered without the lids.~~

***18 SITA performance improvement report**

The SITA Senior Contract Manager went through the final version of this report (he will forward this onto the board as they had the draft version). He highlighted the following issues raised by the council requiring investigation – ~~c~~Contract management, service standards and communications and confirmed that these were being addressed by providing methods such as;

- 1-1s with the management team
- Producing a training matrix to look for skills gaps
- Review of roles and responsibilities
- Review of staff needed on a daily basis – (suggests they need 4 extra drivers)
- Move workers around to cover demand e.g. 6 extra operatives for Cranbrook

The Portfolio Holder, Finance asked about the Cranbrook expansion. SITA informed the board ~~that~~ the town ~~would~~ be split into different areas to be serviced on different days. Cranbrook ~~would~~ be a separate case so as not to upset existing routes already set up for the rest of the district.

Nick Bramming from SITA affirmed that they prefer to use their own staff rather than agency ~~to achieve~~ continuity of the company's values. Any new plan ~~would~~ not ~~increase the~~ cost ~~to~~ the council any further money; ~~any additional cost would have to be~~ ~~they have to~~ ~~justify any additional cost~~ to the board.

The SITA Senior Contract Manager said ~~that~~ more agency staff ~~were~~ used at the end of each week. Dog and household waste bins were collected on the same vehicles. ~~SITA~~ ~~was~~ ~~They are~~ sub contracting skip vehicles. Vehicles ~~were~~ now ~~given~~ better maintained ~~enance~~ with more preventative servicing undertaken. There ~~was~~ no down-time as the fleet ~~will~~ ~~provided~~ spare vehicles if necessary.

He reported that staff turnover ~~was~~ running at 20%. SITA ~~was~~ working with Nordic to improve staff training. All drivers have their Driver Certificate of Professional Competence. This training includes understanding the significance of professionalism, the efficiency of crews and the importance of recycling and handling contaminated waste.

SITA ~~was~~ ready to roll out Cloud 9 technology in their vehicles. ~~The tablets are in store and every vehicle has been fitted with the tablet stands. There has been a delay with updating the information on the tablet due to council officer leave.~~ The Portfolio Holder, Finance stated this must ~~get sorted out and~~ be a priority ~~to achieve savings and efficiencies.~~ ~~as waste is the council's biggest capital expense.~~

***19 Container deliveries and bring site issues**

The fortnightly collections from green banks ~~was irregular~~ ~~are very hit and miss~~. It was proposed ~~that~~ the crew ~~should monitor by recording fill in a sheet to record~~ the fill rate and how often they need emptying. The chairman suggested Street Scene ~~could~~ also inform the council ~~when bins needed emptying and for better use to be made of when this is the case and to make use of~~ the East Devon District Council ~~for reporting.~~ ~~app to report full bins and banks.~~

The SITA Senior Contract Manager reported on the issue of the slave boxes used by operatives when collecting household waste. They ~~were~~ investigating purchasing ~~stronger~~ black boxes made ~~from~~ 50% virgin plastic and 50% recycled plastic. ~~making them much stronger~~. He reported that out of 1010 receptacles delivered 64 were boxes.

The backlog of bin delivery was discussed with SITA asking the board to agree overtime to cover this. ~~The Contract Manager~~ ~~S~~ stated that if given the go ahead he would expect the backlog to be addressed ~~ed~~ within two weeks.

RESOLVED that the Senior Contract Manager ~~can~~ purchase 1000 slave bins; ~~o~~ Overtime was agreed to cover the backlog of delivery ~~of~~ new boxes.

Part two

***20 Notes of the environmental think tank held on 18 August 2014**

***21 Recycling and waste collections options**

***22 Update on Risk Assessment of considerations**

***23 Any other business**

RESOLVED Board proposed an additional Think Tank meeting on 12 November
2014 at 6.30pm

***24 Date of next meeting**

RESOLVED

Chairman Date.....