

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, Council Chamber, Knowle, on 9 April 2015

Present

Councillors:

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

Apologies:

Andrew Hancock
Simon Davey
Steve Joyce

SITA:

Andy Williams – Senior Contract Manager
Peta Johnson – Senior Municipal Development Manager
Steve Holgate - General Manager Logistics
Nick Browning - General manager Municipal
Dave Swire - Regional Manager

Officers:

John Golding – Strategic Lead, Housing, Health and Environment
Paul McHenry – Recycling and Waste Contract Manager
Cherise Foster – Customer Services Manager
Karen Jenkins – Strategic Lead, Organisational Development and Transformation
Jon Street - Senior Systems Analyst
Steve Maclure – Waste Management Officer
Amanda Coombes – Democratic Services Officer

The meeting started at 1.30pm and ended at 4.50pm

***87 Minutes**

The minutes of the Recycling and Refuse Partnership Board meeting held on 26 February 2015 were confirmed and signed as a true record.

***88 Declarations of interest**

None

***89 Matters arising**

The subject of the Cranbrook update was raised; Paul McHenry confirmed he was attending a meeting the following week to discuss the plan of action and he would report back to the board at the next meeting.

***90 Statistical information**

The Recycling and Waste Contract Manager reported missed assisted collections had unfortunately increased but should improve next month as the contractor SITA had identified the issues and were managing the situation closely. Paul McHenry stated any

problems were always dealt with professionally and positively. It was suggested that requests from residents for additional receptacles needed to be managed carefully to see how many were being asked for and the costs involved.

East Devon residents' participation was above national average for recycling rates. SITA offered to assist the council with any educational programme that may be required where areas of recycling were lower in the district. They had a team specifically set up for this. It was commented that East Devon had a transient population with many people visiting the area and holidaying, and would not therefore necessarily know the arrangements for the collections of recycling materials.

RESOLVED: that the update report be noted.

***91 SITA Senior Contract Manager update**

Andy Williams, SITA Senior Contract Manager updated the Board. The food waste haulage had now been sub contracted to Greendale. He was waiting for quotes for a can bailer/separator; this was to be funded from the saving from food haulage.

With the help of Cherise Foster and CSC the extra grey sack collections in Cranbrook had moved to regular collections, alleviating the problems that accrued on Fridays.

Two drivers had now been recruited with four in total to bring the level up to the agreed allocation of staff. The apprenticeship scheme was going very well, two apprentices had settled in and everyone was pleased with their performance. More interviews were to take place to recruit for a third position.

The draft plan in place for Cranbrook would be discussed further with the Waste Contract Manager and Communication Team at a separate meeting. SITA's communication team was ready to go ahead with the publicity.

RESOLVED: that the performance report be noted.

***92 Sustainable waste service trial (Feniton & Exmouth) – update report**

The Recycling and Waste Contract Manager stated this was a critical issue for the council in order to provide a better more inclusive recycling service. He would meet with SITA to work on communications. Helpfully Falkirk Council who had given lots of information on this and a further meeting on April 29th would delve deeper into marketing and communication strategies employed by Falkirk during their roll-out of an improved kerbside recycling service, together with a move to three weekly refuse collection. He emphasised the need to get the communications right with disposal of any new collections service e.g. mixed plastics and cardboard distributed locally to keep costs down.

Peta Johnson, Senior Municipal Development Manager gave a presentation on the trial development proposal, for cardboard and plastics collections to facilitate the move to three/ four weekly residual waste collections. The two trial rounds proposed with approximately 900 households each were:

1. Feniton - Wednesdays (4 weekly)
2. Exmouth (The Colony) - Thursdays (3 weekly)

Recycling would be collected weekly adding cardboard to collections and including mixed plastics collections. Capacity not used in the trial could be used for additional waste collections. The Recycling and Waste Contract Manager suggested the council tender out the work for recycling analysis. The trial would need one extra operative to cope with the additional work as well as an extra hired vehicle. Once every six weeks additional agency staff would be required. It would take SITA 14 -16 weeks to initiate the trial.

The cost of the trial would be £3,385 per month with any additional waste/recycling containers priced separately. The costs did not include the cost of communications and any branding for the vehicles. The next steps would be to approve the trial - to include formal notification from Council and key dates, and establish a project group for operations and communications as well as member briefings.

RESOLVED: that the SITA Senior Municipal Development Manager's presentation of the trial development proposal be noted.

93 Trial cabinet report

John Golding, Strategic Lead, Housing, Health and Environment explained that the draft report that set out proposals for a trial of enhanced recycling collections (cardboard and mixed plastics) and a three and four weekly residual waste collection. The trial would highlight any issues with this more sustainable system of waste collection prior to a new recycling and refuse collection contract commencing in April 2016. If Cabinet agrees to the trial in May the ordering of extra waste collection containers and the communications would go ahead. The trial would be introduced in September lasting at least three months in order for adequate data collection to be compiled.

RECOMMENDED: that Members approve the proposed arrangements for a trial of a more sustainable waste collection system as set out in the report.

***94 Recycling & Waste Audit report** (discussed in Part B, see page 34)

***95 Service standards – Members to agree adoption**

The Strategic Lead, Housing, Health and Environment informed the board of draft East Devon District Council Service Standards for Household Waste collection, and the service residents could expect. If the board approved the standards they would be put on the council website as a Service Promise to residents with useful links to areas such as CSC.

RESOLVED: that the Service Standards be agreed.

96 Communication plan

The Strategic Lead, Organisational Development and Transformation gave an update of the Communication Plan. She suggested that a dedicated communication officer with specific experience and skills of a project of this size and scope would be the best way forward to see everything through to completion. Skills required would be project management, marketing and communications, delivering roadshows and educational programmes. This would protect the council's reputation, keep the press onside and allow for synergy for staff as well the public. This staffing issue needed to be highlighted to Cabinet as time and staff wise this trial was quite challenging for the Communication Team.

Karen Jenkins emphasised the need to get a comprehensive communication strategy set up just for the trial. She and SITA would devise the strategy to go with the report to Cabinet in May, using the existing liaison build up with Falkirk Council.

RECOMMENDED: that the Communication Plan be devised by the Strategic Lead, Organisational Development and Transformation, and the Recycling and Waste Contract Manager and the Communication Officer issue be highlighted to Cabinet.

97 Cloud Nine/in-cab technology – Strata project overview/demonstration

Jon Street, Senior Systems Analyst presented the Board with an overview and progress update to the in-cab technology. This was:

- Original go-live estimate end 2013
- Pilot went live end November 2014

- Web console amendments due to feedback
- Integrated with Lagan test (CSC)
- Tablets purchased and configured (overspend)
- Conversion of addresses to match LLPG complete
- Collection rounds data being converted

Data problem issues meant that Strata had to start again on every round registered. The system has been trialled in one vehicle since November 2014; SITA would like this to be extended to further vehicles to see how it would cope on more vehicles every day. Cllr David Cox, Portfolio Holder, Finance stated the need to have a report from Strata to explain and establish what had gone wrong as it was critical for SITA to have this technology/ information in every vehicle. The cost implication for this systems failure needed to be known. The trial had shown the technology cannot cope with collecting data all day and then downloading onto the systems in place. SITA were trialling the system Echo elsewhere which was far more integrated and geared to overall reporting. Cloud Nine was a resident centred in-cab application whereas Echo was more of a Customer Relationship Management system.

SITA explained that they cleansed the collected data but not to the extent it should be as it did not appear to be collated in the manner suited to Cloud Nine. The Recycling and Waste Contract Manager told the board the need to carry on with Cloud Nine but to increase the trail over 20 vehicles. The board was frustrated the system was not up and running and stressed the urgency to get this technology working as it had been discussed for two years and now needed resolving. It was confirmed that the new contract specification required in-cab technology, but not a specific product.

RECOMMENDED: that a report be sent to the Board from the Chief Operations Officer, STRATA on the issues surrounding Cloud Nine, and the Recycling and Waste Contract Manager to supplement the report with the systems issues for the next board meeting.

***98 Any other business**

East Devon District Council and SITA had won the Suez Environment Collaboration Award. The Chairman and Board expressed their thanks and appreciation to Cllr David Cox, Portfolio Holder, Finance for all his hard work in waste and recycling in East Devon over the last eight years. Cllr Cox played a fundamental role in setting up the present recycling and refuse contract; he was standing down as a councillor at the next elections.

***99 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.

***94 Recycling & Waste Audit report (moved from Part A)**

This draft report from SWAP looked at the performance of the contractor and how they manage rather than looking specifically at their performance. The recommendations were:

1. Management set clear objectives and outcomes.
2. Monitoring the contractor on site across the district.
3. Operational procedures were logged and minuted.

4. Build up a continuity plan to cover industrial action, flu pandemics etc, and not just severe weather.
5. Assessment of budget setting for recycling and waste collection contract.

RESOLVED: that the draft SWAP Recycling & Waste Audit report be noted.

***100 Progression of collection contract procurement**

The Recycling and Waste Contract Manager informed the Board that the Bidders' Day was successful and well received by the 14 companies that attended. Officers would now evaluate the companies in order to shortlist potential contractors. They wished to propose the new contracting company to Council by the end of November 2015.

RESOLVED: that the procurement update be noted.

***101 Any other business**

None

***102 Date of next meeting**

RESOLVED: that a meeting of the Recycling and Refuse Partnership Board be held on 24 June 2015 at 1.30pm in the Committee Room at Knowle.

Chairman Date.....