

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, Council Chamber, Knowle, on 15 July 2015

Present

Councillors:

Ian Chubb – Portfolio Holder, Environment
Steve Gazzard
Geoff Jung
Geoff Pook

Apologies:

Councillor Simon Grundy

Andrew Hancock - Service Lead - StreetScene
Cherise Foster – Customer Services Manager
Karen Jenkins – Strategic Lead, Organisational Development and Transformation
Steve Joyce – Waste Management Officer
Steve Maclure – Waste Management Officer
Nick Browning - General manager Municipal SITA

SITA:

Andy Williams – Senior Contract Manager
Dave Swire - Regional Manager

Officers:

Simon Davey – Strategic Lead, Finance
David Feltham - Senior Waste Management Officer
John Golding – Strategic Lead, Housing, Health and Environment
Paul McHenry – Recycling and Waste Contract Manager
Alison Stoneham – Acting Communications and Public Affairs Manager
Alethea Thompson – Democratic Services Officer

The meeting started at 2.00pm and ended at 4.35pm

***1 Election of Chairman**

RESOLVED: that the Portfolio Holder – Environment, Councillor Iain Chubb be elected as Chairman for the ensuing year.

***2 Appointment of Vice Chairman**

RESOLVED: that Councillor Geoff Pook be appointed as Vice Chairman for the ensuing year.

***3 Minutes**

The minutes of the Recycling and Refuse Partnership Board meeting held on 9 April 2015 were confirmed and signed as a true record.

***4 Declarations of interest**

None

***5 Matters arising**
None

***6 Statistical information**

The Recycling and Waste Contract Manager reported that performance in relation to missed refuse, recycling and assisted collections was continually improving. Proportionately there was only a small number of missed collections, but the service would always aim to improve performance. During the summer SITA had a greater number of regular frontline staff on leave which required the use of more contract staff which was likely to lead to more errors in collections. 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.

There had been big improvements since the introduction of the in cab system and it was anticipated that Cloud 9 technology would increase performance.

It was reported that assisted collections were periodically reviewed to determine whether assisted collections were still required. Good feedback was also received about these from the SITA crews.

It was noted that there was regular and high demand for replacement food caddies and recycling boxes, at a considerable cost to EDDC. 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. It was reported that other authorities charged for all requests for additional/replacement containers. The Waste Management Team were looking at the number of bins properties had and any extra unauthorised bins would be brought back into the stock at the SITA depot, cleaned and reused. The Cloud 9 system allowed much greater data reporting from the SITA crews, which helped with checking issues such as additional bins.

On behalf of the Board the Chairman thanked the Recycling and Waste Contract Manager for his report.

RESOLVED:

1. that the update report be noted
2. that the Recycling and Waste Contract Manager bring a report to the next meeting on charging options for replacement refuse and recycling receptacles.

7 SITA Senior Contract Manager update

As there were new members on the Board Andy Williams, SITA Senior Contract Manager gave an operational overview of SITA. This included:

- SITA depot was located at Greendale Business Park
- 115 employees, including 7 managerial
- Weekly recycling collections with kerbside sorting service – outlined materials collected
- 20 vehicles in fleet
- Dog bin collections three times a week
- Weekly rural litter bin collection
- Weekly clinical waste collection service
- Bulky household waste collection twice a week
- Skip service

- Operation of a small transfer service on the Greendale site.

The SITA Senior Contract Manager updated the Board on the action plan included in the agenda papers:

- The food waste haulage had now been sub contracted to Greendale and was working well with ongoing savings.
- Bring bank rationalisation was still being considered.
- Extra grey sack collections in Cranbrook had moved to regular collections, alleviating the problems that accrued on Fridays.
- Two drivers needed to be recruited due to a turnover of staff. An apprenticeship scheme with a local company was being considered.
- The apprenticeship scheme was going very well, with three apprentices recruited.
- Cloud 9 – 14 crews were now using the on board computing/reporting system, with no issues to report.
- The re-route for Cranbrook new builds had been implemented, completed and had gone extremely well, with no complaints received at all. The success was attributed to fantastic team work. The Board agreed that this good news story should be reported and that all the teams involved should be thanked.

RESOLVED: that the performance report be noted.

RECOMMENDED: that a press release be issued on the success of the change in collections at Cranbrook.

***8 Cloud Nine/in-cab technology update**

It was noted that 13 recycling and one refuse collection vehicle were now using the in-cab technology system. The SITA Senior Contract Manager explained that STRATA had asked SITA to introduce three a week, so they were currently ahead of schedule, but were still at the test stage. Additional tablets would be slowly rolled out to the remaining fleet. A huge amount of validating data on the rounds was required, so it was not a quick process due to the number of checks involved.

It was noted that Exeter City Council were using an alternative technology system and that there could be cost advantages in joining with an existing system. However, a full business case would need to be produced explaining this.

RESOLVED: that the STRATA Interim Chief Operations Officer be requested to attend the next Board meeting to give an update on Cloud 9 in-cab technology.

9 Sustainable waste service trial (Feniton & Exmouth) – update, leaflets and communications plan

The Recycling and Waste Contract Manager reported that two distinct, different areas (Feniton and Exmouth colonies) with approximately 800 properties each and been chosen for the enhanced recycling trial (to include cardboard and mixed plastics). Recycling would be collected weekly, with a three weekly refuse collection service. It was noted that many Councils were considering a similar system but were all waiting for a successful pioneer. At present there were three local authorities within the UK who had rolled out three weekly refuse collection services with improved recycling services.

Communications were regarded as key to the success of the trial, as well as a well thought out contingency plan. The Board agreed that all Councillors should be kept informed. The Communications and Public Affairs Manager explained that there was an extensive (internal

and external) communications timetable. A meeting would be held at the end of July with ward members to explain the trial and ask for help with the recycling messages. Two press releases had been sent out, with a continuing 'drip drip' effect to the media. Social media would be utilised and a logo had been devised. A letter would soon be sent to local residents explaining the reasoning behind the trial, but would not include a start date. This would be followed up with a leaflet and prior to the trial starting bin hangers would be placed on receptacles. Fortnightly briefings would be held with members to keep them informed. The Board agreed that it was vital that everyone involved repeated the same message. The Communications and Public Affairs Manager was invited to attend a meeting of Exmouth Town Council to explain the trial.

Detailed discussion took place regarding the collection of nappies and other absorbent hygiene products (AHP). Nappy collection appeared to provoke the most concerns from residents. At present nappy collection took place fortnightly through the general refuse collections. It was suggested that in the trial areas a bespoke fortnightly collection service could be provided for those that requested it, or alternatively nappies could be collected in a larger residual bin three weekly. The trial would give a good indication of the level of demand and the cost. Members also discussed other AHP, in particular incontinence products for the elderly. It was thought that many of these were already collected by the clinical waste service. The Recycling and Waste Contract Manager reported that the Council was not obliged to make free clinical waste collections and that it may need to reconsider this in the future. The Board agreed that fortnightly collection of nappies, not including other AHP, should be included in the trial.

Again, communications was regarded as the key to getting a distinct, strong message about the collection of nappies during the trial. The trial also provided the opportunity to promote the use of reusable nappies. It was noted that SITA had a nappy expert who could attend a future Board meeting to discuss the type and disposal of nappies.

The Communications Team would work with SITA to devise a distinct 'nappy' message and would bring this back to the Board for consideration. SITA would also send to Board members data capture, contingency plans and other important trial information.

RECOMMENDED:

1. that fortnightly collections of nappies be included in the trial
2. that a strong communications message regarding the nappy trial be presented to the next Board meeting.

***10 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.

***11 Progression of collection contract procurement**

The Recycling and Waste Contract Manager updated the Board on progress since the last meeting. He outlined the interested bidders and explained that he had had an initial interview with each one. The next stage was the invitation to submit detailed solutions. It was hoped to propose the new contracting company to Council by the end of November 2015.

RESOLVED: that the procurement update be noted.

***12 Date of next meeting**

RESOLVED: that a meeting of the Recycling and Refuse Partnership Board be held on 21 August 2015 at 10.00am in the Committee Room at Knowle.

Chairman Date.....