

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, Council Chamber, Knowle, on 21 August 2015

Present

Councillors:

Ian Chubb – Portfolio Holder, Environment
Simon Grundy
Geoff Jung
Geoff Pook

Officers:

Lorna Christo – Waste Management Officer, EDDC
David Feltham - Senior Waste Management Officer, EDDC
John Golding – Strategic Lead, Housing, Health and Environment, EDDC
Andrew Hancock - Service Lead – StreetScene EDDC
Steve Maclure – Waste Management Officer EDDC
Paul McHenry – Recycling and Waste Contract Manager, EDDC
Chris Powell – Chief Operating Officer, STRATA
David Sercombe - Business Systems Manager, STRATA
Alison Stoneham – Acting Communications and Public Affairs Manager, EDDC
Alethea Thompson – Democratic Services Officer, EDDC

SITA:

Nick Browning - General manager Municipal SITA
Carl Morrish – Assistant Contract Manager
Dave Swire - Regional Manager

Apologies:

Councillor Steve Gazzard

Cherise Foster – Customer Services Manager EDDC
Andy Williams – Senior Contract Manager SITA

The meeting started at 10.05am and ended at 12.15pm

***13 Minutes**

The minutes of the Recycling and Refuse Partnership Board meeting held on 22 July 2015 were confirmed and signed as a true record.

***14 Declarations of interest**

None

***15 Matters arising**

None

***16 Statistical information**

The Recycling and Waste Contract Manager reported that the missed refuse and recycling data for July was inaccurate due to an IT issue. This meant that there was no recording for a number of days in June and as a consequence they were added in July which had

increased the numbers. However, 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 missed collections.

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 send the amended statistical information for July to the Board members.
3. that the Recycling and Waste Contract Manager bring a report to a future meeting on charging options for replacement refuse and recycling receptacles.

***17 SITA Senior Contract Manager update**

The SITA Assistant 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.
- Two drivers needed to be recruited.
- The apprenticeship scheme was going very well, with three apprentices recruited.
- Cloud 9 – 18 recycling crews and 2 refuse crews were now using the on board computing/reporting system, with no issues to report. There had been a 600% increase in the 2 refuse crews reporting issues.

RESOLVED: that the performance report be noted.

***18 In-cab technology and citizen app progress report and new systems review**

EDDC began a project to place a mobile device in each of their refuse and recycling vehicles in August 2013. The system chosen to be implemented was developed by Cloud9 and was intended to be implemented around December 2013.

The project had experienced delays since March 2014 due to various factors but mainly because the collection round data needed significant re-work to enable it to be used in the

IT system. This meant the mobile devices could not be used by crews as the rounds were missing streets and properties. A round validation process was active since that time, where the round data on the tablets was checked against the actual round driven by the crew. The current situation was that recycling rounds were 100% validated, residual waste rounds were 87% validated, with about 10 weeks work still to complete. This data was important for both the current SITA contract and for any contractor that would take over the contract in April 2016.

The Cloud9 system was very much in a testing phase and issues were being raised on a daily basis. However, the system allowed flexibility and was clean and simple to use. Exeter City Council was using an alternative technology system called Bartec. This system was also due to be implemented in the new fleet of vehicles at Teignbridge District Council. The Bartec system also had further functionality for managing street cleansing operations, inspections and maintenance operations. The pros and cons of using Cloud9 and Bartec were outlined in the report and discussed during the meeting. It was also noted that the new contract bidders were likely come to the negotiations with their own preferred in cab option, which was unlikely to be Bartech or Cloud9

It was agreed that it was important that the collection round data was owned by EDDC rather than SITA as the waste contract finished in April 2016 and any new contractor would expect good, clean data to be passed over to them. The quality of the data was fundamental to any in-cab system.

The Chief Operating Officer, STRATA explained that because of the late delivery of the in-cab project and the relative closeness of the new waste contract thought was given to the likely technology requirements of the new contract with its new vehicles and to question whether it was beneficial to implement the Cloud9 system at this late stage or to focus on the new contract in April 2016.

Cloud9 had also developed the East Devon citizen app, which had been very successful, despite a low key marketing campaign.

RESOLVED: that the report be noted.

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

The Recycling and Waste Contract Manager reported that two distinct areas (Feniton and Exmouth colonies) with approximately 800 properties each had 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.

The Service Lead – StreetScene explained that work on the trial was continuing at pace and was on track for the target start date. 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. A briefing letter had been produced and would be distributed to all Councillors. This briefing would also be repeated later in the year to keep Councillors up to date, and a report brought to a future Cabinet meeting.

The Acting Communications and Public Affairs Manager explained the extensive (internal and external) communications timetable. A letter and leaflet had been sent out to all households in the trial area and a bin hanger would be placed on receptacles on the last 'normal' collection before the start of the trial. It was noted that the leaflet had been distributed at the start of the week and no comments had been received by the Customer Service Centre (CSC). There was a continuing 'drip drip' effect to the media. Press releases and roadshows would also contain information about real nappies and the East Devon app. Social media would be utilised and a logo had been devised. The Chairman had appeared on local radio. Both positive and negative media feedback had been received.

Roadshows would be held over the next two weekends, which would include rebranded waste management vans, banners and display boards. The message being sent out was "we are here to help". There would also be waste management officers out 'on the ground' on the relevant trial collection days.

The Chairman informed the Board that he had been invited to attend Exmouth Town Council meetings on 7 and 14 September 2015 to discuss the trial and suggested that waste management officers also attend the meetings.

At the last Recycling and Refuse Partnership Board meeting detailed discussion had taken place regarding the collection of nappies and other absorbent hygiene products (AHP). Nappy collection appeared to provoke the most concerns from residents. Discussion had continued at a recent Cabinet meeting where a three point plan had been agreed. This would be clearly communicated to residents in the leaflets that they received. The trial would then inform future AHP collections district wide. Again, communications was regarded as the key to getting a clear, strong message about the collection of nappies during the trial. The trial also provided the opportunity to promote the use of reusable nappies and the East Devon app.

It was noted that the SITA crews had been briefed on the trials and would be provided with an FAQ sheet that they could give to the public if necessary. The information sheet created for the Councillors would also be given to the SITA workforce.

The STRATA Chief Operating Officer reported that an East Devon cartoon link had just been created to market the East Devon app. He would send this to Board members.

RESOLVED: that the sustainable waste service trial update be noted.

***20 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.

***21 Charging options for replacement refuse and recycling receptacles**

The Recycling and Waste Contract Manager apologised to the Board and would bring a report on charging options for replacement refuse and recycling receptacles to the next Board meeting.

***22 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. A draft report was circulated which would be presented to the next Cabinet meeting requesting that the indicative procurement timetable be amended to allow more time for the completion of the procurement. The report also sought Cabinet approval to engage Capita to provide specialist financial support in relation to the refuse contract. The reasons for this were outlined in the Cabinet report and explained during the meeting. The suggested new procurement timetable was noted.

The draft Cabinet report also provided an update on the trial of a new service model in Exmouth (Colonies) and Feniton and the employment of a research company to carry out a forensic analysis of waste from 50 households in both trial areas before the trial and during the second collection cycle. This analysis would be a very useful tool.

RESOLVED: that the procurement update be noted.

***23 Date of next meeting**

RESOLVED: that a meeting of the Recycling and Refuse Partnership Board be held on Wednesday 28 October 2015 at 10.00am at Knowle.

Chairman Date.....