



## **JOINT WASTE COMMITTEE MEETING**

### **Friday 10 March 2017 – 2:00pm**

### **Court Room, Town Hall, Eastbourne**

Minutes of the Joint Waste Committee meeting held in the Court Room at the Town Hall, Eastbourne on Friday 10 March 2017 at 2:00pm.

Joint Waste Committee Members present: Councillors C. Maynard (ESCC) (Chairman), P. Chowney (HBC), R. Galley (WDC), A. Ganly (RDC), K. Forward (HBC), M. Kenward (RDC), G. Mattock (EBC) (Vice-Chairman), A. Shuttleworth (EBC) and R. Standley (WDC).

Other Members present: Councillor T.W. Graham (RDC).

Advisory Officers present:

<b>East Sussex County Council:</b>	Head of Transport & Operational Services.
<b>Eastbourne Borough Council:</b>	Strategy & Commissioning Lead for Environment and Waste and Specialist Advisor (Waste).
<b>Hastings Borough Council:</b>	Head of Environmental Services and Head of Communications & Marketing.
<b>Rother District Council:</b>	Executive Director of Business Operations (Lead Director), Executive Director of Resources (Secretary), Service Manager – Community and Economy, Contract Services Manager and Democratic Services Manager.
<b>Wealden District Council:</b>	Director of Environment and Community Services and Lead Head of Service.
<b>Central Client Team:</b>	Joint Waste Partnership Manager.
<b>Kier Services Limited:</b>	Business Manager.

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Publication Date: 15 March 2017

The decisions made under PART II will come into force on 23 March 2017 unless they have been subject to the call-in procedure.

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#### **JWC16/21. MINUTES**

The Chairman was authorised to sign the minutes of the meeting held on 11 November 2016 as a correct record of the proceedings.

## JWC16/22. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors W. Davies (HBC), D. Elkin (ESSC), P. Franklin (LDC), Chris Bone – Waste Management Officer (WDC), Ian Fitzpatrick – Senior Head of Community & EHL (EBC), Justin Foster – Waste Team Manager (ESSC), Simon Hubbard – Director of Operational Services (HBC), Karl Taylor – Assistant Director Operations and Contract Management (ESSC) and Robin Vennard, Service Manager – Finance and Welfare (RDC).

**PART II – EXECUTIVE DECISIONS** – subject to call-in procedure under Item 10 of the Joint Waste Committee Constitution by no later than 4:00pm on 22 March 2017.

## JWC16/23. **SERVICE PERFORMANCE UPDATE** (7.1)

The report of the Lead Director updated Members on performance across the Joint Waste Contract providing the total workflow, recycling levels, missed bin performance, street cleanliness and the current risks to joint waste services. Kier had appointed a new Business Manager, Sean Trotter and the Waste Partnership Manager advised that a good positive introduction had been made.

In terms of total workflow for the November 2016 to February 2017 period, an average of 376 jobs, additional to Kier's regular scheduled collections and street cleansing work, were being sent through per day to Kier for action; a slight increase compared to the previous reporting period. The primary reasons for the work requests were bulky waste, container delivery and missed bins. There had also been a high number of administrative changes to the clinical waste service. Kier continued to focus on efficiency improvements within the depots which resulted in less work showing as outstanding on the ICT systems; the amount of work cancelled by Kier increased from 16% to 23%.

Kier had particularly focused on missed bin performance and achieved significant improvement since September 2016 and had stated their ongoing commitment to ensure this level of performance was maintained. Although there had been a slight increase in missed bins since Christmas/New Year period, this reflected a normal annual pattern of performance. Missed bins were a primary measure of service so remained a concern for all of the Councils. For comparison across the Joint Waste Partnership (JWP) area, the numbers of missed bins were calculated per 100,000 collections due.

It was noted that with regard to missed bins, those that were recovered on the same day were cancelled on the worksheets; there was inconsistency being applied across the partnership authorities as to when to report a bin as missed. Currently custom and practice varied across the partnership authorities with some reporting as soon as they believed it was missed with others not accepting a missed bin report until the next day (Hastings model). In terms of taking this forward, for consistency of approach, it would be desirable for all partnership authorities to operate the same missed bin reporting protocol as the

Hastings model, which appeared to be a good option, but this was very much an early idea and required further consideration.

Work was continuing on the ICT Review project and the focus for Spring was to ensure that both depot and customer service staff were using the systems as designed and intended.

The Waste Operations and Recycling Group (WORG) oversaw and maintained recycling communications activity throughout 2016 and had made a recommendation to support further activity in 2017 to improve recycling and/or reduce residual waste. Activities were being planned and coordinated to the benefit of all the partner councils and would be managed within existing waste budgets.

The total recycling (including garden waste/kerbside collections) and dry recycling rates for each authority were demonstrated within the report identifying that the average annual rates were 40% (a 1% increase) and 27.7% respectively for the JWP as a whole.

The third tranche of NI195 street cleaning surveys indicated that service performance was acceptable and within the terms of the Contract. However, some localised issues of dog fouling, litter and detritus had been identified but these results were balanced by good results overall. There had been an increase in street cleansing complaints specifically in the Hastings area since the Christmas/New Year period and the Hastings element of the current NI195 survey tranche had verified a number of the concerns raised. It was noted that Kier were in the process of developing an action plan to ensure that the standards were recovered and then maintained over the summer period. The results of the current NI195 surveys would be reported at the end of this month and to the Joint Waste Committee at the June meeting.

The JWP Risk Register was maintained as a current document by the JWP Manager and was available to Members on request. The Committee noted that the commercial basis of the Contract was currently high on the risk register. Actions to secure the commercial basis of the Contract and to mitigate risks were being undertaken by the JWP and Kier management.

**RESOLVED:** That the performance and progress made since the last meeting be noted.

JWC16/24. **KIER SERVICES UPDATE**  
(8)

The Chairman welcomed Sean Trotter, Business Manager to the meeting who provided a brief introduction to his background and experience with this type of contract and then lead Members through Kier's presentation. The key points arising out of the presentation were noted as follows:

Safety Performance and Initiatives – Kier were very careful how they managed safety – corners were not cut anymore in the waste business and no risks were taken at the expense of safety; reporting of near

“hits” not “misses” changed the perspective; “usual suspects” of slips / trips in peak months December / August; initiatives to combat included re-induction for all staff, improved standard setting, improved reporting, control and management, no incentive to cut corners and promotion and celebration of good practice and good engagement with the unions.

Service Delivery – missed collections were an improving situation; missed assisted collections would not be tolerated and further work was required to improve this; had been a problem with street cleaning, particularly detritus which was being addressed; management focus on reinforcing service standards with managers and workers, building confidence and relationships with all stakeholders.

Communications – there had been issues with the production of the 2016 calendars with 64 variations; a longer lead in time was required to provide confidence; work had already commenced on the 2017/18 calendars; website update was being looked at; communications board were looking at other ways of engaging with community, through Parish & Town Councils/Chambers of Commerce etc.; a residents satisfaction survey had recently been undertaken with 1,800 telephone surveys and a full written report on the outcome would be produced end of March 2017.

The Chairman thanked Sean Trotter for his succinct and clear presentation and for the improvements that had been seen across the partnership authorities with regards to missed bin collections.

**RESOLVED:** That the presentation be noted.

JWC16/25. **DATE OF NEXT MEETING**  
(9)

The next scheduled meeting would be on Friday 9 June 2017 and held in the Council Chamber, Muriel Matters House, Hastings.

**CHAIRMAN**

The meeting closed at 2:32pm

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