



JOINT WASTE COMMITTEE MEETING

Friday 6 April 2018 – 2:00pm

Council Chamber, Town Hall, Bexhill

Minutes of the Joint Waste Committee meeting held in the Council Chamber at Town Hall, Bexhill-on-Sea on Friday 6 April 2018 at 2:00pm.

Joint Waste Committee Members present: Councillors J. Dow (EBC) (Chairman), P. Chowney (HBC) (Vice-Chairman), D. Elkin (ESCC substitute), C. Fitzgerald (HBC), R. Galley (WDC), A. Ganly (RDC), M. Kenward (RDC), G. Mattock (EBC) and R. Standley (WDC).

Other Members present: Councillor M.R. Watson (RDC).

Advisory Officers present:

East Sussex County Council:	Assistant Director Operations and Contract Management, Head of Transport and Operational Services and Waste Team Manager.
Hastings Borough Council:	Director of Operational Services, Assistant Director Environment and Place, Marketing and Major Projects Manager and Waste and Cleansing Manager.
Lewes District and Eastbourne Borough Councils:	Strategy and Partnership Lead for Quality Environment.
Rother District Council:	Executive Director (Lead Director), Executive Director (Secretary), Assistant Director Resources, Neighbourhood Services Manager and Democratic Services Officer.
Wealden District Council:	Lead Head of Service and Waste Management Officer.
Central Client Team:	Joint Waste Partnership Manager.
Kier Services Limited:	General Manager and Business Unit Manager.

Publication Date: 17 April 2018

The decisions made under PART II will come into force on 25 April 2018 unless they have been subject to the call-in procedure.

JWC17/25. **MINUTES**

The Chairman was authorised to sign the minutes of the meeting held on 10 November 2017 as a correct record of the proceedings.

JWC17/26. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors N. Bennett (ESCC), P. Franklin (LDC) and Isabel Garden – Director of Environment and Community Services (WDC).

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 24 April 2018.

JWC17/27. **KIER SERVICES UPDATE** (7)

Darrell Vaz led Members through Kier's presentation which provided an update on the current performance of the East Sussex Waste Collection, Recycling, Street & Beach Cleaning and Associated Services Contract.

Health and Safety Performance: RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) were consistent with expectations and remained low.

Adverse Weather Conditions: Service performance had been affected by the adverse / hazardous weather conditions experienced across the Partnership at the end of February beginning of March 2018. Vehicles lost traction and one vehicle was written off in the icy conditions. Crews were particularly vulnerable to slips and trips on untreated surfaces. Delivery of the Severe Weather Emergency Response Plan (SWERP) in Hastings was successful and would be rolled-out across the Partnership.

Slab Usage (in Cab technology): Target was 90% usage. Slabs (tablets) contained data on all rounds / routes; missed collections were uploaded on the system. Slab reports identified repeated missed collections and which crews were underperforming, as well as actions to be taken. Current statistics indicated that all depots were improving.

Missed Collections: Kiers' key aim was to focus on high quality service to all Partners. Service performance had improved across the Partnership in January / February 2018. The first two weeks of March had proved significantly challenging due to the adverse weather conditions. Assurance was given that monitoring would be ongoing to ensure that service performance was maintained / improved.

Wealden Overview: Improvements to the management structure had been implemented to meet expectations and dynamically manage daily operations. Common and consequential issues faced by the operational leadership team had been identified and measures to address these issues would be implemented.

Tuckman's Theory: Effective model used daily by Kier to drive and improve team performance.

Litter – Next Steps: During next quarter litter collection would be focused on “grot spots” along rural / main roads across the Partnership. Improvements to staff training and local communications would be implemented.

Staffing (Agency): Kier was addressing all staffing issues with its sub-contractor (Smart Solutions Ltd), regular meetings were being held, induction training undertaken and performance and absenteeism monitored. Ideally, Kier aimed to reduce reliance on agency staff. Kier actively employed additional resources to guarantee cover for staff holiday / sickness. Currently there was a national shortage of HGV drivers across the country. Kier had implemented a driver training programme for staff; fully qualified drivers were anticipated later in the year.

Planned and Unplanned Events: Increased resources had been and would continue to be deployed to assist with public / private planned and unplanned events across the Partnership.

Beach Cleaning / Fundraising: Kier was supporting all public / community group cleansing initiatives by supplying collection bags and personal protective equipment.

At the conclusion of the presentation, Members had the opportunity to ask questions and the following was noted:

- Detritus / Litter on main routes: persistent problematic areas were still of concern across the Partnership, particularly along the main routes (A21, A22, A259 and some 'B' roads). Kier advised that all main routes were regularly monitored and their service plan was co-ordinated with the Highways Authority. Obtaining road closure permits and awaiting clearance time-slots could be time consuming.
- Litter on public / private land: Members were advised that Kier was responsible for detritus / litter clearance on public land only. Landowners were responsible on privately owned land.
- Local community litter clearance: Concerns were raised that local community groups / residents were litter picking without authorised permission and safety equipment, “this was an accident waiting to happen”. Members were encouraged to advise Parish and Town Councils and local community groups that litter picking should not be undertaken without necessary authorisation or safety equipment.

Kier assured the Committee of their commitment to maintaining and improving service performance across the Partnership.

RESOLVED: That the presentation be noted.

JWC17/28. **SERVICE PERFORMANCE UPDATE**
(8.1)

The report of the Lead Director updated Members on performance across the Joint Waste Contract including missed collections,

management and staffing matters, general workflow, recycling performance, street cleanliness, household waste review and the current risks to joint waste services.

Since the last meeting, a number of management and staffing changes had taken place. Members noted that Sean Trotter, Business Manager and two Operations Managers had left the organisation. In January 2018, Kane Benham was appointed Business Unit Manager and in February 2018, Kevin Houston was appointed Operations Manager for both Hastings and Rother. Assurance was given that key roles would be fulfilled as required.

Performance data for the October 2017 to January 2018 period showed the highest volume of work involved requests for container deliveries, clinical waste service and missed collections. Missed bins were a primary measure of service so remained a concern for all of the Councils. For comparison across the JWP area, the numbers of missed bins were calculated per 100,000 collections due; current figures indicated over 100 missed bins (JWP target was 60). Kier's ability to complete daily scheduled work had been inconsistent and remained a concern for the JWP. Monitoring would be ongoing.

An update position for each individual Partner authority was provided as follows:

Eastbourne Borough Council: Performance remained consistently high for all services. Local issues continued to be dealt with expediently with the support of contract supervisors and improvement sought where possible. The Council was currently focusing on the introduction of a new Garden Waste Service.

Hastings Borough Council: Improvements to alternate weekly, weekly and missed collections had been realised. Due to Kier's reduction of resources at weekends, communal collection and litter performance had deteriorated. It was considered that the default mechanism was not sufficient to prevent further performance issues. Adverse weather conditions caused disruption to all collections, as well as street cleansing. The Garden Waste Service was temporarily suspended to enable Kier to recover outstanding collections. Performance for fly-tip clearance, bulky and clinical waste collections remained high, although the number of fly-tips had increased. Due to a restructure of service, bring site collections were erratic, resulting in overflowing containers on multiple occasions.

Rother District Council: Performance during December 2017 and January 2018 remained consistent. Kier missed the post-Christmas Garden Waste Service restart resulting in the service running one day behind schedule. This caused confusion and additional complaints. In February 2018, Rother experienced more varying levels of performance with operations impacted by vehicle breakdowns, schedule disruption, ability to dispose of waste and access to disposal sites. All services were severely affected by the adverse weather conditions in February / March. The Garden Waste Service was temporarily suspended to enable Kier to recover outstanding collections. Increased complaints had been received regarding

property damage. Kier would be investigating these issues. Work was ongoing to improve bring sites by replacing old, poor quality with new lockable lid containers. Street cleansing was being maintained to standard however, improvements were still required in rural areas and along 'A' roads. Glass kerbside boxes would be delivered once stocks were replenished. Kier had recently supported community spring clean events within the district.

Wealden District Council: Overall missed bin performance remained below target, despite recent improvements. Performance was attributed to staff shortages and vehicle reliability. All services were severely affected by the adverse weather conditions in February / March. The Garden Waste Service was temporarily suspended to enable Kier to recover outstanding collections. Detritus and litter levels remained high, particularly along major routes. New street cleansing schedules had been implemented and monitoring would be ongoing. Complaints from customers concerning mixed glass contamination levels remained a concern. Despite assurances from Kier, daily complaints were still being received. Fly-tip clearance, bulky and clinical waste collections remained consistently good. Due to service restructuring, bring site collections remained erratic, resulting in overflowing containers. Officers were in discussion with Kier to evaluate the restructure.

The 2017/2018 NI195 Street Cleansing (tranche 1) survey was conducted between April and July 2017. Results indicated that litter and detritus levels were above target standards and contract deductions were applied. Kier disputed the validity of the results and a resolution was reached. As a result, it was agreed that further scrutiny was required of the surveys by both the Partnership and Kier. Results for tranche 2 and 3 surveys would be carefully verified.

East Sussex County Council (ESCC) was currently reviewing the provision of Household Waste Recycling Sites (HWRS) across the county. A 12-week public consultation exercise was launched on 12 February 2018. Proposals included charging for certain types of non-household waste e.g. soil, rubble, plasterboard, tyres and bonded asbestos. Twelve sites were currently in operation, this would be reduced by three (part-time sites Forest Row, Seaford and Wadhurst). Further work was required to consider service provision, savings, resources and operating days/times. As a result of these closures, it was anticipated that fly-tipping incidents would increase; ESCC would monitor the situation. The Committee would be kept abreast of the consultation results and advised of any changes to the HWRS service.

The JWP Risk Register was maintained as a current document by the JWP Manager and was available to Members on request. Measures would be implemented to ensure that production and delivery of 2019 annual collection calendar was completed on schedule. Short-term disruption was anticipated as a result of further Kier management changes.

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

JWC17/29. **MEETING DATE CHANGE**
(8.2)

The Joint Waste Committee (JWC) had previously approved their timetable of meetings for 2018 with two dates scheduled to be held in July and November 2018. To follow current procedures where the JWC and Joint Waste and Recycling Committee (JWRC) meet on the same date, it was agreed that Friday 9 November 2018 meeting should be cancelled and rescheduled to be held on Friday 2 November 2018 at the Court Room, Town Hall, Eastbourne. This would ensure that the JWRC were able to make key decisions in time for progression of the new contract.

RESOLVED: That the meeting scheduled for Friday 9 November 2018 be cancelled and moved to Friday 2 November 2018 at Eastbourne Borough Council.

JWC17/30. **DATE OF NEXT MEETING**
(9)

The next meeting was scheduled to be held on Friday 8 June 2018 at 2:00pm in the Council Chamber, Muriel Matters House, Hastings.

CHAIRMAN

The meeting closed at 2:46pm

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