



JOINT WASTE COMMITTEE MEETING

Friday 26 April 2019 – 2:00pm

Court Room, Town Hall, Eastbourne

Minutes of the Joint Waste Committee meeting held in the Court Room at Town Hall, Eastbourne on Friday 26 April 2019 at 2:00pm.

Joint Waste Committee Members present: Councillors C. Fitzgerald (HBC) (Chair), M. Kenward (RDC) (Vice-Chair), N. Bennett (ESCC), P. Chowney (HBC), R. Galley (WDC), A. Ganly (RDC) and A Shuttleworth (EBC).

Advisory Officers present:

East Sussex County Council:	Head of Transport and Operational Services and Waste Team Manager.
Hastings Borough Council:	Director of Operational Services, Assistant Director Environment and Place and Waste and Cleansing Manager.
Lewes District and Eastbourne Borough Council:	Strategy Lead for Quality Environment, Head of Environment and Waste Specialist Advisor.
Rother District Council:	Executive Director (Lead Director), Head of Service Housing and Community, Neighbourhood Services Manager and Democratic Services Officer.
Wealden District Council:	Director of Environment and Community Services, Lead Head of Service and Waste Manager.
Central Client Team:	Joint Waste Partnership Manager.
Kier Services Limited:	Business Manager and Local Demobilisation/Operation Manager.

Others present: 1 member of the press.

Publication Date: 7 May 2019

The decisions made under PART II will come into force on 15 May 2019 unless they have been subject to the call-in procedure.

JWC18/16. **MINUTES**

The Chair was authorised to sign the minutes of the meeting held on 30 November 2018 as a correct record of the proceedings.

JWC18/17. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors J. Dow (EBC), P. Franklin (LDC), R. Standley (WDC), Kevin Boorman – Marketing & Major Projects Manager (HBC), Malcolm Johnston – Executive Director (Secretary) (RDC), Karl Taylor – Assistant Director Operations and Contract Management (ESCC) and Robin Vennard – Assistant Director Resources (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 14 May 2019.

JWC18/18. **KIER SERVICES UPDATE** (7)

The Business Manager and Local Demobilisation/Operation Manager 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: In March 2019, the Health and Safety Executive (HSE) intervened on an incident in Crowborough, where a vehicle reversed without the aid of appropriate supervision/crew. Kier held an investigation and presented all findings to the HSE. It concluded that all practicalities had been undertaken and no further action was required, however two employees were dismissed. Depots continued to deliver health and safety initiatives and improve culture. Kiers' health and safety record continued and remained consistently good.

Missed Collections: Kiers' key aim was to focus on high quality service to all Partners. Service performance remained consistent. In January/February performance deteriorated across the Partnership, and particularly in Wealden, but had since stabilised. Assurance was given that monitoring would be ongoing to ensure that service performance was maintained / improved until the end of the contract.

Key Operational Challenges: A significant operational challenge was the national shortage of drivers. A recruitment drive had been instigated to attract HGV drivers. Additional support was also deployed and Members were advised that sickness levels remained low. Containers had been ordered and would be delivered until contract end.

Wealden: The following measures had been implemented to improve performance: stand-by service agreed and available as required to support; Amberstone workshop and mobile units working well; bring bank service improvements; deployment of 26 and 15 tonne vehicles plus additional afternoon sessions to support all services.

Camber Sands: Successful deployment of resources.

Litter: Continued focus on litter collection along main 'A' routes and rural roads, as well as improvements to staff training. A significant additional challenge was the reduction of annual grass cutting by East Sussex County Council from three to one or two per annum. Only night closures were possible along fast 'A' roads.

Recruitment: 110% of drivers sought to ensure full deployment across East Sussex. In addition, a 'central pool' of agency staff would be held at Wealden and Bulverhythe and staff deployed across the Partnership. Internal staff driving and supervisor training continued.

Demobilisation: Members were advised that Doug Teesdale and Gary Britton had been assigned as the Demobilisation Manager and Local Demobilisation Manager respectively. Kier's Demobilisation Plan was live and updated regularly. Monthly external meetings were being held with the Partnership and local authorities, as well as internal meetings with HR, Fleet and IT. Focus now was on maintaining performance and legal compliance to the end of the contract, as well as retaining staff and transferring up-to-date data to Biffa. The Contract Service Change-over Document had been agreed. Kierway/Whitespace systems would be shut down on 29 June 2019. Both Wealden and Hastings service information had been supplied to Biffa. All suppliers had been notified of termination of contract.

Depot/Authority Demobilisation: Condition surveys and contractor quotes had been completed at each depot. Remedial works planned and started, as well as fixtures and fittings purchased. Measure (Union/Biffa) and Comfort (Biffa Staff) meetings and induction sessions held or scheduled. IT upgrades had been completed, where applicable. Vehicles with the inclusion of in-cab technology had been identified for Eastbourne to purchase at the end of the contract.

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

- **Container Delivery:** Concern was raised that the backlog of outstanding container deliveries would not be completed by the end of the contract. Kier confirmed that they were committed to delivering all outstanding containers by the end of the contract. Last customer orders would be accepted by 14 June 2019. Between 14 to 28 June 2019, manual order records would be retained and forwarded to Biffa, who would be responsible for delivery.
- **Data Transfer:** Questions were raised regarding the accuracy of Kierway/Whitespace data and whether "hotspot" information would be correctly transferred to the new contractor. Assurance was given that Kierway/Whitespace was updated daily and that all accurate data including "hotspot" areas would be transferred to Biffa by the agreed date.

Kier assured the Committee of their commitment to maintaining and improving service performance across the Partnership, as well as delivering a smooth hand-over to Biffa.

RESOLVED: That the presentation be noted.

JWC18/19. **SERVICE PERFORMANCE UPDATE**
(8.1)

The report of the Lead Director updated Members on performance across the Joint Waste Contract including total workflow, recycling levels, missed bin collections, street cleanliness and the current risks to joint waste services.

Since the last meeting, Kier's ability to resource, manage scheduled collections and daily street cleaning work had improved. However joint efforts with Kier and the Partnership would be required to maintain service performance until contract end.

Average performance across the Partnership for collection services in November 2018 was approximately 110 misses per 100,000; this increased to 260 misses per 100,000 by end of February 2019 and reduced to approximately 175 misses per 100,000 by the end of March 2019. Performance in Wealden improved up to December but deteriorated throughout January. Recent performance had improved with missed bins being collected within 48 hours. Improved performance was attributed to Kier introducing an additional programme of measures, including extra vehicles and staff resources. Monitoring would be ongoing.

Container stock/delivery performance remained an on-going concern across the Partnership. At the end of March 2019, 788 containers had been requested and awaited delivery (127 Eastbourne; 111 Hastings; 215 Rother; and 335 Wealden). Officers were taking action to resolve supply and demand for 240 litre recycling bins and recycling boxes. By the end of February, the backlog had cleared significantly. Discussion had been held with Kier and it was agreed that the supply / delivery of recycling boxes would end on 1 May 2019, as these would be obsolete from July 2019 onwards. Customers who did not have a recycling box would be expected to dispose of all glass items at bring sites. Publicity messages would commence from mid-June advising of the new recycling service.

NI195 Street Cleansing surveys were undertaken every four months. Between December 2018 and March 2019 the levels of detritus were higher than the standards required in Hastings and Wealden. This had been raised with Kier management and it was anticipated that street cleaning standards would improve by the end of the contract.

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

Eastbourne Borough Council: Service performance was good and Eastbourne's primary focus was now to mobilise South East Environmental Services Limited.

Hastings Borough Council: Service standards remained consistent. The number of missed collections was relatively low and the demand for street cleansing services had decreased. Officers would continue

to work with Kier to address litter and fly-tipping issues. Over the next few months, focus would be on maintaining a good level of service during the upcoming summer season.

Rother District Council: Overall service performance remained satisfactory with the exception of a few waste collection issues in January 2019. A challenging issue was the stock levels of waste containers; currently all containers were in stock other than recycling boxes. Kier was working to reduce delivery backlog. The Council was working with Kier, residents and the Police to resolve access issues as a result of inconsiderate legally/illegally parked cars. It was anticipated that the introduction of Civil Parking Enforcement in 2020 would address some of the illegal parking issues. Action was still awaited to improve bring site collections across the district. Officers attributed the increased number of fly-tips to the introduction of charges at the Household Waste and Recycling Sites; monitoring would be ongoing.

Wealden District Council: Collection performance improved towards the end of the year, but significantly deteriorated during January. Following the re-introduction of dedicated rounds, bring site collections had improved. Although reduced, the backlog of container deliveries remained significant and waiting times for bins still exceeded four weeks. Assurance was given that the backlog would be cleared by the end of the contract. Roadside litter, particularly along main arterial routes remained a concern; performance would be closely monitored. Fly-tip clearance, bulky and clinical waste collection performance remained consistently good.

The JWP Risk Register (RR) was maintained as a current document by the JWP Manager and was available to Members on request. Two areas were currently considered as 'high risk', these included management of performance and extensive use of agency staff. As a consequence of the potential for a no-deal BREXIT agreement, six new risks had been added to the RR, these included fuel supply; recycling export market; impact on workforce due to loss of non-British EU nationals; availability of vehicle spare parts; road congestion especially near Newhaven; and container supply. These risks were being regularly reviewed as Government information emerged.

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

JWC18/20. **DATE OF NEXT MEETING**
(9)

The next meeting was scheduled to be held on Friday 27 September 2019 at 2:00pm in the Council Chamber, Muriel Matters House, Hastings.

CHAIR

The meeting closed at 2:25pm

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