

**WASTE MANAGEMENT PARTNERSHIP BOARD
MINUTES**

Date of Meeting: 20 April 2009.
Location: Cabinet Room, Civic Offices
Time: 2.00 pm
Attending: Cllr Mrs D Collins - leader of Council (DC)
 Cllr Mrs M Sartin - Portfolio Holder & Board Chairman (MS)
 Kim Durrani - Asst. Director, Environment & Street Scene (KD)
 David Marsh - Waste & Recycling Manager, EFDC (DM)
 Steve Holgate - Sita UK (SH)
 Darren Lockett - Sita UK (DL)
 Stella Forster (Minutes) (SF)

		Action
1.	Apologies for Absence: John Gilbert	
2.	Declarations of Interest: None	
3.	Draft minutes of meeting 18 March 2009: Agreed	
4.	Matters Arising (not on agenda): None	
5.	<p>Review of current contract performance (operational & financial)</p> <p>SH: The consultant contracted to Sita is to begin producing street cleansing schedules and provide training from tomorrow. Although he is only contracted for 10 days, it is hoped that all schedules will be implemented within the next 4 weeks. It has been necessary to put new arrangements in place as Sita inherited Cory's routes and schedules and the specification has now changed. EFDC to be kept informed of any changes.</p> <p>DL: Score cards are now in and up to date. One outstanding matter concerning the January invoice, which has been stopped. There is now a high level of supervision of street cleansing. All personnel, including drivers, are in place for the weekly service, with inductions and training already carried out. Crews have been receiving training over the last 3-4 weeks on customer care and how to interact with the public. They are being advised to give residents a number to call rather than enter into heated exchanges, with emphasis on replacing bins correctly. Very few grievances about staff are received, and most other complaints go through the call centre. Residents in the district are generally knowledgeable about what to place in their bins, and no loads are rejected in this area.</p> <p>DM: Few loads are contaminated as waste officers work hard at showing individuals who are confused about recycling how it should be sorted, but the new service will be a fresh challenge.</p> <p>A decision on vehicle livery has still not be made, and will discuss with DL. Also still working through the anomalies within the statistical reports on missed collections, but the situation now improved. Once the weekly collection starts Sita will not go back for anything other than a genuine missed bin unless the cost is charged to the resident. Generally crews should use their initiative in collecting 'smiley face' bins, but Sita advises that those with lids over a 30° angle should not be collected or there is a risk of damaging the bins.</p> <p>County have not responded to an email regarding weed spraying, and the spray arranged for 1 May has been cancelled. No spraying will be planned until funding is confirmed, and this will have an adverse impact on street cleansing. <i>(Post meeting note - County have confirmed weed spraying will be carried out and</i></p>	<p style="text-align: center; font-size: 2em; color: orange; opacity: 0.5;">DRAFT</p> <p style="text-align: center; font-size: 4em; color: orange; opacity: 0.5;">T</p> <p style="text-align: center;">Sita</p> <p style="text-align: center;">KD</p> <p style="text-align: center;">DM/DL</p>

	<p><i>arrangements are being made to do first spray)</i></p> <p>6. Annual targets within the performance framework Targets need to be agreed and John Bell will be contacted. To be discussed at next meeting.</p> <p>7. Progress of new service implementation: KD circulated an updated list of actions and key decisions made since the last Board meeting. Meetings have since been held, which Sita have attended, as well as a full-day workshop so that everyone is fully aware of progress being made. P1 shows the Implementation Team structure as agreed by WMPB and Ps2-3 show decisions made & actions in priority order, 1 being the highest.</p> <p>Those issues requiring a policy decision, including those properties that are unable to take a second W/B, need addressing, and DM proposed sending an email requesting comments from Cllr Mary Sartin with Cllr Di Collins copied in. The feedback could then be used for the methodology of the Policy Group. However, no policies can be agreed before the IAA is signed.</p> <p>Other items on the action list discussed:- Procurement for vehicles and containers: Final decisions due to be made at Cabinet that evening, and MS & DC to speak to ECC concerning the IAA the following morning. Sita were anxious to have final decisions made, by 1 May if possible. There can be some 4 weeks leeway, but if any longer the start date would have to be delayed until next April. Specifications have gone out to suppliers and Sita would have prices for bins and caddies the next day. Prices will be sent with a legally binding letter to EFDC, not to the Hub.</p> <p>Publicity: Tom Carne is very strict about what he allows into the Forester and articles must be made attractive. It is expensive to advertise in the local press, but there are various web sites that can be used. However, more investigation is required. There will be a link to information on the new service on the EFDC website.</p> <p>Personalised letter: although it was felt that Rochford benefitted from a personalised letter this presents many problems (e.g. more costly, difficult to keep an up-to-date list, the risk of upsetting families of bereaved residents) and a 'dear resident' letter may have to be used. The Implementation Team working on this.</p> <p>Bin liners: residents will be informed if food can be wrapped in paper. Bin liners may be used but must conform to the standards of whoever takes the waste. This must be well publicised once the final destination is known.</p> <p>A3 information sheet: This contains key service information which can be displayed at public information outlets, and once finalised can be brought to future meetings.</p> <p>Size of garden: It had been agreed that only 180L bins would be used. There will be approx 1,000 properties unable to accommodate a second w/b and it was suggested they be offered a free composter. It must be made clear that sacks will not be collected once the new service starts and these will have to be withdrawn in good time. Any remaining sacks can be used elsewhere, and Sita will take any that are left over.</p> <p>Implementation plan: DM to send QD an electronic copy.</p> <p>Colour of bins/caddies: agreed at last WMPB.</p>	<p>SH/JB/ KD</p> <p>DM</p> <p>MS/DC/ JG</p> <p>DM</p> <p>DM</p>
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Budget: there is allocation for 50,000 180L bins - this could lead to a 4% surplus. 180Ls have now run out at NWA. Kitchen caddies: 45,000. Kerbside caddies: 45,000, although probably only 5-10,000 will be needed and this may leave money in the budget to cover the 1,000 or so free composters.

DM presented final caddy/bin artwork for approval.

P1 shows the EFDC logo, used on all current W/Bs, to also be used on the bodies of the new bins.

P2 shows the information to be imprinted on the bins, illustrating exactly where they should be left for collection.

P 3/4 is the basic list of items which can and cannot be placed inside the caddies. Any additional items will be advised by leaflet. It was suggested that details of where unwanted items can be recycled elsewhere is added to the 'No thanks' list.

The name of the new service was confirmed as 'Food and Garden Recycling'. This can now be added to the apple motif already agreed.

Feedback: so far reactions to the proposed service changes have been positive, with only a few negative responses received, including a letter in the local paper, one to MS, 3 other letters and 6 emails. A presentation was recently given by KD to Chigwell residents which proved a good test of local feeling. There was some opposition by those feeling it was a money-saving exercise, but when the figures were explained residents generally agreed with the concept. Roadshows will be advertised once the funding has been confirmed. DC suggested that a presentation could be made at Crucial Crew, as children like to get involved.

Sita felt the fact that a free service is being offered should be promoted - some other authorities are withdrawing their green waste service altogether.

Charging for replacement bins was considered useful in keeping requests and budget down. One authority charges £43.40 to replace a lost bin. However, this will always be at the waste officers' discretion.

8. Safer, Cleaner Greener Issues

Fly tipping: There has not been an overall increase, but there are areas where County would normally deal with or pay for it. Bridleways are a particular problem. There is no set definition of fly tipping or litter and County have redefined what is public highway. They have now decided that Bridleways and other areas such as traveller sites are not their responsibility. This may prove to be a huge problem as legislation is not strong enough to pursue land owners.

9. Any Other Business

SH confirmed that a new manager has been appointed to replace DL. Michael Miles, an experienced ex-local government officer, will be starting on 1 June. DL will stay until 1 July.

10. Date of next meeting

Monday 1 June 2009, Cabinet Room. Sita's new manager will hopefully attend.

JG