

**WASTE MANAGEMENT PARTNERSHIP BOARD
MINUTES**

Date of Meeting: 28 September 2009.
Location: Cabinet Room, Civic Offices
Time: 2.00pm
Attending: Cllr Mrs D Collins - Leader of the Council (DC)
 Cllr Mrs M Sartin - Portfolio Holder & Board Chairman (MS)
 John Gilbert - Director, Environment & Street Scene (JG)
 Kim Durrani - Asst. Director, Environment & Street Scene (KD)
 Steve Holgate - Sita UK (SH)
 Vlad Velikoselskis - Sita UK (V V)
 Paul Madden - Sita UK (PM)
 Chris Thorn – Sita UK (CT)
 Sebastian Rawski - Sita UK (SR)

		Action
1.	Apologies for Absence – David Marsh	
2.	Declarations of Interest - None	
3.	Draft minutes of meeting 20 July 2009 - Agreed	
4.	<p>Matters Arising (not on agenda). It was noted that although neither organisation had been affected by any significant cases of swine flu, the numbers of cases of flu like illness did appear to be rising again nationally and therefore it was important for both organisations to remain prepared for the forthcoming autumn/winter period. It was agreed that the Performance model for the contract to be looked at again to clarify it's implementation.</p>	
5.	<p>Confirmation of Board membership for 2009/10 JG indicated that the recent changes to Sita's management structure would require formal changes to the Board's membership, to now include Vlad Velikoselskis and Paul Madden and to remove David Foster. The Board makeup for 2009/10 would therefore be: Cllr Mrs Mary Sartin (EFDC) – Chairman Cllr Mrs Diana Collins (EFDC) John Gilbert (EFDC) David Marsh (EFDC) Steve Holgate (Sita) Paul Madden (Sita) Chris Thorn (Sita) Vlad Velikoselskis (Sita)</p>	ALL
6.	<p>Review of current contract performance CT reported on a generally improving financial performance on the contract and took the Board through his slide presentation. Despite this improvement, after profit & overheads were excluded, the contract still remained in deficit. However, it was Sita's general view that the new service arrangements recently implemented would soon start to have a positive impact on this position. Dealing with some specific questions CT stated that although the percentage of costs allocated to wages had increased in July and August, the total amount paid had actually decreased. CT stated that cost increases in April onwards reflected the weekly collections during the summer and the need to appoint staff and then train them etc ahead of the service change. There were a couple of issues raised by the Council's accountant which CT stated he</p>	

needed to explore and would explain further at the next meeting.

CT

JG made reference to the recent Place Survey and residents' ongoing references to street cleansing concerns. He also made reference to the 2008/09 NI195 outturn and the target for 2009/10. JG acknowledged that standards had improved but this improvement had to continue and that efforts in this regard must not be reduced because of the pressure to roll out and deliver the new collection service. SH reported that the rescheduling exercise had now been completed and that these would be available on CD shortly. He said that crews would be allocated differently to previously which would make them more visible in areas being cleansed. Most statics had been retained.

DC enquired about standards in rural areas, recognising that cleansing frequencies were less. The Board was reminded that cleansing occurred at two levels, the first routine and scheduled and the second following complaints received about excess litter being present.

7. New service implementation

JG reported that the EFDC and Sita officers had been able to meet that morning to prepare an overview of the pre roll out arrangements and how matters had proceeded since the new service commenced in around 3 weeks ago.

SH informed the Board that Sita had been able to obtain a transfer facility at Heatherlands (near Ongar) enabling food & garden waste from the north of the district to be transferred there rather than going all the way to the Barking facility. This was a more efficient approach and reduced the risks of vehicle down time through longer trips to Barking.

SH was asked whether Sita was yet able to provide some tonnage data to get an early picture of how the new service was developing. SH stated that he would see whether the AD plant was able to provide information on the amount of food waste in the commingled stream. In 2008/09 an average of around 140 tonnes per week of waste was sent for processing (280 tonnes per fortnightly collection). The new service had started with 400 tonnes of commingled waste in week 1, assumed to be due to stored garden waste from the old service). Weeks 2 and 3 had seen around 260 tonnes and 300 tonnes respectively. This was seen as encouraging. However, the most interesting data would be the changes in the tonnages of residual waste going to landfill, since that would indicate how much food waste was being extracted from the waste stream and consequent reductions in the waste stream overall.

SH indicated that there were some recent concerns regarding the contamination of dry recycling loads with disposable nappies. Whilst this was not yet such as to result in load rejection, the situation would need to be carefully monitored. SITA was to ask its experts at the transfer station to identify the extent of the problem, although this would have to be done sensitively and in a manner to avoid unnecessary concern at the waste disposal facility.

JG queried the size of rounds since there were concerns about seemingly high numbers of missed collections. SH considered that the workload was about right and that problems at present were most likely simply due to the crews learning the new arrangements. He also stated that the rounds have been changed slightly since the service was introduced e.g. in Chigwell area the planned rounds have worked well however in Ongar it has been necessary to modify them slightly .

SH informed the Board that the limit of safely handling a wheelie bin was 34 kg, this is to avoid risk of injury to crews. Additionally the bin lid of any bin over 64kg can be ripped off in the lifting mechanism of the dustcarts. V V informed the Board that he had spoken to all crews and put a system in place to monitor the missed collections and managers were keeping an eye on the situation.

JG referred to a very high number of missed assisted collections which were a cause for concern. A number of these were repeat misses indicating carelessness by the crews. Sita agreed to look into this matter recognising the importance of these collections especially since the number of assisted collections had risen with the introduction of the second wheeled bin.

V V

The final issues were ones raised by the Customer Service Team regarding late/inaccurate crew sheets. Sita was asked to ensure that sheets were accurately and legibly completed and returned speedily since this made the management of missed collection calls much easier. The Customer Support Officers (CSOs) had also difficulties with crews stickering containers as contaminated and therefore not collected, which on examination by the waste team had turned out to be OK to collect. Sita was requested to re-educate crews on these matters.

V V

SH was generally happy with the new service and the implementation. He acknowledged that although the call numbers were high these were no different to any of the other major service changes Sita has been involved with.

Finally KD expressed his thanks to Vlad who had worked tirelessly in the short time he had been in the post to ensure a successful implementation. DC also expressed her thanks to Sita, to the waste team at Langston Road and to the Customer Services Team at the Civic Offices for their sterling efforts over the past few months.

8.

Revised waste management policies

JG presented the latest set of policies and apologised for having to introduce them without initial final clearance from the Board. JG took the Board through each of the policies in turn, and the following comments were made:

Policy 1 (Containers): add the words "if no wheeled bin supplied" to the fourth bullet point under official caddies for the food and garden service. This was to ensure no misunderstanding on the provision of kerbside caddies.

Policy 5 (Side Waste): the sacks referred to should be the same as in policy 6, namely a reference to 4 sacks and not 5. It was further suggested that in respect of religious holidays, any arrangement for the collection of side waste following should be booked with the Council and that this should be included in the policy statement

Policy 7 (Exceptions): JG reported that EFDC had received many enquiries around the lack of capacity for garden waste following the cessation of free for all sacks. Cabinet had considered this at its meeting in September and had agreed that in exceptional circumstances, a second 180 litre bin could be provided. SH expressed some concern, since rounds were carefully balanced in respect of bin numbers collected and that it would not take many additional bins, especially on those already under pressure on numbers, to require additional resources to be applied. JG indicated that the report to Cabinet had made this risk clear. SH stated that should this happen, it was likely that additional bins could be dealt with via overtime and it was unlikely that vehicle capacity would become a problem. KD stated that the new policy was being very firmly applied, and that it was likely that only the elderly and those who could not drive for example, would be afforded the second bin. However, demand would rise, especially from spring next year. It was agreed

	<p>to continue to apply the exception strictly and to monitor going forwards. It was also clarified that every property issued with a second wheelie bin will get a written explanation of the policy specially clarifying that the Council reserves the right to charge for the ongoing service of a second bin.</p> <p>It was agreed that the stickers placed on contaminated bins should be brought to the next Board meeting and the process discussed.</p> <p>JG stated that some more policies were yet to be prepared i.e. damaged, lost or stolen bins and flats and communal building policy.</p> <p>JG also reported that the larger residual bins which were issued to families under the previous regime with nappy age children would, over time, be reassessed.</p> <p>Another issue raised was the need for a kerbside caddy as well as the F&G bin in winter months. However, due to collection cost pressures, residents would not be issued with both bins.</p> <p>Sita clarified that kerbside caddies were emptied directly into the dustcart and not via a slave bin.</p> <p>JG agreed to update the policies in the light of discussions and arrange for them to be placed on the Council's website.</p> <p>9. Any other business</p> <p>MS sought information from Sita on the availability of the Tilbury MRF and Sandy IVC for a Member visit. SH reported that, following an accident, the MRF had been closed to visitors, but it was now open once more. The new IVC at Sandy in Bedfordshire was available for visits. SH agreed to bring forward possible dates for visits to both sites.</p> <p>In response to a question regarding livery on dustcarts, SH stated that everything had been arranged.</p> <p>SH informed that due to an error in vehicle specification the contract had a 18 tonne vehicle instead of one of 15 tonne. To remedy this Sita were to buy the 18 tonne vehicle from the Council and procure a new 15 tonne vehicle for the contract. This would result in a capital saving of £12,000 for the Council.</p> <p>JG reiterated that the target for NI 195 for 2010/11 is 10% and this has to be achieved.</p> <p>10. Dates of next meeting</p> <p>It was agreed to maintain the two monthly frequency for the time being to be reviewed once the new service was firmly established. The dates of the next meetings were agreed as: Tuesday 24 November 2009 Tuesday 19 January 2010 Tuesday 16 March 2010</p> <p>All at 2.00 pm in the Cabinet Offices at EFDC Civic Offices</p>	<p>KD/DM</p> <p>JG</p> <p>SH</p>
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