

**WASTE MANAGEMENT PARTNERSHIP BOARD
MINUTES**

Date of Meeting: 20 October 2010
Location: Cabinet Office, Civic Offices, Epping
Time: 2.00 pm
Attending: Cllr Mrs M Sartin – Env. Portfolio Holder & Board Chairman (MS)
 Cllr Mrs D Collins – Leader of Council (DC)
 John Gilbert - Director, Environment & Street Scene (JG)
 Qasim Durrani, Assistant Director, Technical (QD)
 David Marsh, Waste & Recycling Manager (DM)
 Steve Holgate, SITA UK (SH)
 Vlad Velikoselskis - SITA UK (V V)
 Stella Forster (Minutes)

		Action
1.	Apologies for Absence - Paul Madden, Sebastian Rawski.	
2.	Declarations of Interest - None	
3.	Draft minutes of the meeting held on 4 August 2010 - Agreed	
4.	<p>Matters arising</p> <p>P1 - Customer satisfaction survey: SH provided a copy of the survey that was commissioned by Eastbourne BC. It was agreed that the format was not ideal as it was too long and should focus on key issues, making the questions specific rather than generic. However it could form the basis of a survey that DM and VV are working on for distribution after Christmas, possibly together with the new leaflet due to be delivered then. JG thought that Val Loftis (Market Research Officer) should be involved, and that the survey should be available on line.</p> <p>P3 - Man in a van: QD confirmed that County are now funding this service.</p> <p>P5 - Livery: New livery has now been applied to the vehicles; it was agreed that it was very effective.</p>	
5.	<p>Review of current contract performance (operational and financial)</p> <p>SH presented the monitoring report in SR's absence.</p> <p>Summary of waste flows: the graph shows a positive trend for recycling, peaking in June with 63% but still achieving over 60% coming into the winter period. It is expected to drop in Oct/Dec and then peak again in January. VV reported large volumes of food and garden waste collected in the last few weeks, due to final clearances after the summer.</p> <p>Profit margins 2010: SH was pleased to announce a slight profit this year and the outlook is positive. The reduction in Q3 is due to resources being set aside to cover the leaf fall later in the year.</p> <p>Cost summary: A total of £5.8m was spent on the contract in the last 12 months, £2.5m of which was on wages. Deductible insurance claims are still high but the trend is for personal injury claims to be on the decline. It is to be hoped that with new legislation and insurance companies being more robust in defending their position, this trend will continue. SH stated that vigorous training schemes are in place which has resulted in more cases being found in SITA's favour. He was pleased to report that the HSE had closed the case concerning the incident at</p>	

	<p>Rochford, with no blame attributed to SITA.</p> <p>Cost split: No major variances between Q2 and Q3.</p> <p>Overtime/Agency hours & missed bins: Numbers of missed bins are still higher than would be liked and SITA are focusing on bringing them down further. However, they have levelled out at around 50 and as this is out of 100,000 collections, is not unreasonable when put in perspective.</p> <p>SH asked if, now that the contract has stabilised, the Board would prefer to see monitoring reports in a different format in future, perhaps without the graphic images. It was agreed to consider a different method of reporting the statistics.</p> <p>DC was concerned that whilst recycling figures are encouraging, the amount of waste sent to landfill has not significantly decreased. JG agreed that although volumes were expected to fall following the introduction of the food and garden service the figure remains high. However, it is still under target. Now that the service is working well it should be possible to put more energy into driving the numbers down. This may include reviewing the size of bins. For comparison purposes, SH offered to find out what volumes of residual waste are sent to landfill by other authorities.</p> <p>6. Street cleansing (including possibility of recycling of arisings) DM reported that Essex Waste Disposal (EWD) had visited the depot with a view to setting up a recycling system for street cleansing, but had encountered difficulties with County and concluded that it would not be economically viable. They could only offer an arrangement based on sack collections. SH stated that the problems were caused by the oil content in the detritus. QD thought that EWD were currently providing a service to authorities in the east of the district and must have overcome the obstacle with County, and that there were other companies offering this service. It was agreed that both QD and SH would investigate further, and the matter would be brought up again at the next meeting.</p> <p>In response to a question from DC regarding the collection of tetra packs, SH stated that as they are still classed as contamination they would need to be separated from the waste stream and the cost of segregation would be prohibitive. However, there are banks available for their disposal. He also mentioned that SITA are in the early stages of investing in technology which converts low grade plastics into diesel.</p> <p>7. 2010/11 Quarter 2 Performance JG reported that both indicators 52a and 52b (containerised facilities in flats and communal buildings) both now stand at 100%.</p> <p>In response to a query from MS, DM reported that at flats where it is not possible to site recycling containers because of lack of available space, the use of sacks is now being promoted. Once all the managing agents have been contacted and a final report prepared, it will go to Members for a decision; the deadline is January. Developers are now required to create spaces for containers or their plans are not passed by Planning. All schools have now been provided with recycling facilities.</p> <p>A procurement exercise is currently taking place to acquire metal containers for flats, so that the use of plastic ones can be discontinued. Delivery is expected within the next 2-3 months. It is anticipated that metal bins will also be used for waste other than dry recycling in the near future.</p> <p>NI192 (recycling) is showing a return of 61.2%, an excellent result. The target is 58%, which is likely to be a more realistic figure by year end.</p>	<p>SH</p> <p>SH</p> <p>QD/SH</p>
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	<p>The figures for NI191 (residual waste) are currently running at well under the target of 500kg per household per year.</p> <p>NI196 (fly tipping, not related to SITA) is still operating at grade 3, with the target standing at grade 2. The collection and management of this data is being reorganised and it will be a year or so until year on year numbers can be compared.</p> <p>8. Contract negotiations</p> <p><u>Amendment to contract</u> SITA are currently working on Schedule 2 for a contract extension, and SH handed JG a copy of the draft. The profit/overheads split needs to be clarified. Once the calculations have been checked and agreed by DM they will be attached to a variation letter and discussions on the extension can then proceed.</p> <p><u>Future developments:</u> Although it was thought that changing the way collections are made would be considered, possibly by charging for parts of the service or separating food and garden waste, no alterations to the service are currently being planned.</p> <p><u>Wheelie bin swap/wash service:</u> It was agreed that this service, previously carried out by another contractor, can now be brought into the contract with SITA as long as it is within existing resources. Their rates, based on cost per bin, have now been received. It involves the collection, repair, replacement, swapping and washing of all types of bin/caddies and lids, from all types of property including flats and new developments and is estimated to cost around £60k per year. £30k has already been budgeted for residual bins, and it is thought that by using underspends from elsewhere the budget can be adjusted to cover the other costs. Around 5,000 actions per month are currently carried out and steps are being taken to reduce this figure.</p> <p>Large bins are particularly targeted by thieves. A three-year rolling programme has now been instigated and DM is contacting residents who applied for and received larger bins to reassess their circumstances. It will in future be more difficult to receive a larger bin, and where necessary a mixture of sizes will be given so that nothing over 240L can be used. Residents on the medical assisted list will continue to have 2 bins, collected fortnightly.</p> <p>9. Olympic Games/joining operations with Broxbourne Borough Council (BBC)</p> <p>JG has now received BBC's plans for street cleansing in the period leading up to and during the white water canoeing event in Broxbourne. He will send this out to everyone separately. This involves cleaning all roads affected at least once a day, and EFDC will liaise with BBC to carry this out. It will have a big impact upon SITA's cleansing schedules elsewhere. Bins and sacks will not be allowed on any of the streets in question and W/A will be a controlled parking zone.</p> <p>An EFDC/SITA working group is to be established to consider how best to manage the problems that will arise, and this group is to work collaboratively with Broxbourne. Residents will need to be informed of any decisions made.</p> <p>Priority will be given to cleansing the areas in the vicinity of the event, from 6am to 9pm every day. Although the park & ride at NWA, if approved, and other on-site facilities will be managed and funded by the ODA, they will not provide any of the extra resources required for street cleansing. As JG is reluctant to ask Members for funds the only alternative is to reschedule cleansing frequencies in other areas, and leave some out altogether if necessary. Some of land adjoining the link road is not EFDC owned, and other landowners are being contacted to</p>	<p>DM</p> <p>JG</p>
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	<p>request their co-operation.</p> <p>JG requested that he be kept advised of any developments or decisions that arise from the group meetings so that he is fully informed at the many Olympic meetings he attends. There is to be a large scale 'dummy run' of the white water event next July, which will give an opportunity to test out some of the ideas.</p> <p>10. Review of policies</p> <p>JG identified two policies that the Board might consider reviewing:</p> <p>(1) Whether to ask Members to change the policy on replacement bins, in line with most other authorities. At around £50 per bin, this costs the Council around £20-25k each year. He suggested that householders are asked to pay for the bin or container to be replaced, unless they can clearly demonstrate that they are not responsible for losing or destroying it. It would not be practicable to make it a reportable offence to the police, but residents could be encouraged to claim from their household insurance. It was accepted that this would not be well-received, and there would certainly be some genuine cases of financial hardship.</p> <p>SH confirmed that around 5-10% of the stock is lost to the Council, comparable to other authorities around the country. Such a change to the policy would receive a lot of bad publicity and he suggested that a less harsh way of dealing with it could be to allow householders one replacement bin only. Difficulties arise when a resident refuses to pay for a replacement, as by law they cannot be left without a bin to be collected. There would also be a risk of other bins being filled with inappropriate waste.</p> <p>It was agreed that more definitive figures are produced for the next meeting, when this will be discussed more fully.</p> <p>(2) Whether to consider charging for second food and garden bins. The suggestion was that first bins are free but if residents require a second one for garden waste only and are willing to pay for it, there would also be an annual charge. A pre-paid sticker would identify the second bin, and crews would also be supplied with a check list to be carried on the vehicle. Those who already have a second bin (currently standing at 94 properties) were informed of this likelihood when they took delivery of it, and would also be charged. DM reported that around 400 applications were made, with 4-5 assessments still outstanding, and there is a risk that if they were all prepared to pay the charge this could overload the system.</p> <p>MS asked for more information to be supplied so that this can be taken for Member approval.</p> <p>SH stated that two authorities are withdrawing their garden waste service altogether, and four others are now charging for it.</p>	<p>DM</p>
<p>11.</p>	<p>Health and safety</p> <p>JG: The HSE are currently concentrating on waste management, private companies in particular, and have requested details from EFDC. They are therefore likely to make an unannounced visit and it is important that Council and SITA staff ensure that that the depot is not being run in an unsafe manner. The major issue there is a that no-one has overall responsibility for it, and there is a risk that some H&S procedures are being overlooked. QD had carried out a snap visit and made a list of his observations, and Wendy Gains will be reinstating regular fire drills at the depot.</p> <p>SH commented that a few years ago the waste industry topped the H&S statistics and SITA have been liaising with the HSE to improve their procedures. The HSE have carried out several, very thorough, random investigations of their facilities. He offered to let JG have a copy of the presentation notes of the training sessions that SITA run for their staff on what to expect if the HSE arrive suddenly. He</p>	<p>SH</p>

<p>12.</p> <p>13.</p> <p>14.</p>	<p>stated that the Council, as landlords, would be responsible for any contraventions that are discovered.</p> <p>Temporary/permanent depot relocation QD: AK, who was given the task of heading up the Innovation Forum looking into the feasibility of relocating from Langston Road, has been working with VV and others to take the proposal forward. He will be giving an update of his findings at a meeting next week. He has worked hard and made good progress but it has become apparent that there is more to be done and will cost more than initially thought. He has been in contact with County and has established that it is a District planning matter, and overcoming planning issues on green belt land will be a problem. There are many other issues to be considered, e.g. lack of drainage, road surfacing and fencing, contaminated land (unexploded devices), also wildlife (badgers, newts etc) and ecological surveys will have to be done very soon. There is also still some potential to clash with the aviation study currently taking place at NWA. SH stated that SITA's property manager and construction expert would both be available for advice if required.</p> <p>JG stated that there is an alternative option to share Harlow's depot, but this would not be a simple solution. SH asked if any thought had been given to using pre-built depots, and offered the services of SITA's property search specialist to assist in identifying any that may be available locally. This was gratefully received, since Planning have directed that other sites must be tested even if they are further away than NWA.</p> <p>Visit to MRF SH apologised for having to cancel the planned visit last month but it was necessary for health and safety reasons. He confirmed that the equipment had been repaired and it was now safe to visit. It was agreed to leave this until the new year, when JG will provide SH with some suggested dates. SH cautioned that as it is an outside facility visitors should dress accordingly.</p> <p>Any other business <u>Emergency plans:</u> JG is to chair a working group looking at what emergency plans need to be in place during the Christmas and new year close down, in the event that the weather is as severe as last year. Members are expecting that the problems experienced last year will not be repeated, especially the failure to update the website and keep the public informed. JG is planning to ask for volunteers to operate the phones at Langston Road; the cost of keeping the Civic Offices open would be prohibitive. SH stated that it was difficult to predict how collections would be managed in bad weather, but a set of priorities would be in place. He also suggested establishing a link with local radio. The County's grit situation is not known at this time.</p> <p><u>New vehicles:</u> £1m has been set aside in the capital programme for the replacement of 7 vehicles. There are 3 options to acquire them, (i) to carry out a procurement exercise through the Hub so that they are the Council's property; (ii) to ask SITA if they can procure them on the Council's behalf at a cheaper price, or (iii) for SITA to purchase them and increase the contract accordingly. Specifications have now been received and once all the figures have been finalised it will be left to Cabinet to make the decision.</p> <p><u>New plants:</u> SH stated that SITA did not proceed with the purchase of land in the area for their commercial waste business, and are still searching for suitable premises. JG informed the Board that a planning application has been made to Herts CC for a bio plant just across the border in Ratty's Lane, Dobbs Weir. Harlow DC has also received an application for a large anaerobic waste facility at Riverway. Bywaters have approached the Chairman to visit their new facility at</p>	<p>SH</p> <p>JG</p>
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Bow in London, which takes commingled waste. JG's response will be that Council officers have already visited the plant and are unable to take it further, but will suggest that they contact SITA who may be interested in joining them.

Collections from village halls etc: QD reported that we have agreed to supply 1100L bins to halls, parish offices, community centres, places of worship etc., with a charge being made for collection, and recycling being collected via sacks and blue boxes. At the last Local Council Liaison meeting, 95% of parishes said they would prefer to have 180L bins which could be collected fortnightly by SITA during their normal rounds. QD undertook to recommend this course of action to Members, as long as there is no cost impact to the Council. There are only around 15-20 premises in total; most people take the waste home with them for disposal. SH thought that bins would attract commercial waste, and it was generally agreed that the best option would be to supply 26 recycling sacks per calendar year, to be collected by SITA.

New livery: DM presented the artwork for the new livery due to be used in the new year. After discussion, one design was unanimously agreed upon. It can be adapted to any size, and it was thought that posters could be used in information centres etc. to promote recycling at the same time as fixed penalty notices are being introduced. SH pointed out that their name should be in capital letters.

Recycling information: To further push the message home, DM also produced for discussion a sample of a recycling wheel, intended to be delivered to all residents, which can be attached to fridges. Although 2½ times more expensive than leaflets, there is sufficient in the budget to cover the costs. The recycling system is explained by using visual images, which would be beneficial for people who have difficulty reading text. However, it would make changing the collection service very difficult. Calendars would still need to be produced, but could be reduced in size. Before making a decision whether to proceed, DM will provide the Board with costings and other information when received.

DM

Aluminium & aerosol cans: SH confirmed that no problems had been encountered with the new collection. There is currently a spate of people collecting aluminium cans for money, and crews have been warned to look out for them; collecting from the roadside is acceptable but removing them from householders' bins or sacks is against the law.

Bring sites: DM is working on the future of bring sites, and whether some should be removed as a cost saving exercise. Although the Council was criticised when containers were removed previously, most complaints were received from people living in flats who had no access to a recycling collection and this is no longer relevant. There may be merit in removing anything that is collected from the kerb, following the example of many other authorities, and this would prevent commercial premises using the containers as a free collection service.

Batteries: DC would like to see leaflets in future giving the information that batteries can be disposed of wherever they can be bought.

Date of next meeting

12 January 2010. Cabinet office.