

**WASTE MANAGEMENT PARTNERSHIP BOARD  
MINUTES**

**Date of Meeting:** 15 July 2013  
**Location:** Committee Room 2, Civic Offices, Epping  
**Time:** 2.00 pm  
**Attending:** Cllr W Breare-Hall – Env. Portfolio Holder & Board Chairman (WBH)  
 John Gilbert - Director, Environment & Street Scene (JG)  
 Qasim Durrani, Assistant Director, Technical (QD)  
 David Marsh, Waste & Recycling Manager (DM)  
 Dave Swire - SITA UK (DS)  
 Nick Browning - SITA UK (NB)  
 Melvin Dhorasoo - SITA UK (MD)  
**Notes:** Stella Forster

		<b>Action</b>
1.	<b>Apologies for Absence</b> - Cllr Mrs S Stavrou	
2.	<b>Declarations of Interest</b> - None	
3.	<b>Draft minutes of the meeting held on 13 May 2013</b> - Agreed	
4.	<p><b>Matters arising</b></p> <p>P3: MD said that the suggestion to issue contact cards to residents in cases of complaint will be brought up at the dialogue meeting he is to have with the workforce on 15 August. He will be looking to identify lead members within the crews, and this is definitely something that will be taken forward.</p> <p>P4, item 12: DM confirmed that the delivery of 1100L bins is on track; one was received last week, and another today, 15 July.</p> <p><b>5. Review of current contract performance</b></p> <p>DS: The report is presented in the usual format and covers the 12 month period to June 2013. P4 shows that revenue for this period was £6.3m, with operating profit at 14.4% and EBIT at 6.5%.</p> <p>P5: Revenue for the full contract reached just under £33m, with EBIT at 1.2%. The three year trend shows that 2011 was the most successful year for Sita from a financial point of view, mainly because of the large number of accruals released that year.</p> <p>P6: The monthly cost split over the 12 month period is pretty standard.</p> <p>P7: Other costs jumped from 20% in Q4 last year to 29% in Q1 this year, mainly in relation to green disposal costs. Following the wet weather earlier in the year there was a spike in the tonnage collected during this period. This has also been seen in other contracts. Wages reduced as a percentage of total direct costs, and fuel and damage remain low quarter on quarter.</p> <p>P8: Clarification of what makes up 'other costs'.</p> <p><u>KPIs</u> MD: P10, summary of waste flows - there has recently been a large increase in green recyclables. However the figures for May are incorrect. They will be clarified by MD and a summary sent to the Board in the next few days.</p> <p>JG noted that dry recycling is not performing as well as expected, particularly when compared with other Essex authorities, including Harlow. This is surprising</p>	<b>MD</b>

since the residual waste trend is slightly down and recycling figures might be expected to rise. One possible reason is that residents are unable to obtain sacks when needed. Harlow currently use bins for the collection of dry recyclates, and this is something to be considered for the new contract. Another strange fact is that householders are still placing their food waste into residual bins which are collected fortnightly. MD has arranged meetings in South Gloucs. to look at their processes, and will report back.

MD

QD referred to the suggestion made last year to issue each household with a roll of sacks, which may help the situation. However, to avoid the bad press about giving sacks to residents who do not recycle there could be fewer sacks to a roll.

WBH has received complaints about the quality of the sacks currently being used. DM told him that although the supplier had changed, the density (microns) of the material is the same and they should be similar in strength. The new sacks do appear to be thinner than the old, and when screwed up become more creased. They have been taken to a testing facility in Yorkshire and DM will report on the outcome. He said that the way they are currently being presented, i.e. folded rather than in rolls, was a procurement requirement because more suppliers could be approached, and they can be posted through letter boxes if necessary.

DM

P11 missed bins - MD reported that there have recently been a few discrepancies with the information provided by the Council's logging in system, which may have been caused by the changes made to the MVM system. However, a more accurate process is now in place which ensures that the figures supplied by both Sita and EFDC correspond.

WBH pointed out that the number of missed bins in the report given for February is 34, whereas in the last report it was 38. MD confirmed that the latest number is correct.

P12: MD reported that there was one RIDDOR (a personal injury relating to a work activity over a reportable period of 7 days) in June. This concerned an operative who damaged his bicep. The police are currently investigating the incident which resulted in serious injury to Anthony Stearn as a road traffic accident. Once they have completed their enquiries they will pass it to the HSE, at which time it may be regarded as a RIDDOR.

Agency staff had not been used for the contract since the beginning of the year. As a result of careful monitoring and a well managed procedure sickness levels are showing a downward trend. This year anyone suspected of the 'Mon-Fri syndrome' has been placed under review, and these figures have since improved. The average sickness level for the industry is given as 4%. Sita still has some work to do, but the difficulties lie with operatives who have more serious illnesses, hospital stays etc. Unfortunately the figures will now increase due to the time Anthony was having to take off to recover from his accident.

Overtime hours vary month to month, according to where bank holidays sit on the calendar.

## 7. Health and safety issues

JG: Now that Anthony is recuperating at home it would be appropriate for the Chairman to write to him to express his and the Board's shock at what has happened and best wishes for his recovery. MD is in regular contact with him, and reported that he is feeling more positive about the future. He is considering being fitted for a prosthetic, and returning to work. MD feels he may benefit from a visit to the office to see his workmates. Although frustrated with his limitations, he does not appear to hold anyone in particular responsible for the accident. Sita

WBH

have carried out the peripheral investigations but they have yet to hold a formal interview with him. It is still puzzling how the incident happened. The driver reacted badly and has been offered counselling, but he returned to work immediately. He has the reputation of being a careful driver and his record is unblemished. Anthony's role within the company cannot be determined until his mobility has been assessed, but hopefully some form of redeployment can be offered.

**8. Progress with the procurement of next contract**

JG: 18 companies applied for the PQQ documents, but only 10 had responded by the deadline. Following assessment, 8 of those 10 were selected to go through, Sita being one of them. They are all large companies and all PQQ responses were of good quality.

Bidders Day is scheduled for 31 July, and details will be sent out shortly. After preliminary introductions and an explanation of the day's proceedings, four separate tables will be set up so that any matters of a commercially sensitive nature can be discussed openly with the various groups of officers. A tour of the depots has been arranged for the afternoon. This will include some of the other locations that have been identified as potential new sites.

The first stage of competitive dialogue has been arranged between 5 and 13 August. As these are being held in alphabetical order Sita's will be in the latter stages, i.e the afternoon of Monday 12th. The first round of tender documents will be expected at the beginning of September, when there will also be an exercise to consider which of the 8 companies will go forward, and a decision made on whether Grounds Maintenance will be outsourced or remain in-house. The process will continue until an overall leader emerges. At present it is envisaged that 5 will go through after round two, and then 3 at the final stage.

**9. Any other business**

DM: (1) A formal policy is required to be established concerning the use of Council-owned containers. This follows a rise in the number of insurance claims due to bins and blue boxes, which have been used for the storage of residents' own possessions on their driveways, being removed for collection. Most of such claims are rejected but the Council's complaints officer has recently approved payment for some on the basis that the containers had not been put out for collection. DM requires a new policy which states that the containers issued by the Council can only be used for waste, so that he can publicise it on the website, and so that there is a better foundation to refute the claims. JG said that this would not require Cabinet approval, as long as it is placed in the Members' bulletin to await Councillor comments.

(2) DM circulated a sheet giving details of the costs involved in making assessments for additional food & garden bins. No requests were received during the winter months, but there were 5 in March, 4 in April, 4 in May, 10 in June and 7 already in July. Taking into account mileage and officer interview & travel time, the cost per assessment averages out to £16.12. However, there has since been a change in approach and assessments are now only carried out, wherever possible, when the officer is already in the area on other business. Although it would be less expensive to issue the extra bin, as DM currently rejects 50-60% of applications, numbers would increase rapidly and Sita would be unable to collect them without taking on extra vehicles and staff.

One way of reducing the cost is to simply state to residents that second bins will not be provided unless certain criteria are met. As present they are given a list of reasons why their application has not been successful; they then comply with what they have been told and apply again. Also some residents will not accept

the decision and the matter escalates until the Council's complaints officer becomes involved, which adds to the expense.

(3) DM wished the Board to be aware of an incident, the second this year, when a recycling vehicle had broken down and both recycling and residual had been collected in the residual waste vehicle. This affected a number of roads in Epping. The decision had been made by a supervisor, and although it solved a problem this practice gives the wrong impression to residents (although only one had made a complaint). It also results in recycling going to landfill, thereby increasing disposal costs and losing recycling credit. MD said that this had been caused by a lack of communication, and had been dealt with. He apologised for the incident, and gave his assurance that it would not happen again.

NB: Sita are always striving to provide a better service, and feedback from clients is very important in achieving this. Over the next month they are introducing an initiative, called 'Over and Above', to determine how their important clients perceive the company's performance, and their forward strategy will evolve from the responses. A series of questions have been designed on value for money, the quality of service etc., and JG and DM have been nominated to complete the questionnaire, which should only take 20 minutes of their time. They will be contacted in the next week or so.

**10. Date of next meeting**

The next scheduled meeting on 16 September has had to be cancelled.

*Post meeting note:* The new date for the meeting is **30 September**, at **10 am**, in Committee Room 2.