

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, held at Knowle, Sidmouth on 29 October 2009

Present:

Councillors:

David Cox – Portfolio Holder, Street Scene Services (Chairman)

Mike Green

Philip Skinner

Graham Brown – Deputy Leader of the Council

Honorary Alderman – Ron Mudge

SITA:

Rick Aldridge

Dave Swire

EDDC Officers:

Paul Deakin – Waste and Recycling Manager

Cherise Foster – Customer Service Manager

Karime Hassan - Corporate Director

Christopher Holland – Democratic Services Officer

Diccon Pearse – Corporate Director

Mark Reilly – Head of Street Scene Services

Derek Smith – Legal Executive

The meeting started 2.08pm and finished at 4:07 pm

58 Minutes

The minutes of the meeting of the Recycling and Refuse Partnership Board held on 30 September 2009 were agreed and signed as a true record.

59 Matters Arising

Seagulls in Exmouth

Members reported a big improvement regarding gull attacks on waste in Exmouth. Members commented that whatever SITA and Street Scene had done to alleviate the problem had worked significantly.

Phase 3 & 4 Programme

The Waste and Recycling Manager circulated the prototype of a new food waste caddy and bin which could be purchased for Phases 3 & 4. It was noted that the products worked out at around £11,500 cheaper for phases 3 and 4. The Board was supportive of the new design in principle. It was agreed that the production caddy and bin would need to be assessed before any decision could be taken on procurement.

60 New Depot at Greendale Barton – Update

The Board was updated by the Legal Executive that the form of lease had been agreed. It was noted that a draft buildings' licence and agreement for the lease had recently been received.

It was noted that Devon County Council had a target date of 6 January for the determination of the variation of hours of operation on the planning application. Members of the Board agreed that they did not wish to wait until this date to commence work on the building of the depot. Members of the Board were advised by Karime Hassan, Corporate Director, that the Council was likely to win any appeal even if the application was refused.

61 New Depot at Greendale Barton – Update (cont'd)

Rick Aldridge advised that the depot could operate under the already agreed hours if necessary and until the variation application had been approved.

RESOLVED that notwithstanding the application for the variation of hours of operation for the new depot at Greendale Barton, building should be commenced as soon as is possible on the site and to operate on the existing hours within the already approved planning permission.

62 Details of missed collections (recycling and refuse) Sept/Oct 2009

The Waste and Recycling Manager circulated the figures for missed collections during the period of September to October 2009. Members noted that there had been a reduction in missed collections for both waste (by approx. 10%) and recycling (by approx. 20%) in the period. Members noted that levels of missed 'assisted' collections had dropped considerably although it was still high. Phase 1 and Phase 2 areas had the highest number of missed collections.

The Chairman asked if the number of missed collections would level out after the reported falls. The Waste and Recycling Manager stated that he thought the levels would stabilise. It was however too early to tell at what levels the missed bin data would even out. The Chairman re-emphasised that the Council must continue to pressure SITA to achieve fewer missed bins and also the public to put bins out in the required places.

Rick Aldridge accepted that SITA should always strive to improve performance but also asked for the Board to put the missed bin data into perspective. Mark Reilly stressed that the missed bins level for September and October equated to approximately 1 missed bin per round, per day.

63 WRAP/LGA Waste Collection Commitment

Members of the Board considered the Waste Collection Commitment published by WRAP and LGA. The Commitment was a voluntary code of conduct which set out the principles which should underline domestic waste and recycling collection services. Members of the Board agreed that the ten point Commitment was a useful way of demonstrating and giving assurances to the public regarding waste services.

RESOLVED that the Council signs up to the Waste and Resources Action Programme "The Waste Collection Commitment" protocol.

64 Christmas Collections

The Board considered a draft leaflet regarding Collections in East Devon during the Christmas and New Year Period 2009/2010.

RESOLVED that the draft Christmas and New Years Collections 2009/2010 Leaflets be approved.

65 SITA Update on progress with Recycling and Refuse contract

Rick Aldridge presented his report to members of the Board detailing service performance, fleet and personnel issues from July to September 2009.

Latest financial position re vehicle accident 21 July 2009:

The Chairman reported that a meeting had been held with Sita regarding the accident which occurred in July and that Sita were to obtain quotes for insurance cover to reduce the liability for the Council. The quotes were being obtained for cover with excesses of £10,000, £15,000 and £20,000. It had been reported at the meeting that to provide fully comprehensive cover for all the vehicles would be in the region of £100,000 per annum.

Insurance and Financial Implications

The Board noted that Rick Aldridge had added a new part to his report, which would detail any insurance claims and/or issues which had occurred each month. It was noted that SITA was examining amending its insurance policy to include various fixed excesses rather than 3rd Party only, as the resulting claims could often be extremely high and have a significant impact on the costs of the contract.

Members commended SITA for the continuing improvements to sickness rates when compared with the previous quarter.

66 Re-routing – details of progress

Members of the Board noted that work for Phase 3 Collections re-routing was well underway. Phase 1 and 2 data would be used to help provide the most up to date information available when devising the new routes.

67 Contractual issues

Mark Reilly stated that the form of words for the contract variation had been agreed. A Performance Framework needed to be drawn up and agreed. The Board noted that any suggestions and ideas for Performance measurement to be included should be forwarded to Mark Reilly.

68 Communication update and call detail

The Board noted the Customer Services Manager's report which detailed recent call volumes. The report incorporated calls to both the Street Scene and the dedicated Waste line. Call rates were generally continuing to fall down.

The Chairman remarked that although call volumes had fallen off considerably the 'good news' regarding the service was often lost in the news. Other members did not necessarily understand the huge upheaval involved when introducing a new service or the level of satisfaction being achieved. He stressed that the Council must get its message over better regarding waste collection achievements. Members of the Board suggested that Members of the Service Delivery and Performance Overview and Scrutiny Committee could be invited to some of the Roadshows for Phases 3 and 4. He had received an email from the Local Government Association regarding a free benchmarking service. He stated that benchmarking would help compare the service the Council gives against other similar authorities. The Board agreed to investigate the LGA Recycling and Refuse Benchmarking scheme.

- RESOLVED:**
- 1) that the LGA Recycling and Refuse Benchmarking scheme be further investigated.
 - 2) that Members of the Service Delivery and Performance Overview and Scrutiny Committee be invited to some of the information Road Shows for Phases 3 and 4

69 Any other Business

The Chairman reported that he had been contacted by Councillor Chris Gibbings, the Member Champion for Community Safety who had remarked that some residents in Arcot Park in Sidmouth were extremely angry at the loss of back door collections. He had suggested that if residents were willing to pay for a 'Gold Plated' service the Board should consider reinstating back door collections in those areas.

Members of the Board felt that the introduction of such a service would in general overcomplicate what was already a complicated and new service resulting in potentially more complaints from people paying extra for a service. Some Members remarked that the introduction of such a scheme would result in a two tier service. It was agreed that the idea of a paid for 'gold' service be looked at once the new scheme had been rolled out to the whole district.

70 Next meeting

The next meeting of the East Devon Recycling and Refuse Partnership Board is scheduled for Wednesday 25 November 2009, at 2.00pm in the Committee Room.

Chairman

Date