

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, held at Knowle, Sidmouth at 2.00pm on 30 September 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

EDDC Officers:
Paul Deakin – Waste and Recycling Manager
Cherise Foster – Customer Service Manager
Tom Green – Technical Officer
Karime Hassan - Corporate Director
Diccon Pearse – Corporate Director
Rachel Perram – Democratic Services Officer
Mark Reilly – Head of Street Scene Services
Derek Smith – Legal Executive

Apologies:

Councillors:
Donna Best
Andrew Moulding

Dave Swire - SITA

The meeting started 2.08pm and finished at 4.34 pm

39. Welcome

The Chairman welcomed the Vice Chairman of the Council Cllr Graham Brown to the meeting.

40. Minutes

The minutes of the last meeting of the Recycling and Refuse Partnership Board held on 29 July 2009 were agreed and signed as a true record.

41. Matters Arising

Seagulls in Exmouth

Honorary Alderman Ron Mudge advised Members of the Board that gull attacks on waste were still a real problem in the town centre – particularly from sacks left out from flats. The Board heard that the Interim Recycling and Refuse Manager and the Chairman were to visit Exmouth Town Council on 2 November.

RESOLVED that further consideration be given to the problem of seagull attack on waste after a meeting with Exmouth Town Council.

Matters Arising cont'd...

Food Waste Collection Fund

The Waste and Recycling Manager advised the Board that the Council had been unsuccessful in their bid to WRAP for funding towards the cost of setting up the food waste collections service to households. Members heard that there would be a further opportunity to bid at the end of October 2009 for Phase 4 and 5 areas.

42. New Depot at Greendale Barton – latest position

The Board were updated by the Legal Executive that the draft lease was in the process of being finalised with FWS Carter for the new SITA depot. Members heard that the date for handover of the new depot was scheduled for delay due to a problem with lead-in time for building materials. Groundworks were underway, but it was unlikely that the building would be ready for March/April 2010.

A planning application was due to be submitted both for the offices in the building and for working hours to commence at 6.30am at the depot.

The Senior Contract Manager for SITA assured Members that they would do their utmost to ensure a smooth transition to the new building.

43. Dog bin mapping exercise

Tom Green, a Technical Officer for Street Scene updated the Board on progress made with mapping and numbering EDDC dog bins throughout the district. Members heard that mapping was underway, which would enable Customer Services Officers to identify the exact location of bins. The Lagan software would also be updated to prompt officers to ask for a bin number upon receipt of a call about dog bins. It was hoped that this process would be complete by the end of October 2009. There were 373 dog bins in use in East Devon.

A report was distributed to Members which gave further details of bin labelling, as well as showing various dog bin types and costs.

RESOLVED that further to concerns expressed by Cllr Mike Green, the Chairman agreed to review and scrutinise the way in which bins had been allocated in East Devon.

44. Details of missed collections (recycling and refuse) August/Sept 2009

The Waste and Recycling Manager circulated the figures for missed collections during the period of August/September 2009. Members noted that there had been a reduction in missed collections for both waste and recycling in the period. Levels of missed 'assisted' collections were still high. Members noted that Phase 2 and Phase 4 areas had the highest number of missed collections.

Members heard that the number of requests received for assisted waste collections was still high each month. 3-4% of residents in the district now received this service, which was as anticipated by Street Scene. The cost of providing this service was included within SITA's contract. Household receiving these collections would receive a letter in Spring 2010 to check that the service was still required.

Members agreed that although a comparatively high number of calls received by the Call Centre were about recycling and refuse, this was the only service that we offered to each household in the District on a weekly basis. Call volumes to the Customer Service Centre about the service had fallen by over 50% from 2006. Performance levels for the service stood at 99.97%, which all Members agreed was an excellent achievement. Currently only some 500 collections were being missed from 600,000 collections per month.

Details of missed collections (recycling and refuse) August/Sept 2009 cont'd...

- RESOLVED**
- 1 that the Waste and Recycling Manager and the Senior Contract Manager for SITA meet to look at missed collections in greater detail and to examine any particular problem areas.
 - 2 that the Waste and Recycling Manager speak to other comparable District Councils in order to gain further information on call volumes to customer service centres

45. WRAP participation report – Ottery St Mary

Members of the Board had received and noted the contents of a report produced by WRAP which examined participation rates for refuse and recycling prior and after the rollout of Phase 2 in Ottery St. Mary.

Members were encouraged by the results, which showed 20% increases in recycling participation. 'Acorn 4 – moderate means' householders participated particularly well as traditionally they were classified as one of the most difficult groups to engage with.

46. First Quarter Statistics 2009/10

Members of the Board received performance statistics tabled by the Waste and Recycling Manager. These showed recycling rates for East Devon for the first quarter of the year to have risen to 31.1%, which was a 5% increase from the previous year, which Members agreed to be excellent – especially when this only included the launch of Phase 1 area. The total figure for kilograms of waste also dropped in this period. This showed that the Council was working well towards the national target for recycling of 40%, with Devon County having a target of 50%.

- RESOLVED** that data for total material volumes be presented to the Board on a quarterly basis.

47. Phase 3 programme

The Board received and noted a programme tabled by the Waste and Recycling Manager that showed the stages and timings for the introduction of Phase 3 rollout area at the end of March 2010. Members were advised that the taster leaflet would include details of the information roadshows for residents. It was anticipated that roadshows would be run at evenings and weekends, mirroring the success of these for the Phase 2 area. SITA confirmed that they were in agreement with this launch date. The order for bins had been placed with the manufacturer.

48. Waste education

Schools

The Board heard that 20 primary schools and one secondary school within East Devon were currently participating in a recycling trial. Boxes had been issued to classrooms. Secondary schools would be likely to need wheeled bins for materials, due to the sheer volume of pupils in class.

Waste education cont'd...

EDDC Recycling Trial

A trial had just started in one building at Knowle. Designed to increase levels of recycling in the building, materials collected would now include, tins and cans, mixed glass and plastic bottles. This was in addition to paper and cardboard already collected around the offices.

Waste Prevention Week

Members were advised that EDDC were taking part in 'Waste Prevention Week', which would run from 12-16 October. There would be two main activities:

1. Exmouth Roadshow – This event would be run on 13 October. Residents would be asked to sign a pledge to change their waste and recycling habits. Those taking part will be given a free cookbook entitled 'love food, hate waste' – encouraging people to make use of leftovers with recipe suggestions and tips.
2. Zero Waste Week - Two families, from Ottery St. Mary and Sidmouth were being asked to volunteer to take part in a challenge to create zero waste during Waste Prevention Week.

49. Christmas collections

Members thanked the Waste and Recycling Manager for preparing the list for collection dates.

RESOLVED that the list of dates presented for collections over the Christmas and New Year period for 2009-10 be approved.

50. Partnership Agreement – Otter Rotters

Members noted the partnership agreement, previously circulated, along with amendments that were tabled at the meeting. Members were pleased to support this service that would not only be good for residents, but also be good for local business. Volumes of material collected by Otter Rotters would be added to East Devon's recycling statistics

RECOMMENDED that the Partnership Board support the partnership agreement between Otter Rotters and EDDC.

51. Update from SITA

Proposed 'Difficult to Access' recycling vehicle

SITA's Senior Contract Manager advised that quotations had been received for this new vehicle and that it came at a cost of £920 per month. If taken on, a saving could be made in hire costs of a transit vehicle of £540 per month. This meant that the actual increase in cost to the contact would be £380 per month. This specialist vehicle would however give crews access to some 100 properties in the Phase 1 and 2 areas that were inaccessible at present, so result in increases in recycling rates.

RESOLVED that the Partnership Board approve the procurement of a specialist Difficult to Access vehicle at an additional cost of £380 per month to the Contract. This decision was based on the safety and efficiency of the vehicle as well as an the ability to service homes that had previously been inaccessible.

Update from SITA cont'd...

Fuel Theft

A theft of 1600 litres of fuel and 1800 litres of Adblue had taken place from SITA's Honiton depot. The fuel was later recovered, but £400 worth of Adblue had been poured down the drain. This matter was under investigation by the police and those responsible had been identified and the diesel fuel had been recovered.. Members were concerned to note the poor level of security at this depot.

EDDC Customer Service

Officers from EDDC's Customer Services team had visited SITA and been out with the refuse crews to gain more understanding of their work. Officers would also go out with recycling teams. SITA felt that this had been a very worthwhile exercise.

Workforce Terms

Members were advised that at present, two different types of employment contracts were in place for SITA staff that worked at the Honiton and Greendale Barton depots. These terms would need to be adjusted for the workforce once working in the new depot. Some changes to the management structure were anticipated, which would provide a Senior Supervisor that could deputise for the Senior Contract Manager, when out of the office.

Members were advised that these depots were not unionised and that problems with this process were not anticipated. Employees would be given a period of consultation and notice in order to be prepared for this change.

RESOLVED that the Partnership Board be notified of the details of proposed changes to workforce contracts of employment in advance of any implementation. This was a requirement of the Deed of Variation.

Disciplinary

Members heard that a SITA employee had been dismissed for riding on the step of a refuse lorry whilst in transit. Staff had been given instruction that this practice was unacceptable and would result in disciplinary action, as would staff who were found to be sorting materials on a moving recycling stillage vehicle. The Chairman reported that there had been further sightings of speeding vehicles in built up areas.

Vehicle accident 21 July 2009 and insurance and financial implications

Rick Aldridge from SITA advised Members of the Board that the cost of repair to the hired refuse lorry damaged in July was £60,000 and that costs for this were to come from the contract. Rick Aldridge was unable to report further details on this matter or that of insurance arrangements made by SITA.

RESOLVED that EDDC's legal team urgently gain clarification from SITA of their insurance arrangements for vehicles and that a meeting be set up to resolve the matter of costs being set against the contract

Senior Contract Manager's Quarterly Report

RESOLVED that SITA provide a quarterly overview of the income received from recycled materials and this be included in the Senior Contract Manager's report.

52. Re-routing – details of progress

Members heard that discussions were still ongoing between ICT and Webaspx. It was hoped that an order would be placed on 1 October. Costs for data transfer and implementation had been clarified with completion at the end of January 2009. A third party off-site server would be used.

53. Contractual issues – performance framework

EDDC's Legal Executive advised Members that the Deed of Variation had still not been finalized with SITA's legal department. It was hoped that the Performance Framework could also be agreed – a meeting with Dave Swire from SITA was scheduled to discuss further.

54. Communication update and call detail

The Customer Services Manager distributed details of call volumes to the Board. These incorporated calls to both the Street Scene and the dedicated Waste line. Members noted that a number of calls came in on these special lines that were for other departments – such as Environmental Health. Call rates were generally down, which was good. It was clear that call patterns were similar at other local authorities. Customer Services were focussed upon the standard and quality of the service to customers. Officers identify patterns in call types and act on these as necessary.

55. Schedule 2 waste update

The Waste and Recycling Manager advised the Board that terms and conditions were in the process of being produced for these type of properties. The Council had not received any further contact from the owner of the caravan site at Uplyme.

56. Any other Business

WRAP and Local Government Association (LGA)

Members heard that WRAP and the LGA were asking EDDC to sign up to a 'Waste Collection Commitment'.

57. Next meeting

The next meeting of the East Devon Recycling and Refuse Partnership Board is scheduled for Thursday 29 October 2009, at 2.00pm in Room One.

Chairman

Date