

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, held at Knowle, Sidmouth at 10.00am on 26 May 2009

Present: Councillors:
David Cox – Portfolio Holder, Street Scene Services (Chairman)
Mike Green
Philip Skinner

Honorary Alderman Ron Mudge

SITA:
Rick Aldridge

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

Apologies: Karime Hassan
Andrew Moulding
Dave Swire, SITA

The meeting started 10.03am and finished at 12.30pm

1. Minutes

The minutes of the last meeting of the Recycling and Refuse Partnership Board held on 28 April 2009 were agreed, subject to amending the date from 28 to 7 April (minute 128 refers) and were then signed as a true record.

2. Matters Arising

Minute 129 refers

The Waste and Recycling Manager advised the Board that the issues in Exmouth with dog bins and collections in Beer had both been resolved.

Minute 130 refers

Members were advised that a report would be presented to the Board giving greater detail on problematic collection areas of Exmouth at the next meeting.

Minute 131 refers

An update on the progress with discussions over the lease for the new depot at Greendale Barton would be given later in the meeting.

Material Income

Members were advised that discussions with SITA were ongoing.

Side Waste

A presentation would be made by the Waste Management Officers at a future meeting. The Board was advised that side waste was put out only by a very small percentage of residents, 0.006%. Where Waste Management Officers had visited households with a reported problem, large quantities of recyclable materials had been found to have been put into landfill waste – householders had been given advice on recycling.

3. Details of missed collections (Recycling & Refuse) – April 2009

The Interim Recycling and Refuse Manager distributed the latest version of these statistics and the contents were noted.

There had been a reduction in the numbers of missed recycling collections in April - 218, down from 281 in March. However missed refuse collection numbers had increased in the same period at 348, up from 329 in March. Members were reminded that Easter had fallen in this period, which was problematic due to day changes. The number of households that were participating in recycling was increasing all the time, with plenty of kerbside boxes having been requested in the Phase 2 area.

The Waste and Recycling Manager advised the Board that separate weekly meetings had been set up with SITA to specifically address the problem of missed collections. Recycling would be discussed one week, waste the next. It was also hoped that a move away from agency staff at SITA, to permanent employees would help to iron out these problems.

4. Lease of depot – EDDC – Discussions with Greendale Business Park

The Board heard that a further meeting was scheduled for 27 May between Donna Best, Rowan Carter, Rick Aldridge and Paul Deakin. The intention was to discuss possible reductions in specification in order to reduce costs. Care would be needed so that any changes would not compromise the operational success of the building.

In response to a Board member's suggestion that it would be an interesting exercise to benchmark costs against comparable buildings within the vicinity, the Waste and Recycling Manager understood that the Principal Estates Surveyor was in the process of carrying out this exercise.

5. Phase Two Progress

a) Bin distribution

The Waste and Recycling Manager reported that delivery of bins was almost complete. Any requests for changes to bin sizes were being dealt with quickly. There were 115 wheeled bins that were reported as not delivered and these would be despatched as a priority.

There had been an unexpectedly high demand for the smaller 140 litre wheeled bins. Some 500 properties were still outstanding a swap of bins as new stock was awaited from the manufacturer. These would arrive at depot next week (1,080 in total).

An additional 1,000 gull sacks had been ordered from the supplier, and once delivered these would be exchanged for the smaller sacks that had had to be delivered to 'exception' properties in the Phase 2 area.

b) Road shows/Members day

The Sidmouth road show had been well attended and had gone very well. Some other shows had been very quiet and not well attended. This may have been due to poor communication within Parishes as it seemed that Clerks had not always displayed the posters that had been sent to them.

A suggestion had been received regarding communication of the roadshows and members thought this to be a good idea for future phases.

Phase Two Progress cont'd...

RECOMMENDED that roadshow dates be included with the household recycling and refuse instruction leaflet for future phase launches.

Attendance at a special Members' Day was very poor, with only one Ward Member from the Phase 2 district attending.

c) Situation following road show in Ottery St Mary

Members discussed a petition that had been created, and duly signed by a number of Ottery St. Mary residents, against the introduction of the new recycling and refuse service planned in the area. Members agreed that they would like to see the petition in order that the Council address concerns in a meaningful and targeted fashion.

RESOLVED

- 1 that a letter be written by the Waste and Recycling Manager, requesting a copy of an Ottery St. Mary petition regarding the new refuse and recycling contract.
- 2 that a resident in Mill Street be given EDDC plastic refuse sacks for waste disposal on health grounds.

6. Phase 3, 4 & 5 – discussion on timetable for implementation

After discussion, Members of the Board agreed dates for the implementation of the final 3 phases of the new recycling and refuse service.

Members noted that the new proposed depot would need to be operational by 2010. The leaseholders had quoted a construction time of 16 weeks, onto which there would be a short period needed for fitting-out for SITA's requirements.

RESOLVED that Phase 3 area commence March 2010. That Phase 4 commence at the beginning of September 2010 and Phase 5 launch early October 2010. These launch dates were subject to the timely completion of the construction of the new depot.

7. Consideration of move to kerbside collections for Phase 4 & 5 areas, prior to new scheme implementation

Members agreed that an early move to collect waste and recycling from kerbside in the final phase areas, particularly in Exmouth and Budleigh Salterton could make the transformation into these launches a much easier and smooth process. Targeted and positive benefits should be made clear to residents, who may have some resistance to the change in the service.

RESOLVED that kerbside collections be introduced in the Phase 4 and 5 areas by the end of September 2009, subject to a smooth rollout of the Phase 2 launch.

8. Update from SITA

Senior Contract Manager's Report

Rick Aldridge distributed a report to the Board, apologizing for the lateness of this document. The contents were noted. The Chairman requested that this be available in advance of future meetings.

Update from SITA cont'd...

Members thanked the Contract Manager for making the requested changes to the statistical information charts and noted that they were much easier to follow.

RESOLVED that Members be invited to feedback with a list of specific requirements for detail in the SITA Contract Manager's Report, this would be referred to the next meeting of the Board.

Dog Waste Collections

Rick Aldridge reported that SITA had carried out analysis on the current performance of collection staff versus the time that was available to carry out their work. It seemed apparent that there was an issue and the Board was asked to consider employing extra capacity for this work (this could be shared with narrow, difficult to access properties and assisted collections in the district).

Members discussed the matter in some depth, requesting further financial information on this service.

RESOLVED that a report be generated on income v expenditure for dog bin service for the next meeting of the Board.

Accidents

In response to a question posed by a Member over the cost of insurance settlements with SITA, Rick Aldridge advised the Board that most damage claims were met by the District Council as part of the contract. Members agreed that this matter required further scrutiny, especially in cases where blame clearly lay with operative fault/carelessness. SITA advised that this information was reported to EDDC each month. Members were interested to know whether this information could be compared with other councils, to assess whether the level of claims and costs were reasonable.

RESOLVED that the costs and detail of accidents and incidents at SITA be reported to EDDC and in turn, the Board. The report will provide separate information for refuse and recycling services.

Partnership Agreement

Board Members noted that more accurate monitoring of budget versus contract price should be possible for 2008/09. It would be interesting to see the report from Bentley Jennison.

9. Re-routing – details of progress of IT software

The Interim Recycling and Refuse Manager advised the Board that a meeting had taken place with the ICT Project Board at EDDC. ICT Officers had agreed to provide mapping and property reference to Webaspx. This would be carried out in June/July, which would enable SITA to be able to place an order with Webaspx.

The situation with the server was less clearly defined however – this was due in part to issues with the 'Government Connect' system which was used throughout EDDC and required high security measures to be in place. Maintenance and back up of the servers was also an issue needed to be resolved.

10. Partnership Agreement (Constitution and Voting) – Response from SITA

The Legal Executive advised the Board that a requested amendment had been sent to the legal representative at SITA. The response from SITA was that of concern over the voting system in the Board, which currently stood at 2 to SITA, 4 to EDDC.

Members discussed the formation and basis for the Board, as well as its political balance from Council Members – of 3 party representation.

Voting at Board meetings was informal and had always been on a consensus basis following discussion by all Members. Members agreed that further discussion was required with SITA to progress forward.

RESOLVED that a meeting be arranged between SITA, the Interim Recycling and Refuse Manager, the Head of Street Scene and Cllr Mike Green to discuss this matter further.

(Derek Smith and Diccon Pearse left the meeting at this point)

11. Communication Update

The Communications Officer was not present at the meeting.

Customer Services

Members noted that there had been a significant reduction in the number of calls received from residents for the Phase 2 area (currently 4,000 calls per month). This figure compared with 3,000 per month call rate, prior to the announcement of any changes to the recycling and refuse service. Statistics would be circulated to Members with the minutes of the meeting.

12. Any other Business

Recycling and Refuse Statistics

The Interim Recycling and Refuse Manager reported that recycling rates had increased by 3.5% in the district. Participation in composting had improved and waste levels had reduced 4% per household. Members were delighted to hear that EDDC was to submit an entry to the national awards for recycling.

Wheeled Bin Cleaning

Members heard that a service provider had contacted EDDC, for support of their bid to become a member of the Wheeled Bin Washers' Association. Members agreed that the Council would have no objection to the company washing EDDC's wheeled bins, but were unable to specifically recommend the company's services or professionalism.

Bentley Jennison

The final report had been received by SITA and EDDC and was in the process of being reviewed. Bentley Jennison (BJ) would then be able to report to the Board.

Members considered a quotation from BJ of £10,000, for conducting a financial appraisal of rolling out the next three phases of the new recycling and refuse service more quickly.

RESOLVED that Bentley Jennison be not invited to carry out a financial appraisal of the rollouts of future phases, as the decisions made by the Board were appropriate and feasible.

13. Next meeting

The next meeting of the East Devon Recycling and Refuse Partnership Board would be held on Wednesday 24 June at 9.30am – 12.00pm in Room One.

Chairman

Date