



Joint Contract Work Programme 2022-23 End of Year Update

29 June 2023

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Report purpose

A summary report has been drafted to provide members of the Joint Waste Collection Services Committee (JWCSC) with a brief end of year update on the joint contract work programme for 2022-23. This report summarises the previous quarterly updates given to the JWCSC and displays the key achievements and outputs that have been delivered throughout the year.

Background

The joint contract work programme for 2022-23 was approved by the JWCSC on 3 March 2022. The focus for 2022-23 was a continuation and evolution of the previous annual work programme (2021-22) given that delivery was paused on some of that due to the disruption to services as a result of driver shortages and the coronavirus pandemic. Therefore, the emphasis continued to be applied on ensuring services in the joint contract area are operating safely and effectively, service improvements are made, and that residents are informed about their collection services, and are encouraged to make full use of them. The programme had eight objectives:

1. Improve the efficiency and effectiveness of the service enabling a better customer experience.
2. Deliver operational improvements that enable reductions in waste and increase the quantity and quality of recycling.
3. Ensure residents are informed about their collection service.
4. Inspire and encourage residents to prevent, reduce, reuse and recycle.
5. Manage the joint waste contract to ensure it is resilient, operating safely, and performing effectively.
6. Support the joint contract authorities' carbon reduction plans.
7. Work with partner authorities to ensure the work programme is delivered with appropriate governance and oversight.
8. Enhance our ways of working to deliver organisational efficiencies.

The joint contract work programme for 2022-23 has been delivered by the single officer team known as Joint Waste Solutions (JWS). This team not only oversees the joint waste contract for collection services in Elmbridge, Mole Valley, Surrey Heath and Woking, but also manages and delivers a separate programme of work for all authorities in the Surrey Environment Partnership (SEP). Through this setup the joint contract area has been able to gain maximum benefit from the countywide service improvement and engagement initiatives that have been carried out.

Key achievements and outputs

A considerable amount of work has been delivered throughout the year. A summary of the key achievements and outputs delivered from this work can be found below:

- A review of the complaints process has been completed with the recommendations to improve the customer experience to be introduced during 2023-24.
- A key project has begun to simplify the reporting of issues and incidences with litter and dog waste bins managed by Amey. QR code stickers have been applied to all plastic and

metal litter bins in Surrey Heath for easier reporting of full bins, and a trial of Surrey Heath's first 'on the go' recycling litter bins has been introduced in Camberley town centre. Much of this work will be replicated in Elmbridge and Mole Valley in 2023-24.

- A general collections policy which applies to all property types and a set of guidelines for managing agents and landlords on their roles and responsibilities in supporting their residents to appropriately dispose of their household waste has been setup.
- Collections have been set up at several new developments in the joint contract area.
- Food waste recycling collections were rolled out to about 2,750 flats in Surrey Heath.
- Measures to reduce the contamination of communal recycling bins at flats with significant issues were introduced to flats in Elmbridge and Surrey Heath.
- Key trials were delivered from late summer 2022 to see what improvements can be made to reduce contamination of dry mixed recycling bins in the joint contract area, providing valuable insight on what future interventions can be used to address this situation, and therefore improve the quality of recycling.
- The partnership approach to waste prevention and recycling in Surrey for the next three years (SEP 2025) was approved by the SEP Members Group in November 2022. All joint contract authorities have now individually adopted it via their governance processes.
- Communications have been produced throughout the year to support the running of the joint waste collection service and update residents about any changes in service delivery.
- The SEP 'Own Your Impact' campaign was amplified in the joint contract area to promote priority areas of food waste recycling, waste reduction, reducing contamination of DMR and other recycling messaging.
- A new video was produced to help provide additional training to Amey collection crew staff to spot and tackle contamination of recycling bins.
- Several talks were delivered to community groups with relevant materials produced to support the events.
- Sign-ups to the waste reduction and incentive scheme (Rethink Waste) in the trial area of Elmbridge reached 3,003 residents, who are committing to reduce the amount of waste they produce. The evaluation of this pilot has been completed and learnings taken forward in the delivery of a countywide scheme in 2023-24.
- Recycling guides and calendars for 2023 were delivered to all households in the joint contract area helping to ensure that residents place recycling and waste in the right bin.
- Communications to encourage residents to recycle food waste went out to houses identified as not regularly using the service in Elmbridge and Mole Valley, which have provided a useful insight into the success of these interventions.
- Key processes have been established to ensure the contract continues to operate safely.

Further information on the delivery of projects and activities under each objective in the 2022-23 work programme will be presented in a PowerPoint presentation to the JWCSC on 29 June 2023. A brief update will also be provided on 2023-24 work programme.

Recommendations

It is recommended that:

- Members note the achievements and outputs delivered during the year.