



Joint contract work programme 2024-25

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Introduction

The purpose of this report is to introduce the draft 2024-25 joint contract work programme, and outline the elements that have been reviewed and amended from 2024-25, for consideration and approval by the Joint Waste Collection Services Committee (JWCSC).

Work programme development

In building the work programme for 2024-25, key personnel within Joint Waste Solutions (JWS) have evaluated the work undertaken in the current year (2023-24), reviewed performance data, budgets, and resourcing to develop a range of business as usual (BAU) and improvement project activities.

Our focus areas in the main continue to be applied on ensuring services in the joint contract area operate safely and effectively, and that improvements are made to deliver a better customer experience. Therefore, most of the objectives in the work programme remain largely the same as last year. However, we have proposed a slight addition to objective 2 to reflect the work we are doing to improve the street scene. The biggest change for 2024-25 sees the creation of a new objective (objective 8) in recognition of the work we need to do to strategically review the future delivery model of the joint contract with the current arrangement with Amey due to expire in May 2027. To support this process a new commercial and commissioning team is being created within JWS, which we expect to be in place by late spring/early summer 2024. We have also moved the previous work undertaken on supporting authority carbon reduction plans from objective 1 to objective 8, as we felt that this was a better fit.

Therefore, with the above in mind, the eight objectives in the 2024-25 work programme are:

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 or improve the street scene.
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 compliant, resilient, operating safely, and performing effectively.
6. Work with partner authorities to ensure the work programme is delivered with appropriate governance and oversight.
7. Enhance our ways of working to deliver organisational efficiencies.
8. Strategic review of the future delivery model for the joint contract including supporting carbon reduction plans.

The full proposed programme for 2024-25 is set out in **Appendix 1** including the description of the planned activities and the measures of success.

The Joint Waste Contract Partnering Board received a presentation on the above draft work programme at their briefing meeting on 29 February 2024, where they gave their support for the revised objectives and accompanying activities.

However, it is important that the joint contract work programme remains flexible and adaptable throughout the year, and to that end, the objectives and activities will be reviewed periodically to ensure that there remains a focus on priorities, and that new issues or opportunities can be responded to as they arise.

The proposed joint contract work programme also aligns with the priorities in SEP 2025, which is a partnership approach to waste prevention and recycling that has been developed on behalf of all Surrey local authorities through Surrey Environment Partnership (SEP).

Work programme delivery

The proposed joint contract work programme 2024-25 will continue to be delivered by JWS, but as necessary will involve the relevant officers in the four authorities, Elmbridge, Mole Valley, Surrey Heath and Woking, for their input and support.

JWS are also responsible for managing and delivering a separate programme of work for all Surrey local authorities in SEP. Through this setup the joint contract area is able to gain maximum benefit from the countywide service improvement and engagement initiatives that are carried out.

The annual budget for the joint contract 2024-25 has already been approved at the JWCSC on 14 December 2023. Within this budget, there are allocations made to the proposed work programme where required to deliver activities. The details of this can also be found in **Appendix 1**.

The joint contract work programme is considered to be achievable within the resources available, however JWS will be finalising the allocation of staffing resource to improvement projects, produce the necessary plans and then put these into delivery. A first update on progress with the delivery of the proposed joint contract work programme will be presented to the JWCSC on 20 June 2024.

Recommendations

The JWCSC is asked to:

1. Provide any feedback on the revised objectives and updated work programme 2024-25.
2. Approve the objectives and activities, subject to any changes requested as part of the feedback provided.