



Minutes of a Meeting of the Joint Waste Collection Services Committee held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on 19 July 2018

Present: Councillor Beryl Hunwicks, Woking Borough Council (Chairman)
Councillor Mrs Vivienne Chapman, Surrey Heath Borough Council
Councillor Glenn Dearlove, Elmbridge Borough Council
Councillor Patricia Wiltshire, Mole Valley District Council

In Attendance: Ismina Harvey, Joint Waste Services
Simon Houlahan, Amey
Ray Lee, Elmbridge Borough Council
Kelvin Menon, Surrey Heath Borough Council (Finance)
Tim Pashen, Surrey Heath Borough Council
Matt Smyth, Joint Waste Services
Douglas Spinks, Woking Borough Council
Mark Stammers, Amey
Jack Straw, Mole Valley District Council
Helen Trew, Surrey County Council

Apologies: Councillor Mike Goodman, Surrey County Council

1/JW Minutes of Previous Meeting

RESOLVED that the minutes of the meeting of the Joint Waste Collection Services Committee held on 22nd February 2018 be approved as a correct record and signed by the Chairman.

Matters Arising

Minute 22/JW Mobilisation Update

It was reported that crews could now see details of missed collections on their rounds via the In-Cab Technology. Updates were provided in real time however the frequency of data downloads was dependent on the 4G network coverage in an area.

Minute 23/JW Joint Waste Contract Performance Report – Quarter 3

In an effort to increase the number of drivers, Amey had taken the decision to increase wages. Alternative recruitment routes were also being explored for example recruiting HGV drivers currently serving in the Army but nearing the end of their service period.

Analysis of crew waiting times to enter waste transfer sites had found that waiting times of 30 or more minutes were not uncommon and Amey was working to identify a long term solution to this problem.

2/JW Declaration of Interests

There were no declarations of interest.

3/JW Joint Waste Services Strategy and Work Programme

The Committee considered a report setting out a proposed strategy and work programme for the Joint Waste Service (JWS).

The draft strategy included a vision, mission statement, values and three priorities which would be used to develop a more detailed work programme. It was noted that to date the focus of the JWS programme had been on mobilising and stabilising the collection contract and adoption of the strategy would enable the future development of JWS as an organisation.

RESOLVED that the vision, mission values and priorities for Joint Waste Solutions be approved.

4/JW Inter Authority Agreement 2 and Variation Agreement

The Committee considered a report setting out a proposed Variation Agreement which, if agreed, would formalise the transfer of Surrey County Council's partnership functions, and associated Waste Development staff, into Joint Waste Solutions, agree more detail on how JWS and partner authorities would work together and agree more detail on the functions that JWS would be carrying out for the five partner authorities.

It was noted that the Variation Agreement should be viewed alongside Inter Authority Agreement 2 and that a new Inter Authority Agreement would be drafted to take into account upcoming planned changes to the governance arrangements of JWS and the Surrey Waste Partnership.

The Committee noted that the Service Level Agreement had also been updated to reflect the changes.

RESOLVED that the Variation Agreement be approved.

5/JW Budget and Finance Update

The Committee received a report setting out the JWS budget for the first quarter (April to June) of the 2018/19 financial year.

It was reported that Amey had recruited a new member of staff to their financial team who would assume responsibility for future invoicing.

RESOLVED that parties agree to being invoiced for the first quarter 2018/19 Contract Management Office costs of £14,935 each (£74,674 in total).

6/JW Mole Valley Mobilisation Update

The Committee received a report providing an update on work to mobilise the joint waste contract across Mole Valley.

It was reported that mobilisation in Mole Valley would take place on 6th August 2018 on an 'as is' basis with crews driving the same routes and rounds as they were currently. New rounds would be introduced once the new ways of working had bedded in. Engagement

with staff had started on 18th May 2018 and an induction would take place on 4th August 2018. Although feedback from staff was positive, a pool of agency staff was also being inducted and would be placed on standby from Day 1 of the transfer.

Arising from Members' questions and comments the following points were noted:

- Additional vehicles had been brought and were currently operational in other areas. These would move to Mole Valley on the 6th August 2016.
- One of the Surrey Heath Supervisors would transfer to Mole Valley on a two-week secondment to provide additional support during the initial mobilisation period.
- Following a recent spate of vehicles requiring new tyres, Amey had changed their tyre provider. Supervisors were conducting daily checks on vehicles and the tyre supplier was also conducting regular checks. A supply of ready to fit tyres had been made available so if a vehicle required replacement tyres these could be fitted straightaway.
- Under TUPE regulations, Biffa employees had until midnight the day before the contract mobilised to decide whether to transfer over to Amey.
- An additional stage had been added to the call escalation process. If a resident called to say that a reported missed collection still had not been collected the matter was now escalated to Amey's Operations Manager for a resolution.
- Improvements in the engagement between Amey and Council Officers was starting to show positive results in Elmbridge.
- As crews became more familiar with the In-Cab technology the information gathered would form a knowledge pool that agency staff could draw on.

The Committee noted the update.

7/JW Joint Waste Contract Annual Performance Report

The Committee was informed that work to resolve data issues had delayed the performance report and the item would be deferred to a future meeting.

8/JW Contract Improvement Plan

The Committee received report setting out a first draft of the Contract Improvement Plan.

The contract placed a requirement on Amey to produce an improvement plan and this had been developed in partnership with JWS to ensure that the added value elements of the bid were put into place. The Improvement Plan focused on seven key areas:

- Optimisation of rounds
- Culture Change
- Streets Outcome based schedules
- Technology improvements
- Safety and wellbeing of staff
- Business process engineering review
- Contact Centre complaints management review

The Committee noted the draft Improvement Plan.

CHAIRMAN

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