



**Minutes of a Meeting of the Joint Waste Collection Services Committee held at Conference Room, Camberley Theatre, Knoll Road, Camberley, GU15 3SY on 25 April 2019**

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**Present:** Councillor Beryl Hunwicks, Woking Borough Council (Chairman)  
Councillor Vivienne Chapman, Surrey Heath Borough Council  
Councillor Glenn Dearlove, Elmbridge Borough Council  
Councillor Mike Goodman, Surrey County Council

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

**Apologies:** Councillor Patricia Wiltshire, Mole Valley District Council  
Councillor Josephine Hawkins, Surrey Heath Borough Council

**32/JW Minutes of Last Meeting**

**RESOLVED** that the minutes of the meeting of the Joint Waste Collection Services Committee held on 21<sup>st</sup> February 2018 be approved as a correct record and signed by the Chairman.

**33/JW Declaration of Interests**

There were no declarations of interest.

**34/JW Contract Improvement Plan 2018/19 - Resolution of Outstanding Issues**

The Committee received a report providing an update on the progress made to resolve outstanding actions from the 2018/19 Contract Improvement Plan.

It was reported that a project team had been put in place by Amey to review the current status with regard to the KPI data, ICT development and the financial reconciliation and develop a way forward, a process which was expected to be completed by the end of May.

The Committee was informed that until the financial reconciliation had been finalised and agreed council's would need to make assumptions in order to finalise their accounts however the main concern would be ensuring that there was sufficient confidence in the data set going forward.

It was agreed that a meeting of the Joint Waste Contract Partnering Board would be scheduled for late May-early June to enable the outcome of the review to be discussed

before it was taken to a meeting of the Joint Waste Collection Services Committee for approval.

The Committee noted the update.

### **35/JW Contract Improvement Plan 2019/20**

The Committee received a presentation providing an update on the development of a Contract Improvement Plan for 2019/20.

It was proposed that the Improvement Plan would focus on the following five themes: Health and Safety, Innovation, Efficiency, Customer and Environmental with a series of projects clustered under each theme.

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

- Crews currently reported between 12 and 15 close call incidents a week. It was acknowledged that this was a relatively low number however, crews tended to only report an issue once and did not repeatedly report the same issue every week until it was resolved.
- It was noted that the collection of commercial waste was a particularly competitive area and businesses were unlikely to change their refuse collectors without a good reason.
- The Government's new waste strategy needed to be embedded into the Improvement Plan.
- The Customer strand required a greater emphasis on using social media.
- Instead of collecting hard data, Elmbridge Borough Council used a series of customer satisfaction questions to assess the effectiveness of their response and would be willing to share these to help with the development of the Customer strand.
- A significant amount of work was taking place to reduce the environmental impact of waste and this ought to be incorporated into the Environmental strand for example the reduction of single use plastics and work to reduce excessive idling of vehicle engines.

The Committee noted the report.

### **36/JW Joint Waste Solutions Reorganisation**

The Committee received a report providing an update on the restructure of Joint Waste Solutions (JWS) following the amalgamation of the four local authority client teams and the County Council team responsible for delivering borough facing partnership functions.

It was reported that the new structure had become operational on 1<sup>st</sup> April 2019. Initial feedback from staff had been positive and whilst a small number of positions were vacant JWS was actively working to fill these.

It was reported that Ismina Harvey had now been formally appointed as the Authorising Officer for the Contract. It was agreed that a structure chart with the names of officers appointed to each post would be circulated to the Committee.

The Committee noted the update.

### **37/JW Budget and Finance Update**

The Committee received a report setting out the year end financial figures for the Contract Management Office.

It was reported that the projected expenditure for the 2018/19 financial year was £823,304. A figure that equated to a provisional spend of £161,661 per partner authority.

It was noted that there had been an underspend of £157,711 during the year due to a lower than expected spend on communications activity. It was clarified that the underspend would not impact on the 2019/20 budget because the spend for each partner authority was calculated according to what had been spent.

The Committee noted the report.

### **38/JW New Governance Arrangements**

The Committee was given an update on the new governance arrangements that would be implemented following the formal amalgamation of the Joint Waste Collection Services Committee and the Surrey Environmental Partnership.

It was noted that there were a small number of outstanding issues to resolve, including how commercially sensitive discussions of the Joint Waste Collection Contract would be dealt with under the new arrangements. However, it was expected that the new governance arrangements would be implemented from the autumn round of meetings.

The Committee noted the update.

**CHAIRMAN**

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