



**Minutes of a Meeting of the Joint Waste
Collection Services Committee held
virtually on 4 March 2021**

Present: Councillor David Mansfield, Surrey Heath Borough Council (Chairman)
Councillor Mary Marshall, Elmbridge Borough Council (Vice Chairman)
Councillor Natalie Bramhall, Surrey County Council
Councillor Kevin Davis, Woking Borough Council
Councillor Claire Malcomson, Mole Valley District Council

In Attendance: Paul Anderson, Mole Valley District Council
Jo Chauhan, Joint Waste Solutions
Adrian Flynn, Surrey Heath Borough Council
Ray Lee, Elmbridge Borough Council
John Mackintosh, Joint Waste Solutions
Geoff McManus, Woking Borough Council
Tim Pashen, Surrey Heath Borough Council
Martin Pugh, Amey
Tina Siddiqui, Amey
Matt Smyth, Joint Waste Solutions
Danielle Wright, Amey
Richard Parkinson, Surrey County Council

29/JW Minutes of Last Meeting

RESOLVED that the minutes of the meeting of the Joint Waste Collection Services Committee held on 2nd December 2020 be approved as a correct record and signed by the Chairman.

30/JW Declaration of Interests

There were no declarations of interest.

31/JW Budget Monitoring Quarter 3 (October to December 2020)

The Committee received a report setting out the financial position of Joint Waste Solutions at the end of the third quarter (October to December 2020) of the 2020/21 financial year.

It was noted that there was a projected underspend in the Contract Management Office budget of £98,603. Of this £25,000 was reserve funds which had been carried forward from the previous year and £42,000 accruing through Covid-19 related savings. The Contract Variable Charges had been heavily impacted by the effects of the Covid-19 pandemic and an overspend of £842,339 was project by the end of the 2020/21 financial year due to the need to pay for agency staff to ensure services continued to be delivered on the ground.

The Committee noted the report.

32/JW Performance Report Quarter 3 (October to December 2020)

The Committee received a report summarising the recycling performance of the partner authorities at the end of the third quarter (October to December 2020) of the 2020/21 financial year.

It was noted that the tonnage of dry mixed recycling (DMR) collected had continued to increase across Surrey during the reporting period however this increase was not fully reflected in the tonnages recorded as having been recycled due to contamination and a shrinking market as processors became more discerning about the quality of the materials which they would or wouldn't accept.

The Committee noted the report.

33/JW Joint Waste Contract Work Programme 2021/22

The Committee received a report setting out the proposed work programme for JWS for the 2021/22 financial year.

The work programme focused on the following key objectives:

- Improving customer experience
- Improving service efficiency and cost effectiveness
- Reducing waste and increasing recycling
- Keeping residents informed about their waste collection services.

In addition to the activities set out in the work programme these objectives would be further supported by county wide initiatives delivered through the Surrey Environment Partnership.

RESOLVED that the objectives and activities set out in the proposed work programme be approved.

34/JW Amey Improvement Plan

The Committee received a presentation in respect of the work taking place to achieve the targets and objectives set out in the Contract Improvement Plan for 2020/21 and an overview of the Contract Improvement Plan for 2021/22.

It was reported that Amey had continued to successfully deliver collection services across the partnership area throughout the ongoing pandemic period and the implications that this was having on staffing levels and the delivery of the following key areas of work was noted:

- The successful implementation of the Mole Valley Route optimisation
- Use of Incab technology had risen from 50% to 98% with the remaining 2% of non-use occurring due to either connectivity issues or system failure.
- 11 of the 12 scheduled litter and detritus surveys had been successfully completed.
- There had been an 18% improvement in year on year customer complaints compared to a target of 2%.
- Amey had taken advantage of the reduction in road traffic to progress the cleaning of high speed roads.

- Work with the Buildforce and SAAFA had enabled Amey to provide employment opportunities and work placements to ex-military personnel. Similar work had been undertaken with the Surrey Police Community Safety Team to provide opportunities for former offenders.
- Support had been given to community groups through the delivery of food and medication to vulnerable and shielding residents, a £19,000 donation had been made to Dorking food bank and personal protective equipment had been supplied to nursing homes in Woking and Surrey Heath.
- Support had been provided to Junior Citizens events help at Sandown Racecourse to help educate children about recycling.
- Participation in a biodiesel fuel trial in Elmbridge.

There were a number of actions, which it had not been possible to complete in 2020/21 due to either resourcing or restrictions arising from the pandemic including route optimisation in Surrey Heath, Woking and Elmbridge, the implementation community forums, the development of a commercial waste strategy and a bulky items reuse scheme. These actions would be carried forward into the 2021/22 improvement plan.

It was clarified that the biodiesel fuel trial would initially focus on Elmbridge's fleet and the community transport fleet in particular before being rolled out to Amey's fleet. The implementation of the trial had been impacted by the pandemic and once more data was available the outcomes of the trial would be shared.

To encourage greener driver behaviour all Amey's vehicles had been fitted with monitors which tracked the vehicle through the day; reports were downloaded and reviewed on a daily basis and areas of concern were raised with the drivers concerned. Since the system had been implemented there had been a significant improvement in driver behaviour and currently the majority of concerns arose when new drivers were employed.

It was confirmed that the possibility of replacing the fleet with electric vehicles was being explored and more specific details would be reported in future updates.

It was acknowledged that the 65% target for household waste being recycled was challenging. Communal bins at flatted developments had been identified as a particular cause of contamination and an educational trial was being run in Woking in developments where communal bins had been identified as a significant problem. This education work was starting to have an impact on contamination of loads and it was hoped that the trial would be expanded to other areas.

The continued pressure on local authority finances was stressed and it was questioned why more was not being done to exploit the cross boundary opportunities that the joint contract provided.

The Committee noted the update and thanked Amey for maintaining the waste collection service during the course of the pandemic

35/JW Amey ICT Update

The Committee was informed that work to recover, check and cleanse Amey's data systems following a data breach in December 2020 continued. Where services were not system driven, staff were working from paper records, problems and customer complaints were being reported manually and additional staff had been employed to work in the contact centre during the period that online reporting had not been available. It was expected that the full report would be available by the end of March.

The Committee acknowledged the complexity of reinstating the ICT system in its entirety. However concern was expressed at the length of time that the process was taking and that the end date had repeatedly changed. Furthermore, to date, no written timeline had been provided for the system to be fully reinstated and all services restored and it was stressed that this needed to be provided.

The update was noted.

36/JW Date of Next Meeting

It was noted that the next scheduled meeting of the Joint Waste Collection Services Committee would take place on Thursday 10th June 2021 at 11.30pm

CHAIRMAN