



Joint Contract Work Programme 2022-23

3rd March 2022

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1. Introduction

The purpose of this report is to introduce the draft 2022-23 joint contract work programme, and outline the elements that have been reviewed and amended from 2021-22, for consideration and approval by the Committee.

2. 2021-22 work programme

This year's programme was agreed by the Committee on 4 March 2021 and is focused around eight objectives which are:

1. Improve the customer experience.
2. Improve service efficiency and cost effectiveness.
3. Deliver operational improvements that enable reductions in waste and increase recycling.
4. Ensure residents are informed about their collection service.
5. Inspire and encourage residents to reduce, reuse and recycle quality material.
6. Ensure the contract is operating safely and contingency plans are in place.
7. Support the joint contract authorities' carbon reduction plans.
8. Ensure activities are delivered with appropriate governance and oversight.

The coronavirus pandemic and HGV driver shortages have meant that a significant amount of resource within JWS has been focused on service recovery and communicating the impacts on service to residents. This, alongside the ongoing contract discussions with Amey, has meant that opportunities for service improvements have been limited, and some activities have had to be delayed or re-scoped.

Despite these issues, a considerable amount of work has been delivered in 2020-21 including:

- New contracts put in place for textiles and WEEE.
- Training all Surrey Heath collection crew on contamination reduction, significantly reducing rejected loads. Prepared materials ready to start training in Elmbridge and Mole Valley shortly, with Woking to follow next year.
- Taking part in SEP initiatives aimed at improving quality, reducing contamination and increasing recycling, particularly at flats.
- Amplification of the SEP Watch Your Waste campaign across the joint contract area.
- Briefings on the potential impacts of the upcoming national Resources and Waste Strategy.

More detailed information on progress with delivering the activities in this year's programme can be found in the programme update which is a separate agenda item.

3. Developing the work programme for 2022-23

It is proposed that the 2022-23 work programme should be a continuation and evolution of this year's programme, especially as the delivery of some of this year's programme has been delayed, rather than seeking to make any significant changes to the main

areas of focus. Therefore, the majority of the objectives and activities in the programme remain broadly the same but have been updated to reflect the current state of progress, or have been amended in light of issues which have arisen during the course of the year.

Four main changes have been made to the original objectives set out in the 2021-22 programme:

- **Objectives 1 & 2** have been merged to reflect the fact that there is significant overlap between the activities aiming to deliver service improvements, and those seeking to improve the experience of customers using our services.
- **Objective 6** should be updated to place more of an emphasis on service resilience and recovery plans, with additional activities included in this section to reflect that.
- The activities under the current **Objective 8** are updated to include robust financial management.
- A **new objective** to reflect the need to undertake work to identify potential savings opportunities, service efficiencies and budget reductions.

It is also suggested that the programme remains flexible and adaptable throughout year, and that the objectives and activities are 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 current format of reporting progress updates to Waste Partnering Board and Joint Waste Collection Services Committee meetings will continue.

The full proposed programme for 2022-23 is set out in Appendix 1, including the description of the planned activities and the measures of success.

4. Recommendations

The JWCSC is asked to:

1. Provide feedback on the revised objectives and updated programme of activity for 2022-23.
2. Approve the objectives and activities, subject to any changes requested as part of the feedback provided.