



**Minutes of a Meeting of the Joint Waste Collection Services Committee held at Virtually - Public Meeting on 29 September 2022**

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**Present:** Councillor Colin Dougan, Surrey Heath Borough Council (Chairman)  
Councillor Paul Deach, Surrey County Council  
Councillor Rob Leach, Woking Borough Council  
Councillor Caroline Salmon, Mole Valley District Council  
Councillor Ashley Tilling, Elmbridge Borough Council

**In Attendance:** Nilufa Begum, Surrey Heath Borough Council  
Jo Chauhan, Joint Waste Solutions  
Kelly Goldsmith, Joint Waste Solutions  
Evelyn Gyandoh, Amey  
Ray Lee, Elmbridge Borough Council  
George Pargeter, Amey  
Nick Steevens, Surrey Heath Borough Council  
Mark Tabner, Woking Borough Council  
Neil Thompson, Joint Waste Solutions  
Danielle Wright, Amey

**Apologies:** Councillor Marisa Heath, Surrey County Council

**9/JW Minutes of Last Meeting**

**RESOLVED** that the minutes of the last meeting of the Joint Waste Collection Services Committee held on 14<sup>th</sup> July 2022 be approved as a correct record and signed by the Chairman.

**10/JW Declaration of Interests**

There were no declarations of interest.

**11/JW Quarterly Performance Report**

The Committee received a report on the position in respect of recycling and operational performance across the joint contract area Quarter 1 of the 2022/23 financial year.

Surrey-wide performance information was provided for context, and stated that tonnages remained higher than pre-pandemic levels but there had been a decrease of 6.2% across all waste streams. Members were informed that there was no identifiable pattern in fly tipping across the Joint Contract area, and that future Board report would include a comparison of changes between current and pre-pandemic levels of fly tipping.

The Committee were presented with the following key figures regarding waste collection:

<b>Year up to June 2022 Waste Tonnages %</b>					
	<b>DMR (Dry mixed recycling)</b>	<b>Food Waste</b>	<b>Residual Waste</b>	<b>Garden Waste</b>	<b>12 Month Rolling Rate</b>
<b>Elmbridge</b>	-6.8	-9.5	-4.3	-39.2	51
<b>Mole Valley</b>	-7.6	-7.5	-5.1	-38.9	53.3
<b>Surrey Heath</b>	-6.5	-4.7	-2.5	-28	58.1
<b>Woking</b>	-5.6	-7.9	-2.8	-37.6	50.9

Following discussion between Members, the following key points were raised:

- The level of recycling in Surrey Heath had historically been higher than other areas. Prior to service changes, a wider range of refuse types was already being collected for recycling in Surrey Heath and this was thought to be a contributing factor.
- Different methodology used to collect and record across different authorities was thought to contribute to the fluctuations in the tonnages of fly tipping in the Joint Contract area.
- Amey had been working with Surrey Heath crews to consolidate the method by which fly tipping was recorded and if successful this would be rolled out across the Partnership.

The Committee noted the report.

## **12/JW Amey Contract Improvement Plan**

The Committee received a presentation on the progress of Amey toward achieving aims, priorities and objectives set out in Amey's Contract Improvement Plan at the end of the first quarter (April to June 2022) of the 2022/23 financial year.

It was reported that throughout the two week industrial action, Amey had maintained regular communication with staff throughout via face to face briefings and written communication. Regular services and support was offered to all that chose to continue to work and staff who participated in the industrial action.

Following the successful end to the industrial action, Amey continued to employ it's People Services department at sites to facilitate integration of the workforce. Monthly engagement/safety forums had been established on all sites to ensure all employees voices were heard. Quarterly Union consultations were being scheduled.

The Business Continuity Plan (BCP) had been revised following the industrial action to be applicable across the four sites and scenarios that would be likely to cause disruption in future, and a review of the BCP by the Committee had been planned in future. The Committee were informed that upon the agreement of the BCP with the Joint Waste Services, an emergency response plan would be agreed upon.

Garden waste services had been fully reinstated and the service had stabilised in all Joint Contract areas. Filled vacancies meant that garden waste collections had become standard practice, and only Mole Valley was not accepting new subscribers.

Members were informed that the pay deal in August had a positive impact on vacancies and that for the first time in 12 months there were no driver vacancies. The quality of applicants had also improved for all positions, and contracts to over recruit for positions to stabilise current services had been secured. These additional staff would be used to

support daily operations, allowing crews to attend training and enabling Site Management to focus on strategic matters and improvements. Support had been made available for all staff for issues related to the cost of living crisis.

The Committee was presented with the Amey 2022/23 Improve Strategy, with the suspension of the use of HVO fuel arising as the primary concern as a result an environmental agency report into the nature of the fuel.

After a period of discussion, the Members queried a number of issues raised as a result of the presentation, and the key points were as follows:

- Quarterly feedback had not found any complaints regarding working conditions with Amey staff.
- The integration of Elmbridge and Mole Valley's Customer Service Forms with Amey's ICT system was ongoing, and the majority of the work would be complete by the end of the year.
- Amey continued to recruit agency staff as it reduces turnover, and upon the completion of an 8 week probationary period, staff were offered full time contracts, with the majority of staff accepting the contract. There were currently 35 agency staff employed by Amey.
- Amey were keen to explore greener options for vehicles but understood that electric vehicles struggled in rural areas due to larger distances being covered.

The Committee noted the report and commended Amey for their work during the industrial action.

### **13/JW Quarterly Budget Report**

The Committee received a report that set out the position for Joint Waste Solutions (JWS) as it was at Quarter 1 April to June 2022 and for the projected outturn of the 2022-23 financial year.

Members were updated on the Contract Management Office's (CMO) income and expenditure to end of the quarter. Expenditure was projected to be £2,385,061, and when set against the combined annual budget and carry forward allocation of £2,390,850, there was a projected underspend of £5,789 for the year.

The Core Contract Budget was projected to be overspent by £329,607, and the Committee were informed that this was due to be approved by the Committee in November 2021 estimated a 4% inflationary uplift, which was less than the actual figure of 6.71% from January 2022. The Variable Budget was also affected by the increased inflation. It was expected that the savings made due to the interruption to garden waste collections would offset the additional inflation cost.

The Committee noted the report.

### **14/JW Joint Waste Solutions Programme Progress Report**

The Committee received a progress update on the Joint Contract Work Programme 2022-23, which itself was an evolution of the 2021-22 programme that had been paused due to driver shortages. The programme included planning to align with national policy on collection arrangements. The programme was to be delivered by a single Officer team, the JWS. JWS manages both the Joint Contract area and a separate work programme for all authorities in the Surrey Environment Partnership (SEP).

Eight objectives were set out, with key points arising as follows:

- Objective 1: Improved efficiency and effectiveness of services to enable better customer experiences.
  - More information was awaited from the Government in respect to the implication of the National Waste and Resources Strategy waste collection.
- Objective 2: Deliver operational improvements that enable reductions in waste and increase the quantity of recycling.
  - The JWS Operations Team was assessing 50-55 planning applications a month for new waste storage and collection sites, liaising with agents and developers to ensure adequate arrangements were provided in new developments.
  - The Doman Road redevelopment had begun in partnership with Surrey County Council (SCC) and Surrey Heath Borough Council (SHBC) with the hope that a business case would be signed off in Autumn.
- Objective 3: Ensure residents are informed about their collection service
  - Focus of communications on the restart of garden waste collections, which in July shifted to focus on the planned industrial action.
  - Communication messages have been designed to advise residents on collection information to supplement the stickers and tags used by crews.
  - Media enquires were largely related to the industrial action during the period between 1<sup>st</sup> April and 14<sup>th</sup> August and enquiries were directed to the JWS website or Amey if they related directly to pay negotiations.
  - Joint Contract Area partners were provide with a resource pack to share through their own channels.
- Objective 4: Inspire and encourage residents to prevent, reduce, reuse and recycle
  - The Own Your Impact campaign had been launched in the Joint Contract Area through a variety of media channels in May, with focus switching to DMR contamination reduction in late June.
  - Community events took place throughout April and March with the aim of discussing and education recycling to help schools gain a green flag accreditation.
  - The 'Rethink Waste' incentive pilot had been successful in Elmbridge, and would be assessed for roll out across Surrey in 2023
  - JWS had been shortlisted for a national award.
- Objective 5: Manage the joint waste contract to ensure it is resilient, operating safely and performing effectively.
  - Health and Safety Audits of the 4 depots had been complete and actions tracked where there is further information needed.
- Objective 6: Support the joint contract authorities' carbon reduction plans
  - The trials of alternative fuel vehicles will support the carbon reduction plans as the need to decarbonise vehicles had been identified as a component of the reduction plan.

- Objective 7: Work with partner authorities to ensure the work programme is delivered with appropriate governance and oversight
  - Key work that had been going on in the background since WhiteSpace was introduced was to review and audit the processes that take place for invoicing and performance reporting.
  - A new structure for how reports are produced and an increase in the data available, the JWS wanted to be comfortable with how the data was being used to produced reports and KPIs
  
- Objective 8: Enhance our ways of working to deliver organisational efficiencies
  - There was work ongoing between the JWS and Joint Contract Area authorities to review savings and efficiencies going forward.
  - This focused on a range of areas including office requirements and storage for JWS staff.

The Committee noted the report.

**15/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 1<sup>st</sup> December 2022 at 11:30am.

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