

**Joint Contract Work Programme 2023-24**  
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## **1. Introduction**

The purpose of this report is to introduce the draft 2023-24 joint contract work programme, and outline the elements that have been reviewed and amended from 2022-23, for consideration and approval by the Joint Waste Collection Services Committee (JWCSC).

## **2. 2022-23 work programme**

This year's programme was agreed by the JWCSC on 3 March 2022 and is focused around eight objectives which are:

1. Improve the efficiency and effectiveness of the service enabling a better customer experience.
2. Deliver operational improvements that enable reductions in waste and increase the quantity and quality of recycling.
3. Ensure residents are informed about their collection service.
4. Inspire and encourage residents to prevent, reduce, reuse and recycle.
5. Manage the joint waste contract to ensure it is resilient, operating safely, and performing effectively.
6. Support the joint contract authorities' carbon reduction plans.
7. Work with partner authorities to ensure the work programme is delivered with appropriate governance and oversight.
8. Ensure activities are delivered with appropriate governance and oversight.

As in previous years we have set out a broad range of activities to complete over the course of the current year, and have reported progress on these at the quarterly Partnering Board and Committee meetings. We've adapted to some challenges throughout the year, and added new areas of work in response to these too – a good example being the response to the industrial action which took place in August, and the subsequent review which took place to assess this and make recommendations for strengthening our business continuity arrangements going forward.

In summary, a considerable amount of work has been delivered so far in line with the 2022-23 work programme including:

- New training video for Amey collection crew to tackle recycling contamination.
- Improvements to about 350 flats at the Heart site in Elmbridge to reduce contamination of communal recycling bins.
- Targeted letters went out to 194 households in the joint contract area on what can and cannot be recycled.
- Collections have been setup at multiple large new developments in the joint contract area.
- Rollout of food waste recycling collections to about 2,700 flats in Surrey Heath.
- Sign ups to the Rethink Waste scheme has reached over 3,000 residents in Elmbridge, who are committing to reduce the amount of waste they produce.

- Recycling guides for 2023 were delivered to all households in the joint contract area.
- Key processes have been established to ensure the contract continues to operate safely.
- Amplification of the SEP Own Your Impact campaign across the joint contract area.
- Briefings on the potential impacts of the upcoming national collection and packaging reforms.

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 2023-24**

In drafting the work programme for 2023-24, we have evaluated the “business as usual” (BAU) and project work achieved in the current programme, involved the full team in a workshop to review data on current performance and brainstorm ideas that we can take forward, prioritised the long list, and then considered this alongside the scope of the budget and resources we have to undertake the work.

The development of the joint contract programme has also been finalised in tandem with the SEP delivery plans for each of the four authorities to ensure the team can deliver on these in parallel.

Our focus areas have not undergone any significant changes but again we have adjusted the objectives slightly to better reflect how we are grouping work and intending to report the progress on it going forward. The only amendment is to incorporate the activities linked to supporting carbon reduction plans under Objective 1, as these link closely with the contract monitoring and data management activities which sit here.

It is also important that the programme remains flexible and adaptable throughout the 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 format of reporting progress updates to the Waste Partnering Board and Joint Waste Collection Services Committee meetings has been adapted this year in response to feedback received. We will undertake to refine it further if required going forward.

The full proposed programme for 2023-24 is set out in Appendix 1, including the description of the planned activities and the measures of success.

### **4. Recommendation**

The JWCSC is asked to:

1. Provide feedback on the revised objectives and updated programme of activity for 2023-24.
2. Approve the objectives and activities, subject to any changes requested as part of the feedback provided.