

## **Tamworth & Lichfield Joint Waste Committee**

**Wednesday 4<sup>th</sup> October 2017**

**Present:** Cllr M Wilcox, Cllr Mrs J Goodall, Cllr I Eadie, Mrs D Tilley, N Harris, R King, Mrs V Woodhouse

**Apologies:** Cllr D Cook, A Barratt

1. **Previous minutes** – agreed
2. **Matters Arising** – All round risk assessments now complete except for Trade
3. **Garden Waste Project Update**

The Committee discussed the update project plan and endorsed its content however the following issues were raised:

Members to be aware that in the unlikely event Lichfield and Tamworth are not able to host the calls etc. on go live then the contingency fall back is asking Rushcliffe council to provide the service for us.

In respect of the areas of the business plan where progress is marked as Amber, NH explained that efforts are at the moment being concentrated on the subscription side of the plan but with more work to be progressed on Operations – NH advised can that he can manage the service using the current methods to start off with and operations will be looked at once subscriptions go live

The biggest risk is the ambition of the project particularly as we are implementing a new CRM system at the same time as launching the subscription service – however both providers (Bartec and Jadu) have agreed to the deadlines. We are not expecting a high subscription rate in the first weeks as it will be the wrong time of year for gardening. The 45% take up target is also a challenge but NH confident we will reach the targets set in MTFS. The reduction or loss of the recycling credit may occur once charging commences.

Training – staff involved have had training on building the forms and cases in the new Jadu system, 18<sup>th</sup> October Bartec upgrade training, early November Jadu training on how to use the new system.

#### **4. Garden Waste Communication Plan**

The Committee discussed the Communication Plan and approved its content with the following requests:

Website be made more prominent on the front of the calendar

More detail on the subscription service to go onto the back of the calendar

Cllr Eadie to submit his comments/amendments/suggestions

NH to explore the possibility of having 'wraps' on the side of the vehicles

All members to receive their FAQs and leaflet packs before they are distributed to residents

#### **5. Chargeable Garden Waste Lost and Stolen Bin Policy**

The key issue is that it costs £50 to provide a bin and we charge £15. DT highlighted that we were therefore not recovering our costs and might wish to consider whether we did. The 'loss to the two councils amounts to approx. £3500 pa .The Committee discussed this and agreed this would need to go to Overview & Scrutiny and that both Councils would need to approve the change in policy. The need to perhaps reflect the true cost of replacement was discussed and that this would need to be applied to both brown/green and black bins which are already subject to a charge if lost or stolen. The Committee agreed to take this forward to the respective Overview and Scrutiny Committees but would not be in place in time for go live.

#### **6. Action Plan for Improved Collection Productivity**

The Committee discussed the action plan and the following recommendations were made:

DT proposed that there needs to be an open and honest dialogue with staff to ask them to help us in finding ways to improve productivity. We can table some of the options we have identified but work with them to find a solution.

RK to discuss with crews. One option would be being able to go home once their round is completed. Fixed hours have not seen a particular reduction in H&S issues or in absenteeism and does not encourage staff to improve their productivity.

Benchmarking with Stafford BC new provider to go ahead. This will take place early next year once the garden waste subscription service is underway. Staff to be advised that this is taking place as part of the discussions on increased productivity.

The issues of sickness absence and the inability to reduce this given the age profile of the workforce and the Local government approach to dismissal on grounds of capability was also discussed. An increased focus on capability will need to be taken along with the measures already in place to manage sickness absence as effectively as possible.