

## **EAST DEVON DISTRICT COUNCIL**

### **Minutes of the meeting of Recycling and Waste Partnership Board held at online via zoom on 20 April 2023**

#### **Attendance list at end of document**

The meeting started at 10.03 am and ended at 10.55 am

#### **31 Minutes of the previous meeting**

The minutes of the previous meeting held on 1 February 2023 were agreed as a true record.

#### **32 Declarations of interest**

Declarations of interest.

Councillor Eleanor Rylance, Affects Non-registerable Interest, Ward member for Broadclyst which includes the Hill Barton site.

Declarations of interest.

Councillor Geoff Jung, Affects Non-registerable Interest, Ward member for Woodbury and Lymptstone which includes Greendale Business Park.

#### **33 Matters arising**

There were no matters arising.

#### **34 Joint contract and operations report**

The Recycling and Waste Manager and the SUEZ Contract Manager gave the Board a joint report on a contract and operational update for the final quarter of 2022/23. Quarter 4 had been positive, with all operations in a stable position. The additional capacity added as a result of the implementation of phase 1 of the bridging solution and the creation of the 'Growth Zone' had now fully bedded in. The positive effect of the growth zone was that phase 2 of the bridging solution, due to be implemented later in 2023, would be much less extensive than originally anticipated.

The plan to 'electrify' the growth zone as part of phase 2 was progressing with a series of electric vehicle trials throughout the quarter to help test the concept and ensure the best vehicle options were selected. An electric recycling collection vehicle and a new 7.5 tonne narrow access vehicle had recently been trialled. The results showed that the CO2 saving based on a year of use could be over 20,000kg and a fuel saving of over £1,500. The partnership was currently looking to place electric vehicles on designated routes this year. The trial of the 7.5 tonne narrow access vehicle showed how much more effective the contract could operate. The diesel vehicle had been tested on all the current narrow access routes, and had the payload of 3 times the current vehicle, therefore reducing travel and tip time. This meant it would improve the versatility of the contract and also reduce the environmental impact compared to the current vehicles that had to drive more mileage.

The Contract Manager reported that the new year had begun well, with limited issues to report. Collection crews were performing better than ever, due to the strong support

team behind them. Complaints and missed collections remained below performance framework thresholds. A recent SUEZ survey had placed the East Devon contract as a one star business – a very high result in the municipal division. Recruitment was going well, with long serving agency staff joining the business and strengthening the frontline workforce. Staff were continuously being promoted to go through LGV training, with positive results.

The Contract Manager updated the Board on plans to handle the additional May bank holiday in a different way to the usual arrangements. This would stop collections taking place around street parties, minimise disturbance to residents enjoying the long weekend and allow staff to have the King's coronation day on 6 May off work. Communications to staff regarding changes to collection schedules would be carefully managed so as not to mix messages. All communications channels would be used and the collection dates were available on the EDDC website.

The SUEZ Contract Manager outlined to the Board community engagement activities that had recently taken place, including a visit to Millwater School and Cranbrook Cub Scouts. The Board agreed that these activities were fantastic and that engaging with young people could lead to peer pressure on parents to recycle more.

The green waste 2022/23 business plan target of 18,250 bins subscribed was met before year end. Material sales had remained static since the last meeting.

Members of the Board wished to exemplify the positive partnership between EDDC and SUEZ and to celebrate the excellent performance of the recycling and waste collection service over the past seven years, significantly improving recycling performance (1st nationally for kg/residual waste/household and 5<sup>th</sup> nationally for recycling and composting rate). With recent investment in the growth zone, quality standards had stabilised, with all time low complaint and missed collection levels as a result. The Board suggested that this performance and success be communicated to East Devon residents following purdah.

**RESOLVED:** that the excellent performance of the waste and recycling partnership be communicated to East Devon residents.

## 35 **Performance framework**

The Board noted the performance framework which showed performance was below target across the contract with the exception of container deliveries by the five day target. This was the best quarter performance since the contract began. The Recycling and Waste Assistant was thanked for preparing the performance report.

## 36 **Contract extension proposal from SUEZ**

The SUEZ Principal Commercial Manager advised the Board that the current contract had an end date of June 2023, with an option to extend the contract for three years. SUEZ were working through the finer points and had submitted a contract extension proposal to EDDC. It was noted that there were many legislative changes coming through, but the timeline was vague and the industry was still awaiting clarity. These unknowns made it harder to work to a contract plan. The Director – Housing, Health and Environment confirmed that officers were working through the complex contract with SUEZ and that a report would be brought to Cabinet in June/July 2023. It was noted that the next meeting of the Recycling and Waste Partnership Board was scheduled for 26

July 2023, which did not fit in with the contract extension timeline. The Board agreed that the contract extension report could go straight to Cabinet.

### 37 **Risk register**

The Recycling and Waste Contract Manager presented the risk register to the Board. He highlighted two new risk areas:

- C3 – SUEZ contract extensions proposal.
- I6 – Budget risk – SUEZ contract extensions proposals.

He explained that he hoped to mitigate these risks down as the contract extension process was gone through and final extension conditions were negotiated.

Concern was expressed over N2 – increase in calls to the recycling team, resulting in not enough staff to take calls or delay in dealing with calls. The Recycling and Waste Contract Manager reassured the Board that this was a low risk. Regular reports were received from the Customer Service Centre (CSC) which demonstrated that demand from the recycling and waste service was extremely low. He reported that the technology that was used kept the call volumes, as communication was effective through use of the East Devon App, website updates and the social media weekly plan.

### 38 **Recycling futures workshop**

The Streetscene Service Lead informed the Board that the process of looking at the future of the service had begun. A portfolio holder team would be set up independently from the Board. This would take place following the upcoming district council elections.

### 39 **Dates of future Partnership Board meetings**

The Board noted the dates of future Recycling and Waste Partnership Board meetings:

Wednesday, 26 July 2023, 10am.

Wednesday, 25 October 2023, 10am.

Wednesday, 31 January 2024, 10am.

Wednesday, 24 April 2024, 10am.

The Chair thanked the Board for its support and he thanked all the EDDC officers and SUEZ team for their fantastic work over the course of the contract.

### **Attendance List**

#### **Board Members:**

#### **Councillors present:**

G Jung (Chair)

D Bickley

E Rylance (Vice-Chair)

T Wright

M Rixson

#### **Officers present:**

G Bourton, Recycling and Waste Contract Manager

J Golding, Director of Housing, Health and Environment

A Hancock, Assistant Director StreetScene

**Suez present:**

N Tandy, Principal Commercial Manager  
J Gatter, Contract Manager

**Councillors also present (for some or all the meeting)**

B De Saram

**Officers in attendance:**

Lou Hodges, Recycling and Waste Officer  
Alethea Thompson, Democratic Services Officer  
Sarah James, Democratic Services Officer  
Steve Joyce, Waste Management Officer  
Lorraine Tolman, Waste Management Officer

**Suez representatives in attendance:**

Jess Prosser, Recycling Officer

**Board Member apologies:**

James Pike, SUEZ Regional Director

Chair .....

Date: .....