

# SOUTH LONDON WASTE PARTNERSHIP JOINT COMMITTEE

Tuesday 6 December 2016

5:30 – 6:17PM

## London Borough of Croydon

Councillor Stuart Collins - Deputy Leader and Cabinet Member for Clean Green Croydon  
\* Councillor Stuart King - Cabinet Member for Transport and Environment  
Reserves: Councillors Robert Canning and Pat Ryan

## Royal Borough of Kingston upon Thames

Councillor Phil Doyle - Portfolio Holder - Resident Services (Chair)  
Councillor Terry Paton Deputy Leader  
Reserves: Councillors David Cunningham and Richard Hudson

## London Borough of Merton

\* Councillor Ross Garrod - Cabinet Member for Street Cleanliness and Parking  
Councillor Martin Whelton - Cabinet Member for Regeneration, Environment & Housing  
Reserves: Councillors Mark Allison and Nick Draper

## London Borough of Sutton

Councillor Manuel Abellan - Vice-Chair of the Environment & Neighbourhood Committee  
Councillor Jill Whitehead - Chair of the Environment and Neighbourhood Committee  
(Vice Chair)  
Reserve: Councillor Nighat Piracha

\* Absent

Apologies

Alternates

Councillor Stuart King  
Councillor Ross Garrod

None  
Councillor Nick Draper

## Declarations of Interest - None

### 23. Minutes

**Resolved** that the minutes of the meeting held on 13 September 2016 are confirmed as a correct record.

### 24. Contract Management Report

Andrea Keys presented an update on the performance of the three Phase A Contracts from April to September 2016. An update on the Phase B Contract was also reported.

Contract 1 - Transport and Residual Waste management. The Contract is operating effectively. In Q's 1 and 2 just under 100,000 tonnes of residual waste were

handled; Year to date just over 23,000 tonnes of Partnership residual waste was diverted from landfill and this equates to 19% diverted from landfill to the Lakeside ERF.

Contract 2 – Household Reuse and Recycling Centres (HRRC).

The upgrading of the Kingston, Merton & Sutton sites is complete, Fishers Farm is in progress and Purley Oaks works started on 5 December.

Combined performance across all the sites is 73%. There are some performance issues at Garth Road, which has seen a 2% drop in recycling in Q2. Mattress recycling has restarted at the site and improved performance is anticipated in Q3. An anonymised staff survey is in progress and a review of supervision at the site. As indicated in the customer satisfaction surveys the site scores quite highly.

Contract 3 - Marketing of recyclates and treatment of green and food waste

This Contract is performing well. Tonnages processed over the 6 months are

Green waste            21178

Food waste    8422

Phase B Contract – Construction of an Energy Recovery Facility (ERF)

The quarterly Community Liaison Group meeting was held in October.

A rolling 3 month communications and construction plan is in place, this updates the next stage of the project, which includes key construction activities that may be experienced by the residents in the immediate vicinity of the site. The installation of the flue stack is programmed for later in January and will be visible to residents.

A newsletter on this and other construction activity will be circulated to 14,000 households in January.

Applications are now being accepted for support from the £1m Beddington Community Fund for community led projects and organisations in Sutton, Croydon, Merton and Kingston.

The Viridor Beddington ERF website has been updated and includes a time-lapse video of the construction, the landfill restoration plans, details of the Community Liaison Group minutes and the application and guidance notes for the Community Fund

<https://viridor.co.uk/our-developments/beddington-erf/>

**Resolved that** the performance of the Phase A contracts and the current position on the Phase B contract is noted.

## 25. SLWP Budget Report 2016-17 Update

The Partnership's budget for core activities covers; procurement, project management, administration, contract management, communications and the audit fees.

At Quarter 2 an overspend of £46,500 is forecast due to additional client costs on the management of the Environmental Services contract

**Resolved** that the current position is noted.

## 26. SLWP Draft Budget for 2017/18

Michael Mackie, Finance Lead, presented the proposed budget for the Partnership for 2017/18 for its core activities.

The draft budget agreed by the Joint Committee at the September meeting has been considered by the individual boroughs and the final budget must be approved by 31 December.

The final budget has reduced by £64,500 from the figure reported in September. This follows a review of the clienting arrangements for the Environmental Services Procurement and the decision that the contract co-ordination for Lot 2 will be carried out directly by LB Merton and LB Sutton.

**Resolved** that the proposed budget for the core activities of the Partnership of £666,100 for 2017/18 is agreed.

Item	2016/17 Approved Budget £	2017/18 Approved Budget £
<i>Internal &amp; External Advisors and Accounting</i>	125,000	125,000
<i>SLWP Staff Resources</i>	325,000	492,100
<i>Document and Data Management</i>	20,000	24,000
<i>Audit Fee</i>	2,500	0
<i>Communications</i>	25,000	25,000
<b>TOTAL</b>	<b>497,500</b>	<b>666,100</b>
<b>COST PER BOROUGH</b>	<b>124,375</b>	<b>166,525</b>

## 27. Communications and Engagement Activities - Phase A & B Contracts

John Haynes the Partnership's Communications Advisor, presented a comprehensive update on communications and stakeholder engagement activities since March 2016 when he had taken on this role. This covered the Phase A (transport & residual waste management, HRRC services and marketing of recyclates) and Phase B (residual waste treatment) contracts.

On the Phase A contracts communications work has been focussed around supporting Veolia to deliver a programme of upgrading the Household Reuse and Recycling Centre (HHRC) sites and increasing recycling rates. Work over the last nine months has been on:

- Ensuring Veolia are meeting their contractual requirements with regard to communications and stakeholder engagement
- establishing a rolling programme of customer satisfaction surveys across all six HRRC sites to measure resident opinion of the services being provided.

The first wave of HRRC surveys were completed in October and show that satisfaction levels with HRRC-related services is generally very high amongst site users. Residents are generally impressed with the attitude of site staff, are happy with how they are received on arrival and the helpfulness of staff when depositing items. People feel safe on the sites and on the whole are satisfied with queuing times, which on average are no longer than five minutes.

The feedback gives Veolia valuable information on the success of the upgrades, operation of the sites overall and whether there are any issues which need to be 'nipped in the bud'.

An example of working with and providing support to Veolia on particular sites is the communications planning on the recent temporary closure of Purley Oaks HRRC for upgrade works. A survey of the site users in the summer revealed very high levels of support for the upgrade work to take place and for this to be during the winter of 2016. Once dates were decided – 5 – 19 December – the Communications Plan ensured local residents knew about the closure and the alternative facilities available during that fortnight.

On the Beddington Landfill operations, communications and engagement activities have centred on:

- educating local residents and key stakeholders about the landfill operation and the vital waste disposal capacity being provided for hundreds of thousands of local households and businesses managed to minimise any negative environmental impacts;
- how the Beddington Farmlands is being restored with habitats for wildlife and public access. Work will be starting on creating an area of wet grasslands to the north of the site early in 2017.

The landfill site will close once the Beddington ERF becomes operational.

During the summer Viridor hosted a series of well-attended open days and guided walks of the wildlife sites and the Energy Recovery Facility (ERF) construction site. Further updates will be in in the Viridor community newsletter planned for distribution in January 2017 and open days are being planned for the wetlands in Spring.

Over the past 9 months the Communications Advisor has been working closely with Viridor to ensure there is

understanding among residents on the need for the ERF and the safety of such modern, well-run facilities and that

the Partnership understands the views of local people on waste treatment and ERF technologies

A clear Communications Strategy and plan for the construction phase of the Beddington ERF has been developed and is monitored through the monthly 'Phase B Project Board' meetings. Other activities already referred to are; the newsletter; meetings with the Community Liaison Group, the Community Benefit Fund and the open days and guided walks.

Reports in local media and on social media channels are monitored regularly to ensure local residents and stakeholders views towards the ERF are understood and responded to.

An independent survey was commissioned in August to find out more about local opinions and behaviours on waste disposal, waste management and treatment, and ERF technologies in particular. These will supplement the surveys carried out by Ipsos MORI in 2010 and 2012.

The findings will be reported to the Joint Committee in March and will inform the development of the 2017/18 Communications Strategy for the Partnership.

The four Boroughs are committed to doing everything possible to encourage residents to reduce, reuse and recycle as much as they possibly can. Funding from Recycle for London and support from the four boroughs enabled a series of 15 free events all aimed at reducing the amount of waste residents produce and raising awareness of recycling/reuse. Further work on this is planned.

An SLWP Communications Coordination Group (CCG) has been established made up of nominated 'Borough Communications Leads to plan communications and engagement activities across the partnership.

### **Promotion of Recycling**

Arising from the discussion on Communications work to date and the drafting of the Strategy for 2017/18 Members raised the following points for further consideration and response at the March meeting

Reinforcing a clear message to residents on

the need to recycle and reduce the amounts going to landfill, and the costs of not achieving this,

the possible actions that might be taken where recycling rates did not improve

Adopting a unified approach to communications and action – whether incentives or enforcement – across the Partnership once all the 4 Boroughs had similar recycling bin/collection systems in place;

Further consideration of actions that can be taken to increase recycling; whether learning from some of the things already tried by partner boroughs or from experience elsewhere in London and nationally

**Resolved** that

- 1 the report on communications and engagement activities from March 2016 on the Phase A and Phase B contracts is noted;
- 2 the views on approaches to the promotion and coordination of recycling are discussed further at the next meeting in the context of the 2017/18 Communications Strategy.

**28. Exclusion of the Press and Public**

**Resolved** that the public are excluded from the meeting under Section 100(A)(4) of the Local Government Act 1972 on the grounds that it is likely that exempt information, as defined in paragraph 3 of Part I of Schedule 12A to the Act, would be disclosed and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.  
 This paragraph covers information relating to the financial or business affairs of any particular person (including the authority holding that information)

**29. Risk Register**

**Appendix 2**

The Risk Register was reviewed.

There are no Red risks. The updates on actions on 1.1 Partnership Structure and 1.5 Staff Resources were highlighted.

**Resolved** that the current position on the Risk Register is noted.

**NEXT MEETING**

Tuesday 14 March 2017

5:30pm Queen Anne Suite, Guildhall, Kingston upon Thames KT1 1EU,

Signed.....Date.....

Chair