

**MINUTES OF THE MEETING OF THE BUSINESS BOARD (OPERATIONS TEAM)  
HELD AT FOLLATON HOUSE, TOTNES ON TUESDAY, 28 NOVEMBER 2006**

**MEMBERS**

∅ Cllr G Rothwell - Chairman

\* Cllr L A Facy - Vice-Chairman

\* Cllr R J Carter

\* Cllr G Date

\* Cllr R F Croad

\* Denotes attendance

∅ Denotes apology for absence

Also in attendance at the invitation of the Chairman:  
Cllr D W May

Officers in attendance:

All Agenda Items: Strategic Director (Operations) and Head of Operations

**BBD.6/06 ELECTION OF CHAIRMAN**

**RESOLVED**

That Cllr L A Facy be elected Chairman of the Board for this meeting only.

**BBD.7/06 MINUTES**

For clarity, officers advised that the increase in Household Waste Collection charges, for which a charge could be levied, for 2007/08 (Minute No. BBD.4/06 (recommendation (ii)) refers) related solely and specifically to bulky household waste and white goods and did not constitute the first step by the Council to introduce charges for domestic household waste.

The minutes of the meeting of the Business Board (Operations Team) held on 13 September 2006 were then confirmed as a correct record and signed by the Chairman.

**BBD.8/06 DECLARATIONS OF INTEREST**

Members were invited to declare any interests in the items of business to be considered during the course of the meeting. These were recorded as follows:-

Cllr G Date declared a personal interest in item 5: 'Monitoring Reports' (see BBD.9/06 below) by virtue of him being a customer of the trade waste service and he took part in the discussion and vote on this item.

**BBD.9/06 MONITORING REPORTS**

The Board considered a report which set out the performance of the Operations services and the Dartmouth Lower Ferry for the 3-month period from July to September 2006.

During discussion, reference was made to:-

- (a) the tonnage of household waste collected and landfilled. The Board was advised that this figure had been high, largely as a result of a number of second and holiday homeowners, who had not participated in the recycling scheme;
- (b) the percentage of combined recycling / composted. Whilst falling beneath the quarterly target of 44.08% of total refuse, Members still commended the achievement of attaining 43.04% combined recycling / composted;
- (c) time lost due to accidents for the refuse / recycling service. It was noted that the 7.5 days lost had been attributed to two accidents which had resulted in one employee having 5.5 days absence and another being absent from work for 2 days. The Board was also informed that the vehicular accidents were all minor but every accident was recorded, including those which were not the fault of Council employees;
- (d) the high number of missed collections experienced. Officers advised that the round restructure (implemented week commencing Monday, 25 September 2006) had been a significant factor in the performance of this indicator. Officers were looking at feedback and enquiries from residents to fine tune the new policy but it was not anticipated that the set target would be reached until the January-March 2007 quarter. It was noted that a resulting action of the new policy had been that refuse and recycling be placed at the kerbside before 7.00am. As a consequence, officers were currently assessing whether some bins had not been collected due to households missing the 7.00am collection time and whether some bins had been contaminated and therefore not collected.

Members felt that the refuse and recycling crews required support and noted that missed collections were not always their fault. In response, officers stated that to remind residents, leaflets would be posted through doors to advise of the need to put bins out before 7.00am to ensure collection;

- (e) levels of fly tipping. Members highlighted the improvement in the indicators and were advised that the street scene team were currently undertaking detailed research into this issue;
- (f) the beach cleaning operation. Officers advised that the service had operated well during the peak season and they could not recall the operation receiving any complaints during this period;
- (g) the time lost due to accidents and injuries for the public conveniences service. In response to a query, officers advised that they would find out the cause of the 2 lost days and would report back to Members in due course;
- (h) the Dartmouth Lower Ferry. The Board noted that whilst the passenger numbers carried had significantly increased, in comparison to 2005/06, the vehicular numbers had decreased. This trend had resulted in revenue being £40,000 less for 2006/07 but Members were informed that the trading account figures were still to be adjusted.

Officers advised that the supplies and services figure was substantial in September 2006 due to the requirement to overhaul an engine on one of the tugs. The Board was also informed that officers considered that the operating surplus was low during July 2006 due to the football World Cup taking place. To support this reasoning, South West tourism had experienced a 28% downturn in visitor numbers during July 2006, in comparison to the previous year.

#### **RECOMMENDED**

That the Executive be **RECOMMENDED** that:-

The Business Board has examined the overall performance of the Operations services and the Dartmouth Lower Ferry service and has found them to be satisfactory, subject to any specific comments as recorded above.

(Meeting commenced at 10.20 am and concluded at 10.50 am).

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Chairman