

ToR:

1. To support the delivery of the Business Plan 2017-27 objective(s) of high recycling rates and reducing litter by monitoring, scrutinising and supporting:
 - a) A review of the council’s commercial waste policy
 - b) Increased awareness of changes to waste collections
 - c) The implementation and performance of the council’s waste contracts for collecting and managing waste and recyclables (Lot 1, Lot 3, Lot 4 and Lot 5 - commencing 30 July 2018)
 - d) The performance of the contract for managing council-owned HRCs (commenced October 2017 – Lot 2)
 - e) The potential development of services within the council’s waste contracts.

2. To hold quarterly meetings to focus on the waste contracts (following their commencement), with further ad-hoc meetings convened, when appropriate, to consider other areas within the terms of reference above.

Meeting Date	Subject	Purpose	Outcome	Witnesses/Evidence	Additional Information
27 February 2018	Agreement of FWP & Communication Strategy (relating to what can be recycled at the kerbside)	To discuss the proposed FWP for the task group and the waste services team’s ‘Communication Strategy’ surrounding the new contracts	For FWP to be agreed and for the task group to commence “deep dive” activity from this point onwards. For the task group to be aware of how the waste services team intends to communicate changes in the waste service (with the implementation of the new contracts)	Executive Tracy Carter	This meeting would help enable the task group to provide a recommendation to ToR 1,B (<i>Increased awareness of changes to waste collections</i>)
May 2018	The performance of the contract for managing council-owned HRCs (Lot 2)	For the task group to learn what the pertinent points (KPIs) are of the	For the task group to be confident of what their observations/line of questioning should follow,	Executive Tracy Carter Officer responsible for drafting/overseeing the	This meeting would provide a sound foundation from which the task group can explore more “deep dive” activity

	and the Council's Commercial Waste Policy	contract for managing HRCs For the task group to be fully briefed and ask questions on the aims and objectives of the Council's Commercial Waste Policy and the service the council will procure from HWS - if a business requests that the council makes arrangements for collection	when they visit a council-owned HRC in response to ToR 1,D For the task group to be confident of the aims and objectives of the Council's Commercial Waste Policy (and the services provided by the private sector including HWS)	contract for Lot 2 (Vicki Harris)	around ToR 1,D (<i>The performance of the contract for managing council-owned HRCs (commenced October 2017 – Lot 2)</i>) and ToR 1,A (<i>The development of the council's Commercial Waste Policy</i>)
July 2018 (late July)	The Council's Commercial Waste Policy	For the task group to explore and understand the experience of businesses and traders when it comes to disposing of waste.	For the task group to be aware of whether those "on the ground" have a positive experience in regard to the disposal of their commercial waste & whether they would agree that the Council is meeting the objectives defined in its Commercial Waste Policy.	Business Owners in Wiltshire Traders in Wiltshire <i>15-minute Skype interviews to take place between the above and the task group (those who utilise the service either provided by the private sector or HWS)</i>	This exercise would help to provide the task group with a sound background knowledge base from which to answer ToR 1,A (<i>The development of the council's Commercial Waste Policy</i>) <i>Interim report to go to ESC: providing recommendations to ToRs 1,A 1,B and 1,D (and potentially 1,E)</i>
October 2018	The performance of the contract for managing council-owned HRCs (Lot 2)	For the task group to explore how well HRCs are being managed and whether the terms of the contract are being met "on the ground".	For the task group to be aware of the experiences of both HRC customers and staff and whether business is operating sufficiently.	Field Visit: Staff at HRCs Customers at HRCs <i>Half a day spent observing and</i>	This exercise would enable the task group to provide recommendations to ToRs 1,B (<i>Increased awareness of changes to waste collections</i>) and 1,D (<i>The performance of</i>

			For the task group to gain an insight into whether the Council's Waste Communication Strategy (in relation to kerbside recycling) is operating effectively "on the ground" – i.e. do customers know which items belong in which waste containers at home?	<i>interviewing at the following HRCs: Devizes Salisbury Honeyball, near Calne Julie/Martin to organise and facilitate this visit</i>	<i>the contract for managing council-owned HRCs (commenced October 2017 – Lot 2)) ToR 1,E (The potential development of services within the council's waste contracts) would also form an undertone to this exercise and therefore, a recommendation could also be made in this regard</i>
January 2019	Performance Framework for Lots 1, 3, 4 and 5	For the task group to be briefed and ask questions around: - The Performance Framework for Lots 1, 3, 4 and 5	For the task group to be familiar with and understand the performance framework for Lots 1, 3, 4 and 5	Executive Tracy Carter Martin Litherland	This exercise would help to provide the task group to answer ToR 1,C: <i>the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 (commencing 30 July 2018).</i>
April 2019	Update on progress with Lots 1, 3, 4 and 5	For the task group to be provided with the corresponding monthly performance framework scores	For the task group to be able to scrutinise, monitor and support how the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 are faring	Executive Tracy Carter (Officers responsible for drafting/overseeing the contracts for Lots 1,3,4 and 5)	This will further enable the task group to answer ToR 1,C: <i>the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 (commencing July 2018))</i>

<p>July 2019</p>	<p>Update on progress with Lots 1, 3, 4 and 5</p>	<p>For the task group to be provided with the corresponding monthly performance framework scores & discuss any issues that arose from previous consideration of framework</p>	<p>For the task group to be able to scrutinise, monitor and support how the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 are faring</p>	<p>Executive Tracy Carter Officers responsible for drafting/overseeing the contracts for Lots 1,3,4 and 5</p>	<p>Based on discussions, either final report to go to ESC – detailing recommendations around ToR 1,C (<i>the implementation and performance of the council's waste contracts for Lot 1, Lot 3, Lot 4 and Lot 5 (commencing July 2018)</i>) and 1,E (<i>the potential development of services within the council's waste contracts or further meetings to be convened to further consider the performance framework for Lots 1, 3, 4 and 5</i>)</p>
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* = dates to align with ESC's consideration of the interim report