



- Kerbside recycling had risen from 415 tonnes to 669 tonnes
- Approximately 200 tonnes of food waste had been collected, representing 20 lorry loads which under the old regime would have gone to landfill.
- 11,189 people had subscribed to garden waste collections, against a target of 10,000 (this has since increased to 11,378 as at 25 July).

There were a few issues;

- Crews were working additional hours which was due to:
  - tonnage being far heavier than anticipated
  - the need to sort for contamination

However, in terms of the overall implementation of such a significant project and change affecting every household in the District it has been hugely successful.

- **Digital by default – customer management system (Firmstep)**

A chart was distributed showing calls received in the call centre at Bridge Buildings. 200 calls a week were registered in 2017 whereas for the comparative period in 2018 there had been 2400.

The number of calls was starting to fall and the type of call had changed, with the focus now being on these matters such as missed collections. Call centre operatives now numbered 4 but when times were quieter one employee helped Admin out. A further employee had assisted Waste & Recycling with the delivery of recycling boxes. Looking forward, 2 of the team were due to leave on 27 July, with one following a week later.

Overall the Firmstep software had successfully delivered a chargeable garden waste solution.

The focus for the system will now to be look at the next areas of service to develop.

- **Accommodation – Riverside, Customer Hub, Riverbank House and Bridge Buildings**

It was reported that the accommodation project had dropped slightly behind schedule due to issues with the roof. A separate amount of money had been set aside for the roof but additional costs had been incurred for the removal and storage of the solar panels, which was necessary to mitigate the risk of theft and or damage. There had been no change to the tariff during the absence of the solar panels. It was hoped overall completion would be by the end of October.

More detailed negotiations had commenced with the preferred supplier. The tendered bid value had not changed. The proposed scheme included 5 residential units and a commercial unit on the ground floor.

- **Regeneration projects**

**Northam Burrows Visitor Centre** – External funding is being sought via Coastal Communities Fund (CCF). The Leader has also sought support from our MP for the scheme.



**Wilkey's field car park** – Planning permission in place and TDC ready to move to next stage, once discussion with DCC engineering design team have been progressed and finalised as had been planned.

**Hatchmoor** – this is still progressing and the Property and Procurement Manager was in the process of completing a number of documents received from the vendor's solicitors.

### 3. IMPLICATIONS

#### Legal Implications

None from this report.

#### Financial Implications

None from this report as is just updating progress.

#### Human Resources Implications

None from this progress report

#### Sustainability/Biodiversity Implications

n/a

#### Equality/Diversity

n/a

#### Risk Management

n/a

#### Compliance with Policies and Strategies

n/a .

#### Ward Member and Lead Member Views

**N/a** – as this is simply an update and notes from the Programme Board

### 4. CONCLUSIONS

Progress continues to be made in all projects since the last progress report to Full Council in March 2018.

The establishment of the Programme Board is delivering improved involvement of Members at project management level and enhancing the “one team” approach for successful implementation of the overall Transforming Torridge Programme.

### 5. RECOMMENDATIONS

It is recommended that Full Council:

(a) Note the progress made highlighted in the report.

