

## **Review Committee – 6 December 2011**

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Minutes of the meeting of the **Review Committee** held on **6 December 2011** when there were present:-

Chairman: Cllr Mrs J R Lumley

Cllr Mrs P Aves  
Cllr Mrs A V Hale

Cllr R D Pointer

### **VISITING MEMBER**

Cllr M J Steptoe

### **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllrs Mrs H L A Glynn, J R F Mason and I H Ward.

### **ALSO PRESENT**

P Madden - Assistant General Manager, SITA UK  
M Dhorasoo - Contract Manager, SITA UK

### **OFFICERS PRESENT**

R Evans - Head of Environmental Services  
B Saunders - Street Scene Manager  
P Gowers - Overview and Scrutiny Officer  
M Power - Committee Administrator

## **273 MINUTES**

The Minutes of the meeting held on 15 November 2011 were agreed as a correct record and signed by the Chairman.

Arising from the Minutes (Minute 266 Fountains Ltd), it was noted that the Committee would undertake a review of Rochford District Council's provision of football pitches in the District. The review was likely to be carried out by a project team from the Committee and the scoping of the review would be finalised in due course.

## **274 SITA UK**

The Committee heard from Melvin Dhorasoo and Paul Madden of SITA UK with an update on the waste management/street cleansing contracts. The update covered an outline of the achievements within the contracts over the last twelve months and plans and projects for the forthcoming year to enhance the recycling and street scene services.

In response to questions, the following was noted:-

- The contractor pays £5,000 per year into the Continuous Improvement Fund in respect of each of the environmental contracts. The Council and the contractor will jointly determine how this money will be spent in order to enhance and improve the contract arrangements. An example of the type of spend was £2,300 paid from the fund this year for joint training with the Tidy Britain Group around the application of environmental standards to street cleansing.
- SITA had responded to the issue of a rise in recycling contamination levels to over 7% by adopting an approach of direct communication with residents. Any contaminated bins were marked with a sticker explaining why they had not been collected. Staff from the recycling team would then either visit the resident in question or send a letter to explain how to address the contamination issue. This system had been a success; there were very few repeat offenders as contamination issues were generally due to a lack of understanding. Communication with residents is important. Officers explained that contamination levels of over 5% can result in the Council incurring a financial penalty. Conversely, a bonus payment can be payable if levels lower than 5% are achieved.
- Toolbox talks involving the recycling team are held regularly with the SITA crews to encourage input from staff on ways to improve the service offered.
- Instances of missed bins by crews being slightly higher in August could be attributed in part to new staff being employed.
- The 3-bin scheme has now been rolled out to the vast majority of flats and all mobile homes in the District.
- The use of phone technology to facilitate public involvement in reporting instances of fly tipping, graffiti etc was being explored.
- The number of bulky household waste collection requests continues to fall. The issue experienced previously of bulky items being removed from outside properties before they could be collected was no longer a major problem. SITA staff would assist residents moving bulky items to the boundary of the property but not from inside the property. The concern that levels of fly tipping would increase as a result of the introduction of a charge for collection of bulky waste collections had been unfounded.
- The problem of removing chewing gum from pavements could be looked into by SITA as they do carry out jetting of pavements in the main urban centres four times a year. The best solution would be to educate the public on the best way to dispose of chewing gum, including the supply by retailers of bags for chewing gum – this initiative may be implemented by the recycling team next year. Street littering by cigarette butts is also an issue that needs to be addressed.

- The new Materials Recycling Facility (MRF) used by the Council is operating well, with all materials being sold on to UK outlets. The categories of waste being accepted by the MRF continue to be expanded. An invitation was extended to Councillors to visit the MRF. A DVD showing the operation of the MRF would be circulated to Members of the Committee.
- Maintenance and repairs to the District's public toilets was SITA's responsibility. The Council is currently looking at ways of achieving a sizeable saving in the total budget for public toilets and is liaising with Parish and Town Councils in this respect. The toilets at Hockley Woods are seen as a special case and would not be affected by any changes. A report would be going to the Executive with a strategy to look in detail at each of the facilities.
- The turnover of staff was lower in Rochford than in the majority of other areas in which SITA operates, which is largely due to a high level of engagement with staff. SITA has introduced a development programme for all staff in a bid to encompass their aspirations for their future within the company and offers staff the opportunity to take NVQ's.
- It was confirmed that waste collections rounds in the District had been organised to avoid areas near schools during arrival/departure times of children. A report of vehicle movements near Grove Wood Primary School, Rayleigh would be investigated.
- The issue of 'crocodile' bins was no longer a problem.
- Very few days were missed as a result of last year's heavy snow falls and SITA has plans in place to assist with ice and snow gritting of the footways when the routine refuse service is suspended.

### 275 THE FORWARD PLAN

The Committee reviewed the Forward Plan and noted its contents.

The meeting closed at 9 pm.

Chairman .....

Date .....

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