

SERVICETEAM PROGRESS REPORT – REFUSE COLLECTION, RECYCLING AND STREET CLEANSING

1 SUMMARY

- 1.1 The purpose of this report is for Members to receive the attached progress report from Serviceteam Limited on the progress and development of the refuse collection and street cleansing contracts. (Appendix A). Gary Such, Regional Manager for Serviceteam, will be present at the meeting to answer any questions that Members may have.

2 RECOMMENDATION

- 2.1 It is proposed that the Committee **RESOLVES**

That Members receive this report and note the information and answers provided by Serviceteam's Regional Manager.

Roger Crofts

Corporate Director (Finance & External Services)

Background Papers:

None

For further information please contact Jeremy Bourne on:-

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Appendix (A)

SERVICETEAM & ROCHFORD DISTRICT COUNCIL

Refuse Collection, Recycling & Street Cleansing Operation Report

SEPTEMBER 2005 to FEBRUARY 2006

1. Introduction

The last six months have proved successful, with the new recycling round now proposed to start late February 06. The recycling service has settled but we still have many challenges ahead. We need to improve the education of the public and further improve participation.

Inclement weather turned the roads and paths to a dangerous and slippery working environment on a number of occasions over the last 6 months. However, our workforce showed their resilience and pride in their service provision, braving the elements and dangers to ensure the residents of Rochford received the best service that they could provide.

The Environmental CPA review took place in January, where we had a number of detailed interviews with the Inspectors, discussing the contract and Council service in great detail.

2. Recycling

We have provided the recycling tonnages from the start of November 2004 to the end of January 2006. Please be aware that these are the tonnages collected; we are currently calculating the tonnage recycled through the merchant, less contamination, and these will be available for our next report.

Profit share calculations have been calculated and will be ready for discussion week ending 14 March 2006. We still believe that the paper tonnage could be improved and we are working with our recycling merchants and Council officers, to investigate ways of increasing the amount collected. It is our impression that the Bring Sites located at supermarkets across the District are having an impact on the amount of paper collected at the kerbside. We will be taking catalogues and are considering other paper waste streams, subject to merchant approval and round capacity.

We are in the process of undertaking a review of the current recycling rounds, due to the capacity on some vehicles now exceeding tolerances quoted.

TOTAL COLLECTED 2004-5				
TOTALS				
Tonnage	Paper	Cans	Glass	
211.2	120.18	15.82	75.2	NOVEMBER
296.67	184	21.76	90.91	DECEMBER
385.08	190.74	35.06	159.28	JANUARY
292.44	173.16	33.12	86.16	FEBRUARY
355.01	212.12	26.5	116.39	MARCH
301.84	176.62	23.72	101.5	APRIL
348.2	204.18	25.46	118.56	MAY
337.1	204.18	25.86	107.06	JUNE
284.74	158.88	23.98	101.88	JULY
209.58	157.74	24.08	27.76	AUGUST
294.94	169.18	22.52	103.24	SEPTEMBER
246.88	116.84	78	52.04	OCTOBER
3682.56	2178.52	307.78	1196.26	TOTALS

We have been in the process of scheduling the additional narrow access-recycling round that commenced in February 2006 and will continue to be rolled out through the next few weeks. The vehicle, a three bay 7.5 tonne kerbsider, is currently in the build programme, with a cover vehicle being used up until the new vehicle's delivery.

Current discussions are in place to address the issue of collection from Council and private flats, with our recommendation now sent for approval. Using 360lt wheeled bins, one bin for each commodity, for paper, glass and cans and recycling sites to be located within refuse storage areas, ready for collection. Our concern, however, does leave us open to major contamination problems and will need to be supervised and monitored by the recycling department.

We will in the future be arranging site visits to the recycling merchants and with this in mind, we should have places to take a number of Councillors. We will keep officers informed of prospective dates, as and when they become available.

We are in advance discussions with Council officers at the moment, regarding advertising our current recycling target and proposed reduction in landfill tipping. We have a number of ideas to move forward and we will have more to report at the next meeting. Our current train of thought is to go through the Council's website, Council's magazine, Rochford District Matters, and using our current vehicle fleet.

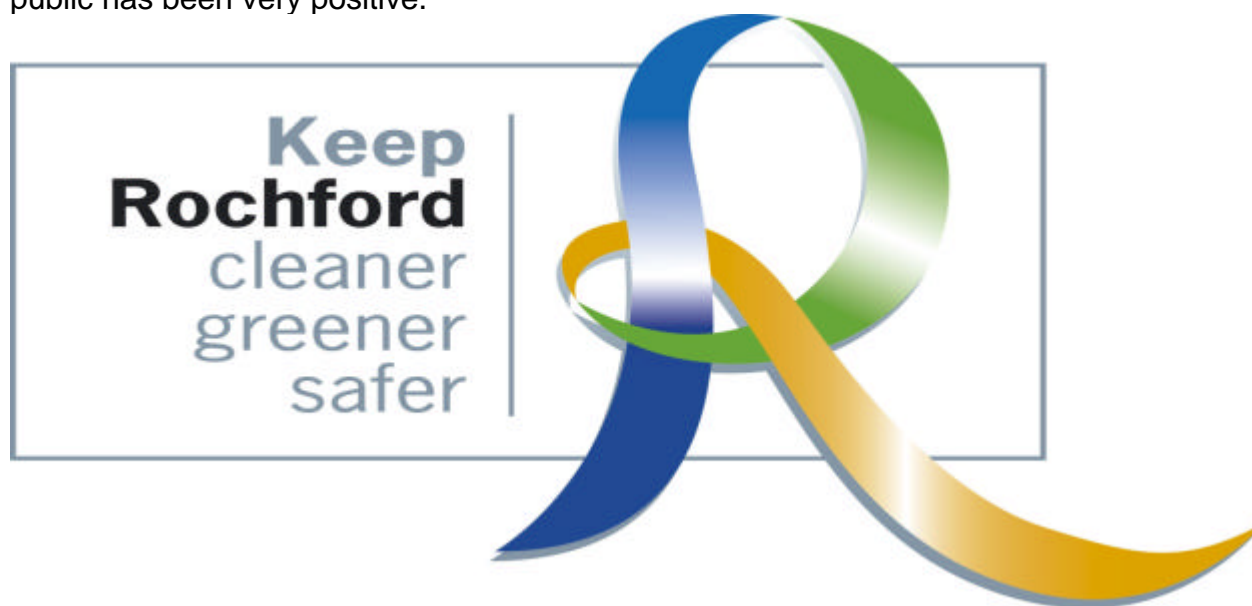
3. Refuse Collection

Our refuse crews and supervisor team have worked hard over the last six months to reduce customer complaints and missed bins. We are pleased to report that the trend is down in this period. We still have room for improvement and our management team is moving forward, with various tasks to further develop and improve the service.

4. Street Cleansing

We have started to utilise the grounds maintenance resource to assist the street cleansing operation and joint monitoring is now well established. The street cleansing service continues to develop and further discussions with Council Officers will provide opportunities to look at further improvements.

The Environmental Campaign Month started on 5 September 2005, a further resource of one-vehicle plus two operatives was utilised to collect various rubbish and litter, from regular fly tipping sites and private land. With a designated logo on the vehicle, this initiative operated through September and our response from the public has been very positive.



As a result of its success, as part of the ongoing campaign the specific clean up will be repeated in March 2006.

We have completed leafing, which was conducted with very few complaints.

5. Training

The company has now trained all operatives in our Zero Harm Charter, this is to focus all employees to work safely and reduce accidents. To further move the Zero Harm ethos forward, we would like to get Council officers to sign up to the charter to endorse the message. We have signed up the GMB Union to the charter.

We have received confirmation from the NVQ Assessors to arrange another NVQ Customer Care Level 1 course for those operatives who have not already completed the course.

6. Health & Safety

The HSE are continuing to investigate collection of refuse and recycling and we anticipate that a draft will be available in 2007.

Our Zero Harm Charter is now in place and regular meetings are taking place with the Health & Safety Committee.

7. Conclusion

A difficult but successful six months, involving proactive discussions between Council officers and Serviceteam personnel, to move the service forward. We have a challenging six months ahead with the inclusion of the additional round on recycling, however this will allow the contract to provide a service to the majority of residents. We will be working over the next six months on driving up the participation rate on recycling.

8. Follow Ups

There are no items or issues to follow up from the last meeting.

Garry Such
Regional Manager

Derek Lester
Contracts Manager