

SERVICETEAM UPDATE

1 SUMMARY

- 1.1 The Serviceteam report appended has been written by their Regional Manager, Garry Such, who will be attending the meeting of this Sub-Committee on 2 January 2002.
- 1.2 Detailed in the report are a number of items / issues that Mr Such intends to expand on verbally at the meeting in addition to answering any questions that Members may have in relation to the contracts that Serviceteam operate for the Council.

2 RECOMMENDATION

- 2.1 It is proposed that the Sub-Committee receives this report.

Roger Crofts

Corporate Director (Finance & External Services)

Background Papers:

None

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APPENDIX

ROCHFORD DISTRICT COUNCIL

REPORT FOR COMMITTEE FROM SERVICETEAM

1. INTRODUCTION

Serviceteam: established in 1958 when R.B. Tyler created a Landscape company called Tyler Landscapes concentrating on M.O.D. military sites across Europe, through M.O.D. work the refuse side of the business was started. In 1989 R.B. Tyler sold the company to AAH Environmental Services who grew the business to £75 million expanding into local authority contracting. In 1995 four directors from Lewisham Council bought the company from AAH and Serviceteam was devised, the business expanded to £150 million when it was acquired in January 2001 by Cleanaway who have an annual turnover of £800 million.

Serviceteam specialise in grounds maintenance, street cleansing, refuse collection, recycling, repairs and maintenance, security, building cleaning, catering to mention a few. We are a main driver in partnership contracts.

2. SERVICETEAM & ROCHFORD DISTRICT COUNCIL

Our relationship spans 14 years with a static workforce across all services. Through this period we have achieved ISO 9002 quality, Investors in People, we intend over the contract period to obtain ISO 18000 British Safety Council and ISO 14000 Environmental Standards.

New 7 year partnership contract; appointed Operations Manager – David Beckham, invested in £900,000 of new equipment, external assessment through BSI of our quality system, sourced recycling facility.

3. STREET CLEANSING

- **Invested** in Johnson mechanical sweeper for undertaking channel sweeping backed up by 2 x Applied pedestrian sweepers to proactively clean Zone 1 areas and act to reactive grades where necessary. All our LDV and sweepers run on City Diesel which has low emission levels.
- **EPA** – In partnership with Rochford District Council we are working towards raising the standards up to the government EPA grades through a zoning system undertaking our own monitoring system to keep these standards once achieved. We are also working towards a joint monitoring system between client and contractor to stop the overlap of duties.

- **Hit squad** in operation – we deploy a 2 operative crew and vehicle who react to dumped rubbish, bad litter spillage and emergency works, we deploy them to Zone 1 areas when litter or volume of people increases in shopping areas to keep the grades within set guidelines.
- **Essex County Council** – due to the A127 and A130 roads and the high volume of traffic we work together to clean these busy roads, this often means working through the night when roads are coned off which is safer for our operatives, quicker as less traffic and much more productive.
- **Industrial Estates** – We aim to improve these areas in the future working closely with the client to address poor storage of waste on individual units, report bad offenders, react to litter spillage quickly so rubbish does not blow around, log all complaints.
- **Grot Spots** – Highlight those areas used regularly for dumped rubbish, visit major road junctions and roundabouts regularly so litter does not build up, check through rubbish left outside substations, laybys to identify offenders, visit problem roads more frequently such as Barlings back roads.

4. REFUSE COLLECTION

- **New Fleet** – invested in all new refuse trucks with LDV chassis and Haller back with Zoller bin lift system, new narrow access vehicle due January 2002. All new fleet in Serviceteam colour orange/blue. All vehicles delivered to site with operator training, bin lift has bin lift calculator on rear.
- **Round Changes** – rescheduled refuse rounds due to old rounds being very disjointed due to property add ons over the years. Working to block system, changed November 2001 still early days but rounds are now improving. Block system benefits from all fleet working in the same area, assists with breakdowns.
- **Leaflets** – distribution of leaflets through residents doors, better option is sticky label on bin lid and loose leaflet under bin lid on alternate weeks, more impact, visually advantageous, people don't tend to take in letter box mail.
- **Trade collection** – we offer a trade bin service to schools, businesses, hospitals across the district and we are looking at possible ways to recycle some of this waste with the assistance of Cleanaway. We currently lift for approx. 350 customers.
- **Christmas collection** – hopefully went well.

5. RECYCLING

- **Facility** – due to shortfalls in the Onyx recycling system we changed our site operator to Cleanaway at Rainham, which operates a new £6 million plant sorting through all recyclables, this change took place in November 2001.
- **Properties** – we service in the region of 5500 properties weekly averaging 30 tons per week of dry recyclables. We collect via an open back RCV which compacts the material as we collect.
- **Green waste** – recycled via our Cleanaway Pitsea site, which recycles the waste through the windrow system, this consists of garden waste, kitchen waste.
- **White metal** – due to new legislation fridges will no longer be collected by retailer when replaced with new, this has caused more white goods to be disposed of through Rochford District Council, all fridges now are de-gassed.
- **Textiles** – contamination is a major problem, better to recycle through textile bins at supermarkets, car parks etc.