

Review Committee – 3 December 2013

Minutes of the meeting of the **Review Committee** held on **3 December 2013** when there were present:-

Chairman: Cllr C J Lumley
Vice-Chairman: Cllr D J Sperring

Cllr Mrs L A Butcher
Cllr R R Dray
Cllr J D Griffin
Cllr Mrs A V Hale
Cllr B T Hazlewood

Cllr M Hoy
Cllr J R F Mason
Cllr Mrs C E Roe
Cllr C G Seagers
Cllr I H Ward

APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllrs Mrs T J Capon and Mrs M J Webster.

OFFICERS PRESENT

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

241 MINUTES OF THE MEETING HELD ON 12 NOVEMBER 2013

The Minutes of the meeting held on 12 November 2013 were approved as a correct record and signed by the Chairman.

242 SITA UK

The Committee received an update from D Swire, Regional Manager and J Goodwin, Contract Manager, SITA UK on the waste and street cleansing contracts.

In response to Member questions, the following was noted:-

- The slight rise in customer complaints could be attributed to a variety of issues: missed bins, bins being left in driveways, attitude of staff. A common complaint is that bins are left across driveways after emptying, rather than being put back in position. All complaints are monitored and any repeated issues emerging are addressed with crews.
- The existing mechanical sweepers used by SITA are too heavy for use in shopping centres.
- SITA is aware that the issue of increased accumulation of rubbish on Saturday and Sunday mornings in the centre of Rayleigh needs to be

addressed. Under the terms of the new contract SITA can adopt a more flexible approach towards focussing on areas that require additional attention and the issue of cleaning Rayleigh High Street at weekends would be looked into.

- As part of the forthcoming review of the SITA cleaning schedules for the District, there would be discussion with Southend Borough Council to address the difficulties around cleaning those areas that are on the boundaries of the two Councils, as these areas can sometimes be overlooked by both authorities.
- The Portfolio Holder for the Environment, Leisure, Arts and Culture is looking at potential recycling incentive schemes that would target residents who have not engaged with recycling. The feasibility of SITA operating a textiles collection service is being considered; this would involve adapting vehicles. Currently textiles are collected by a separate contractor.
- The issue of a relatively high staff turnover level was being addressed.
- Street grading training undertaken by RDC and SITA staff seeks to create an understanding by both organisations of what is an acceptable standard of street cleansing. The SITA Innovation Fund, which was established as part of the contract, will also fund the purchase of a chewing gum removal machine.
- SITA will consider operating direct customer surveys, in addition to assessing customer complaints as a way of monitoring quality.
- A licence to operate from the Depot is issued by the Council to SITA. The depot was badly affected by the August Bank Holiday flooding and SITA had to relocate their administrative staff to the Council offices on a temporary basis. Administrative and supervisory staff have now been accommodated in portacabins temporarily. Plans to redevelop the offices at the depot will factor in the possibility of future flooding, but these could take up to one year to complete.
- The current rate of contamination of rubbish taken to the Material Recovery Facility (MRF) is in the region of 5%: the MRF can impose financial penalties if contamination levels rise above 5%. A sticker is put on contaminated bins, which details the basis on which the bin is contaminated. There is information on what can be put in the recycling bins on Rochford District Council website; further information is available on request.

Members complimented SITA on their clean-up work and assistance in clearing flood damaged items from properties following the August Bank Holiday floods in the District. There were also compliments around the clean-up work undertaken by SITA following the Christmas lights switch-on festivities in Rayleigh and Rochford.

Review Committee – 3 December 2013

Members complimented SITA on the waste and recycling services in general and action taken to address contamination, they acknowledged the role of their operatives, in enabling the Council to achieve such a high recycling rate.

Members suggested that SITA's community liaison team could increase involvement in community projects by engaging with local schools via District Councillors, many of whom are school governors.

243 KEY DECISIONS DOCUMENT

The Committee considered the Key Decisions Document and noted its contents.

244 WORK PLAN

The Committee discussed its work plan for the current year.

The Review Committee meeting scheduled for 7 January 2014 would be cancelled.

A project team (Cllrs Mrs L A Butcher, R R Dray, C J Lumley, D J Sperring and I H Ward) would undertake the 'Strategic Review of the Council's football provision to include a review of the pavilions and possible improvements'.

The meeting closed at 8.37 pm.

Chairman

Date

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