

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). Mike Jarvis (Regional Manager) and Derek Lester (Operations 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.

Graham Woolhouse

Corporate Director (External Services)

Background Papers:

None

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SERVICETEAM & ROCHFORD DIDTRICT COUNCIL

Refuse Collection, Recycling, Street Cleansing

BRIEF OPERATIONAL REPORT

February 2006 to August 2006

1. Introduction

Firstly I would like to introduce myself. Following a restructure within Cleanaway and with the amalgamation of the Landscapes Division into the Waste Division, I have taken over the role of Regional Manager for the Rochford Contract. I have had many years experience in both waste and landscapes, most of which has been with Cleanaway and I am also responsible for Cleanaway's Thurrock Contract which includes some of the Civic Amenity and Recycling Centres located in Essex.

2. Recycling

Following our last six monthly report, we are pleased with the progress of the expansion to the recycling scheme which commenced in February, with the service settling well, following the delivery of the new small vehicle. The majority of properties within the district now receive a kerbside recycling scheme.

However, there are a small number of properties that for operational reasons are currently unable to participate in the kerbside scheme. We are continuing to work closely with Council Officers to overcome particular issues that affect those properties such as flats to implement collection systems that are appropriate and will encourage these residents to participate actively in the scheme.

Below are the recycling tonnages from the start of the recycling service to the end of the first year. Please be aware that these are the tonnages collected and are subject to minor differences due to issues such as slight contamination etc.

The tonnage could be improved and we are working with Council Officers to investigate ways of increasing the amount collected. We believe that the flats being brought on the scheme, once vehicles have been fitted with the bin lifts, could generate a considerable amount of tonnage, although there is a very high risk of Contamination which we will hope to keep to a minimum by means of effective education / awareness campaigns and close monitoring of the quality of the material.

We also believe the way forward is for green waste to be removed from domestic collections and for fortnightly collections of domestic/green waste to be introduced as part of your new contract in 2008.

TOTAL COLLECTED 2004-5				12 months
TOTALS				
tonnage	paper	cans	glass	
211.10	120.18	15.82	75.20	November
296.67	184.00	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	26.50	116.39	March
301.84	176.62	23.72	101.50	April
348.20	204.18	25.46	118.56	May
337.10	204.18	25.86	107.06	June
284.74	156.88	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	78.00	52.04	October
3682.56	2178.52	307.76	1196.26	TOTALS

TOTAL COLLECTED 2005-06				9 months only
TOTALS				
tonnage	paper	cans	Glass	
265.58	162.70	18.36	84.52	November
242.50	124.26	18.64	99.60	December
282.98	140.86	32.04	110.08	January
179.30	179.30	23.44	100.86	February
342.16	200.90	24.48	116.78	March
319.12	185.52	21.76	111.84	April
361.28	211.38	23.64	126.26	May
359.14	211.38	20.54	127.22	June
368.64	200.98	21.44	146.22	July
2804.06	1616.70	203.34	1023.38	TOTALS

We also believe that we should keep the residents of Rochford informed on how their recycling efforts have contributed to the reduction of materials going to landfill and subsequently recycled back to the environment. Perhaps publishing the tonnages collected could feature on the Rochford web page and also in Rochford District Matters, recycling news letters etc.

It has also been agreed that the recycling vehicles will have signage fitted to the side of vehicles, congratulating the residents on the amount of tonnages collected. This signage is currently being developed by ourselves and Council Officers, to look at how best to provide this information. This we believe will help to increase participation levels.

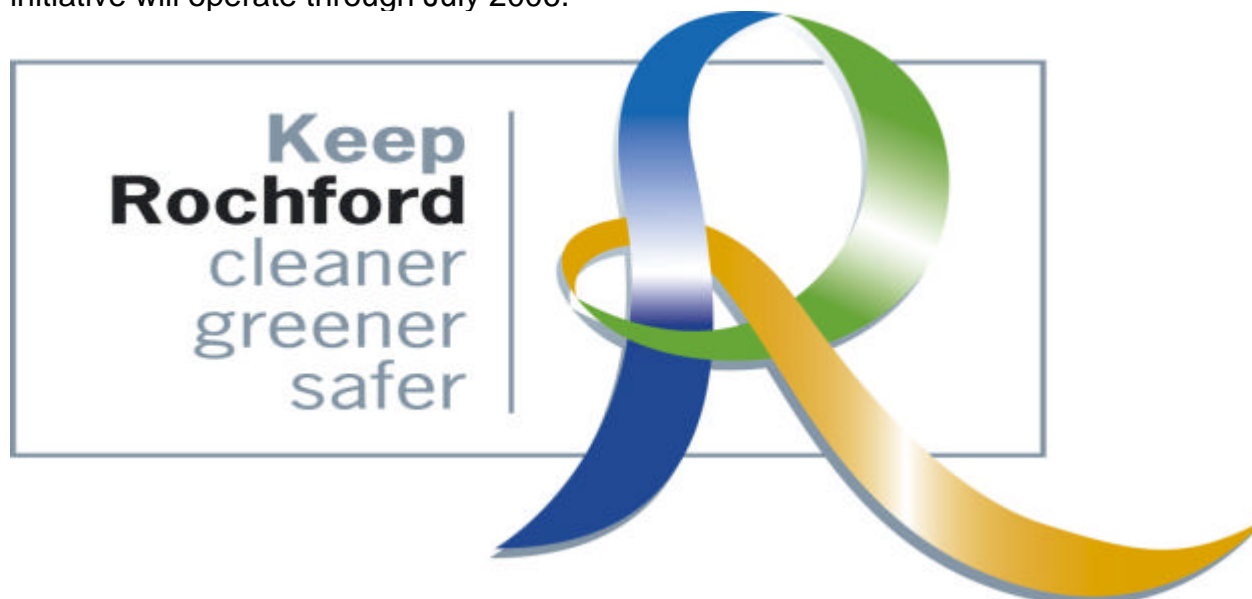
3. Refuse Collection

Our crews struggled during the extremely hot weather and it was necessary to run water out to them to try and alleviate the problems caused by it. The staff continued to work during this period of very high temperatures and showed their resilience and pride in their service provision, to ensure the residents of Rochford continued to receive their service.

Whilst we acknowledge we still have areas to improve upon, these will be addressed as we continue to look for ways to improve our service delivery. However, we believe we provide a good service, with low complaint levels against the service delivered.

4. Street Cleansing

The next round of the Environmental Campaign started on 3 July 2006. This has created a further resource of one vehicle plus two operatives to collect various items of rubbish and litter from regular fly tipping sites and private land and also includes initiatives on dog fouling, graffiti etc. With a designated logo on the vehicle this initiative will operate through July 2006.



The success of the campaign has continued and has removed 14 tons of rubbish from the community.

5. Training

Our staff have been trained in what we consider to be the way forward for all - . ZERO HARM (see item 6). Council Officers have also been invited to join in the Zero Harm Charter, with times still to be finalised so that all can take part. The DVD takes approx. 25 Minutes, followed by a question and answer session. Once the Officer has completed this satisfactorily, then a Certificate can be issued. The Charter will then be displayed in the Depot.

Final confirmation is waited from Head Office on an additional NVQ Customer Care Level 1 course for Serviceteam staff. Once confirmation is received, this will be relayed to the Council, with further information provided at the next partnership meeting.

6. Health & Safety

For clarification, with Serviceteam adopting the Zero Harm Charter, this would mean that any one person could bring to our attention, any potential problems that could be deemed a danger to the workforce. We would then be duty bound to investigate that report and take the appropriate action.

It is apparent that this would require a joint effort and we would need to involve Officers from Rochford District Council. For this reason the Operations Manager has set up a joint working group, to meet bi-monthly to discuss and address any identified problems.

Serviceteam have also carried out some works at the Depot in respect of health and safety regulations on office lighting and workshop, the rear yard surface and the interceptor tank. Serviceteam have met the costs associated with these works.

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 and will then concentrate on increasing the areas, which show low participation. This could also lead to round changes and re-scheduling to accommodate any increase in the tonnage collected.

8. Follow Ups

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

Mike Jarvis
Regional Manager

Derek Lester
Contracts Manager