

## **Environment Overview & Scrutiny Committee – 16 March 2006**

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Minutes of the meeting of the **Environment Overview & Scrutiny Committee** held on **16 March 2006** when there were present:-

Chairman: Cllr P A Capon  
Vice-Chairman: Cllr J M Pullen

Cllr J E Grey  
Cllr Mrs S A Harper  
Cllr R A Oatham

Cllr P K Savill  
Cllr P F A Webster

### **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllrs Mrs H L A Glynn and Mrs M A Starke.

### **OFFICERS PRESENT**

J Bourne                      - Leisure and Contracts Manager  
S Worthington              - Committee Administrator

### **ALSO PRESENT**

Mr G Such and Mr D Lester, Serviceteam

### **102 MINUTES**

The Minutes of the meetings held on 18 January 2006 and 1 March 2006 were approved and signed by the Chairman.

### **103 PROGRESS ON DECISIONS**

The Committee noted the schedule relating to progress on decisions.

#### **Review of the Planning Services Committee (Minute 513/05)**

It was noted that Members of the Environment Overview & Scrutiny Committee were disappointed by the establishment of a Sub-Committee to gather further evidence with respect to the operation of the Planning Services Committee.

### **104 SERVICETEAM PROGRESS REPORT – REFUSE COLLECTION, RECYCLING AND STREET CLEANSING**

The Committee considered the report of the Corporate Director (Finance and External Services) to which had been attached a report from Serviceteam Limited providing an update on progress and development of the refuse collection and street cleansing contracts.

The Chairman welcomed Mr G Such and Mr D Lester from Serviceteam to the meeting.

Introducing the report, Mr Such advised that inclement weather had caused operational difficulties for Serviceteam staff during the past six months, as the ground had been frequently slippery.

### **Recycling**

Profit share calculations for the first year of operation of the kerbside recycling scheme were currently being finalised. It was pleasing to note that paper tonnages had increased recently. Serviceteam was undertaking a review of the recycling rounds, as there were some vehicle capacity issues that needed to be addressed. It was possible that this could lead to some minor changes to recycling schedules.

The additional, narrow-access recycling round had started two weeks ago. Only two thirds of the households that would eventually be on the round were currently receiving the service. This was as a result of a delay in the supply of the new vehicle ordered by the Council. The manufacturer had provided Serviceteam with a hire vehicle, which was larger than the ordered vehicle. The participation rate for this new round was presently low, but this should improve in time.

Discussions were taking place between Serviceteam and Council officers with respect to the collection of recyclables from flatted accommodation within the District. Serviceteam were recommending the use of either bags or wheeled bins for this scheme.

Serviceteam would be co-ordinating site visits to some of the recycling centres to which recyclable materials were despatched. Details of these visits would be circulated to Members in due course.

### **Refuse Collection**

Serviceteam had been working over the past six months on reducing customer complaints and instances of missed bins.

### **Street Cleansing**

The street cleansing service had been making good progress during this period. An environmental campaign had taken place targeting privately owned land and known hotspot areas.

### **Training**

All Serviceteam operatives had now received training in its Zero Harm Charter, in order to encourage staff to work safely and to attempt to reduce accidents.

A new customer care level 1 NVQ course was being run for those operatives who had not already taken part.

In response to Member enquiries the following points were noted:-

- Only some of the paper mills were prepared to recycle Yellow Pages, as it was only the recent edition that had been printed on different paper to previous years. It was, however, likely that all mills would take Yellow Pages this time next year.
- The clearing of leaves had gone well during this period, which was commendable, given that this was an issue that often resulted in many complaints from residents. Some of the collected leaves were composted and the remainder went to landfill.
- The recycling profit share figures would be finalised next week, but were likely to be better than originally anticipated.
- the issue of putting back grey bins correctly was one that continued to exercise Serviceteam. Operatives were now being included in discussions about problems relating to refuse collection contracts and how teams could address such problems. This approach appeared to be having a positive impact on service.
- The District participation rate for recycling was around 70%. Leaflets were being placed through the letter boxes of all those who had just joined the new narrow-access kerbside recycling round and who had not yet filled their boxes. It was nationally proven that recycling education and awareness campaigns could have a significant impact on recycling participation. The Council had external funding that had been earmarked for a strategy that was being developed for marketing the recycling scheme.
- Grey bins with lids gaping open should not, in theory, be emptied. It was considered that a weekly refuse collection, coupled with a fortnightly kerbside recycling collection, was sufficient to meet residents' needs. Operatives should empty the bin, but leave behind the excess refuse which prevented the bin from closing. Additional training was being given to operatives to target this particular issue.
- Residents were not allowed to leave black bags next to their full grey bins, except during Bank Holiday periods.

### Resolved

That the report be noted. (CD(F&ES))

The meeting closed at 8.02 pm.

Chairman .....

Date .....