

SERVICETEAM UPDATE

1 SUMMARY

- 1.1 A report from Gary Such, Serviceteam's Regional Manager, is attached as an appendix. The report updates Members on the progress of the refuse collection and street cleansing contracts in Rochford.
- 1.2 Mr Such will be in attendance at the meeting and will be able to answer any questions that Members may have on this subject.

2 RECOMMENDATION

- 2.1 It is proposed that the Committee **RESOLVES**
 - (1) That the report be noted. (CD(F&ES))

Roger Crofts

Corporate Director (Finance & External Services)

Background Papers:

None

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APPENDIX A

SERVICETEAM LTD / ROCHFORD DISTRICT COUNCIL
SIX MONTH REVIEW - APRIL TO SEPTEMBER 2003

Refuse

Each week Serviceteam collects refuse from approximately 33,000 domestic properties per week, equating to an average weekly tonnage of 500. We have experienced a number of operational problems over the last 6 months. These have been caused through a number of full time staff leaving our employment through sickness, retirement and of their own accord. This has caused an increase in the missed bin rate which peaked at 60 (0.2%) collections. Over the last month we have replaced agency staff with full time staff and worked hard to reduce the missed bins to 20 (0.06%) in a week. Defaults issued peaked at the same time caused by an increase in agency staff and the excessively hot weather. These have again dramatically reduced over the last few weeks.

Over the next 6 months we will be looking to reschedule the domestic collection rounds in certain locations, due to the volume of new properties added since the start of the contract. We are also starting an NVQ training scheme across the refuse workforce starting in September.

White Goods collections remain high at 60 properties per week and can equate to 100 items, depending on electrical store sales. Refrigerators/Freezers still remain an environmental problem across the UK.

Recycling

The 5,630 properties participating in the dry and green recycling schemes have completed a customer survey, with favourable results towards the scheme and, in particular, the blue box recycling produces a high yield. The blue box container at present is being looked into between Serviceteam and RDC, to see whether other options can be considered to reduce the amount of paper that becomes scattered. We will have more feedback at the next Committee meeting. All dry recyclables are taken to Rainham. We are due to expand the dry recycling by a further 512 properties in September 2003, which will assist in RDC hitting its recycling target for 2003/2004. Complaint levels on recycling remain low.

The green recycling scheme is causing concern, due to recent contamination levels resulting in some loads being rejected at the composting site. We are at present working with RDC to resolve this contamination problem and will have more to report at the next Committee meeting. The weekly recycling tonnage is 41 a week.

Streets

We are now working to a new programme of works across the street cleansing contract which was agreed between Serviceteam and RDC. The improvements can be seen on the ground. However, this programme will still need to be monitored to highlight litter hotspots quickly and effectively. Litter generated from the blue box scheme and recycling bank sites is still causing concern. Both Serviceteam and RDC are looking into these areas to resolve the issues around litter generation.

Other Issues

The Serviceteam Rochford contracts are due an external ISO 9001 quality assessment in February 2004. An update will be given at the next Committee meeting. There will also be an external Investors In People assessment in October/November 2003. Again, an update will be provided at the next Committee meeting.