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## **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). Gary Such, Regional 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 the report be noted.

Roger Crofts

Corporate Director (Finance & External Services)

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### **Background Papers:**

None

For further information please contact Jeremy Bourne on:-

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**Appendix (A)**

**SERVICETEAM & ROCHFORD DISTRICT COUNCIL**

**Refuse Collection, Recycling, Street Cleansing**

**BRIEF OPERATIONAL REPORT**

**APRIL 2005 TO SEPTEMBER 2005**

**1. Introduction**

Following our last six monthly report we are pleased with the progress of the new recycling scheme. This service has now settled with very few customer complaints. We still have much to do to further improve the service, and we will be working closely with Council Officers to enhance the profile of the service and introduce those properties still not on the scheme.

We have had a very good summer weather wise, but this brings numerous problems especially when temperatures rise causing heat exhaustion and sunstroke among the workforce. Derek and his team have taken bottled water out to the crews this summer on numerous occasions to stem the on set of dehydration.

**2. Recycling**

Below are the recycling tonnages from the start of the recycling service to the end of August 05. The weekly collections are now very similar with each round averaging the same amount of tonnage each week. We still believe that the paper tonnage could be improved and we are working with our recycling merchants and Council Officers to investigate ways of increasing the amount collected. We believe that the Bring Sites located at supermarkets across the District are having an impact on the amount of paper collected at the kerbside.

<b>Month</b>	<b>Paper</b>	<b>Glass</b>	<b>Cans</b>	<b>Total</b>
November 04	120	75	16	<b>211</b>
December 04	155	91	24	<b>270</b>
January 05	159	191	35	<b>385</b>
February 05	173	86	33	<b>292</b>
March 05	212	116	26	<b>354</b>
April 05	176	101	23	<b>300</b>
May 05	204	118	25	<b>347</b>
June 05	169	107	26	<b>302</b>
July 05	159	101	24	<b>284</b>
August 05	157	97	24	<b>278</b>
<b>Total</b>	<b>1684</b>	<b>1083</b>	<b>256</b>	<b>3023</b>

On current projected figures we will exceed our estimated tonnage on glass and cans by the end of October and will be close to achieving the paper threshold. We are in the process of scheduling the additional narrow access recycling round ready for the first collection at the end of January 2006. The vehicle, a three bay 7.5 tonne kerbsider is currently in the build programme with a completion date predicted for the second week of January. We have proposed the end of January for start of collection in order to complete the Christmas catch up and allow sufficient time for promotion. We will provide more information on the new vehicle in the next report.

Current discussions are in place to address the issue of collection from Council and Private flats. Operationally these are normally collected via a bring bank system consisting of three 1100 or 360 litre wheeled bins depending on the size of the dwelling in question. One bin for each commodity paper, glass and cans. However collecting on this basis can lead to high contamination levels, which in turn can further contaminate the main load going to the recycling outlets. We are exploring the options available to us with Council Officers at present.

We have now negotiated long-term deals with our recycling merchants to fall in line with the end of our current contract with RDC. Paper is recycled through Holeman Paper based at Chatham and converted back into newsprint and various other paper products. Mixed glass is taken to Midland Glass based in Nottingham and converted into road aggregate or sand. Cans are recycled through Alutrade based in Oldbury, West Midlands and recycled back into steel and aluminium. All the commodities are taken to a transfer station at Basildon then bulk transported to the individual merchants.

### **3. Refuse Collection**

With the exceptional hot weather through the summer, Derek and his team have been busy, not sunbathing but running bottled water to the refuse crews to keep them going and not dehydrating.



***Refuse Operative Goldie  
Anderson cooling down!***

Following on from our last report we have moved forward with working towards trying to improve the service to residents in relation to missed bins and bins not put back correctly. We have also further improved the complaints procedure working closely with Council Officers to draft and implement a much-improved procedure. Derek and his team are still focused on driving down complaint levels and this is now broken down to individual crews so trends can quickly be identified and rectified.

We now produce graphs for the crews identifying number of complaints, and are looking at an incentive system of bonus payments for the best performing crews. We have found this to be successful in other contracts and therefore will be exploring the opportunities available to us over the next six months, working closely with union members.

Derek will have copies available at the meeting should Councillors wish to view them. We are continuing to explore further ways of improving our refuse collection service with Council Officers.

#### **4. Street Cleansing**

We have started to utilise the grounds maintenance resource to assist the street cleansing operation and joint monitoring is now well established. The street cleansing service continues to develop and further discussions with Council Officers will provide opportunities to look at further improvements.

Environmental Campaign month started 5 September 2005, this has created a further resource of one vehicle plus two operatives to collect various rubbish, litter from regular fly tipping sites and private land. With a designated logo on the vehicle this initiative will operate through September and our initial response from the public has been very positive.



We will provide a verbal update on the success of the campaign at the Committee meeting.

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Leaf fall is fast approaching and we anticipate this to start Mid October. We will provide more information at the next six monthly meeting.

## **5. Training**

We are in the process of undertaking manual handling training for all operatives which was completed one year ago and this new training will act as a refresher. We are experiencing an increase in back injuries especially on the recycling contract so it is anticipated that the training will reduce these injuries. One of our refuse operatives will shortly be taking his HGV; this will provide the contract with a spare driver to cover holiday and sickness. Richard Gerreli, Refuse Supervisor, successfully completed his BIN (Behavioural Injuries Nullified) training course (details below).

## **6. Health & Safety**

BIN (Behavioural Injuries Nullified) is a scheme devised by Cleanaway to drive down accidents and incidents in the workplace on a no blame culture. We now have a fully trained BIN Observer in Richard Gerreli and we will provide further detail on this process at the committee meeting. Richard is an active member of the Divisional Health & Safety Committee that meets every quarter at head office discussing all things connected with Health & Safety.

The HSE are looking at work practices across the waste industry and will next year start providing guidelines and safe working practices for the industry to follow. This will no doubt impact on the way we collect and generate our waste in the future years ahead.

Due to a large lightening strike in June we have had to replace all our telephone systems and CCTV surveillance as well as a number of computers. We have resurfaced the yard at the depot and put in a wash down facility. Due to health & safety requirements, we have up graded the lighting to the Depot, workshop, middle and rear yard.

## **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.

## **8. Follow Ups**

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

**Garry Such**  
Regional Manager

**Derek Lester**  
Contracts Manager