

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

For further information please contact Jeremy Bourne on:-

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APPENDIX A

ROCHFORD DISTRICT COUNCIL (6 MONTH REVIEW)

October 2003 – March 2004

Refuse: -

The refuse service collection has operated consistently well over the last six months, however as with most domestic collection services, we now expect the unexpected. The winters cold epidemic which hit the UK hard caused our sickness levels to peak through December / January, resulting in an increased element of agency labour. Which in turn caused our miss bin rate to peak in these months. Our missed bin rate is now running at 20 a week.

The Christmas collection was problematic this year and the volume of waste far exceeded previous years. Through the Christmas collection week a number of rounds cleared four loads per day, an increase of one load on last years clear up, this equates to approx. 10 tonnes of additional refuse per round.

The snow, which graced our district in January, caused major disruption to the refuse service, this resulted in two of our crews working a Saturday to catch up those roads which we could not clear. The crews deserve mention in this report for their professional attitude to clearing the Christmas refuse and struggling through with collection rounds, under inclement weather conditions, in January.

NVQ training is now well under way with 31 operatives now trained to NVQ level 2 in refuse collection. This has also given stability to the refuse contract.

Recycling: -

Discussions are still ongoing with Council Officers, regarding the issues of boxes being blown about during windy weather. A study on utilising an alternative receptacle is ongoing.

Serviceteam are currently investigating various alternatives to the current recycling scheme with Council Officers. Cleanaway, being the largest municipal trader of recycle in Europe, can offer and provide long term security and sustainability in terms of revenue, which in turn will afford the authority the comfort of long term financial planning. An update will be given at the next meeting.

An additional, 512 properties are now integrated into existing rounds, And the 2003/04 recycling target will be achieved. However concern remains that the projected 18% target for 2005/06 will not be achieved under the current recycling scheme.

Figure table overleaf.

| Month | Recycled 02/03 | Recycled 03/04 | Variance |
|--------------|-----------------------|-----------------------|-----------------|
| April | 80.54 | 92.44 | 11.90 |
| May | 89.62 | 77.13 | (12.49) |
| June | 73.69 | 89.83 | 15.87 |
| July | 82.07 | 91.78 | 9.71 |
| August | 67.82 | 82.87 | 15.05 |
| September | 88.59 | 102.75 | 14.16 |
| October | 96.23 | 105.24 | 9.01 |
| November | 78.85 | 97.81 | 18.96 |
| December | 77.60 | 98.10 | 20.50 |
| | 735.28 | 837.94 | |

Streets :-

The new Street Cleansing programme is working well and as a result, the Best Value Performance 199 Indicator is well above the acceptable 77%, and is currently running at 93%.

To further enhance the Street Cleansing contract, we have over the last few months employed an additional four operatives to provide further visual benefits to the streets of the Rochford District.

Other Issues :-

- Quality assessment ISO 9002 is now programmed for March 2004.
- Investors in People External Assessment was conducted in January 2004 and initial feedback is that the company kept its accreditation.
- Rose garden at the end of Ferry Road, Hullbridge, is cleared in the week but not at weekends, at present.
- Accumulation of rubbish at White Hart Lane is now on the 'Hot Spot' list. Further investigative work is needed where the brambles trap the litter.
- All other issues from last report are resolved.