

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. (See Appendix A, which is attached). 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**
- (1) That Members receive this report and note the information and answers provided by Serviceteam's Regional Manager.

Roger Crofts

Corporate Director (Finance & External Services)

Background Papers:

None

For further information please contact Jeremy Bourne on:-

Tel:- 01702 318163
E-Mail:- jeremy.bourne@rochford.gov.uk.

Appendix (A)

SIX MONTHLY REPORT REFUSE AND RECYCLING OCTOBER 2004

Introduction

Following on from our last report, I have included in this one a detailed update on the new recycling scheme.

The Comprehensive Performance Assessment Report published, following the Audit Commission inspection in February, has taken us all by surprise. Our initial feedback from the inspection team looked positive, so the score of 35 was not expected. However, it is our intention to work closely and in partnership with Rochford District Council to monopolise on the strengths and improve on the weakness highlighted in the report.

Refuse Collection

With the imminent start of the recycling service we have had the opportunity to reschedule the problematic refuse rounds on Wednesday, Thursday and Friday. This has generated just over 4000 property day changes, considerably less than was first envisaged. Each resident affected will receive a leaflet informing them of their new collection date in October.

It is worth noting that due to the block collection system implemented at the start of the new contract, the changes have only affected a small proportion of refuse day collections (4000); we have extensively adjusted the individual rounds within the designated days, however the overall impact to residents will be minimal.

We are putting in control measures to address the current missed refuse problems. We hit our worse peak in August with defaults set at £880 for the month; July was low at £230. At the time of this report figures were not available for September but it is estimated that these will be around £300. The August figure was inflated by holiday and sickness and resulted in an above average agency labour allocation, which in turn affects our missed bin rate.

Missed bins still remain our priority and to further assist both Serviceteam and Rochford District Council in achieving its Key Performance Indicator on missed bins, we have put the following improvements in place.

Missed bins will be analysed every week instead of monthly. We are in the process of identifying what trends are occurring, ie, which round, area, resident was the bin out for collection on time, etc. Graphs will then be produced so trends are quickly identified and action plans put in place to redress the performance issue.

We will be replacing our current Mini-Matic bin lift with a newer model, which will further improve our missed bin collection time. The vehicle will have improved lift capacity and refuse volume and can be driven by non-HGV operatives, making it much more versatile.

Recycling

The new kerbside collection service will commence on Monday 1 November 2004 collecting glass, paper and cans from 29,000 properties with the remaining coming on line within the first 12 months.



One of the new Kerbsiders ready for work on the Rochford contract.

Four new purpose built kerbside vehicles, just like the one above, will collect every two weeks from the residents of Rochford. All new vehicles will be ready for the start of the contract. We have specified the vehicles with low entry cabs to assist the operatives with the constant in and out process generated. Each vehicle is fitted with adjustable bay compartments that can be moved to cope with the demand of the commodity collected. We have also allowed for future expansion of a fourth commodity, by inserting a third steel door at a later date, creating a fourth bay.



Collection Bins & Lift



Emptying Bins

The above vehicle has a bar lift mechanism installed to assist at a later stage with the collection of communal bin areas, such as flats and OAP units.

Training on the new vehicles will consist of our suppliers training two of our colleagues, Brian Carpenter (Workshop Manager) and Richard Gerreli (Refuse/Recycling Supervisor). They will be fully trained in providing on site training to the new operatives. This training will take place on Wednesday 13 October, with a further induction day for all staff on Friday 29 October.

We currently have in our yard (at the time of writing this report) 10,000 blue 55 ltr-recycling boxes. These boxes will be delivered from Monday 11 October to the residents of the Rochford District. It will take two weeks to deliver the required number of recycling boxes, which will allow for a further week to correct the logistic problems of missing boxes.

Our current recycling scheme still operates to the end of October and I have included below a table showing recycled totals to end of August 04.

Month	Recycled 03	Recycled 04	Variance
April	92.44	100.25	7.81
May	77.13	94.45	17.32
June	89.83	96.10	6.27
July	91.78	106.74	14.96
August	82.87	83.05	0.18
September	102.75		
October	105.24		
November	97.81		
December	98.10		
	837.95	480.59	

Green Waste Collection

Serviceteam are currently in negotiations with Rochford District Council officers, to offer a fully managed green waste service. The current 6000 properties on green waste will cease collection on 29 October 2004. An update will be provided at the next meeting.

Street Cleansing

We are in the process of strengthening the inspection team to help us self monitor our workforce and adopt random site inspections, which will assist Rochford District Council officers in their own monitoring program. This will, over the next six months, lead to joint inspections with client and contractor; the process will also allow Serviceteam to successfully reach 9001 accreditation. Supervisors from grounds maintenance and street cleansing will jointly monitor the operatives and utilise resources more effectively.

We have experienced higher than average mechanical breakdowns with our pedestrian sweepers. We are well on the way to resolving this current problem with our suppliers and will be replacing the pedestrian sweepers next year.

The leaf clearing schedules are ready and will start in October. We have employed additional staff to assist in this operation. We envisage completion by December but this will be dependent on weather conditions through the winter period.

Training

NVQ level 2 in refuse collection was completed successfully, with 22 operatives gaining the qualification. It is now our intention to follow this training with an NVQ level 2 in Customer Care. More details will be available at the next meeting; we are currently discussing our requirements with the NVQ assessors.

Other training completed since our previous meeting includes: IOSH (Health & Safety) for supervisors. Forklift for 3 operatives. Managers will be attending an intensive 10-day Health and Safety course (NEBOSH) later in this financial year.

Over the next 5 months the contract will be undertaking its annual review with all operatives and staff. This process is called Talk, Listen and Act. I will expand further at the Committee on how important this process is to our operation.

Conclusion

A demanding and challenging six months are ahead where the smooth implementation of the recycling service is paramount. We will also be targeting our missed bin rate to further improve the KPI.

Garry Such
Regional Manager