

ENVIRONMENT POLICY AND REVIEW PANEL

23RD JANUARY 2018

SERCO – CONTRACT DELIVERY PERFORMANCE

Update on performance from Serco on delivery of the Waste Management Contract which started in August 2017.

Increase on-street staffing – We have already increased staffing levels in certain areas (such as the Prospect Estate) to help get the levels of Detritus down to meet the contract spec.

Increased supervision/Management – We have introduced an Integration Supervisor on to the contract, who will act as a link between the Streets, Collections and Grounds services. The management of the Street staff will also come under the umbrella of Andrew Bloomfield, Serco's Ground Maintenance Manager. This will allow Andy to pool his staff and increase staffing levels on Streets in Grounds quieter periods.

WEEE - The recycling of WEEE items is underway and showing excellent signs of sustainability with almost 3 x tons of WEEE items already collected. It's hoped that this will increase as residents become more aware of the service.

Employment opportunities – Since the start of the new contract, we have recruited 12 x new staff, all of whom live in and around Rushmoor.

Grounds placements – We are currently working with Farnborough College in order to assist local students in organised work experience placements.

Training – We have put 3 x staff through their LGV training, at no cost to themselves. This will help tackle the national-wide shortage of LGV Drivers from within our own staff whilst giving our staff a vocational qualification.

Residents groups and associations – We have contacted a number of local groups and associations in the hope that we will be able to offer our knowledge, resources and equipment to local events and campaigns.

School Recycling/Planting visits – We have a number of visits planned to local Schools to help educate children about Recycling through games and competitions.

Statistics

- Refuse collected from over 850,000 properties
- Collected nearly 4,000 tonnes of material for recycling
- Introduced a new collection of small electrical items which has proven very successful
- Total length of highway cleaned – 330Km of highway
- Continued the high standards of maintenance in the Council's 29 parks and recreation grounds

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