

Environmental Services Contract Task and Finish Group

Meeting Date: Friday 8th February 12:30

Members:

Cllr Clive Grattan

Cllr Diane Bedford

Cllr Jonathan Canty – appointed Chairman

Cllr Veronica Graham-Green

Apologies: Cllr Keith Dibble & Cllr Mike Smith

Officers in attendance: James Duggin, Andy Ford & Ruth Whaymand

Serco Staff in attendance: Rob Noble, Rob Guy & Jim Meehan

Meeting Purpose

To provide an update on the latest customer satisfaction tracker results and to give further information on Garden Waste, Glass, Commercial Services & MOP (presentations forwarded to members).

Notes of Meeting

AF & RW presented the findings of the customer satisfaction tracker, some anomalies within the findings around grass cutting going up when no cutting taking place.

Q: JC - Consideration of asking a supplementary question around why playgrounds score has reduced for the next quarter questions. VGG - Could we point people to an online opportunity to expand on their view about playgrounds.

AF explained that there are a number of playgrounds at end-of-life that need TLC and that is the likely reason for a lower satisfaction score. JD explained that the length of the survey is at maximum level therefore asking further and more detailed questions is not possible.

RW ran through the Cleansing and Waste results. Toilet cleaning has improved drastically & most waste indicators have improved. Discussion around the most recent NI195 score and JD outlined how the NI 195 inspections are undertaken.

RW outlined Garden Waste service and our current position including the number of subscribers, tonnages and income.

Q: VGG - Could we incentivise people that have been on the service for years? CG – Could we encourage people to use home composters? CG – Can we consider a smaller bin for lower subscription for smaller gardens?

RW explained that we are focusing on attracting new subscribers and therefore increased income. RW then explained that although home composting is beneficial to the environment and should be encouraged this does not present an income to the Council. Further to smaller bins/lower subscription the meeting was advised that this can be something that is considered in the future.

JC – What is the demand sensitivity analysis like? What is the optimum price for the service? (see follow up items).

RW outlined the glass campaign.

Q: JC - How can we improve our chances of protecting income? JC – any targets for the number of boxes we are aiming for in the trial?

JD advised the meeting that you cannot protect income as the tonnage rate is outside the Councils control, we can try and increase the volume of glass being collected at kerbside.

RW demonstrated the Christmas Tree booking service on the Member of Public Access Portal (MOP)

Q: CG – can you offer the service for people in communal areas. VGG – Why were the five people dissatisfied? JC – Can we charge for collections? VGG – Need to be careful of money handling fees. (See follow up items) CG – Do we derive an income from compost?

RW explained that the Christmas tree collection service was available to all residents of the borough including those on communal bins. JD explained that we do not receive any income from the garden waste tonnage.

Rob Guy presented Serco Commercial Service, vehicles available to the service being 2 x RCVs, 1 x Front end Loader (FEL) arriving in a couple of weeks & 1 x food waste vehicle on site. The current income received for Commercial Services in Rushmoor £62,280. There was a discussion around the impact of Brexit on waste exports, particular around Refuse Derived Fuel (RDF).

Q: JC – What capacity would we need to build the business; Q: VGG – what is happening with the bin washer?

RG advised that Serco has about 80% capacity to grow the Commercial Waste business. He also explained that there has been problems with the new dedicated vehicle and that it was being sent over to the Oxford contract for trials.

Q: VGG – can we offer confidential waste services to private households?

RG advised that Serco would be willing to offer such a service and would be able to provide a quote on request.

A more general discussion followed from Commercial Services;

Q: CG – Has the team used the edging machine?

AF advised that edging up had been completed in the Tices Meadow Estate in 2017/18 and this winter (2018/19) Prospect Estate was being done. This task has been undertaken more manually but has made great improvements to the areas.

Q: VGG – Can we build an online system that tells people who is responsible for each type of issue in the borough.

JD explained that members may be able to have access to the RBC mapping system but this would be a matter to follow up with Democratic/IT.

Meeting closed 15:00

At the end of the meeting and after subsequent consideration of the issues raised, the Chairman (JC) has proposed the following items for further consideration.

1. The Council should conduct sensitivity analysis to test how the price of the Garden Waste Collection Service could affect subscription rates (comparing prices with neighbouring authorities).
2. SERCO should explore ways to increase glass collection as part of its Commercial Services offer.
3. A performance target should be introduced for the number of additional subscribers as part of the upcoming Glass and Green Waste campaigns.

Cllr Jonathan Canty
Chairman