

18th July 2019

REPORT NO. DSP1907

**ENVIRONMENTAL SERVICES CONTRACT TASK AND FINISH GROUP
2018/19**

1. INTRODUCTION

- 1.1 This report has been prepared to inform the Overview and Scrutiny Committee on the outcome of the 2018/19 Environmental Services Contract Task and Finish Group review work. The purpose of the review was to examine how the contract was performing and where potential changes could be made to improve the service.
- 1.2 The Task and Finish Group met several times which included a visit to the Council's depot at Ash Vale and discussion with SERCO managers including its Commercial Services Manager.

2. BACKGROUND

- 2.1 The Environmental Service Contract Task and Finish Group for 2018/19 comprised the following Members:

Members	Officers
Councillor Clive Grattan Councillor Diane Bedford Councillor Jonathan Canty (Chairman) Councillor Keith Dibble (until May, 2019) Councillor Mike Smith Councillor Nadia Martin (from May 2019) Councillor Veronica Graham-Green	James Duggin Ruth Whaymand Andy Ford

- 2.2 The Task and Finish Group received a wide range of information about the services provided, the costs and performance. From the baseline information and the further information provided to the Task and Finish Group, Members were able to understand the issues and make recommendations.

3. KEY INFORMATION:

3.1 The main areas that were discussed at the Task and Finish Group are set out in the attached summary of the contract performance. The key items discussed were as follows:

- Recyclables – Members asked if the range of items collected could be increased. Mixed plastics and food waste were discussed
- Contract performance – Members generally impressed with overall performance, particularly Street Cleansing and Grounds Maintenance
- Income from glass and garden waste recycling services – Members received detailed information on income from these services
- Commercial services – Members received a presentation from SERCO on its commercial offering
- Member of public access portal – First live service (Christmas tree collections) was demonstrated

4. RECOMMENDATIONS

4.1 The Task and Finish Group considered the issues raised and suggested some changes, although it was recognised that generally the performance of the contractor was good. In making the recommendations, it was suggested that the principles set out in the “end violence at work charter” should be integrated within SERCO’s policies and working practices. It was agreed that at this time the Policy and Project Advisory Board should consider the Council’s response on the charter prior to any requests being made to SERCO.

4.2 The Task and Finish Group has agreed to make the following recommendations to the Overview and Scrutiny Committee, which could then be raised with the Cabinet or the Portfolio holder:

1. The Council conducts sensitivity analysis to test how the price of the Garden Waste Collection Service could affect subscription rates as a way of considering if a reduction or increase in subscription price would increase/decrease subscription numbers (a comparison to be made with neighbouring authorities).
2. SERCO be requested to explore ways to increase recycling collections as part of its Commercial Services offer. SERCO to be asked to propose how the commercial recycling customer base can be increased.
3. A performance target be introduced for the number of additional subscribers as part of the upcoming glass and green waste campaigns. The Council will look at and set targets for glass recycling participation and garden waste subscribers for the year 2020/21.
4. A review to be undertaken in 6-9 months’ time and reported to the Progress Group.

Councillor Jonathan Canty

Chair of the Environmental Service Contract Task and Finish Group

BACKGROUND DOCUMENTS:

- Notes of the review meetings on 5th November, 2018 and 8th February, 2019

CONTACT DETAILS:

Andrew Colver: Head of Democracy, Strategy and Partnerships

Tel: 01252 398820 / andrew.colver@rushmoor.gov.uk

Ruth Whaymand: Contracts Manager Tel: 01252 398201 /

ruth.whaymand@rushmoor.gov.uk