

Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 30.10.19

Wards: All

Subject: Matters arising from Minutes - Update following recommendations to Cabinet regarding Veolia performance.

Lead officer: Chris Lee, Director of Environment and Regeneration

Lead member: Cllr Tobin Byers, Cabinet Member for Adult Social Care, Health and the Environment

Contact officer: Chris.lee@merton.gov.uk

Recommendations:

A. That Members note the update and make comments as they wish.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. To update members following recommendations at the last meeting of the Scrutiny Panel.

2 DETAILS

2.1. The recommendations of Scrutiny were been reported to Cabinet on 14th October. These were as follows:

- *The Sustainable Communities Overview and Scrutiny Panel welcomes this opportunity to comment on the waste, recycling and street cleaning service and to raise issues for consideration by Cabinet.*
- *The Panel recommended that Merton's large estates receive a review on how the new collection service is working if required due to under performance in service delivery or when requested by local ward members. In such cases an action plan shall be prepared that includes a review of the service delivered with recommended improvements, timelines for improvement implementation, resident engagement and a communication plan to support any service modifications. **AGREED***
- *The Panel recommended that HMO's and flats above shops receive a review on how the new collection service is working if required due to under performance in service delivery or when requested by local ward members. In such cases an action plan shall be prepared that includes a review of the service delivered with recommended improvements, timelines for improvement implementation, resident engagement and a communication plan to support any service modifications. **AGREED***
- *The Panel would welcome the opportunity to feed into the upcoming estate modelling work between Clarion and Officers on how the estates can be improved. The panel requests that one Panel Member be invited to the future Clarion meetings to input and feedback on this work. Additionally, the Panel would encourage Veolia to formally comment on the designs and*

challenges they have, possible mitigations and writing back to the committee with an update. **AGREED**

- *The Panel requested that they receive an outline of what the planned web reporting improvements are. The Panel requests that this report encompasses all user journeys and considers a single point of access for reporting all public space issues irrespective of which contractor is responsible. **AGREED***
- *The Panel recommends to Cabinet that the Council should consider developing an “always on” approach to communication. Providing clear and understandable information to all our residents which focuses on why we should recycle, how to use the bins/coloured bags, collection days, examples of street grading and how to report issues. This information could be included as a Council Tax insert, My Merton article, promotion through the council’s social media channels and a New Resident webpage on the council’s website. **AGREED***
- *The Panel recommended that Cabinet investigate the option of a ward by ward deep clean to get the Borough back to an acceptable base line. **AGREED***
- *The Panel requested that Cabinet receive evidence of the Improvement Plan currently being prepared by Veolia for the end of September. The Panel also request that Cabinet consider sharing the plan with the Sustainable Communities Panel for further scrutiny input. **AGREED***

2.2. All of the recommendations are being worked on and a report, including the Veolia Improvement Plan, is to be brought to the next Meeting of Cabinet on 11th November.

3 ALTERNATIVE OPTIONS

3.1. None for the purposes of this report

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. None

5 TIMETABLE

5.1. Veolia are due to attend this Panel in Jan 2020 , further updates will be provided.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None for the purposes of this report

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. None for the purposes of this report

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. None for the purposes of this report

9 CRIME AND DISORDER IMPLICATIONS

9.1. None for the purposes of this report

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None for the purposes of this report

**11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE
PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

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12 BACKGROUND PAPERS

12.1. None

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