

Committee: Cabinet

Date: 16 December 2019

Wards: ALL

Subject:

Lead officer: Chris Lee, Director Environment & Regeneration

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

Contact officer: John Bosley, Assistant Director of Public Space Contracts & Commissioning

Recommendations:

- A. The Cabinet notes the contents of the local improvement plan prepared by Veolia, the Council's street cleansing service provider.
 - B. The Cabinet requests the improvement plan, focused on improved street cleansing outputs, is supported by the Council's client monitoring team through enhanced Officer monitoring of Veolia's service deliverables.
 - C. That Officers work collaboratively with Veolia to identify areas of improved service delivery as outlined in the improvement plan in the future initiatives section.
 - D. That Officers regularly review the progress and delivery of the local improvement plan until completion.
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. To report to Cabinet and make available the local improvement plan prepared by the Council's service provider for street cleansing service, Veolia UK Ltd.
- 1.2. The plan was prepared as part of an outcome from the Waste and Street Cleansing service performance report as reported to the Sustainable Communities Scrutiny and Overview Community.
- 1.3. Veolia had agreed to prepare a plan to address deficiencies on the service provision that had been identified by the Council's client management team and by a subsequent field visit led by Veolia through the borough (East & West) with the Cabinet Member, Cllr Byers.
- 1.4. The local improvement plan has been developed to provide focused improvements with prioritisation given to areas where improvements are most needed to meet desired standards. It is the intention of the plan to support contract-wide improvements through staff training, the review of working methods (i.e. hand tools utilised) and localised improvements, such as deep cleanses of 'hot spots'.
- 1.5. It had been the aim to raise this matter at the 11 November Cabinet meeting, but further advice had determined that the contents of the report may have

been contentious due to the General Election that had commenced during this period.

2 DETAILS

- 2.1. The local improvement plan is attached as an appendix to this report and is comprised of a detailed report and an action summary plan.
- 2.2. The actions agreed as part of this plan have been suggested by Veolia as areas of improvement, additions to the service and amendments to current operational methods in order to improve the service efficiency and delivery of the cleansing service.
- 2.3. The main elements of the local improvement plan are as follows;
 - (i) Changes to the supervisory structure
 - (ii) Training, retraining and measuring staff outputs
 - (iii) Changes to the schedules of cleansing routes
 - (iv) Targeted deep cleansing of identified areas
 - (v) Future improvements: - i.e. development of East borough sub-depot, pavement cleansing by mechanical sweeper trial and re-scheduled of Public Rights of Ways cleansing.
- 2.4. The elements outlined within this report should be considered with and will complement recent development work being undertaken by the service. Areas being reviewed and developed include the recent *draft* Fly-tipping Strategy and supporting action plan, the Neighbourhood Recycling Centre consultation, Member engagement meetings, review of waste collection arrangements for flats above shops and litter bin review.

3 ALTERNATIVE OPTIONS

- 3.1. None for the purposes of this report.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. The results of the 2019 Residents Survey have provided detailed insight in areas of improvement required by the service. Whilst the holistic service change to waste service collections has yielded substantial improvement in waste minimisation and improved recycling levels, the local improvement plan and focus on the Council's client management team at this time is on improving resident satisfaction ratings for street cleansing services, including how we deal with litter and fix fly-tipping reports.

5 TIMETABLE

- 5.1. The local improvement plan has commenced in September and will be delivered over the course of the 2019/20 year. Further amendments or changes to the service delivery model will be implemented by Veolia as improvements to the service.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The additional resources and changes imposed by the local improvement plan are delivered by the standards contract payments, with additions or enhancements being borne by Veolia.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. None for the purpose of this report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. Further refinements to or improvements of the service have been considered and are subject to the original scope of service. No direct changes which have the potential to impact human rights, equalities or community cohesion have been identified.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. None for the purposes of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. The direct management of risk and health and safety provision for this service area is managed by the Clients contract management team. There are no further changes or impacts envisaged due to the contents of this report.

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

- Veolia's Local Improvement Plan and supporting action plan summary.

12 BACKGROUND PAPERS

- 12.1. Please note and refer to the Sustainable Communities Scrutiny and Overview Committee report on Veolia's waste and street cleansing service performance. A link to the report can be found - [hyperlink to report here](#).

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