

APPENDIX M

WAVERLEY BOROUGH COUNCIL

COMMUNITY OVERVIEW & SCRUTINY COMMITTEE – 17 SEPTEMBER 2012 EXECUTIVE – 2 OCTOBER 2012

Title:

STREET CLEANING REVIEW 2012

[Portfolio Holder: Cllr Brian Adams]

[Wards Affected: All]

Summary and purpose:

To present a review of the Council's street cleaning service, and to set out proposals as to how the service will be improved going forward.

The Community Overview and Scrutiny Committee considered the proposals at its meeting on 17 September and its observations are noted at the end of the report.

How this report relates to the Council's Corporate Priorities:

The report addresses the Council's Corporate Priorities of:

- Value for Money: Demonstrating commitment to excellence by achieving overall satisfaction ratings for Waverley's services that place us among the best performing councils in England.
- Understanding Our residents' Needs: Working with our parish councils and with community and voluntary groups to meet the identified needs of our residents.
- Environment: Working to ensure that the highest standards of cleanliness and good maintenance are delivered in the public realm of our Borough- and increasing the amount of resources dedicated to street cleaning.

Equality and Diversity Implications:

There are no equality and diversity implications.

Resource/Value for Money implications:

As part of the Budget-setting process in February 2012 the Council included £80,000 within the 2012/13 Budget to finance potential Street Cleaning improvements. A detailed analysis of the annual revenue implications of the proposals contained within this report is shown at Annexe 2. The additional cost items total £89,000, including £80,000 for an additional community cleaning crew and £9,000 for other suggested improvements. However, some suggestions will result in net savings to Waverley, totalling £11,500. These comprise cost reductions of £5,500 plus the one-off use of the £6,000 balance of 'Cleaner Safer Greener' funding previously allocated to Waverley from Surrey-wide funds.

If all the suggestions are accepted, the net additional cost for 2013/14 will be £77,500, which is within the current approved Budget. The net additional expenditure for future years will remain within the £80,000 allocation after one-off funding and expenditure is discounted. There will also be a significant saving of approximately £45,000 from the budgeted position in the current financial year based on the new arrangements being implemented from 1 November 2012.

Legal Implications:

The Waste Management contract conditions allow the Council and Veolia to mutually agree an extension to the contract for a further period of up to seven years, and the conditions also allow for the Service to be varied by the Council and delivered through the contract.

Modifications and variations can be made to the Service by the Council issuing written instructions to Veolia. The contract allows the Council to instruct Veolia to omit and cease to perform any part of the Service; to perform the Service in such manner as the Council may reasonably require; to perform such additional services as the Council may require provided that any additional services shall be the same as or similar to the Service under the contract; and to vary the Programme and to perform the Service in accordance with the varied Programme.

Background

1. At the special meetings of the Executive and Council, held on 30 August 2011, Members considered a report regarding the future of the waste, recycling and street cleaning service at Waverley. At those meetings it was resolved that the Waste Management contract with Veolia be extended.
2. With the new waste and recycling service introduced in April 2012 and now delivering on its promises, this review focuses on the street cleaning service (both in relation to the contract with Veolia, and in wider terms). It considers what is good about the current service and what could be better, looks at current and historic customer feedback, examines current best-practice in street cleaning, and recommends a number of changes to the service as a result.
3. The end of the first 7-year contract term presents an opportunity to carry out a fundamental review of the contract specification. Furthermore, now that the Environmental Services team has delivered the new waste and recycling service, there is an opportunity to give greater focus to the street cleaning service, ensuring that standards are consistently high, that customers know what to expect and how they can get involved, and that we engage effectively with all public and private sector partners involved in maintaining the public realm in Waverley.
4. The Overview and Scrutiny Committee considered the report at its meeting on 17 September and raised a number of observations on the recommendations proposed to take the service forward. The Committee endorsed the recommendations subject to the following observations being considered by the Executive:

- There was concern about the cleaning of footpaths in particular rural areas of the Borough and the equipment used to clean them. It was noted that the addition of a second crew of targeted street cleaners, and a review of equipment used by Veolia, could go some way to address these issues.
- There was some concern about the enforcement aspect of dealing with fly-tipping swiftly if Surrey police resources were reduced further.
- There was concern about the cleaning of drains, in particular around Cranleigh, Beacon Hill and Woolmer Hill. It was noted that this was the responsibility of Surrey County Council but Waverley would be working closely with the County to address this issue.
- There was concern about parts of the borough where there was joint responsibility for cleaning areas such as footpaths around business premises. Members wanted to see more action to take forward cleaning of these areas.
- The Committee very much supported recommendation 12 in relation to exploring technologies and developing a broad range of methods for encouraging more informal feedback on the street cleaning service.
- There was concern about the timely cutting of verges on main roads coming into the Borough.
- It was noted that there were particular issues with fly posting in Farnham and Members would speak with the officers about where the problem areas were.
- The Committee was keen to see the roll out of the new public recycling litter bin scheme extended to the rural areas of the borough if successful, and Members would like to see a report reviewing this service. It was noted that this service would be in place from mid-October and success would be measured by the quality of the recycling collected. Officers would report back to the Committee in due course and, if proved successful, would be rolled out to the more rural areas.
- An update report on progress with the recommendations would be brought to a future meeting on street cleaning.

Recommendation

It is recommended that the recommendations contained within the Street Cleaning Review 2012 be endorsed.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

CONTACT OFFICER:

Name: Rob Anderton

Telephone: 01483 523411

E-mail: robert.anderton@waverley.gov.uk

[Street cleaning review report]