

**Economy, Skills,
Transport and Environment
Scrutiny Board**

**Thursday 12 July, 2018 at 5.30 pm
in Committee Room 1
at the Sandwell Council House, Oldbury**

Agenda

(Open to Public and Press)

1. Apologies for absence.
2. Members to declare:-
 - (a) any interest in matters to be discussed at the meeting;
 - (b) the existence and nature of any political Party Whip on any matter to be considered at the meeting.
3. To confirm the minutes of the meeting held on 12 June, 2018 as a correct record.
4. Integrated waste and cleansing contract – outline and update on performance

Date of next meeting – 29 September, 2018

J Britton
Chief Executive

Sandwell Council House
Freeth Street
Oldbury
West Midlands

Distribution:

Councillors Hickey (Chair);

Councillors Ashman and Singh (Vice-Chairs);

Councillors Ahmed, Ali, Allcock, Chidley, E M Giles, I Jones, Preece and Tagger.

**Agenda prepared by Deb Breedon
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Economy, Skills, Transport and Environment Scrutiny Board

Apologies for Absence

The Board will receive any apologies for absence from the members of the Board.

Economy, Skills, Transport and Environment Scrutiny Board

Declaration of Interests

Members to declare:-

- (a) any interest in matters to be discussed at the meeting;
- (b) the existence and nature of any political Party Whip on any matter to be considered at the meeting.

Minutes of the Economy, Skills, Transport and Environment Scrutiny Board

12th June, 2018 at 5.30pm
at Sandwell Council House, Oldbury

Present: Councillor Hickey (Chair);
Councillors Ashman and Singh (Vice-Chairs);
Councillors Ahmed, Ali, Allcock, Chidley and E M
Giles.

Apology: Councillor Preece.

In attendance: Dr Alison Knight (Executive Director –
Neighbourhoods)
Amy Harhoff (Director – Regeneration and Growth)
Chris Ward (Director – Education, Skills and
Employment).

9/18 **Minutes**

Resolved that the minutes of the meeting held on 15th March, 2018 be approved as a correct record.

10/18 **Work Programme 2018-19**

The Council's Executive Director – Neighbourhoods; Director – Regeneration and Growth and Director – Education, Skills and Employment attended the meeting and provided the Board with an overview of the work of the directorates and areas of key activity.

During the presentation and discussion several matters were highlighted as potential areas for scrutiny.

From the comments and questions by members of the Scrutiny Board the following responses were made and matters highlighted:-

- Sandwell Council was working with business communities, skills training providers and colleges to raise skills levels and re-skill the

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12th June, 2018**

older workforce to meet employment requirements for the future. The Board would continue to monitor skills for Sandwell.

- The Board wanted to look at different ways of servicing schools and working with sectors to encourage early decisions on the skills offer, to encourage wider ambitions and a range of career options for young people.
- The West Midlands Combined Authority Regional Skills Plan set out a clear roadmap for equipping local people with the skills they needed to support on-going economic growth across the region.
- Improvements to Birchley Island and other major traffic schemes would be considered by Cabinet in the Autumn; there would be a role for scrutiny to comment on the proposals before Cabinet made its decision.
- Road safety should continue to be monitored by the Board.
- Sandwell was a good location close to Birmingham, Wolverhampton and Dudley; there was a role for scrutiny to consider how to make transport work better.
- The delivery of the West Midlands Metro was considered important to the Board, the relationship with housing viability, proximity to workplaces, the local economy and the Commonwealth Games was noted to be a priority.
- The Compulsory Purchase of buildings for regeneration of areas was highlighted as a potential item for pre-decision scrutiny.
- There was a role for scrutiny to consider whether Town Plans would meet the needs of local communities and whether they linked to regeneration plans for the area.
- The rebuilding and building of schools was high on the agenda to meet the school place demand in Sandwell.
- New housing delivery was to be considered by the Safer Neighbourhoods and Active Communities Scrutiny Board, however housing delivery supporting regeneration of an area may be a matter the Board would want to consider, including scrutiny of the current planning guidance and permitted development schemes.
- There was a role for the Board to consider the impact of plans for the 2022 Commonwealth Games on regeneration in Sandwell.
- The local economy as a location of choice would bring together all of the elements of the Board's remit.
- The demise of the retail offer in out of town shopping centres and town centres and the impact on local economy and regeneration would be a valuable scrutiny topic.
- It would be useful to invite the Member Business Champion to tell the Board about the Sandwell Business Ambassador Programme

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and update the Board about how the Council supported local businesses and helped them to grow and evolve.

- The work of the West Midlands Combined Authority (WMCA) and Black Country Local Enterprise Partnership (LEP) in relation to land remediation was highlighted as a potential item for the Board.
- Bringing services together and working with partners to make best use of resources in Sandwell was referred to in relation to Sandwell having a reputation for getting things done.

The Board thanked the Directors for attending the meeting.

The Chair referred to some outstanding elements of work from the 2017-18 municipal year and the list of issues raised through public consultation, which fell within the remit of the Board.

Resolved:-

- (1) that the following items be included in a draft work programme for the Scrutiny Board:-
 - Skills - Fuller working lives and links to the devolution of Adult Education Budget and the work of the WMCA;
 - Regeneration and skills - tying together;
 - Consolidated highways report – road works, the process and performance;
 - Environmental issues and performance – matters raised by public in consultation;
 - Transport matters - Pre-decision scrutiny – Birchley Island; Adoption of roads;
 - Waste and recycling management;
 - Town Centre revitalisation;
 - Local Enterprise Partnership (LEP) and Sandwell Business Ambassadors Programme;
 - Invite Cabinet Members for Regeneration and Economic Investment and Highways and Environment;
 - Land remediation;
 - Regeneration and Commonwealth Games 2022 legacy;
 - Vice Chair's focus: Skills - Fuller Working Lives;
 - Vice Chair's focus: Transport - focus on metro and town centre revitalisation;
 - Regeneration and Canals in Sandwell. Suggest update to Budget and Corporate Scrutiny Management Board in relation to Canals.

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12th June, 2018**



- (2) that Director – Monitoring Officer, in consultation with the Chair of the Economy, Skills, Transport and Environment Scrutiny Board to determine the best dates for the items to be included on the work programme to ensure efficiency and timeliness;
- (3) that subject to (2) above, the completed work programme be submitted to the Budget and Corporate Scrutiny Management Board for approval.

(Meeting ended at 18:40 pm)

<p>Contact Officer: Deb Breedon Democratic Services Unit 0121 569 3896</p>
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REPORT TO ECONOMY, SKILLS, TRANSPORT AND ENVIRONMENT SCRUTINY BOARD

12 July 2018

Subject:	Integrated waste and cleansing contract – outline and update on performance
Cabinet Portfolio:	Councillor David Hosell - Cabinet Member for Highways and Environment
Director:	Alan Caddick, Housing and Communities
Contribution towards Vision 2030:	 
Contact Officer(s):	Julia Bridgett, Business Manager – Environment and Fleet Email: Julia_bridgett@sandwell.gov.uk

DECISION RECOMMENDATIONS

That Economy, Skills, Transport and Environment Scrutiny Board:

1. Consider the presentation given on the partnership contract
2. Consider and comment on the performance update given in the attached report extract.

1 **PURPOSE OF THE REPORT**

- 1.1 To present a brief outline of the Waste and Cleansing Partnership
- 1.2 To present and discuss an update on the performance of this contract.
- 2 Each of the Council's ten ambitions are aligned to scrutiny activity across all Boards and Work Groups. The focus of scrutiny work is to support and contribute to the Sandwell Vision 2030.

3 BACKGROUND AND MAIN CONSIDERATIONS

- 3.1 The Council entered into a long term Integrated Waste and Cleansing contract with Serco Limited in 2010.
- 3.2 The partnership has worked well and provided real improvement to service delivery and performance for residents and provided much needed Council owned waste infrastructure.

4 THE CURRENT POSITION

- 4.1 An update on the partnerships key performance areas as of the end of 2017/18 is outlined in the attached report.

5 CONSULTATION (CUSTOMERS AND OTHER STAKEHOLDERS)

- 5.1 The draft report has been circulated for comment.

6 ALTERNATIVE OPTIONS

- 6.1 This is an update report.

7 STRATEGIC RESOURCE IMPLICATIONS

- 7.1 There are no strategic resource implications arising directly from this report.

8 LEGAL AND GOVERNANCE

- 8.1 There are no legal and governance implications arising directly from this report.

9 EQUALITY IMPACT ASSESSMENT

- 9.1 There are no equality impact assessment implications arising directly from this report.

10 DATA PROTECTION IMPACT ASSESSMENT

- 10.1 There are no data protection impact assessment implications arising directly from this report.

11 CRIME AND DISORDER AND RISK ASSESSMENT

- 11.1 There are no crime and disorder and risk assessment implications arising directly from this report.

12 **SUSTAINABILITY OF PROPOSALS**

12.1 Scrutiny reports annually to Council.

13 **HEALTH AND WELLBEING IMPLICATIONS (INCLUDING SOCIAL VALUE)**

13.1 There are no health and wellbeing implications arising directly from this report. Scrutiny reports and reviews consider added value when scoping topics and items to be considered.

14 **IMPACT ON ANY COUNCIL MANAGED PROPERTY OR LAND**

14.1 There is no impact on any Council managed property or land arising directly from this report.

15 **CONCLUSIONS**

15.1 The Scrutiny Management Board has been provided with the reports identified in (1) above for consideration and comment.

16 **APPENDICES:**

(1) Presentation on the Waste and Cleansing Partnership.

(2) Report extract - Performance update on the Partnership (2017/18).

Sandwell Integrated Waste and Cleansing Contract

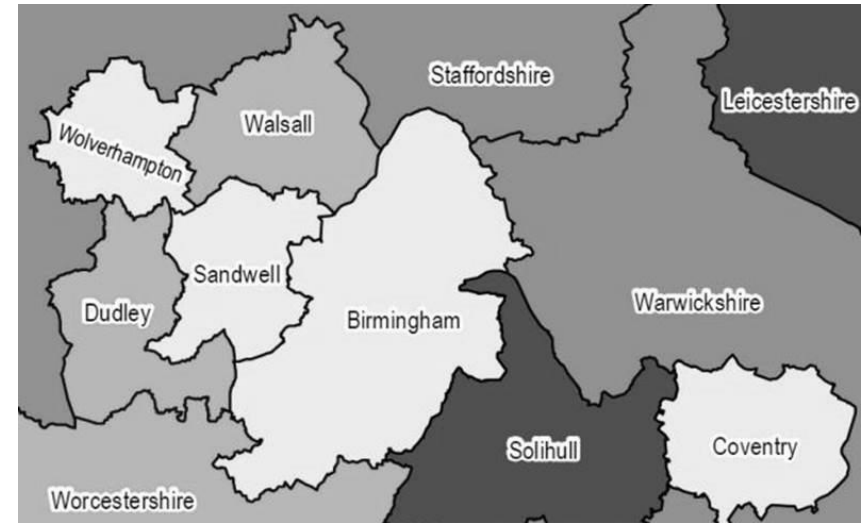


Contract Overview

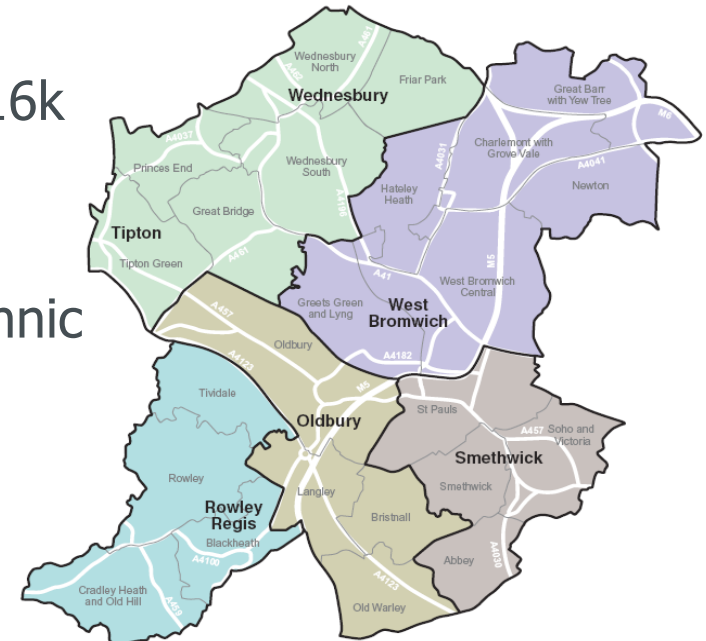


Sandwell Overview

- 25 Year Contract – 2035
- 23m Revenue PA
- 345 Employees
- 130 Vehicles
- 131500 Properties
- 869 Km Carriageway
- 135,000 Tonnes arisings
- Job Seekers 3.5%
- High Deprivation



- Population 316k
- Area 8600ha
- 34% from ethnic backgrounds



Contract Background

- Short lead in from award
- Collections/Cleansing 1st time let
- 3 Employee Groups – Sandwell, CRV, May Gurney
- Infrastructure build
- Managed disposal contracts
- Extensive Modernisation Programme
 - Collection Service Changes – Bank Holiday Working, Roll out of new services, New Fleet
 - Cleansing Service Changes – Reschedule, New Fleet, 7 Day working



Our Services

Service Elements

Collections

- Residual - Weekly Bin
- Recycling - Weekly Bin
- Food - Weekly Bin
- Garden Waste - Fortnightly Bin
- Bulky items
- Trade Waste



Cleansing

- Highways
- Parks & Open spaces
- Housing sites
- Dog Warden Service
- Graffiti Removal
- Fly Posting
- Weed Control
- Gullies

Disposal

- Household Recycling Centre
- Eagle Transfer Hub
- Shidas Lane Transfer Station
- Managed Contracts
 - W2R - Incineration

Our Services

Resources



Collections

- 17 Refuse Rounds
- 17 MDR Rounds
- 8 Garden Rounds
- 2 High Rise
- 1 Bulky Items
- 1 Schools Site
- 5 Trade Rounds
- 160 Staff



Cleansing

- 5 Large Sweepers
- 9 Pavement Sweepers
- 34 Vans
- 1 Street Washer
- 1 Jet Wash
- 96 Staff



Our Services

Resources

HRC

- 1 Grab
- 2 Roll-on-off
- 12 Staff



Sub Contracts

- Weed Spraying
- Gully Cleansing
- Kennelling
- Vehicle Maintenance

Transfer Station

- 2 Loading Shovels
- 6 Artics & Trailers (Sub- Contact)
- 2 Roll-on-off
- 10 Staff



Key Partners/Suppliers

- SMBC Fleet Services
- SMBC Contact Centre
- SMBC Neighbourhoods – Housing
- SMBC Neighbourhoods Grounds Maintenance
- Litter Watch

Infrastructure – Shidas Depot Build

- Council Funded
- Serco Design and PM
- New Offices & Welfare Facilities
- Yard Improvements
- Transfer Station Improvements
- HRC Improved Design
- £3m Build cost
- Completion August 2013
- Operate and Construct



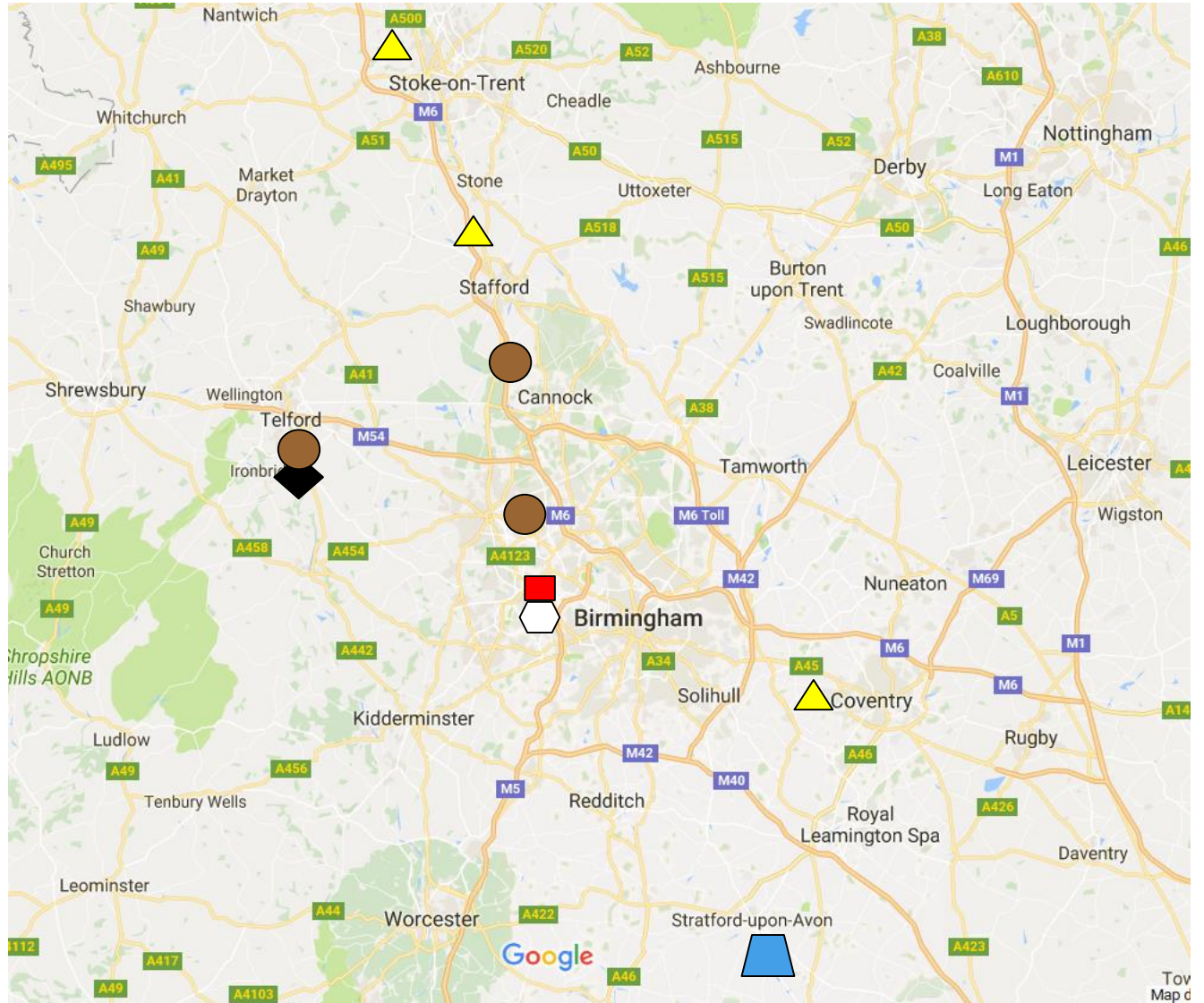
Infrastructure - Transfer Station

- Site Area 23512 sq m
- Waste Transfer Building 4460 sq m
- Waste Transfer 93m x 42m
- 120,000 tonnes Current inputs
- 200,000 tpa licence capacity
- 10 employees
- 7 Day operation
- £11m Build Cost
- Operational December 2012



Disposal Outlets

- ▲ Incinerator
- ◆ Landfill
- Compost
- Transfer
- ⬡ Depot
- ▭ MRF



Communications

Core Activities



Bus advertising

Over 50 events, over 3,000 residents in 2015

Billboards



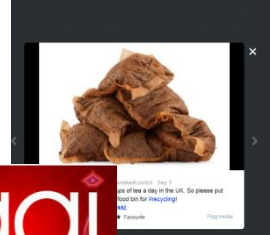
Frequent seasonal messages

Over 120 school & community visits in 2017

Over 100 schools on a recycling service



Around 8,300 text subscribers



Other Partnerships

Eco Bus & Litter Watch

- Established local environmental charity
- Eco Bus schools programme
 - Closely linked to National Curriculum
 - Variety of workshops
- Community Projects
- Accreditation Schemes
- Jointly funded with Sandwell Council
- Charity also successful securing funding from external funding streams



Annual Campaign



The Big Spring Clean



Waste and Cleansing Partnership
Service and Financial Performance Review: January to March 2018

Extract for consideration at Economy, Skills Transports and Environment
Scrutiny Board

Summary

- 1.1 This report provides information with regard to service performance for the period January to March 2018, inclusive; unless already reported.
- 2.2 A summary analysis and commentary of current period performance is provided in Sections 3, 4, 5 and 6 associated appendices below;
 - Collection services;
 - Communications;
 - Cleansing services;
 - Household Recycling Centre, Waste Disposal/Treatment/Recycling;
 - General update.

3. Collection Services

- 3.1 The following section provides a summary analysis and commentary of performance for the period January to March 2018.

Performance against missed bins across the collection services remains at 99.98% with 882 missed collections over the thirteen week period, this equates to 13.56 per day from the 88,000 collected daily. This includes the garden waste service from 26 February 2018 when the service recommenced following the winter break. See table below for missed collection trends.

Missed collections overview



Disruption to Service – Inclement Weather

Sandwell was badly affected by snow on 2nd March and the contract was the only Black Country Borough to collect waste that day, achieving 70% of the scheduled work.

The Household Recycling Centre remained open after extensive snow clearing prior to opening.

The Council’s ‘Winter Bin’ webpage was updated regularly during this period and there was a link to it from the ‘bin day finder/missed bin collection forms’ page and the Council’s main website home page.

The Council’s Call Centre and Press Office were regularly updated enabling the latter to issue Facebook/Twitter updates.

Communication lessons from the communication issues experienced in the previous snow disruption period in December were implemented and our gritting crews were co-ordinated with SMBC’s other departments.

Collection Day Change – Two collection rounds

As previously reported, it became necessary to swap collection days for 48,000 residents whose collections days were Wednesday and Friday. All

residents were notified by a royal mail delivered letter which was supported by information on the Sandwell Council website as well as a text message and social media updates. The day change process was a success with very few issues that arose as a result of the change. On the initial weeks of the swap, additional crews were deployed to assist with excess waste as there was a 9-day gap between collections for the Wednesday residents.

Household Mixed Dry Recycling (MDR)

The top five contaminants are black bags, polystyrene, food, textiles and hard plastics.

Food Waste

Tonnages of food waste continue to fall despite ongoing publicity and education. It is also widely recognised nationally that the overall quantity of food waste is falling.

3.2 Performance – January to March 2018

The recycling rate for the period was 35.18%. This compares with 36.83% for the same period last year. Projected outturn 44%.

Previous reports have provided detailed commentary on the challenges behind the continual downward trend in recycling locally and the challenges faced by local authorities on a national level in relation to household recycling performance.

3.3 Communications

3.4 The Big Spring Clean

Due to the unseasonable weather, the launch of the Big Spring Clean was postponed from 2nd March to the 16th March. The launch was held with Blackheath Primary School and 86 children took part.

Action to date:

Events - 13 (5 schools, 8 community groups, 2 companies);
Litter collected - 315 bags;
Recycling - 20 bags;
Skips – 1;
Volunteer hours – 26.

The Big Spring Clean Officer has attended several networking events to encourage participation.

Events booked in the diary to date total 63.

The Eco Bus and Litter Watch

Since the last report the Eco Bus have carried out the following:

Recycling Assemblies – 17;
Eco Bus visits – 28;
Community visits – 2;
Most popular ward - Soho and Victoria;
Most popular activity - Recycle It;
Least popular activity - Composting Workshop, Nature Windows and Promise Butterflies;
Children visiting the bus - 2,543;
Dog fouling sign sprayed outside all schools visited.

Litter Watch

Since the last report the team have carried out the following activities:

Litter picks – 49;
Volunteer hours – 629;
Litter – 365;
Recycling – 182.

Litter Watch continues to work with ASDA as a partner litter picking Princes End and are into their 6th year of this partnership. They are in their 2nd year of litter picking with Councillor Hackett in Friar Park.

Litter Watch have on going work with the Neighbourhood teams and are having regular updates regarding problem areas.

Other communication activity

Over the period January, February and March 2018 there have been various other communication activities carried out for our services including:

- Social media coverage;
- Press releases – Big Spring Clean, Money Found at HRC;
- Waste and recycling Gov Delivery email to subscribers (February – Waste and recycling reminders inc garden waste collections, March – Easter collections and HRC reminder);
- Text messages (February – Garden waste collections, March – Easter collections, HRC and recycling reminders);
- Billboard (Feb - Garden waste starting);
- Sandwell Herald Spring back page – recycling at home.

The Serco communications team continue to work well with the SMBC Press office.

4. Cleansing Service

- 4.1 Fly tipping removal request report levels have decreased by 101, or 10%, in this quarter compared to the same period last year. Serco continue to work closely with the Council’s newly formed Environmental Enforcement Team in relation to fly tipping reports and waste presentation issues.

The tables below show the number of reported fly tips for the Q4 period for 2018 in comparison to 2017.

Month	Town						TOTAL
	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Brom	
Jan 17	29	23	219	27	40	114	452

Feb 17	30	24	111	30	29	104	328
Mar 17	31	42	146	40	40	140	439

Month	Town						TOTAL
	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Brom	
Jan 18	43	42	114	60	29	138	426
Feb 18	25	33	112	36	22	92	320
Mar 18	17	17	170	43	25	100	372

Response rates to fly tipping removal remain high with over 99% of incidents cleared within 24 hours. Fly tipping is photographed and any evidence retrieved and recorded by the crews on location and referred onto the enforcement team for appropriate action.

‘Recycling on the go’ bins are now installed in all town centres and continue to be rolled out in other areas across the Borough where suitable.

The weed spraying contract is due to start again in April; weather permitting. This contract is a partnership delivered with Sandwell MBC’s Grounds Maintenance division. The dog warden service is now fully operated by Noah’s Ark Environmental Services under contract to Serco.

Joint Gulley Cleansing and assessment work is taking place between Serco, the Client Team and SMBC Highways together with their respective contractors reviewing the contractual quarterly gulley cleansing list to ensure it is updated and fit for purpose.

5. Household Recycling Centre, Waste Disposal and Treatment

5.1 Household Recycling Centre (HRC)

The Household Recycling Centre’s recycling performance is 58% against a target of 65%. Projected outturn 65%. This is expected during the winter

months. There are still problems sourcing regionally based recycling outlets for some materials, including carpets and mattresses.

5.2 Waste Disposal/Treatment/Recycling

The inputs into the W2R Energy Recovery Plant continue and are as reported in the previous reports. W2R continues to work well with direct communication between Serco and Staffordshire County Council/Veolia on the day-to-day input requirements. The landfill diversion for the quarter was 99% against a target of 96.2% (contract definition not NI193.)

The Eagle Transfer Hub continues to operate well, with turnaround times of less than 15 minutes for collection vehicles.

6. General update

6.1 General Feedback and Service Performance – January to March 2018

6.2 MySandwell Customer Portal

The number of complaints received and response performance within the service area for January to March 2018 is detailed below:

2018		Refuse & Recycling	Street Cleansing	Total	Response Rate (average)
Jan		177	20	197	100%
Feb		134	13	147	100%
Mar		149	13	162	100%

For this period, the number of complaints have decreased compared to previous months and the response rate has remained at 100%.

Most of the complaints concern collection service issues and the partnership is working on processes and crew training to eliminate these issues and improve the service for customers.

6.3 Health and Safety

The joint working group of Serco, SMBC Client and Health and Safety Officers continue to meet to ensure that health and safety is at the forefront of the partnership's responsibility. It is also agreed to work in partnership with the Council and Trade Unions to combat the violence and aggression our employees receive from residents and road users. There is now a signed charter entitled 'Zero Harm' endorsed by Serco, Sandwell MBC, Unite, Unison and GMB. This was launched in March 2018.

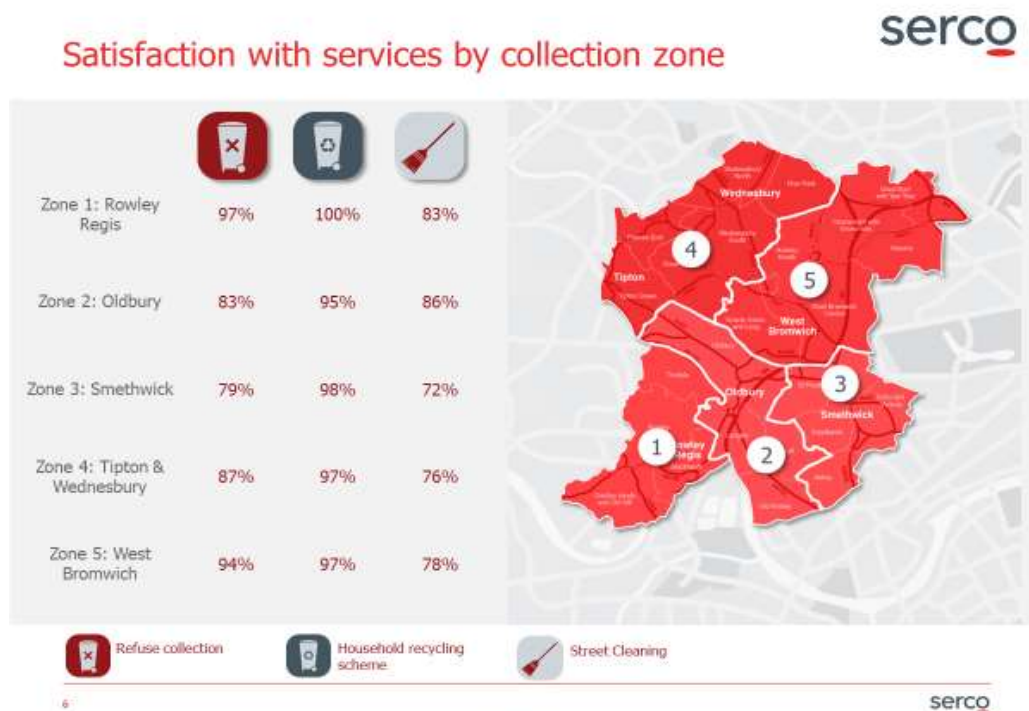
In addition to the charter there have been improvements in CCTV cameras at the HRC site, advisory signs on vehicles outlining that violence will not be tolerated and awareness to staff that they will receive full support if they wish to take any grievance to the Police.

6.4 The Serco Quarterly Tracker Survey (QTS) up to February 2018

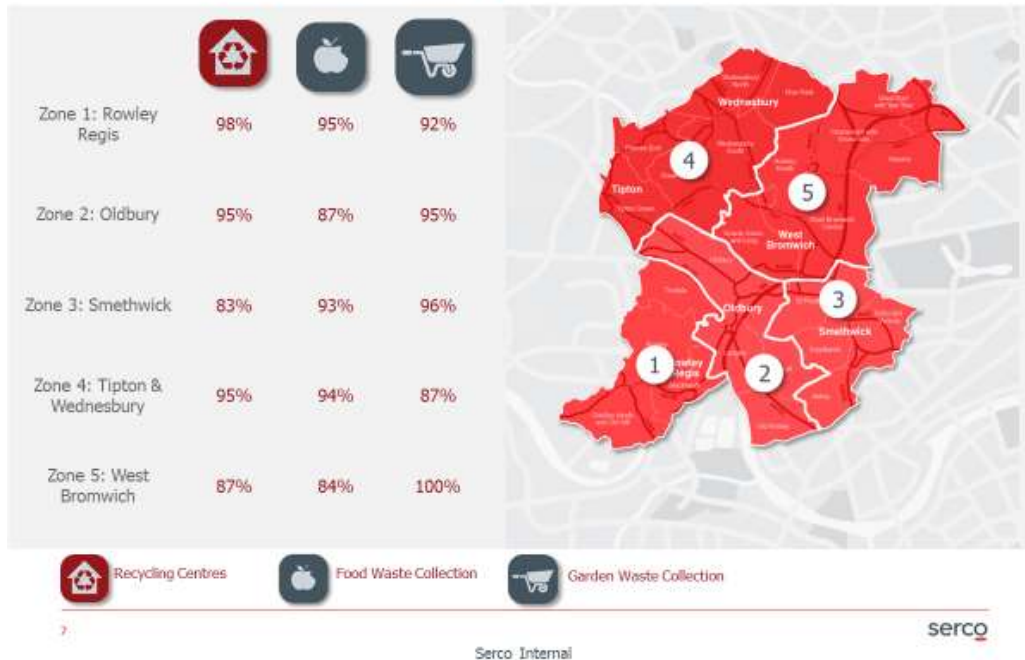
Results overview

Overall

Overall satisfaction has decreased by 1% this period, bringing satisfaction to 90% (91% in the same quarter last year).



Satisfaction with services by collection zone



Q4 2017/18 (Scorecard NI Key Outcome Targets) – Provisional Performance

The table below gives provisional performance of key outcome targets for the Waste and Cleansing Scorecard for the above period. Please note national indicator (NI) definitions and Contract Target definitions may vary.

2017/18 Q4 Provisional Performance (where available):

KOT	Target	Outturn
NI195 Cleanliness Levels: Litter	3.5%	Met[^]
NI 191 Residual waste per household	509kg hh	Met[^]
NI 192 % household waste recycled/composted/reused	TBC	TBC

NI 193 % municipal waste to landfill – diversion of waste	3.8%	Met^
QST1 Targets (customer satisfaction) - Cleansing	80.5%	79%
QST2 Targets (customer satisfaction) – Collection of residual waste	91%	90%
QST3 Targets (customer satisfaction) – HRC services	92.5%	91%
QST4 Targets (customer satisfaction) – Collection of recyclable materials	95%	95% Met^