

Report to Economy Skills Transport and Environment Scrutiny Board

22 July 2021

Subject:	Waste Services and the Cleanliness of the Borough
Director:	Interim Director of Borough Economy Nicholas Austin
Contact Officer:	Senior Democratic Services Officer Stephnie Hancock – Stephnie_hancock@sandwell.gov.uk

1 Recommendations

- 1.1 Consider and agree the scope for the Waste Services and Cleanliness of the Borough Review.



2 Reasons for Recommendations

- 2.1 The Economy Skills Transport and Environment Scrutiny Board has agreed to carry out a review of Waste Services and the Cleanliness of the Borough. The scope document (appendix 1) sets out the rationale and suggested way forward for the review working group to review and refine.
- 2.2 Recent public and political interest highlighted an increase in littering, flytipping and graffiti in Sandwell. Furthermore, the effect of the pandemic exacerbated issues faced with domestic and commercial waste collection. The Board considered it necessary to investigate these issues.



- 2.3 The scope document sets out the proposed project plan which includes a range of methods to gather evidence including customer focus groups, inviting Serco representatives to Board meetings and use of social media to find out more from stakeholders and residents about what they want and what they think about current provision.

3 How does this deliver objectives of the Corporate Plan?

	Strong resilient communities – It is vital to ensure that the Council is effective in its enforcement powers in terms of waste services and maintenance of Sandwell's street scene. The services benefit whole communities, local neighbourhoods, families and creates a cohesive borough.
	Quality homes in thriving neighbourhoods – The review will enable the Board to gain an understanding of the issues faced by residents in terms of waste services and maintenance around Sandwell. The Board will be able to analyse data and evidence considered through the review process to make informed recommendations, so residents can live a borough that is coordinated and responsive.

4 Context and Key Issues

- 4.1 The Economy Skills Transport and Environment Scrutiny Board, at its work programming meeting, received suggestions collated from a public consultation relating to refuse and Sandwell's street scene. In addition to this, the Board received a presentation from the Director of Borough Economy. It was reported that a Street Cleansing Plan, Refuse Plan and Street Scene Plan would be implemented in the Borough over the coming months. The Board recommended that a review be conducted into refuse services as this would enable the Board to capture resident's concerns and also closely align to the themes of these upcoming strategies.



- 4.2 The impact of the pandemic has affected waste services over the past 17 months. Therefore, the Board considered it pertinent, in partnership with Serco, to investigate these effects and make suggest mechanisms to influence service delivery and ensure that the borough street scene is managed.
- 4.3 The review aims to gather evidence to inform service shaping and future provision. Recognising and protecting the future of these valuable services is important for the residents of Sandwell, but it is also important to note an environment of increasing demand. Waste collection services play an important role in the maintenance and appearance of the borough. It is therefore crucial for services to be reliable and provide responsible waste management.
- 4.4 By investigating and reviewing the waste partnership between Serco and Sandwell Council it will ensure that services are delivered to residents effectively and efficiently, with a focus on linking domestic and commercial waste collection services and street cleansing operations.
- 4.5 The review will gather evidence from stakeholders, the Council and partners, evaluate findings and options and make recommendations to influence service delivery and provision in regard to refuse and the cleanliness of the borough.

5 Consultation

- 5.1 There is no content within this report that requires any further consultation at this stage.

6 Alternative Options

- 6.1 The purpose of the review is to develop an understanding of the refuse issues in the Borough and Sandwell's street scene and if the Council should consider alternative options.



7 Implications

Resources:	There are no specific financial implications arising from this report.
Legal and Governance:	As a Waste Collection Authority (WCA), under the Environmental Protection Act 1992, the Authority is required to provide a collection of household waste in its area.
Risk:	There are no associated risks with this report.
Equality:	There are no current considerations.
Health and Wellbeing:	Effective and efficient waste collection services contribute to the wellbeing, cohesion and resilience of Sandwell's communities.
Social Value	There are no specific social value implications arising from this report.

9. Appendices

9.1 Appendix A – Scope Document

