

WIRRAL COUNCIL

SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

30TH JANUARY 2012

SUBJECT:	CORPORATE GOAL PROGRESS REPORT “HAVE HIGH STANDARDS OF ENVIRONMENTAL QUALITY ACROSS WIRRAL”
WARD/S AFFECTED:	ALL
REPORT OF:	DIRECTOR OF TECHNICAL SERVICES
RESPONSIBLE PORTFOLIO HOLDER:	COUNCILLOR BRIAN KENNY, ENVIRONMENT COUNCILLOR HARRY SMITH, STREETSCENE & TRANSPORT
KEY DECISION?	NO

1.0 EXECUTIVE SUMMARY

- 1.1 This report updates Members on the current position of the Technical Services Delivery Plan (TS2) that supports the 2011/12's corporate goal, "*To have high standards of environmental quality across Wirral*". The Plan aims to achieve a number of objectives in order to support the delivery of the Council's Corporate Plan.

2.0 RECOMMENDATIONS

- 2.1 Committee is requested to note and endorse the progress made in delivering TS2- '*Have high standards of environmental quality across Wirral*' Plan for 2011/12.
- 2.2 Committee is requested to note and endorse the projects highlighted for inclusion in the TS2 plan for 2012/13 (see Future Considerations section 10.0).

3.0 REASON FOR RECOMMENDATIONS

- 3.1 To ensure the TS2 Delivery Plan progresses and proposed future projects have the full support of the committee.

4.0 BACKGROUND AND KEY ISSUES

- 4.1 At its meeting on the 20th of January 2011, Committee Members endorsed the Local Environmental Quality (LEQ) Delivery Plan (Minute 106 refers). Following a review of how Technical Services reports its progress to Members a number of plans were developed based upon the Departmental Plan. Technical
-

Services take the lead on a number of corporate goals, including *“Have high standards of environmental quality across Wirral”*. As such the LEQ Delivery Plan has now been replaced by the TS2 Delivery Plan.

5.0 RELEVANT RISKS

5.1 The Technical Services Departmental Management Team and the Environmental Portfolio Holder monitor the Delivery Plan on a regular basis in order to identify and manage any potential risks. There are currently no identified risks to the 2011/12 Delivery Plan.

6.0 OTHER OPTIONS CONSIDERED

6.1 Committee are invited to suggest further projects for inclusion in the 2012/13 Delivery Plan, in addition to those proposed in section 9.

7.0 CONSULTATION

7.1 All projects and work streams detailed in the associated Plan show the key partners involved.

8.0 PROGRESS DURING 2011/12

8.1 Every action contained within the TS2 Delivery Plan is given a target status of red, amber or green. Definitions below:

- Red – Project has overrun its given target time.
- Amber – Project has experienced some delays but is still on schedule.
- Green – Project is continuing as targeted.

The TS2 Delivery Plan currently contains three key projects/activities, each broken down into detailed actions and outputs. All projects currently have a RAG status of green and a number of projects have also been completed during the year (2011/12) to date.

9.0 NEW INITIATIVES

9.1 Changes to NI195 Surveying Procedure

Following an internal audit in January 2011 a recommendation was made to review the criteria for monitoring street cleansing standards giving consideration to the development of a more structured and equitable monitoring system.

Central government also removed the need for Local Authorities (LAs) to report their NI195 survey results to DEFRA. This has meant LAs have more freedom to adjust their street cleansing survey methodology to suit their needs and resources.

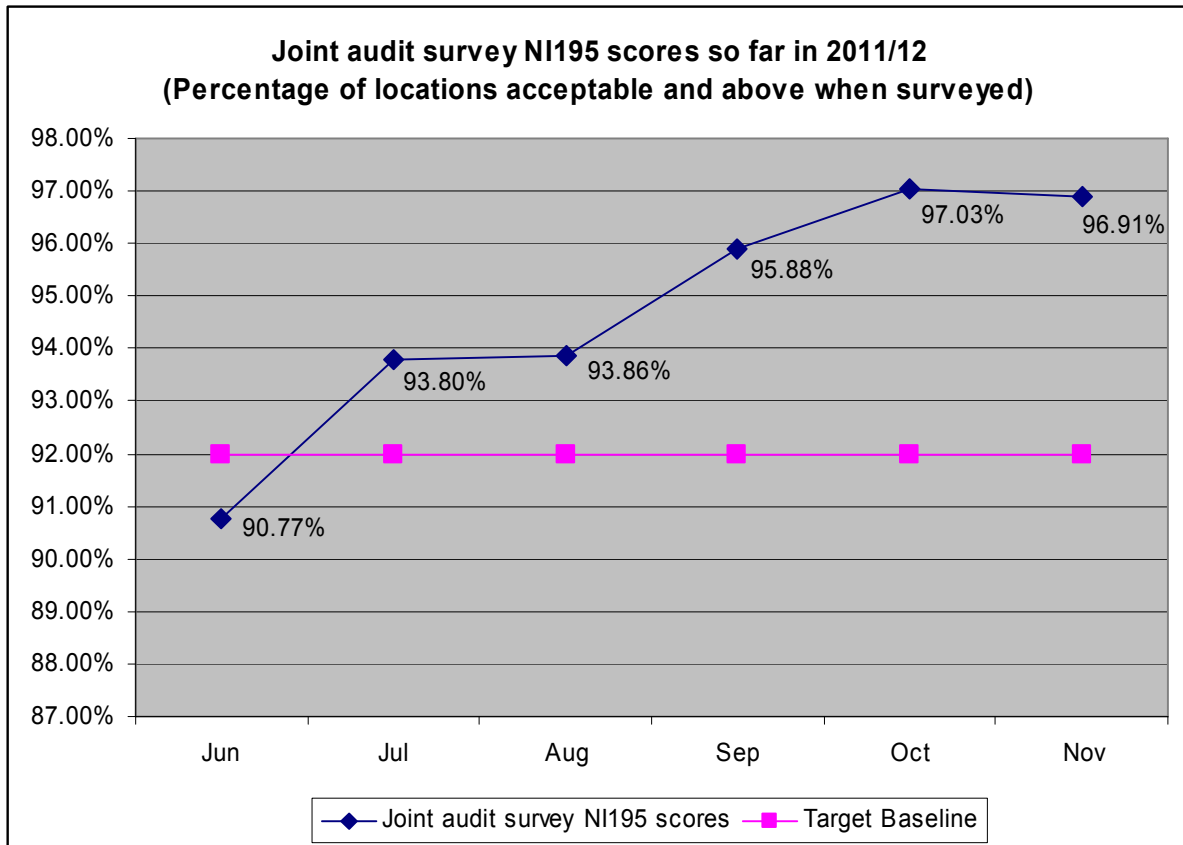
The previous approach (joint audits conducted with the Council and the contractor, plus NI195 surveying) was extremely resource intensive. A total of 17 working weeks of Council officer time were needed to complete the process

per annum. This calculation does not take into consideration back office admin time for inputting data or Biffa management time to carry out joint audits.

The new approach only demands a total of 8 weeks worth of Council officer time to complete (once again this does not take into consideration back office administration time for inputting data or Biffa management time).

Chart 9.1 below shows the joint survey results since their commencement in their new format in June 2011. Following an initial bedding in period an agreed target of 92% (joint litter and detritus; percentage of locations acceptable and above when surveyed i.e. higher is better) has been agreed with Biffa. This is in line with the target set in Wirral's most recent Corporate Plan.

Chart 9.1



9.2 Production of Enhanced Leaf Fall Removal Programme

Wirral Council's waste and street cleansing contract management team worked closely with Biffa to agree a new approach to dealing with the seasonal issue of leaf removal.

In the interests of continual improvement a formal review meeting was held between Council officers and Biffa management on 6 July, 2011. An open and honest review of existing processes took place. An increase in resources available during the leaf fall period was agreed as a direct result of the aforementioned review. Resources (additional resources in bold/*italic*) now available will be:

- 3 x Large Mechanical Sweepers
- 3 x HGV Drivers

1 x Connect Van
2 x Operatives
2 x Petrol Blowers (18 new Makita BBX7600 backpack petrol blowers also purchased for street cleansing crews to utilise)

This new approach will ensure that all leaf fall present on the highway will be removed by the designated leaf fall team on attendance (previously only the leaf fall in the channels was collected by mechanical means). The additional purchase of 18 extra petrol blowers will ensure regular crews have the best possible chance of addressing leaf fall during their regular cleansing schedule.

Biffa deployed a fourth **large mechanical sweeper** for a number of weeks during the leaf fall removal programme. Biffa met all costs for these additional resources.

9.3 New Joint Crew Checks with Biffa

A recent review of Biffa's 'Crew Check' Key Performance Indicator highlighted that the target was "100% compliance". It was agreed between Biffa and Council management that this was an unrealistic target. It was also agreed that it did not propagate the desired environment to identify and drive improvements in service delivery.

Biffa are currently working in partnership with the Council's Contract Management team to rectify a number of persistent issues with the collection crews working practices. These include correct and consistent usage of the in cab PDA system and consistent checks for contamination in recycling bins.

The benefits from this new monitoring system are:

- Opportunity to obtain accurate management data relating to a variety of areas in Biffa's operational performance.
- Ability to identify and drive improvement in key areas of Biffa's operational practices e.g. PDA usage and consistent checks for contamination in recycling bins.
- Improvement of Biffa's Health and Safety practices and ensuring the Council follow recent Health and Safety Executive guidance on monitoring the work on Contractors.

9.4 Winter Working Improvements

At its meeting on the 7th of June 2011, Committee Members endorsed the *review of winter working resilience arrangements – environmental services contract with Biffa* (minute 136 refers).

The report in question detailed 3 recommendations to ensure any future adverse weather did not have the same impact as that experienced in late 2010 through to early 2011. These recommendations were:

- *Recommendation 1 - Use Of Snow Shoes By Refuse Collection Staff.*

Biffa now have a full stock of 'crampon' style overshoes for all operatives. These have been trialed and agreed by Biffa's health and safety representative.

- *Recommendation 2 - A Selective Trial of Winter Tyres on Refuse Freighters.*

Biffa have got a stock of winter tyres and four vehicles have been pre-fitted for instant activation. The purchase of these tyres was endorsed via briefing note by the Cabinet Member for Streetscene & Transport Services on the 27th September, 2011.

- *Recommendation 3 - An Offer to Use Biffa Drivers To Pre-Grit Refuse Collection Routes.*

On further investigation this option was deemed to be impractical. However the highways gritting service now ensure that scheduled gritting includes the highway leading into and the main routes inside Biffa's depot. This step will ensure that Biffa's crews can mobilise quickly and easily access Wirral's gritted arterial routes with ease.

9.5 Price Waterhouse Cooper (PWC) Contract Review

The Environmental Streetscene Contract is a 14-year contract (i.e. to August 2020) with a 7-year Break Clause (effective at August 2013) and an option to extend the contract for a further 7 years (to August 2027). This presents the Council with the following options:

- Biffa "buy back" the 7-year break clause and continue with Biffa Waste Services until August 2020 (with an opportunity to extend until 2027).
- Re-tender waste collection and street cleansing services.
- Bring the waste collection and/or street cleansing services in-house.

To assist in the Council's decision making process, and to highlight where potential savings could be realised, Price Waterhouse Cooper (PWC) are currently undertaking a review of four major contracts let by the Council, including the Environmental Streetscene Services Contract. The progress made on the review is the subject of the "Environmental Streetscene and Waste Services Annual Review report", also presented to this Committee.

9.6 Keep it Local Initiative

The 'Keep it Local' initiative is a targeted programme of street cleansing and environmental improvements across Wirral's 27 local and district shopping centres. Deep cleansing work (high pressure street washing) was completed across all 27 locations in September 2011. A percentage of the highways infrastructure improvement work is ongoing.

9.7 Trial trade waste facility at Bidston TLS (recycling and residual waste)

Merseyside Recycling and Waste Authority (formerly the MWDA) and Veolia Environmental Services have launched a new trade waste recycling scheme for business, industrial and commercial waste. The new Trade Recycling Centre in Bidston offers a 'pay by the load' recycling and waste disposal service to businesses and traders. The value of the recoverable waste is offset against

disposal of waste destined for landfill to provide traders with a cost effective alternative way of managing their waste.

10.0 FUTURE CONSIDERATIONS

Upon Members' recommendation the following initiatives will be added to the 2012/13 TS2 Delivery Plan.

10.1 Reducing Levels of Dog Fouling Present in Wirral

Wirral's waste and recycling contract management team will be working closely with Biffa to ensure existing methodology for the removal of dog fouling is reviewed. This will ensure that contracted operatives are carrying out their work as efficiently and effectively as possible. Research into new developments in apparatus will also be carried out and the excellent education and awareness work carried out by the Community Safety Team will be complimented by both the operational and Eco Schools work carried out within Technical Services.

10.2 Reducing the Number of Tyres Fly-Tipped Across Wirral

Wirral's highways enforcement team will be mounting a pro-active project to ensure all relevant traders across the borough have the correct systems in place (and correlating records) for the disposal of tyres. This is in response to a worrying trend in fly tipping of tyres on a commercial scale.

10.3 Environmental Improvements to Wirral's Off Road Cycle Paths

In 2011, the Rambler's Association published their first Mystery Walkers Report in which Wirral was rated 6th best out of 126 local authorities. The criteria included path maintenance standards and perception of feeling welcomed. Building on this success, Technical Services intend to devise a planned programme of environmental cleansing along off road cycle/footpaths, particularly where paths pass through urban areas. Graffiti will be removed and reporting of re-occurrences will be encouraged amongst path users so sites can be kept graffiti free. Signage to deter graffiti vandals will be erected and anti-graffiti techniques may be trialled at vulnerable locations. Locations will be prioritised through consultation with the Cycle Forum and possibilities to introduce routine cleansing to remove litter through the Environmental Streetscene Services Contract will be explored.

10.4 Expansion of Wirral's Graffiti Steering Group

Wirral's graffiti steering group currently comprises of a number of major stakeholders responsible for various property types throughout the borough. It is proposed that attempts be made to expand the current membership, thus increasing financial contributions to the shared service whilst simultaneously removing graffiti from a wider range of infrastructure. For example; attempts will be made to engage with Merseyrail to assess the feasibility of removing graffiti from various trackside locations in the run up to the Women's British Open in September 2012.

11.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

11.1 There are no specific implications under this heading.

12.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

12.1 There are no specific implications under this heading.

13.0 LEGAL IMPLICATIONS

13.1 There are no specific implications under this heading.

14.0 EQUALITIES IMPLICATIONS

14.1 There are no specific implications under this heading.

15.0 CARBON REDUCTION IMPLICATIONS

15.1 There are no specific implications under this heading.

16.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

16.1 There are no specific implications under this heading.

REPORT AUTHOR: **Fergus Adams**
Waste and Recycling Contract Manager
telephone: (0151) 606 2471
email: fergusadams@wirral.gov.uk

APPENDIX

1. TS2- *Have high standards of environmental quality across Wirral.*

REFERENCE MATERIAL

N/A

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE	20 January 2011
SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE	7 June 2011