

**Forest Heath District Council  
St Edmundsbury Borough Council**

**THE WEST SUFFOLK  
WASTE AND STREET  
SCENE SERVICES  
JOINT COMMITTEE**

**14 JANUARY 2011**

**JWC11/036**

**Report of the Strategic Director (Services) (FHDC)  
and the Corporate Director (Environment and Economy)  
(SEBC)**

**CLEANSING REVIEW**

**Synopsis:**

**This report is an update to report JWC10/029 that the West Suffolk Waste and Street Scene Services Joint Committee considered on 15 October 2010. A comprehensive redesign of our Cleansing Services across Forest Heath and St Edmundsbury is now underway. This report details the progress being made on this project as well as outlining future activities and timescales.**

**Update on the Joint Cleansing Review :**

**Statutory Responsibilities**

1. The Environmental Protection Act 1990 imposes a duty on local authorities to keep specified land clear of litter and refuse so far as is practicable. The Act also places duties on local authorities to keep public roads clean as far as is practicable and the Act also provides practical guidance on the discharge of its duties.
2. Part of the publication provides guidance on ensuring litter management is approached in an holistic manner, tackling service provision, awareness raising and campaigning, and enforcement.
3. Further detail on how FHDC and SEBC achieve this is contained in our joint Service Plan.

**Current status**

4. Project activities undertaken so far:
  - a) A number of project meetings have taken place;
  - b) Project documents refreshed including Project Initiation Form, Project Activities Log, programmes and risk registers;

- c) We have established operational parameters and gathered baseline data of current cleansing schedules for software modelling.
5. Integrated Skills Limited (ISL) are a specialist Waste Management company that specialise in using software to optimise waste and cleansing routes. Members may recall they worked with us on the Joint Round Reorganisation project where they provided software and training to enable us to redesign and optimise our domestic waste collection rounds. They are the agents for the route optimisation software package called 'Routesmart'.
  6. A three day training session called Advanced Routing Concepts (Street Service Routing) took place at the Olding road depot with ISL commencing 8 December 2010. At this session staff from both organisations learned how to use the different tools within the Routesmart Software package for Cleansing Services. This session also included;
    - a) Populating Core routes:
      - Daily
      - Two times weekly
      - Three times weekly
      - Weekly
    - b) Peripheral routes;
      - Fortnightly
      - Four - weekly
      - Eight weekly
      - Twice a year
      - Annual
  7. A procurement process is underway to purchase new vehicles and equipment. A number of vehicles are due for renewal and we are requesting quotations for a range of options which will be considered in detail before choices are made and orders are placed. Outputs from the cleansing review will determine the type of vehicles and equipment that will be required.
  8. Parish Council consultation on the cleansing review began in December with a letter and questionnaire being sent to all parishes and town councils asking their views. This consultation with parishes seeks to engage them in a dialogue to explore how they may become more involved with local cleansing issues. It will help to determine what practical support the council can provide in helping achieve this with the resources that are available to us.

### **Staffing and Technology**

9. Operations management have begun consultation with cleansing staff in conjunction with the Trade Union and colleagues from Human Resources. The purpose of this is to fully inform our staff about the project including the potential implications and the need for their early and detailed involvement. Discussions involved options for different work and shift patterns in order to get the best asset utilisation, reduce the reliance on overtime and improve the level and consistency of cleansing standards.

10. A review of staff training and procedures will commence to incorporate;
- a) Using and maintaining specialist sweeping vehicles;
  - b) Standards of sweeping against the codes of practice;
  - c) Customer service.
11. A review of the Personal Protective Equipment (PPE) issued i.e. waterproof jackets and boots will be undertaken and any change will be phased in as staff require replacement PPE.
12. Job descriptions have been reviewed and it is being proposed that separate waste Loader and Cleaning Operative job descriptions are combined and replaced with a Waste Operative job description. This will provide operations with more flexibility when assigning tasks on a day-to-day basis and will streamline recruitment processes.

### **Next Stage**

13. The programme for the coming weeks involves completing the following tasks;
- SEBC to complete data, street references and frequencies (FHDC data complete);
  - Identification of hotspot areas that require more intensive cleansing;
  - Defining sweeper tonnage uptake and sweeper yield (tonnage per mile);
  - Upload locations of dog and litter bins into a mapping system ;
  - Design cleansing rounds and output draft route maps (to be circulated in the meeting); and
  - Match draft routes to available resources.
14. Training and route development will recommence on 12 January 2011 where the above information will be loaded into Routesmart.
15. Further consultation with staff in will be carried out in January to discuss training, work procedures and job descriptions.
16. Throughout this process, Officers are conscious of the significance of this project in terms of project scale, complexity and the fact that it could impact on many residents, businesses, visitors and tourists in Forest Heath and St Edmundsbury. For these reasons, risks will be managed and Members will continue to be regularly updated on progress.
17. It is planned that changes from this project will start to be rolled-out from April 2011 with further changes taking place throughout the year.

### **Finance/Budget/Resource Implications**

18. The intention of the review is that cleansing services will be delivered at a lower cost to each organisation.

## **Environmental Impact and Sustainability**

19. The aim of the project is to improve the environmental impact of the service and it is anticipated that this can be achieved through reducing vehicle miles and increasing the amount of recycling of waste materials.

## **Policy Compliance/Power**

20. There are likely to be changes to departmental policies and procedures as a result of this review. Any proposed changes that potentially impact on residents or partner organisations will be brought back to members of the West Suffolk Waste and Street Scene Services Joint Committee for approval.

## **Performance Management Implications**

21. Cleansing performance is regularly monitored and reported through National Indicators 195 and 196. In order to maintain or improve the overall level of service there may be a need to adjust resources from the way in which they are currently deployed.

## **Legal Implications**

22. Changes to staff contracts and the procurement of vehicles and equipment will be dealt with in full compliance of statutory legislation and local defined procedures.

## **Human Rights Act and Diversity Implications**

23. Currently there are no known human rights and diversity implications as all residents will be offered the same service matched to the type of area that they live in.

## **Crosscutting Implications**

24. There may be crosscutting implications resulting from this project in terms of working with partners or impacting upon them through any changes to our cleansing regime we adopt. These will be monitored and reported to members if it is necessary.

## **Risk Assessment**

25. There is a balance to be struck between maintaining or improving current levels of performance and the cost of our cleansing operations.

## **Council Priorities**

26. **Forest Heath**
- Community engagement and communication; and
  - Street scene and environment.
- St Edmundsbury**
- Raise standards and corporate efficiency; and
  - Secure a sustainable and attractive environment.

**Recommendation:**

**27. It is recommended that Members:**

- 1. Note the progress of the project to redesign Cleansing Services.**
- 2. Receive regular updates on progress, including a report at the next committee meeting.**

**DOCUMENTS ATTACHED**

None

**BACKGROUND PAPERS**

None

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6 January 2011

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