

## Committee: Cabinet

**Date: 13 November 2017**

Agenda item:

Wards: Borough wide implications

**Subject: Reference from the Sustainable Communities Overview and Scrutiny Panel – contract with Veolia for waste, recycling and street cleaning**

Lead officer: Annette Wiles, Scrutiny Officer, 0208 545 4035

Lead member: Councillor Abigail Jones, Chair of the Sustainable Communities Overview and Scrutiny Panel

Reason for urgency: The Chair has approved the submission of this report as a matter of urgency as it is considered appropriate to take account of the views of the Sustainable Communities Overview and Scrutiny Panel at the earliest opportunity, in light of the significant public interest in this matter. It was not possible to publish the report with the agenda due to insufficient time between the date of the Panel and the publication of the Cabinet agenda for officers to prepare the report.

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### Recommendation:

That Cabinet takes account of comments made by the Sustainable Communities Overview and Scrutiny Panel (set out in paragraphs 2.4 below).

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## 1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. To inform Cabinet of the recommendations and comments resulting from its scrutiny of the performance achieved by Veolia for waste, recycling and street cleaning since the commencement of its contract in April 2017. This took place at the Panel meeting held on 2 November 2017.

## 2 DETAILS

2.1. Members received a background briefing report on the South London Waste Partnership (Phase C performance monitoring) authored by Graeme Kane, the Assistant Director for Public Space Contracting and Commissioning. This included details of the performance that has been achieved by Veolia since the commencement of the contract for waste, recycling and street cleaning that came into effect on 1 April 2017 (some seven months).

2.2. To assist members further in scrutinising the performance achieved by Veolia, representations were received from the following Merton residents and businesses:

2.2.1 Edward Clark, Apostles Residents Association,

2.2.2 Helen Clark Bell, Love Wimbledon,

- 2.2.3 Charlotte Holt, Cricket Green Ward,
- 2.2.4 John Merriman, Crown Lane Studios, and
- 2.2.5 Hilary Morris, Battles Area Residents Association.
- 2.2.6 Additionally, the Panel received a number of written representations (including photographic evidence) from Merton residents and businesses including Merton Matters and Siobhain McDonagh MP for Mitcham and Morden.
- 2.3. The Panel benefitted from the attendance of Scott Edgell, General Manager of Veolia Environmental Services UK who, along with the Assistant Director, provided additional information about the performance of the service and responded to the representations made and questions from Panel members.
- 2.4. As a result of their discussions, members made the following comments and recommendations:
- 2.4.1 The Panel recommends the need to maintain the close scrutiny of Veolia and its fulfilment of the contract for waste, recycling and street cleaning, specifically over the next three to six month period (indicated as the time required to fix initial difficulties following the commencement of the contract);
- 2.4.2 The Panel calls on Cabinet, and specifically the Cabinet Member for Cleanliness and Parking, to work in partnership with Panel members to ensure this scrutiny is effective through the sharing of resident and business feedback on the service and relevant data;
- 2.4.3 In addition to that already provided on waste management and street cleaning in the performance monitoring report, members request that they receive trend data from the commencement of the contract updated monthly to allow them to readily understand the developing performance of the service including:
- (i) The number of missed bins per 100,000 per month;
  - (ii) The percentage of household waste recycled and composted per month;
  - (iii) The total number of fly tips recorded per month;
  - (iv) The total number of sites surveyed on local street inspections for litter per month;
  - (v) The percentage of sites surveyed on local street inspections that are below standard per month;
  - (vi) The total number of incidents of graffiti dealt with per month; and
  - (vii) The number of customer complaints received per month relating to the waste, recycling and street cleaning service.
- 2.4.4 Where it is available, members would value having comparable data for each month of the last year of operation by LBM.
- 2.4.5 Panel members also request updates are provided at each of their meetings for the remainder on the 2017/18 municipal year on:
- (i) The integration of Merton's customer relationship management (CRM) system and the contractor's operational systems;

- (ii) Efforts being made to improve the collection of green sacks;
- (iii) The approximate value of service performance deductions per month imposed on Veolia under the terms of the contract;
- (iv) Progress being made with weeds through the scheduled application of pesticides in autumn and the New Year; and
- (v) Steps being taken to ensure all operatives understand the 'as is' service including collection from the edge of properties and an adequate return policy.

2.4.6 Panel members recommend that Mr Edgell be invited to attend its meeting in February 2018 so that progress against all these items can be further scrutinised with his assistance (in addition to him supporting the agenda item on the rollout of the new service provision which will come into effect in October 2018). Thereafter, Mr Edgell (or another suitable Veolia representative as is appropriate) is asked to attend Panel meetings every six months to further support the scrutiny of the service being provided.

2.4.7 Panel members recommend that the Cabinet Member for Cleanliness and Parking also attend all Sustainable Communities Overview and Scrutiny Panel meetings until the end of the current municipal year to assist it in undertaking its on-going scrutiny of Veolia's performance.

2.4.8 Panel members noted that this reference sits in addition to the action agreed at Council on 13 September 2017.

### **3 ALTERNATIVE OPTIONS**

3.1. Cabinet is required under the terms of the constitution to receive, consider and respond to recommendations from Overview and Scrutiny.

### **4 CONSULTATION UNDERTAKEN OR PROPOSED.**

4.1. None for the purposes of this report.

### **5 TIMETABLE**

5.1. None for the purposes of this report.

### **6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

6.1. None for the purposes of this report.

### **7 LEGAL AND STATUTORY IMPLICATIONS**

7.1. None for the purposes of this report.

### **8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

8.1. None for the purposes of this report.

### **9 CRIME AND DISORDER IMPLICATIONS**

9.1. None for the purposes of this report.

### **10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

10.1. None for the purposes of this report.

### **11 APPENDICES**

11.1. None

**12 BACKGROUND PAPERS**

12.1. None