

## **Committee: Cabinet**

**Date: 14 October 2019**

Wards: All

### **Subject: Reference from the Sustainable Communities Overview and Scrutiny Panel – Waste, recycling and street cleaning**

Lead officer: Julia Regan, Head of Democracy Services

Lead member: Councillor Natasha Irons, Chair of the Sustainable Communities Overview and Scrutiny Panel

Contact officer: Rosie Mckeever, Scrutiny Officer, 0208 545 3864

#### **Recommendations:**

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1. The Sustainable Communities Overview and Scrutiny Panel recommends that Cabinet take into account its reference set out in paragraphs 2.7 to 2.18 below when making decisions on the waste, recycling and street cleaning contract.
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## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. At its meeting on 3 September 2019 the Sustainable Communities Overview and Scrutiny Panel received a performance update on the Waste, Recycling and Street Cleaning service. The Panel was asked to discuss and comment on the report and agree any reference it wished to make back to Cabinet.
- 1.2. The Panel agreed to make a reference to Cabinet, as set out in paragraphs 2.7 to 2.18 below.

## **2 DETAILS**

### **2.1. Scrutiny process**

- 2.2. The Panel received a detailed report setting out the background information, proposed charges and the equality impact assessment.
- 2.3. The Panel heard representations from Merton resident associations and local MP's. The residents remarked that the standards of street cleanliness have declined and the reporting system isn't fit for purpose.
- 2.4. Panel Members asked questions and sought responses to concerns raised. Responses were provided by the Director of Environment and Regeneration and the General Manager for Veolia, Scott Edgell.
- 2.5. Full details of points made in the discussion will be published in the minutes of the meeting.

### **2.6. Scrutiny response**

- 2.7. Panel RESOLVED (eight votes for, none against) to make the following reference to Cabinet:
- 2.8. The Sustainable Communities Overview and Scrutiny Panel welcomes this opportunity to comment on the waste, recycling and street cleaning service and to raise issues for consideration by Cabinet.

- 2.9. The Panel recommended that Merton's large estates receive a review on how the new collection service is working if required due to under performance in service delivery or when requested by local ward members. In such cases an action plan shall be prepared that includes a review of the service delivered with recommended improvements, timelines for improvement implementation, resident engagement and a communication plan to support any service modifications.
- 2.10. The Panel recommended that HMO's and flats above shops receive a review on how the new collection service is working if required due to under performance in service delivery or when requested by local ward members. In such cases an action plan shall be prepared that includes a review of the service delivered with recommended improvements, timelines for improvement implementation, resident engagement and a communication plan to support any service modifications.
- 2.11. The Panel would welcome the opportunity to feed into the upcoming estate modelling work between Clarion and Officers on how the estates can be improved. The panel requests that one Panel Member be invited to the future Clarion meetings to input and feedback on this work. Additionally, the Panel would encourage Veolia to formally comment on the designs and challenges they have, possible mitigations and writing back to the committee with an update.
- 2.12. The Panel requested that they receive an outline of what the planned web reporting improvements are. The Panel requests that this report encompasses all user journeys and considers a single point of access for reporting all public space issues irrespective of which contractor is responsible.
- 2.13. The Panel recommends to Cabinet that the Council should consider developing an "always on" approach to communication. Providing clear and understandable information to all our residents which focuses on why we should recycle, how to use the bins/coloured bags, collection days, examples of street grading and how to report issues. This information could be included as a Council Tax insert, My Merton article, promotion through the council's social media channels and a New Resident webpage on the council's website.
- 2.14. The Panel recommended that Cabinet investigate the option of a ward by ward deep clean to get the Borough back to an acceptable base line.
- 2.15. The Panel requested that Cabinet receive evidence of the Improvement Plan currently being prepared by Veolia for the end of September. The Panel also request that Cabinet consider sharing the plan with the Sustainable Communities Panel for further scrutiny input.
- 2.16. The Panel recommend that Veolia publish their rotas and schedules online in order to promote both transparency and the capacity to hold them to account.
- 2.17. The Panel also requested that Veolia return to the Sustainable Communities Panel in six months in order to carry out a review of the progress achieved.

**3 ALTERNATIVE OPTIONS**

- 3.1. None – Cabinet is required under the council’s constitution to receive, consider and respond to references from overview and scrutiny.

**4 CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1. Invitations to provide submissions to the Panel were sent to a wide range of residents’ associations and local community organisations.

**5 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 5.1. None for the purpose of this report.

**6 LEGAL AND STATUTORY IMPLICATIONS**

- 6.1. Cabinet is required under the council’s constitution to receive, consider and respond to references from overview and scrutiny. The Local Government and Public Involvement in Health Act 2007 requires Cabinet to respond to reports and recommendations made by scrutiny committees within two months of written notice being given.

**7 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 7.1. There are no human rights, equalities and community cohesion implications as a result of this report.

**8 CRIME AND DISORDER IMPLICATIONS**

- 8.1. There are no crime and disorder implications as a result of this report.

**9 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 9.1. There are no risk management and health and safety implications as a result of this report.

**10 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

None

**11 BACKGROUND PAPERS**

None

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