

Report to Scrutiny Committee – 3rd February 2014

Waste Contract update

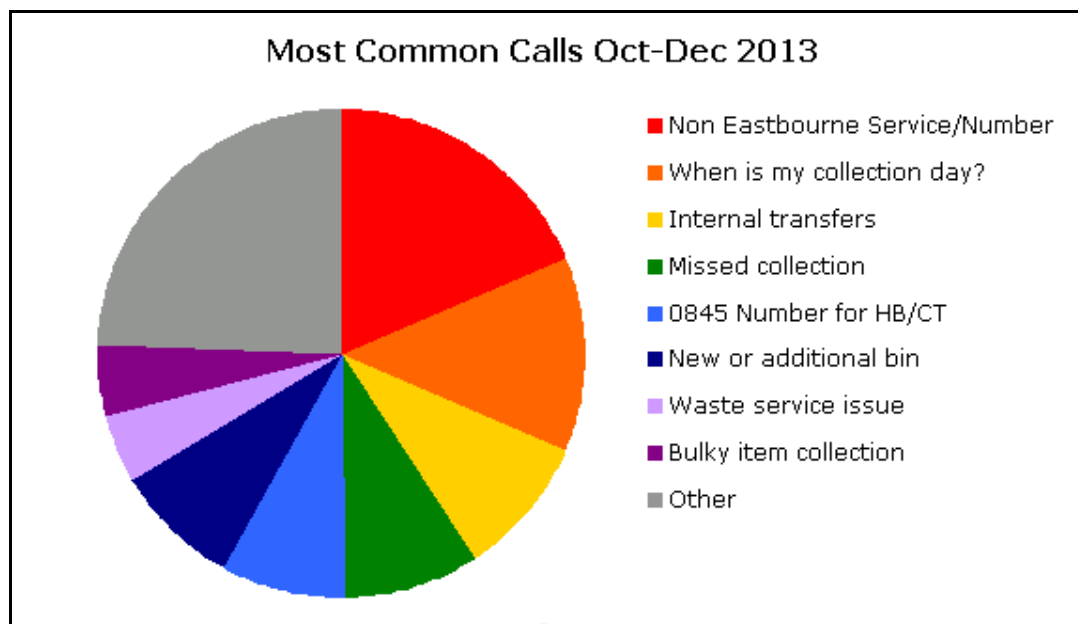
Members have asked for an update on the waste contract performance, following the updates at the previous two committees. The headlines are as follows:

- **Missed bins** reduced month on month throughout Q3 (Oct - 535, Nov - 493, Dec - 321) and are now down to pre-contract change levels.
- **Recycling rates** on target with monthly totals of 33%, 38%, 35%, 35% from July to October (the recycling figures take some time to calculate and are fed through from East Sussex County Council around three months 'in arrears').
- **Bin deliveries** - 2000 bin delivery and collection jobs resolved during December and January, although there is still a backlog of around 1500 to clear, with work ongoing.

Calls to the Council

Members have asked for a breakdown of calls coming into the council. The high volume call types for the last quarter are detailed below. These figures do not show the total call volumes, just the totals of the most common call types.

Figure 1: High level summary of call types



This chart shows just the top seven categories from the table below, with the remainder being grouped as 'Other'. It is interesting to note how many customers contact us only to be referred to the 0845 number for council tax and benefits enquiries, something that will cease as part of Future Model Phase 2. The internal call transfers shown will also cease as part of the Future Model programme, as more services transition into Customer First.

Service	Volume of calls
Non Eastbourne Service/Number	2250
When is my collection day?	1557
Missed collection	1087
0845 Number for HB/CT	1003
New or additional bin	993
Waste service issue	568
Bulky item collection	549
Call transfers to Development Control	483
Call transfers to Housing	451
Fly tipping	425
Remove container	388
Lost stolen or damaged bin	311
Sharps box collection	238
Call transfers to Licensing	224
Waste service compliments or complaints	214
Missed assisted collection	197
Street cleaning and litter clearing	167
Clinical waste and sharps collection	134
Garden waste	119
Parking permit application	90
Noise nuisance enquiries and reports	89
Assisted collection set up	89
Dog bins and fouling (street)	70
Planning enforcement investigation	65
Tip enquiries	51
Tree enquiries and reports	41
New waste contract advice	33

Grounds maintenance additional costs

The grounds maintenance contract dates back to 2008. Members will recall that savings on this contract were approved as part of the 2011/12 budget which will total some £800k over the life of the contract.

In 2012, the contractor, The Landscape Group, informed us that they believed they had been underpaid according to the terms of the contract and a review of the contract was carried out.

Independent cost consultants were appointed who confirmed that RPI had not been correctly applied to the contract, and the numerous subsequent variations, and provided a valuation of the underpayments. There were differences between the amount claimed by TLG and the cost consultant's valuation.

On the advice of both our internal legal team and our external solicitors, Sharpe Pritchard, we sought to reach a negotiated settlement rather than risk contract performance by entering a formal process for dispute resolution.

In agreeing settlement terms, we took into account the risk of the contract breaking down, the need to regularise payments to the contractor and the risks and costs associated with litigation.

A commercial settlement was reached in October 2013, resulting in the additional costs outlined in the report. The grounds maintenance budget is now correct going forward and the savings made from 2011/12 have not been affected.

Five Acre Field railings

Railings

The existing boundary railings have reached the end of their effective life and are heavily corroded. They immediately abut the highway (Queens Crescent) and prevent pedestrian access to the steep sided sewer in this location. One section has collapsed, where they form an entrance to Five Acres Field. The cost of replacing the railings is estimated at £20k and is included in the list of capital schemes recommended for approval at Cabinet on 5 February.

Earth Bund

The bund is to improve security and restrict non authorised vehicular access.

Author: Henry Branson
Date: 03/02/2014

The capital bid this year (13/14) covered earth bunding, planting, reducing gated access and improving the security of those retained. We have been unable to proceed with the earth bunding due to wet ground conditions but the other works are complete and the bunding will be installed ASAP.