

Scoping document for Joint working between NHDC & EHDC on Waste and Street Cleansing Contracts

ESSENTIAL REFERENCE PAPER C

Issue/Action	North Herts District Council	East Herts District Council	Way Forward - comments
General			
Contract(s) start and length	Seek legal opinion and seek to extend current contract from Aug 17 to May18 Current contracts are 7+7	Contract ends 8 th May 2018. Current contract is 7+7 so able to extend for a further 7 years if required. No preference for contract length – pre tender research would include a review of how the market would react to a longer contract.	Look at longer contracts for economies of scale and also less wear on vehicles with less landfill (7+7 or 10+10?)
Look at Purchase Vehicles and the Client being the banker	£3.2m and included in proposed future capital programme	No preference for vehicle ownership – pre tender research would include a review of how the market would react. Possible inclusion in contract as an option. Currently all vehicles leased by Veolia with the exception of 6 twin packs purchased in Sept 2011. These would either need to be disposed of or offered to the incoming contractor depending upon the financial case.	Potential £7m + of capital used to offset revenue costs, saving in revenue, depending on ROCE
Depots and transfer stations	NHDC provide Burymead as a residual waste transfer station that is limited to this single provision, due to size. Radwell is used for dry recyclates and is also limited in size, this is leased by current contractor Green waste is sent to Cumberlow green, site supplied by HCC Contractor lease their depot in Icknield	EHC lease Buntingford Depot – 11 years remaining. Joint site for Waste, Grounds, Parking (client and contractor), vehicle workshop and dry recyclable materials bulking. Wider (non EHC) site not fully utilised so possibility of extension subject to agreement with landlord. Organic waste deliver to Cumberlow	Geographical size limits options for one central base. Although consideration could be given to EHDC depot in Buntingford, particularly for NHDC's dry recyclates. Depot for Vehicles? Northern and Eastern transfer stations are being considered with HCC. Consider doing a joint study

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	way for storage and maintenance of vehicles and used as the Customer service centre for call handling. All facilities provided by contractor	Green Farm direct.	on route optimisation?
Customer Contact Centre	Currently provided by contractor with some provision and information support from in house CSC.	Currently provided in-house through a call centre / business support team (for Environmental Services only – i.e. not part of corporate customer contact arrangements).	Open to options for the future on the proviso the contact/call centre is provided by the Client
Data Management	Currently managed by contractor with no access for NHDC staff. Some customer contacts also mapped by CSC	All data management for customer contact and performance management in-house. Contractor provides systems for vehicle tracking and ‘in-cab’ reporting (bins not on boundary, contamination etc..). Client has web portal access to these systems. Service inspection team has mobile working (hand held devices) which integrate with in-house customer services and contract management system (Mayrise).	NHDC seeking change for better data management and performance auditing. NHDC seeking capital bid approval for next contract
Winter gritting	Some provision for NHDC car park and town centre gritting to assist HCC.	Very limited for waste contract (some gritting functions provided separately through parking and grounds services).	Consider aligning requirements

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Waste Contract			
180l bins & 240l bins for NHDC and EHDC respectively for residual waste	180l bins for residual waste fortnightly have helped to improve performance and reduce residual waste tonnages	240l bins fortnightly for all three collection services. Flats mainly fortnightly. No organic waste collection for communal properties.	Difference in capacities and performance, look at mechanism(s) for parity. Boundary overlap between authorities insignificant so cross boarder rounds limited.
AFM funding	>£400k p.a currently received	C.£300k p.a. currently received. Main differences between EHDC and NHDC is the latter's better performance due to 180l residual bin.	Will it exist by then? If it does how will this be allocated to each Council? Data management can provide an equitable split.
Potential charging for green waste	Charging for garden waste requires the implementation of separate food waste collections as a first stage (cannot legally charge for food waste). NHDC has no plans to provide separate food waste collections / charge for garden waste due to collection costs being prohibitive. May consider in future if business case changes.	Charging for garden waste requires the implementation of separate food waste collections as a first stage (cannot legally charge for food waste). EHC has no plans to provide separate food waste collections / charge for garden waste due to collection costs being prohibitive. May consider in future if business case changes.	Do we ask for this to be costed as an option in the new contract? What mechanism would we use if one authority chooses to go ahead and not the other – implications? Could stay as we are but charge for a second bin, potential issues with HCC
Trade Waste	Although making a profit as been inconsistent in recent years. Do not provide trade clinical waste. Introduced recycling, impacted on profitability	Making a small surplus on trade, plus contributes to fixed overheads (depot). Clinical Service (mainly commercial) makes a small surplus.	Economies of scale operating as one contract. Do we sell it or keep it? What will be our policies on trade recycling. What will we do with trade clinical waste?
Bulkies	Consider project to investigate options of working with third sector to increase reuse and recycling. Currently	Service making a small surplus. Currently advise customers of third sector options when they request	Advantages if we have a similar policy. Seeking a zero cost/minimal cost solution.

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	all bulky waste is landfilled.	service. Would consider other delivery options provided the level of service could be maintained / improved upon.	
Policies	Currently formalised and approved by members.	Some policies formally approved by Members (generally as part of service changes). Some are officer determined service protocols.	Similar service so therefore can we standardise on policies? No major differences identified on service delivery e.g larger bins, assisted collection etc.
Flats weekly collection	DCLG funding provided weekly residual and weekly food waste collections. Decision required on future provision.	Communal properties mainly collected fortnightly (no organic waste collection). Different collection frequencies can be addressed through a unit rate.	No current steer from members. For NHDC, would cost approx. £200k p.a to retain current service, once funding ceases. Policy decision required
Disposal of hazardous waste	Electricals, tyres, asbestos all processed by third party, no transfer station availability for any hazardous items.	Electricals, tyres, asbestos all processed by third party, no transfer station availability for any hazardous items.	NHDC and EHC open to options for change subject to operational efficiencies.
Textile collections	Currently kerbside in stillage under vehicles. Tonnages low.	Recycling banks only – provided though HWP consortium contract. Tonnages low – small surplus.	NHDC - Options to consider for future, including potential for return to banks but concern about additional fly-tipping/bank site clearance costs and ‘additional hassle’. EHC – remaining with banks but recognised this is a competitive market and tonnages declining.
Bring banks	Currently no provision	Paper banks (and textile banks at some sites) only	NHDC may find bring bank provision cost prohibitive.

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Street Cleansing			
Leafing service	Provided	Not provided	Can we standardise? Policy required
Town Centres	'Performance Areas' in town centres cleansed as EPA on an output based specification.	'Performance Areas' in town centres cleansed as EPA on an output based specification.	Can we look at standardising monitoring and specification
Cleaning Schedule	Performance based mainly on a 28 day basis with ad hoc depending on demand. Client monitoring intensive	All non-Performance Areas cleansed on a frequency basis determined at the individual road (or part road) level. Frequencies set to achieve EPA standards. Some roads have no planned frequency and are cleaned 'as required'. Extensive inspection programme.	Look at standardisation
Parish Council Cleansing	No additional provision because there is no funding , only 28 days	Additional provision as there is a grant provided for some parishes as an alternative to litter picking by EHC contractor. This is cost neutral.	We need to consider the way forward, standardise if possible
Cleansing of rural roads	Ad Hoc	Mixture of frequency and ad-hoc. Many rural roads have an infrequent mechanical channel cleanse but ad-hoc litter picking.	Specifying may increase costs but would provide a better quality of service. Needs consideration
Cleansing of High speed roads	Once per year, we do have negative customer feedback as they do not consider existing provision adequate	EHC does not grass cut A roads so cleansing of high speed roads 'piggy backs' on HCC traffic management grass cutting programme in summer. May have to provide own TM in winter subject to need.	The additional cost may be prohibitive to increase this provision. Better working with HCC and grass cutting could improve the situation
Weed Spraying	Not in our current contract	All roads twice per annum. Separate contract. Funding contribution (currently fully funded) by HCC.	Any difference in provision, do we want to include?

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Graffiti	Currently provided for NHDC property in core contract with additional variations	EHC and public property only. Can recharge Herts Highways for minor structures where no TM or working from height issues. Offer graffiti removal from business property at cost.	Consider aligning.
Street name cleaning	Signs cleaned annually	Not currently performed by Environmental Services.	NHDC consider reduction in frequency for cost saving?
<u>Client Team</u>			
Current and future structures	Separate client teams for Waste and Grounds.	Currently separate client teams for Waste and Grounds. However, business support and inspection functions are integrated teams covering other Environmental Services functions. Do not see this as an obstacle to shared client operations.	Depends on the structure of the contract, but assuming it is a single contract then we need to consider a single team and if this extends to include green space (street Scene officers)
Management of contracts	The size, value and importance of this service to our residents does not support a contractor led monitoring system. Poor data management is an issue for effective contract management	Preference is for in-house contract monitoring for environmental operations contracts due to competing objectives of contractors and the difficulty of confirming compliance with on the ground visual verification of compliance.	No evidence that self monitoring is effective consider financial/default mechanism. Joint working on a single contract supports the development of a single client team that can effectively monitor the contract with effective data management
Enforcement	No enforcement provided with existing team, some carried out for flytipping within environmental service	Inspection Team includes environmental crime enforcement function but resources very limited and an education approach preferred by Members.	NHDC - There is an opportunity to develop this more. EHC – limited to available resources and therefore prioritise more serious env crime (e.g. fly tipping)