

AGENDA
STREETSCENE POLICY DEVELOPMENT AND
REVIEW PANEL

Date: Thursday, 11 July 2013

Time: 6:00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor Miss T G Harper (Chairman)

Councillor Mrs S Pankhurst (Vice-Chairman)

Councillors J V Bryant
G Fazackarley
M J Ford, JP
D J Norris
D C S Swanbrow

Deputies: J S Forrest

A Mandry



1. Apologies for Absence

2. Minutes (Pages 1 - 4)

To confirm as a correct record the minutes of the meeting of the Panel held on 16 May 2013.

3. Chairman's Announcements

4. Declarations of Interest and Disclosures of Advice or Directions

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

5. Deputations

To receive any deputations of which notice has been lodged.

6. Streetscene Policy and Development and Review Panel Work Programme
(Pages 5 - 8)

To consider a report by the Director of Streetscene on the Panel's Work Programme for 2103/14.

7. Review of Corporate Cleaning Contract (Pages 9 - 20)

To consider a report by the Director of Streetscene on an update of the Corporate Cleaning Contract that was awarded to Fountains Environmental Limited on 10 January 2011.

8. Street Cleansing Services (Pages 21 - 26)

To consider a report by the Director of Streetscene on a summary of the Council's Street Cleansing Service.

9. Feasibility of Kerbside Food and Vegetable Waste Collection Service (Pages 27 - 38)

To consider a report by the Director of Streetscene on the feasibility of a Kerbside Food and Vegetable Waste Collection Service.

P GRIMWOOD
Chief Executive Officer

Civic Offices
www.fareham.gov.uk
3 July 2013

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FAREHAM

BOROUGH COUNCIL

Minutes of the Streetscene Policy Development and Review Panel

(to be confirmed at the next meeting)

Date: Thursday, 16 May 2013

Venue: Collingwood Room - Civic Offices

PRESENT:

Miss T G Harper (Chairman)

Mrs S Pankhurst (Vice-Chairman)

Councillors: J V Bryant, D J Norris and A Mandry (deputising for M J Ford, JP)

Also Present: Councillor L Keeble, Executive Member for Streetscene (item 8)



1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors J M Ford, D C S Swanbrow and G Fazackarley.

2. MINUTES

It was AGREED that the minutes of the meeting of the Streetscene Policy Development and Review Panel held on 7 March 2013 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements made at this meeting.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

There were no declarations of interest or disclosures of advice or directions made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. STREETSCENE POLICY AND DEVELOPMENT AND REVIEW PANEL WORK PROGRAMME FOR 2013/14

The Panel considered a report by the Director of Streetscene on the Panel's work programme for 2013/14. The Director of Streetscene advised the Panel of two proposed amendments to the Work Programme. Following a motion by Councillor Norris to the Council on 25 April 2013 regarding a proposal for consideration on the feasibility of a kerbside food and vegetable waste collection service it has been agreed that a report on this will be brought to the Panel in July. At the request of Councillor Davies for the report on Bus Shelter Maintenance Contract to be brought forward from March 2014, this is to be swapped with the Textile Recycling report in January 2014.

It was AGREED that:-

- (a) a report on 'Feasibility of Kerbside Food and Vegetable Waste Collection' be added to the work programme for 11 July 2013;
- (b) the report on 'Clothing and Textile Recycling Contract' be moved from 11 July 2013 to 5 September 2013;
- (c) the report on 'Bus Shelter Maintenance Contract' be moved from 6 March 2014 to 9 January 2014;
- (d) the report on 'Progress Report on Clothing and Textile Recycling Contract' be moved from 9 January 2014 to 6 March 2014;and

- (e) subject to (a), (b), (c) and (d) above, the proposed work programme for 2013/14, as shown in Appendix A to the report, be endorsed.

7. PRESENTATION ON STREETSCENE SERVICES AND KEY ACHIEVEMENTS

The Panel received a presentation from the Director of Streetscene and Managers within the Streetscene Department which gave an overview of the services provided by the department. The presentation was broken down in to a number of sections:

Introduction

Transport Management

Refuse and Recycling

Operations

Parks and Open Spaces

Each section was presented by the appropriate Manager who took questions from members on that section.

It was AGREED that the Director of Streetscene and Managers be thanked for their presentation.

8. OPEN FORUM

The Panel was invited to participate in a recycling exercise by the Recycling Co-Ordinator with the purpose of giving the Panel a better understanding of the recycling facilities offered by the Council.

At the invitation of the Chairman, Councillor Keeble addressed the Panel on this item.

Members agreed that the exercise was extremely helpful and that it would be a useful exercise for all members to participate in.

(The meeting started at 6.00 pm
and ended at 7.45 pm).

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FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **11 July 2013**

Report of: **Director of Streetscene**

Subject: **WORK PROGRAMME 2013/14**

SUMMARY

The Work Programme for 2013/14 was reviewed and agreed by the Panel at its last meeting on 16 May 2013.

RECOMMENDATION

Members are now invited to further review the Work Programme for the year 2013/14.

INTRODUCTION

1. At the meeting of the Panel on 16 May 2013, members reviewed and agreed the Panel's Work Programme for 2013/14, attached as Appendix A to this report. Members are now invited to further review the Work Programme.

REVISIONS TO THE WORK PROGRAMME

2. Following the meeting of the Panel on 16 May 2013, members are asked to note the following amendments to the Work Programme.
 - (a) a report on 'Feasibility of Kerbside Food and Vegetable Waste Collection' has been added to the work programme for 11 July 2013;
 - (b) the report on 'Clothing and Textile Recycling Contract' has been moved from 11 July 2013 to 5 September 2013;
 - (c) the report on 'Bus Shelter Maintenance Contract' has been moved from 6 March 2014 to 9 January 2014;
 - (d) the report on 'Progress Report on Clothing and Textile Recycling Contract' has been moved from 9 January 2014 to 6 March 2014; and
 - (e) a proposed change of date to the October meeting from 31st to 24th October.

RISK ASSESSMENT

3. There are no significant risk considerations in relation to this report

CONCLUSION

4. The Panel is now invited to confirm the programme of items as set out in the attached Appendix A.

Background Papers:

Streetscene Policy Development and Review Panel – 16 May 2013 - Minutes

Reference Papers:

None

Enquiries:

For further information on this report please contact Paul Doran (Ext 4572)

APPENDIX A

**STREETSCENE POLICY DEVELOPMENT AND REVIEW PANEL – WORK PROGRAMME
2013/14**

Date	Subject	Type of Item
May 2013	• Work Programme 2013/14	Programming
	• Presentation on Streetscene services and key achievements	Information
	• Open Forum	Discussion
	•	
	•	
July 2013	• Work Programme 2013/14	Programming
	• Review of corporate cleaning contract	Information
	• Street cleansing service	Information
	• Kerbside Food and Vegetable Waste Collection	Review
September 2013	• Work Programme 2013/14	Programming
	• Annual report on trade waste	Information
	• Street lighting	Information
	• Play area maintenance	Information
	• Clothing and Textile Recycling Contract	Information
October 2013	• Work Programme 2013/14	Programming
	• Grounds maintenance work scheduling system	Information
	• Grounds maintenance working arrangements	Information
	• Global positioning system for vehicle fleet	Information
	• Open forum	Discussion

January 2014	<ul style="list-style-type: none">• Preliminary Work Programme 2013/14 & 2014/15	Programming
	<ul style="list-style-type: none">• Six monthly report on recycling performance	Information
	<ul style="list-style-type: none">• Bus shelter maintenance contract	Information
March 2014	<ul style="list-style-type: none">• Final review of the Work Programme for 2013/14 and draft 2014/15	Programming
	<ul style="list-style-type: none">• Progress Report on Clothing and Textile Recycling Contract	Information
	<ul style="list-style-type: none">• Progress report on hedge cutting contract	Information
	<ul style="list-style-type: none">• Vehicle fleet management	Information

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BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date 11 July 2013

Report of: Director of Street Scene

Subject: CORPORATE CLEANING CONTRACT

SUMMARY

The purpose of this report is to update Members on the performance of the Corporate Cleaning Contract that was awarded to Fountains Environmental Limited (now OCS) on 10 January 2011.

RECOMMENDATION

Members are requested to note the contents of the report.

INTRODUCTION

1. The purpose of this report is to update Members on the performance of the Corporate Cleaning Contract that was awarded to Fountains Environmental Limited.

BACKGROUND

2. At its meeting on 10 January 2011, the Executive awarded the Corporate Cleaning Contract to Fountains Environmental Limited, being the most economically and technically advantageous tender received. The contract was awarded for a five year period starting on 4 April 2011.
3. On 23 January 2012, Fountains Environmental Limited went into administration. Almost immediately, OCS Group UK Limited purchased certain parts of the business and assets of the Fountains Group from the Administrators, which included the Council Corporate Cleansing Contract.

SCOPE OF THE CONTRACT

4. The Corporate Cleaning Contract includes the following establishments:
 - Housing Establishments - 64 separate sheltered and non-sheltered places of multiple occupancy
 - Ferneham Hall - toilets, offices and associated rooms
 - Council Depot - toilets, offices and associated rooms
 - Public Conveniences - fifteen across the borough
 - Pavilions - six pavilions (& one chapel)
 - Car Parks - toilets, offices and associated rooms along with stairwells, lifts and lobbies
 - Town Centre - main shopping area of West Street
 - Civic Offices - window cleaning only.
5. Broadly speaking, the following tasks are undertaken and categorised as:
 - General cleaning of offices and associated rooms
 - Cleaning housing communal areas, car park lobbies and stairwells, sports changing rooms
 - Cleaning public toilets, along with opening and closing
 - Window cleaning
 - Cleaning of wheeled refuse bins
 - Gum removal and specialist street washing
 - Temperature checking and flushing for Legionella control
 - Single ad hoc clean-up operations.

GENERAL PROGRESS UPDATE

6. The day to day running of the cleaning contract is undertaken by the Council's Monitoring Officer, Angie Ostler. Angie is the single point of contact for all the departments that have work undertaken as part of the contract. This works well and prevents individuals going directly to the contractor, which may have resulted in confusion.

7. Any complaints that are received are logged and passed on to OCS (Fountains) for action. In addition, random monitoring is carried out to ensure standards are maintained. A summary of complaints from residents (excluding housing tenants) can be found in Appendix A and the random monitoring results in Appendix B.
8. This report provides a detailed assessment of the performance of the contract for the year 12/13 (Apr 2012 - March 2013). The contractors performance is reviewed below over the various establishments :-

Ferneham Hall

9. The cleaning of Ferneham Hall is undertaken on a daily basis. It involves ensuring that primarily those areas seen by the public such as the foyer, Auditorium, Octagon lounge and bar area are cleaned to a high standard at all times.
10. There were a few performance issues for the first year of the contract mainly due to employees not turning up at the weekends and subsequently not letting the supervisor or Ferneham Hall staff know. This has now been resolved and generally the Manager has been satisfied overall the standards, and the performance of the cleaners have been maintained.
11. Meetings are held between the Ferneham Hall Manager and OCS (Fountains) on a quarterly basis, where any current issues can be addressed.

Council Depot

12. The cleaning at the depot is undertaken by two designated cleaners who attend each morning. The areas to be cleaned include the offices, kitchens, shower rooms, communal areas and changing areas for the operatives.
13. Generally, the standards have been satisfactory, but the cleaners do require supervision by the Council's Monitoring Officer in order that certain elements of cleaning are not forgotten.
14. Considering that the Supervisor is located at the Depot three days a week, it is something that requires further discussion with the Regional Manager.

Public Conveniences

15. There are fifteen public conveniences that are contained within the cleaning contract. The toilets are open seven days a week all year round except Christmas Day and New Years Day. The opening and closing times vary depending on the time of year. The frequency of cleaning also varies from one visit a day to four visits. Each site receives a thorough clean followed by, one, two or three inspections and re-clean. All sites receive a deep clean every quarter. The contractor also carries out small repair works such as changing light bulbs, replacing toilet roll holders, toilet seats and removing graffiti.
16. There are two mobile cleaners that clean the toilets during the week, and a part time cleaner at the weekends. The cleaning is undertaken across two shifts with one cleaner opening and cleaning the sites in the morning and then the second cleaner taking over and starting at 1.30pm.

17. There had been issues with the staff who were cleaning the toilets, which resulted in an increase in complaints regarding the standards of some of the sites. This has now been resolved as new members of staff have been employed and the standards have improved. For each site, the cleaners now complete a sign in-out sheet, which informs the Contracts Manager and Councils Monitoring Officers the time the site was cleaned and checked. Also any issues that are found at the time of the visit are recorded.
18. A request has been received from the Contractor with regard to reviewing the amount of cleansing frequency at some of the toilets. It has been suggested that maybe there could be fewer visits but longer times being spent cleaning when the actual visits take place.

Pavilions

19. There are seven pavilions located on various recreation grounds across the borough and are primarily provided for football and rugby players in the winter and cricketers in the summer. These pavilions are cleaned on a weekly basis during the week in readiness for the following weekend fixtures.
20. All teams using the Council's facilities are asked to leave them in the condition that they found them. There are also brooms and brushes available so that floors can be swept after use. Generally this is undertaken but, during the winter months, the pavilions require more cleaning due to the muddy boots which are often not removed prior to entering the building.
21. Generally, the cleaning has been good, although on occasions the cleaners have reported that the sporting clubs are leaving the changing rooms in an unacceptable condition. Those clubs responsible have been contacted.
22. Soon after the contract started it was clear that the pavilions needed an annual deep clean. This was not in the original specification but it has now been included in the contract.

Car parks

23. There are two car parks that are cleaned, including the recently built one at the end of Civic Way. Daily cleaning is undertaken of the lifts (internally and externally), stairs, landings, lobbies, windows, ticket machines & shelters. Cleaning, including the carpets and windows is undertaken in the control centre which is located within the multi-storey car park next to Ferneham Hall. Deep cleaning of the carpets is undertaken yearly and the cleaning of the windows four times a year.
24. Overall, the cleaning has been satisfactory, attracting very few complaints.

Civic Offices

25. The cleaning at the Civic Offices contained within this contract only relates to the cleaning of the windows on the inside of the building on floor 1-9, the ground floor windows are cleaned internal/external quarterly as per contract. Other elements of cleaning are undertaken by staff directly employed by the Council.
26. There hasn't been any issue with the window cleaning generally, other than the fact

that on occasions items have been left on the window sill preventing the cleaning of the windows.

27. In addition to this, the appearance of the window once cleaned doesn't always look good as the external areas of glass are never cleaned so dirt and smears are still present.
28. It has therefore been agreed that the windows (floor 1-9) which were cleaned on a bi-monthly basis are now cleaned once every 3 months but ground floor internal/external windows has been increased to monthly. There has been no adjustment to the overall cost but the cleanliness of those areas most seen by customers to the Civic Offices has greatly improved.

Housing establishments - General Purpose Maisonettes/ Flats

29. There are eighteen General Purpose Maisonettes and eight General Purpose Flats. These sites are cleaned on a weekly basis, involving sweeping, mopping stairs, cleaning of landings and handrails, bin stores, removing cobwebs, external window cleaning etc. They are cleaned by two cleaners Monday - Friday.
30. The contractor has prepared a detailed schedule which provides information on which site gets cleaned on which day, enabling the block captains and residents to know when the cleaning is to be carried out.
31. Some of the maisonettes and flats have key entrance doors, while others lead straight into the stairs and landing. The material of the stairs is non-slip concrete, which continuously causes problems with the cleaning in that sweeping with a broom can be managed but the use of a mop cannot clean the stairs and landing as well as it should.
32. Alterations to the cleaning regime of these floors have been made. The monthly clean is now a six weekly deep clean but using a pressure washer instead. This has given a slightly better result. Ultimately, the Housing department are looking at replacing the surface of these floors with a material that can be cleaned more easily.
33. In order for Housing Officers to communicate with residents some of the blocks have Block Captains. In order to obtain satisfaction levels, cards are left with the block captains by the cleaners after their weekly cleans have been completed. The block captains then send them onto the Housing Officers for collation. If there are any issues then they are discussed with the Council's Monitoring Officer.

Housing establishments - General purpose flats

34. The General Purpose accommodation consists of low level flats. These are generally for single occupants or couples with no children. Most of the blocks within this category have block captains, and the satisfaction cards are dropped into their doors for feedback. Generally, the standards are good.
35. These flats are cleaned once a week by two cleaners. This includes sweeping, mopping stairs, cleaning landings and handrails, removing cobwebs, bin stores and external window cleaning.
36. The flats have a key entrance door; the material of the floor is non-slip rubber, which is

easy to clean and maintain. The issues that are found here are plants and mobility scooters in corridors and landings, making access quite difficult. This issue has been brought to the attention of the housing officers.

37. Some of the bin store areas are in the basement area of the flats and there can be several refuse and recycling bins located in there. Old furniture and other bulky items are also placed in there which can cause an issue when attempting to clean. This is reported to the Housing Officers so that arrangements can be made to have these items removed.
38. Other housing sites have small bin stores that have one or two wheeled bins inside, but in some, residents put personal items in them. The cleaners have to remove the bins before any cleaning can be carried out.

Housing establishments - Sheltered housing (staffed and non-staffed)

39. Generally, all sheltered housing sites have either wardens that are based on site or they have mobile wardens who visit regularly. This helps a great deal in ensuring that cleaning standards are maintained as there is an element of supervision on site and any issues can usually be rectified at the time. Due to this fact cleaning standards are generally very good.
40. The areas that are cleaned are mainly communal areas such as lounges, corridors, kitchens, stairs and landings, and external/internal window cleaning but not internal resident's flats. There are also communal bathrooms, offices and laundry rooms. Individual flats are not included as part of the contract as they are the responsibility of the residents.

Housing establishments - Customer satisfaction

41. Meetings are held with OCS/Fountains and representatives from the Housing Department every quarter; these include the Housing Manager, and two Block Captains. The meetings give both sides the opportunity to deal with any issues, propose any improvements and provide positive feedback to OCS/Fountains. The Housing Manager also discusses data regarding the latest satisfaction levels which has been gathered following housing officers' visits and feedback from wardens and block captains.
42. During May, OCS/Fountains and FBC Officers attended a Block Captain Forum meeting at Ferneham Hall. This meeting was an opportunity for all of the Block Captains to speak to the Regional Managers of OCS and speak directly about their concerns.
43. Cleaning staff undertake work in housing areas, on completion they leave a satisfaction card for block captains to fill in and return, recording their level of satisfaction. The results for the last four quarters can be found below.

Feedback April - June 2012 inclusive

General Cleaning	Inspections	satisfied	% satisfaction
North West Fareham	70	49	70%
Portchester & SW Fareham	69	44	64%
Stubbington & SE Fareham	87	83	95%
Western Wards	52	39	75%
Total/Average	278	215	77%

Feedback July – Sept 2012 inclusive

General Cleaning	Inspections	satisfied	% satisfaction
North Fareham	92	44	48%
Portchester & SW Fareham	51	33	76%
Stubbington & SE Fareham	132	100	76%
Western Wards	94	71	76%
Total/Average	369	248	67%

Feedback Oct -Dec 2012 inclusive

General Cleaning	Inspections	satisfied	% satisfaction
North Fareham	74	55	74%
Portchester & SW Fareham	94	83	88%
Stubbington & SE Fareham	169	156	92%
Western Wards	69	63	91%
Total/Average	406	357	88%

Feedback Jan –March 2013 inclusive

General Cleaning	Inspections	satisfied	% satisfaction
NorthWest Fareham	57	41	72%
Portchester & SW Fareham	91	66	73%
Stubbington & SE Fareham	85	74	87%
Western Wards	68	55	81%
Total/Average	301	236	78%

44. It would appear that generally satisfaction levels are reasonably good, although it seems to fluctuate from quarter to quarter. There is still scope for improvements.
45. A number of complaints have been received regarding the window cleaning, bin stores and general attention to detail and it is possible that these elements of work that are bringing the overall satisfaction levels down.

Town Centre/Street Washing

46. In West Street between The Brass Monkey public house and Westbury Manor Museum, OCS/Fountains are contracted to undertake a monthly street wash and quarterly gum removal. It is only the areas that are paved with York stone that are cleaned and not the cobbled stone areas. This is due to the problem with the sand/grit between the cobbles being lost over a period of time causing loose cobbles.
47. The street washing is done by a ride on machine and can be completed in two days. This is carried out very early in the morning.
48. During the months between Nov and February the street washing is not always carried out due to potential problems with temperatures going below freezing and increasing the likelihood of slips and falls.

ISSUES THAT NEED FURTHER ATTENTION

Supervision

49. There have been and still are concerns that not enough supervision of the cleaning operatives is being undertaken by the Supervisor and/or Contract Manager. There is too much onus on the Council's Monitoring Officer to find the fault and report that work is not satisfactory.
50. Principally, it is the area Contract Manager, who only works part-time, who appears to be undertaking the role of supervisor due to the fact that the Supervisor is undertaking duties of a full-time cleaner and also undertakes all the periodic work such as window cleaning, gum removal etc. Very little supervision is actually undertaken by the Supervisor.
51. This matter is discussed regularly at the quarterly meetings with the Regional Manager. The Contracts Manager had increased her inspections initially, which are recorded and reported to the FBC's Monitoring Officer but this is becoming less frequent.

Technology – attendance tracking

52. As part of the pre contract discussions, it was proposed that vehicles would be fitted with GPS tracking devices, unfortunately this has still not materialised. Originally, a system was put in place called Innovise, which enabled the recording of visits made to remote sites such as toilets.
53. At the start of the contract, the system appeared to be working satisfactorily but as time has gone by, it has become a very ineffective system and worthless. This could be due to reasons such as failure of the technology on site or failure of the operatives to remember to swipe the disk. Not knowing when isolated sites have been visited is a significant issue when trying to monitor performance.
54. This issue has been discussed with regional Managers at OCS and officers have been advised that tracking devices have been put in all vehicles. Although this is an improvement for OCS themselves, they have yet to allow the Council access to the

real time data and therefore it is of no benefit to us.

CONCLUSION

55. Generally speaking, the Corporate Cleaning Contract, which has incorporated the majority of the Council's cleaning requirements into one contract, has worked satisfactorily.
56. Since last year a number of actions have been implemented in order to improve performance. These are as follows:
 - (a) Improved monitoring and better recording of visits so that statistical information is more relevant and able to inform officers where issues are causing residents/tenants concern.
 - (b) Increased number of meetings between Housing officers, block captains including attendance by OCS Regional Managers at Block Captains Forum meetings.
 - (c) Liaison with Sports Clubs to ensure that they improve the condition that they leave the pavilions in after their use.
 - (d) Improved working relationship with the OCS Supervisor now that they are based at the council depot.
 - (e) More contact with Regional Manager due to the fact that they are locally based than previously.
57. There are still some issues that require further improvement such as extra supervision by OCS and Officers will endeavour to resolve them as soon as possible through discussions with senior management of the OCS group.

Background Papers:

Reference Papers:

Report to the Executive- 10 January 2010 - Award of Corporate Cleaning Contract
Report to Streetscene Policy Development and Review Panel – 8 March 2012 - Corporate Cleaning Contract – Performance Review

Enquiries:

For further information on this report please contact Sue Woodbridge (Ext 4546).

Appendix A - Complaints Received/Performance Monitoring

APPENDIX A

Number of complaints received from residents / members of the public (excluding Housing Tenants) April 12 - March 13

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Depot HCC/FBC		1				1					1		3
Flat	2	2			2			1	1				8
Maisonette	2	10	1		1		1	1		2			18
Public Conveniences	2	2			2	2	2			1	1	3	15
Ferneham Hall				1									1
Sheltered Staff		3	1	2	1		4			2			13
General Purpose	3	5						1		1			10
Sheltered/Gen. Staff	1	4		1	2	1				2			11
Sheltered No Staff	1	4		1				1	1	2	1		11
Pavilion		1											1
Grand Total	11	32	2	5	8	4	7	4	2	10	3	3	91

Number of complaints received from residents / members of the public (excluding Housing Tenants) April 11 - March 12

	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Depot HCC/FBC			1	1			2			2	2		8
Flat				1		1	1	1		6			10
Maisonette				1		1	3		1	5	1	3	15
Public Conveniences			2	7	7	5	3	6	7	6	3	2	48
Ferneham Hall			1	3	1	1			1				7
Street Wash/Gum removal								1		1		1	3
Sheltered Staff			2	3	2	1		2	1	4	3		18
General Purpose					2	2	1		3	3		1	12
Sheltered/Gen. Staff			1	1	1		4	1	1	2	1	6	18
Sheltered No Staff			1	4	1	1	2	3	2	10	3	2	29
Pavilion				1		2		1					4
Grand Total	0	0	8	22	14	14	16	15	16	39	13	15	172

Number of random inspections undertaken by the Monitoring Officer – July 2012 – March 2013

Site	Not Satisfied									Total
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Civic Offices (windows)				1						1
Housing Fareham NW		2			1			3		6
Housing Fareham SE & Stubbington		1	6	1	2			2		12
Housing Fareham SW & Portchester		2	2		1					5
Pavilions				1				2		3
Toilets		2		3	2		1			8
Housing Western Wards		1								1
Grand Total	0	8	8	6	6	0	1	7	0	36

Site	Satisfied									Total
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Civic Offices (Windows)										
Housing Fareham NW	7	5	5	9	3		2	4	4	39
Housing Fareham SE & Stubbington	8	7	8	17	4	10		2	10	66
Housing Fareham SW & Portchester	7	6	3	8	7	8	5	2	4	50
Pavilions				4						4
Toilets		11	18	20	12	14	14	6	3	98
Housing Western Wards		8	5	5	9		2	3	3	35
Grand Total	22	37	39	63	35	32	23	17	24	292

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FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **11 July 2013**

Report of: **Director of Street Scene**

Subject: **STREET CLEANSING SERVICES**

SUMMARY

The purpose of this report is to provide a summary of the Council's Street Cleansing Service.

RECOMMENDATION

That the Panel notes the contents of the report.

INTRODUCTION

1. Local authorities have a statutory duty under the Environmental Protection Act (EPA) 1990 to ensure public spaces and highways are kept free from litter and refuse as far as reasonably practicable, as detailed in the Code of Practice on Litter & Refuse (Nov 2006).
2. To comply with the legislation the Council provides a service that is responsible for the following operations:
 - Cleaning of all streets, footways and open spaces that are in public ownership.
 - Graffiti removal
 - Removal of fly-tipping on public land
 - Emptying of litter & dog bins
 - Collection of dead animals from public land (domestic & wild)
 - A chargeable service to collect domestic bulky waste

FINANCIAL INFORMATION

3. The Street Cleansing service operates on an annual revenue budget of £992,000. An income of £4,000 is generated from a small works contract to empty bins on Hampshire County Council land and the domestic bulky waste collection provided an income of £18,000 in 2012/13.

STREET CLEANING

4. Streets are cleaned following a schedule which is set to reflect the amount of use an area receives on a frequency that varies from daily 7 days per week in the town centre to 6 weekly on footpaths in suburban areas. The vast majority of roads are swept by a mechanical sweeper on a three week schedule.

LITTER BINS

5. There are 600 litter bins located throughout the Borough. The bins are emptied on a frequency that varies from three times a day, in the busy pedestrian shopping areas, through to weekly in some suburban streets and greenways.
6. The Council receive a number of requests for new installations each year. The area operatives working within the street cleansing team monitor their use and patrol the known litter/dog fouling hotspots. It is from their experience and departmental records of complaints and enquiries that inform if the service is adequately resourced in terms of number of bins in use and number of operatives employed to empty and dispose of the contents. This helps to ensure the Council provide a service that is both affordable and can offer value for money to our customers.
7. Individual requests for a new litter bin at a specific site will be given careful consideration before proceeding with an installation. An assessment is made of how far away the nearest litter bins are to the site which has been suggested, whether it is close to a school route, a bus stop, a popular thoroughfare or a seating bench and if

there is a history of complaints for the area. It is also necessary to consider who owns the land, if an installation would interfere with underground services or restrict a footway. Finally, the site is monitored for a six week period to see if the reported problem is an on-going issue. This assessment helps the Council to maintain the optimum number of litter bins and keep the service costs to an acceptable level.

FLY-TIPPING

8. In the last financial year the service responded to over 300 incidents (a 50% reduction from the previous year). This is a result of successful high profile prosecutions, high visibility patrols at known hotspots by both the Cleansing and Enforcement teams and the successful domestic bulky waste collection service. The vast majority of these incidents were identified and removed by the area teams as part of their day to day operation and therefore, before members of the public needed to contact the Council.

GRAFFITI

9. During 2012 the service responded to 57 incidents of graffiti (89 in 2011). The service aims to remove all offensive graffiti on Council owned land within 5 working days and non-offensive graffiti within 30 working days of it being reported to Streetscene. The Council will also remove graffiti, free of charge, from private domestic property following the completion of an indemnity form from the resident. Graffiti on highways and subways is cleaned by contractors employed by Hampshire County Council.

DEAD ANIMALS

10. Small domestic or wild animals are collected from public land as part of the cleansing service. Domestic pets are scanned, if possible, for micro chips to allow owners to be informed. Requests for removal of dead animals are generally dealt with within 24 hours of a report.

WASTE COLLECTION AND DISPOSAL

11. During the last financial year the service collected and disposed of the following tonnages:
 - Street litter & litter bin collection - 655 tonnes
 - Mechanical street sweeping - 1,256 tonnes
 - Fly tipping - 75 tonnes
 - Bulky Waste - 52 tonnes
12. The above figures when combined give a total of 2,038 tonnes of litter, debris and detritus. The majority of this was removed from the Borough's streets, parks and public spaces.
13. The majority of the waste is disposed of at the Warren Farm waste transfer station. Waste that is made up of entirely combustible material is sent to the Portsmouth energy recovery facility (ERF) run by Veolia Environmental Services.

SERVICE OPERATION

14. For operational effectiveness the Borough is divided into the seven areas below:

Area 1 - Portchester

Area 2 - Fareham North

Area 3 - Fareham South

Area 4 - Stubbington & Hill Head

Area 5 - Locks Heath, Titchfield Common & Whiteley

Area 6 - Warsash

Area 7 - Fareham Town Centre

15. Areas 1-6 include a dedicated operative and van assigned to them. The area operative is tasked with litter collection from the open spaces and main streets, emptying litter bins, cleaning busy shop front areas and removing small fly tips and graffiti.
16. Area 7 is staffed by three members of the team with one team member covering the busy weekend period. In 2013 the team's vehicle fleet of one Tennant ride-in sweeper and two Tennant pedestrian precinct sweepers has been upgraded to replace the ageing sweepers previously used.
17. Two van drivers cover weekend operations to empty the most frequently used litter bins and to carry out cleansing duties at busy local shopping parades and main parks. A team of six operatives with vans is deployed every bank holiday to maintain service standards across the Borough.
18. The Boroughs streets are swept by a mechanical sweeper approximately every three weeks. Two large Johnston street sweepers operate by dividing the Borough into two on a rotating three week cycle. In addition to the large sweepers, the service also operates three Johnston compact ride-in sweepers. The compact sweepers are each assigned to two of the areas 1-6 above and are tasked with sweeping cul-de-sacs, pedestrian areas, wide footpaths, shopping parades and other small public spaces.
19. Two operatives patrol the Borough on foot with hand barrows, each covering half of the Borough. They are tasked with sweeping areas that are difficult for mechanical sweepers to reach, removing any build up of detritus from the footways and to litter pick the streets on a six weekly cycle.
20. Two operatives cover the weekly domestic bulky waste collection service; install street furniture, including litter bins, wooden bollards and park benches. The team also repair or replace damaged hard surfaces and manhole covers and respond to large fly-tipping and graffiti incidents.
21. A team of three operatives make up the Area 8 Team. The team respond to customer requests and assist with service resilience. Although the team report to the Cleansing Supervisor, it operates across the Operations service providing a customer response for both the street cleansing and grounds maintenance teams.

22. During the summer months, a seasonal foreshore cleaner is employed to patrol the busy seafront areas from the Lee-on-the-Solent boundary through to Hill Head. The operative undertakes litter picking along the foreshore, in seafront car parks and in the surrounding public spaces.

23. A final team member provides some cover for holiday and sickness absence in addition to providing extra cleansing duties to high usage areas and litter hotspots.

SERVICE DEVELOPMENT

24. The service continues to develop and improve:

- Over 91% of graffiti cleared within 5 working days for offensive and 30 days for non-offensive.
- 96% of fly-tips cleared within 5 working days and 84% within 2 working days.
- Updated fleet of sweepers operating in the busy Town Centre.
- Working closely with the Enforcement team to combat issues such as dog fouling.
- Gold standard and category winners for the Borough's 2012 entry in the South & South East in Bloom competition

PROJECTS AND CHALLENGES AHEAD

25. The service will continue to replace dilapidated and damaged old style dog bins with the larger capacity mixed litter bins.

26. Training needs will be identified to improve service resilience and provide progression for employees.

27. Developing the team focus on customer service and working proactively to keep the Borough as clean and tidy as possible.

Background Papers:

None

Reference Papers:

None

Enquiries:

For further information on this report please contact Mick Gore. (Ext 4459)

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FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **11 July 2013**

Report of: **Director of Street Scene**

Subject: **KERBSIDE FOOD AND VEGETABLE WASTE COLLECTION**

SUMMARY

The purpose of this report is to investigate the feasibility of introducing a kerbside domestic food and vegetable waste collection service in the borough

RECOMMENDATION

That kerbside food and vegetable waste collection in the Borough should not be introduced due to:

- The significant capital and revenue costs that would be incurred
- The detrimental effect on the environment
- Little evidence of resident demand in the Borough
- The low take-up rates in a number of other authorities that have introduced a food collection service

INTRODUCTION

1. At the Council meeting on 24 April 2013, a motion was received from Councillor D. Norris requesting that the Council investigate the feasibility of collecting food and vegetable waste with either a private contractor or with an adjoining Council, to be implemented at nil or minimum cost. It was agreed that the motion would be referred to the Streetscene Development and Review Panel for review.
2. Three possible options for the collection of combined food and vegetable waste are investigated in this report; provision of an in house service, working in partnership with another local authority and collections made by a private contractor. These options are outlined in this report, along with the related financial and environmental impacts.
3. The Borough has approximately 48,000 domestic properties which currently receive an alternate weekly refuse and recycling service. Garden waste is also collected once per fortnight from each property. The collection costs to provide these services are met by current budgets (£1.8 million for 2012-13) with the disposal operation and costs managed by Hampshire County Council.
4. Due to the nature of the waste a weekly food and vegetable waste collection service would be required, irrespective of the number of participating households.

OPTION 1 – PROVISION OF FOOD AND VEGETABLE WASTE COLLECTIONS IN HOUSE

5. A new fleet of vehicles would need to be purchased to offer the service to the whole Borough. There are two options for the type of vehicle that could be used; split body vehicles (collect refuse and food waste on the same vehicle) or dedicated food and vegetable waste collection vehicles.
6. Split body vehicles are standard 26 tonne refuse vehicles which contain a pod to collect food and vegetable waste and also a conventional hoist at the back of the vehicle to collect refuse/recycling. The vehicles have a reduced refuse load capacity to allow for the food and vegetable waste collection pod to be fitted on the vehicle, meaning that more vehicles would be required to replace the existing fleet of refuse vehicles.
7. It would require 11 split body vehicles to replicate a similar capacity for the 8 rounds of the Borough which currently utilise 10 refuse vehicles. The number of vehicles required allows for spare vehicles to overcome problems such as breakdowns and to allow for the vehicles to be safety checked every 5 weeks throughout the year.
8. If this option were to be introduced, it would require a major change to resident's collection schedules, as the rounds would have to be rebalanced to accommodate the reduced refuse capacity with possible day changes for collections.
9. The split body vehicle option would require vehicles to travel to the disposal site for refuse and recycling in Portsmouth, 8 miles to the east of the Council Depot, whilst the food and vegetable waste would need to be disposed of in Christchurch, Dorset, which is the closest existing disposal facility, 52 miles to the west. The locations of food waste disposal facilities in South East England are detailed in Appendix (A). A brief explanation of the two main disposal methods can be found at Appendix (B).

10. If specific food and vegetable waste collection vehicles were to be purchased, nine 7.5 tonne plastic body vehicles would be needed for the service to cover the entire Borough. This allows for 8 vehicles to collect food and vegetable waste, and one spare vehicle to be used when the main vehicles are safety checked and as a backup resource in case of vehicle breakdowns.
11. The schedule of collections for residents would not be affected and they would receive their food and vegetable waste collection on the same day as their other waste collections.
12. There would be an additional cost of employing a further 8 drivers and 8 loaders to carry out collections in food and vegetable waste vehicles. There would also be a requirement for an additional vehicle fitter for the workshop to carry out a further 90 safety checks per year on the food and vegetable waste vehicles.
13. Providing food and vegetable waste collections would increase the number of Council vehicles on Fareham's roads each day as the vehicles would need to cover the whole Borough each week in addition to the existing refuse vehicles. This would mean that each road in the Borough would be visited by a refuse vehicle, a recycling vehicle, a garden waste vehicle, and a food and vegetable waste vehicle in a fortnightly period.
14. All residents would be required to have an additional food and vegetable caddy to be presented for collection each week, and also a smaller kitchen caddy to collect the food and vegetable waste initially. The waste would need to be transported to either a transfer station or direct to the disposal site in Christchurch, Dorset.
15. The introduction of food and vegetable waste collections would cost an additional £300,000-350,000 per year in fuel depending on which type of vehicle is used. There would also be a cost to publicise the new food and vegetable waste collection service to all residents informing them on how to use the service and the revised schedule of collections.
16. Currently the Council is able to dispose of all waste and recycling locally in Portsmouth, only 8 miles from the Council Depot. This practice is consistent with the Project Integra key objective that all 'partners will encourage the treatment of waste as close as reasonably possible to its source and at the highest level of the waste hierarchy as is economically practicable, minimising the cost of waste transport, and consistent with the principles of environmental sustainability and whole life cycle costs.' This can be found on page nine, Objective 3, in the Reference paper linked to this report. 'Project Integra Revised Joint Municipal Waste Management Strategy, November 2012'.
17. Details of the estimated costs of the option described above can be found at Appendix (C).

OPTION 2 – PROVISION OF FOOD AND VEGETABLE WASTE COLLECTIONS IN PARTNERSHIP WITH ANOTHER LOCAL AUTHORITY

18. Within Hampshire, only one other local authority currently provides a domestic food waste collection service. This authority provides a weekly food caddy collection service 5 days per week across their Borough. From information received, the service has a take-up rate from residents which yields just over 2,000 tonnes of food and vegetable waste per year.

19. The waste is collected in split body refuse collection vehicles. It is initially transported to a waste transfer station in Otterbourne near Winchester. Once the larger container is full, it is then transported to the disposal site near Christchurch, Dorset, (up to a 3 hour round trip).
20. The transfer station does not have the facilities to accept dedicated food waste vehicles, which require the vehicle to tip the waste into a ground level receptacle. The transfer station can only accept food and vegetable waste from food pods of split body vehicles which are lifted off the collection vehicle and tipped into the large container at height.
21. Following discussions with officers from this authority, it is clear that there is not sufficient spare vehicle capacity to be utilised to collect food and vegetable waste in Fareham. However, there may be an opportunity to share the transfer station as a disposal site for food and vegetable waste collected by Fareham and thereby reduce disposal costs.
22. Consequently, the purchase of 11 split body vehicles to replace the Council's current fleet of refuse vehicles would be required, along with employment of an additional driver and two loaders for the ninth crew required due to the reduced load capacity of the split body vehicles.
23. This option would require a major change to resident's collection schedules, as the rounds would need to be rebalanced to accommodate the reduced refuse capacity with possible day changes for refuse and food and vegetable waste collections.
24. There would be a cost to publicise the new food and vegetable waste collection service to all residents and to inform them of how to use the kitchen caddy and food waste bin, along with the revised schedule of collections.
25. Details of the estimated costs of this option can be found at Appendix (C).

OPTION 3 – PROVISION OF FOOD AND VEGETABLE WASTE COLLECTIONS BY AN EXTERNAL CONTRACTOR

26. After extensive research within the waste industry it has been found that there are limited numbers of private companies carrying out commercial food and vegetable waste collections across the UK, with most of these targeting commercial properties such as restaurants and hotels, where a large volume of food and vegetable waste is collected from a single business.
27. Within South East England, 8 companies were found to offer commercial food waste collections. The companies were contacted but none were willing to offer a domestic food and vegetable waste collection service within Fareham.
28. The main reasons given were the lack of a local disposal site and that the tonnages collected would not make the collection process financially viable for a private company. Full details of the companies and their services can be found at Appendix (D).

ENVIRONMENTAL CONSIDERATIONS

29. Carbon footprint is defined as the total amount of greenhouse gases (predominantly carbon dioxide CO₂) produced to directly and indirectly support an activity. It is measured in tonnes of carbon per year. The carbon footprint for collecting the food and vegetable waste from residents of the Borough is estimated to be 160 tonnes per year. In addition, a further 450 tonnes of carbon per year would be produced by the 8 vehicles driving the 88 mile daily round trip from the Council Depot to the disposal site in Christchurch, Dorset. Therefore, in the worst case the additional amount of carbon produced could potentially be 610 tonnes annually.
30. The current carbon footprint to collect and dispose of all refuse, recycling and garden waste for Fareham Borough Council is approximately 280 tonnes of carbon per year.
31. The current method of refuse disposal includes incineration. This process recovers energy from the waste and provides electricity for the national grid. Therefore use of fossil fuels is reduced – one tonne of solid waste equates to one third of a tonne of coal. The incinerator is located 8 miles from the Fareham Council Depot ensuring local disposal of waste that does not contribute to landfill and provides sustainable energy production.
32. Collecting food and vegetable waste in Fareham will increase the number of vehicles not only on the local roads but also the motorways and other roads to the disposal site. This would increase the total mileage driven by approximately 175,000 miles per year and would add to traffic congestion.
33. The number of bins each resident will need to put out will increase, requiring more storage space for bins at individual properties as each house will require a kitchen caddy within their property to initially collect the food and vegetable waste and also a food and vegetable waste caddy to put out for collection.
34. Based on information received from other authorities, it is estimated that the Council's recycling rate could increase by between 2 and 5 %.

CUSTOMER DEMAND

35. During the last 3 years, the Department of Streetscene has received one request from a resident of the Borough enquiring about food and vegetable waste collections, asking if the Council will be providing this in the future. This suggests that there is not a significant demand for this service within the Borough currently.

OTHER LOCAL AUTHORITIES

36. Officers have carried out an analysis of local authorities in South East England to find out how many currently offer a domestic food and vegetable waste collection service.
37. Within this geographical area, 18 of the 42 local authorities currently offer a food and vegetable waste collection service. A list of the participating authorities can be found at Appendix (E).

38. During 2009, WRAP (Waste and Resources Action Programme) funded a widespread pilot scheme for separate food and vegetable waste collections, involving nineteen English local authorities. Of these 19 local authorities, less than half have continued to offer a food and vegetable waste collection service.
39. The main reason given for not continuing with the service was lack of participation and therefore lower tonnages collected than forecast, making many of the services financially unviable. Another reason stated by several of the local authorities was the increased number of complaints from residents unhappy with two further receptacles to sort their waste into alongside their existing wheeled bins for residual waste and recycling.
40. The authorities that have continued to collect food and vegetable waste mostly dispose of their residual waste to Landfill and are generally contracted out services.

CONCLUSION

41. Streetscene officers have undertaken extensive research into the feasibility of introducing a kerbside collection of domestic food and vegetable waste in the Borough.
42. It is clear from this research that all of the options explored would incur a significant capital and revenue cost and have a detrimental effect on the environment due to the additional vehicle mileage required and the generation of hundreds of tonnes of carbon dioxide. These impacts are due in part to the lack of a suitable disposal facility in Hampshire.
43. A number of other authorities in England have introduced such a collection service and several have since removed them due to high cost and low demand. The majority of those still operating a food waste collection still dispose of other domestic residual waste to landfill. This is not the case in Fareham as this type of waste is incinerated to generate electricity.

Background Papers:

None

Reference Papers:

[Project Integra Hampshire Joint Municipal Waste Management Strategy November 2012.doc](#)

Appendices:

Appendix A – Map of Food Waste Disposal Sites in South East England

Appendix B – Disposal Process of Food and Vegetable Waste

Appendix C – Estimated Costs

Appendix D – Food and Vegetable Waste Collection Companies

Appendix E – Local Authority Policy on Food Waste Collections

Enquiries:

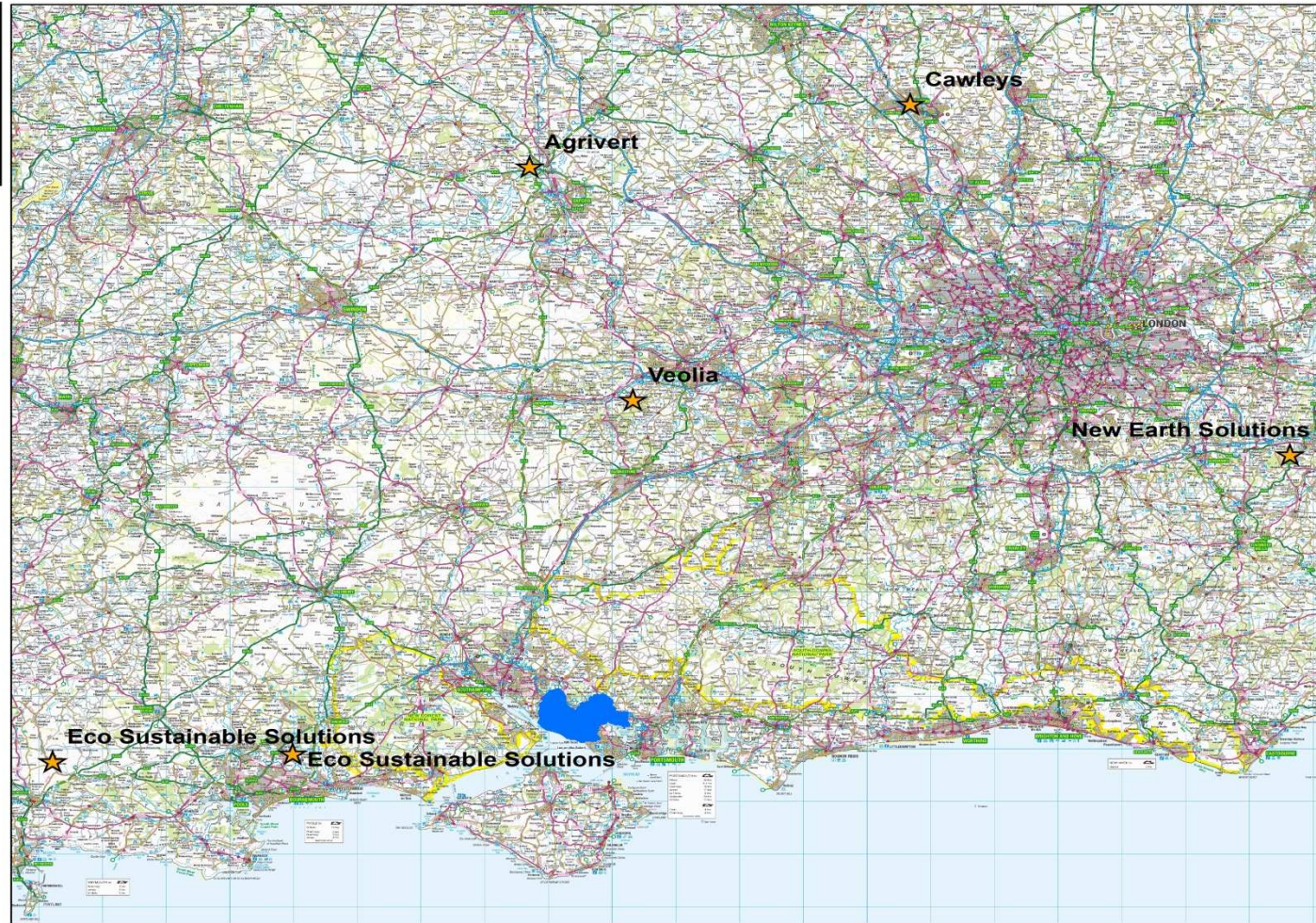
For further information on this report please contact Kitty Rose (Ext 4747)

APPENDIX (A) – MAP OF FOOD WASTE DISPOSAL SITES IN SOUTH EAST ENGLAND

Legend

- ★ Food Disposal Site
- Fareham Borough

FAREHAM
BOROUGH COUNCIL



COMPANY	ADDRESS	DISTANCE FROM FAREHAM COUNCIL DEPOT
Eco Sustainable Solutions	Parley, Christchurch, Dorset	44 miles
Eco Sustainable Solutions	Piddlehinton, Dorchester	66 miles
New Earth Solutions	Blaise, Maidstone, Kent	96 miles
Agrivert	Witney, Oxon	94 miles
Cawleys	Luton, Bedfordshire	108 miles
Veolia	Lower Padworth, Reading, West Berkshire	56 miles

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APPENDIX (B) – DISPOSAL PROCESS OF FOOD AND VEGETABLE WASTE

There are two types of disposal process available for food and vegetable waste, in-vessel composting and anaerobic digestion.

In-vessel Composting

Once the food and vegetable waste has been transported to the disposal site in Christchurch, Dorset, it is processed using an in-vessel composting facility. The waste is shredded and put in to sealed units (clamps), where it is left for 10 - 12 days to heat up to a minimum of 70°C for at least 1 hour to sterilise. The temperatures are automatically monitored and recorded during this period. Once the batch has reached the required standard and is sampled and analysed, it is moved outside for maturation for a further 12 - 14 weeks.

After this, the nutrient rich compost is screened (with any plastic residue separated) and used on agricultural land to replenish the soil with nutrients.

Anaerobic Digestion

Anaerobic digestion is a natural process in which micro-organisms break down the organic matter found in wet biomass waste (such as food and vegetable waste, sewage sludge, animal manure and slurry) in the absence of oxygen, to produce biogas (mainly a mixture of around 60% methane and 40% carbon dioxide) and digestate (a nitrogen rich fertiliser).

The biogas can be burned directly in a gas boiler to produce heat or burnt in a combined heat and power (CHP) unit to produce heat and electricity. Alternatively, the biogas can be cleaned to remove the carbon dioxide and other substances, to produce biomethane. This can be injected into the national gas grid to be used in the same way as natural gas, or used as a vehicle fuel.

The digestate is then used to make fertiliser for agricultural land.

APPENDIX (C) – ESTIMATED COSTS

OPTION 1 – PROVISION OF FOOD WASTE COLLECTIONS IN HOUSE

a) Weekly collections aligned with current refuse/recycling rounds, using bespoke food waste vehicles

Capital Costs

9 bespoke food collection vehicles	£	450,000
48,000 large & small kitchen caddies	£	144,000
publicity	£	20,000
Total	£	614,000

Revenue Costs

8 crews of 1 driver + 1 loader	£	344,350
vehicle maintenance costs	£	54,000
fuel costs for collection	£	51,200
fuel costs for disposal	£	258,350
gate fees at disposal site	£	100,000
vehicle cleaning costs	£	3,600
additional vehicle fitter for workshop	£	31,900
Total	£	843,400

b) Weekly collections aligned with current refuse/recycling rounds, using split body vehicles with food waste pods to collect refuse and food waste at the same time

Capital Costs

11 food pod split body refuse collection vehicles	£	1,870,000
48,000 large & small kitchen caddies	£	144,000
publicity	£	20,000
Total	£	2,034,000

Revenue Costs

additional crew of 1 driver + 2 loaders due to reduced load capacity	£	64,100
vehicle maintenance costs	£	66,000
fuel costs for collection	£	57,600
fuel costs for disposal	£	290,650
gate fees at disposal site	£	100,000
vehicle cleaning costs	£	4,400
Total	£	582,750

Figures have been calculated based on collecting 2500 tonnes of food and vegetable waste per year.

OPTION 2 – PROVISION OF FOOD WASTE COLLECTIONS IN PARTNERSHIP WITH ANOTHER LOCAL AUTHORITY

Weekly collections sharing disposal options with another Local Authority but using FBC vehicles for collections

Capital Costs

11 food pod split body refuse collection vehicles	£	1,870,000
48,000 large & small kitchen caddies	£	144,000
publicity	£	20,000
Total	£	2,034,000

Revenue Costs

additional crew of 1 driver + 2 loaders	£	64,100
vehicle maintenance costs	£	66,000
fuel costs for collection	£	57,600
fuel costs for disposal	£	132,700
rental and transfer costs of large food waste container	£	90,000
gate fees at disposal site	£	100,000
vehicle cleaning costs	£	4,400
additional vehicle fitter for workshop	£	31,900
Total	£	546,700

Figures have been calculated based on collecting 2500 tonnes of food and vegetable waste per year.

OPTION 3 – PROVISION OF FOOD WASTE COLLECTIONS BY AN EXTERNAL CONTRACTOR

None of the companies contacted were prepared to provide an estimate of costs at this time.

APPENDIX (D) – FOOD WASTE COLLECTION COMPANIES

- Wastecare.co.uk – established in 1980, they offer a recycling and waste management service enabling waste producers from all industrial and commercial sectors to manage their waste, from collection to recovery regardless of the type volume or location.
- Biffa – a leading nationwide integrated waste management business providing collection, treatment, recycling and technology driven energy generation services.
- Sita - A recycling and resource management company, who deliver solutions to 12 million residents and 40,000 business customers throughout the UK. Sita currently only collect food waste from commercial premises.
- Palm Recycling - provide collection and recycling services to both public sector and commercial clients with over 25 years' experience. Palm collect from a number of Councils in the north (Liverpool & Edinburgh) as part of a full recyclables collection service.
- Select Environmental Services (Reading) – an independent waste management, recycling and hygiene specialist, collecting food waste from commercial premises.
- Eco Food Recycling –offer a commercial food waste collection service in Southern England including Dorset, Hampshire, Berkshire, Wiltshire, Surrey and Sussex. Veolia use Eco Food Recycling as a sub-contractor for their commercial food waste collections.
- Cawleys (Bedfordshire) – offer collection, sorting, treatment and recycling of a wide range of waste streams. Cawleys do not offer a collection service for food waste. Local authorities in the local area (Luton) deliver to their depot, but the individual authorities provide the collections.
- Bio Collectors – based in Surrey provide a food waste collection from commercial waste premises and have over 40 years' experience in the waste industry. Bio Collectors require a minimum of 2 x 120 litre bins collected once per week per premises to make the collection service viable.

APPENDIX (E) – LOCAL AUTHORITY POLICY ON FOOD WASTE COLLECTION

Area	Council	Food Waste Collection Service Provided	Refuse Disposal Method
Hampshire	Basingstoke & Deane	No	Incineration
	East Hampshire	No	
	Eastleigh	Yes	
	Fareham	No	
	Gosport	No	
	Hart	No	
	Havant	No	
	New Forest	No	
	Portsmouth	No	
	Rushmoor	No	
	Southampton	No	
	Test Valley	No	
Winchester	No		
Kent	Ashford	Yes	Landfill/ incineration
	Canterbury	Yes	
	Dover	Yes	
	Maidstone	Yes	
	Medway	Yes (mixed green waste & food waste)	
	Shepway	Yes	
Surrey	Elmbridge	Yes	Landfill
	Epsom & Ewell	Yes	
	Guildford	Yes	
	Mole Valley	Yes	
	Reigate & Banstead	Yes	
	Spelthorne	Yes	
	Surrey Heath	Yes	
	Tandridge	Yes	
	Waverley	Yes	
Woking	Yes		
West Sussex	Adur	No	Landfill
	Arun	No	
	Chichester	No	
	Crawley	No	
	Horsham	No	
	Mid Sussex	No	
	Worthing	No	
East Sussex	Brighton & Hove	No	Incineration
	Eastbourne	No	
	Hastings	No	
	Lewes	No	
	Rother	No	
	Wealden	No	