

FAREHAM

BOROUGH COUNCIL

AGENDA

STREETSCENE POLICY DEVELOPMENT AND REVIEW PANEL

Date: Thursday, 10 July 2014

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor Mrs S M Bayford (Chairman)

Councillor Miss T G Harper (Vice-Chairman)

Councillors J V Bryant
J M Englefield
D J Norris
D C S Swanbrow
D M Whittingham

Deputies: G Fazackarley
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 6 March 2014.

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. Review of Work Programme 2014/15 (Pages 5 - 8)

To consider a report by the Director of Environmental Services on the Panel's work programme for 2014/15.

7. Presentation on Streetscene Services and Key Achievements

To receive a presentation from the Director of Environmental Services on Streetscene Services and Key Achievements.

8. Review of Corporate Cleaning Contract (Pages 9 - 16)

To consider a report by the Director of Environmental Services which reviews the Corporate Cleaning Contract.

9. Exclusion of the Public and Press

To consider whether it is in the public interest to exclude the public and representatives of the press from the remainder of the meeting in accordance with Section 100A(4) of the Local Government Act 1972, on the grounds that the matter to be dealt with involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act.

10. Annual Report on Trade Waste (Pages 17 - 22)

To consider a report by the Director of Environmental Services on the Annual Report on Trade Waste.

**For further information please contact:
Democratic Services, Civic Offices, Fareham, PO16 7AZ
Tel:01329 236100
democraticservices@fareham.gov.uk**

FAREHAM

BOROUGH COUNCIL

Minutes of the Streetscene Policy Development and Review Panel

(to be confirmed at the next meeting)

Date: Thursday, 6 March 2014

Venue: Collingwood Room - Civic Offices

PRESENT:

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 and
D C S Swanbrow

Also Present: Councillor L Keeble, Executive Member for Streetscene (items
7,8&11)



1. APOLOGIES FOR ABSENCE

There were no apologies for absence.

2. MINUTES

Councillor Ford, JP requested an update on item 8 - Bus Shelter Maintenance Contract regarding the suggestion made by Councillor Davies for the painting of the older galvanised shelters. The Director of Streetscene informed the Panel that at present there is nothing further to report however he will get the Public and Open Spaces Manager to provide an update to the Panel at the next meeting in July.

It was AGREED that the minutes of meeting of the Streetscene Policy Development and Review Panel held on 9 January 2013 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

At the invitation of the Chairman, the Director of Streetscene addressed the Panel regarding the forthcoming restructuring of Directors and responsibilities. The Panel were informed that from the 1st April 2014 the Director of Streetscene will change title to the Director of Environmental Services; however the Panel's title will remain the same. Members were informed that whilst the Director of Streetscene will be taking on additional services and responsibilities these will have no impact upon the Streetscene Panel. Members requested an updated A-Z of Council services with a contact name and number for each service.

Councillor Ford enquired into the feasibility of kerbside glass collection service. The Director of Streetscene informed the Panel that a study on this had been undertaken a few years ago and it was found that there were several health and safety issues with this type of collection and the service was not cost effective.

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. FINAL REVIEW OF THE WORK PROGRAMME FOR 2013/14 AND DRAFT 2014/15

The Panel considered a report by the Director of Streetscene on a final review of the work programme for 2013/14 and the draft work programme for 2014/15.

The Director of Streetscene asked Members to note to additional reports that have been added into the 2014/15 Work Programme at Appendix D of the report.

It was AGREED that:-

- (a) the review of the 2013/14 work programme, as shown in Appendix A to the report, be noted;
- (b) the proposed work programme for 2014/15, as set out in Appendix A to these minutes, be approved; and
- (c) the proposed work programme for 2014/15 be submitted to the Council for approval.

7. VEHICLE FLEET MANAGEMENT

The Panel considered a report by the Director of Streetscene on Vehicle Fleet Management.

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

Councillor Ford suggested that an annual visit to the depot for all Panel members be added to the work programme.

The Director of Streetscene addressed the Panel to update members on the progress of the GPS tracking system. He informed members that the system will be in place and up and running by 1st April following completion of the tender process. Members will be able to see the system in action on their visit to the depot.

It was AGREED that:-

- (a) an annual visit for panel members to the depot be added to the 2014/15 Work Programme and all future work programmes; and
- (b) the content of the report be noted.

8. GROUNDS MAINTENANCE WORK SCHEDULING SYSTEM

The Panel considered a report by the Director of Streetscene which provided an update on the progress of the Grounds Maintenance Work Scheduling System.

At the invitation of the Chairman Councillor Keeble, Executive Member for Streetscene addressed the Panel on this item.

The report gave an update on a new system for the Grounds Maintenance which will bring together all of the current grounds maintenance databases into one central database.

Questions were asked to the Operations Manager regarding the availability of the system to members and the public. Members were informed that once the system was fully operational it would be available for use on the Council's website.

A question was also asked in relation to the scheduling of the grounds maintenance services, and how easy they are to manage in changeable weather climates. The Operations Manager explained that all grounds maintenance services need to be flexible to be able to adapt to changing conditions and requirements, and that the new system will allow for these changes.

It was AGREED that the content of the report be noted.

9. EXCLUSION OF THE PUBLIC AND PRESS

It was AGREED that in accordance with Section 100A(4) of the Local Government Act 1972, the public and representatives of the Press be excluded from the remainder of the meeting as the Panel considered it was not in the public interest to consider the matter in public on the grounds that it involved the disclosure of exempt information as defined in paragraph 3 of part 1 of schedule 12A of the Act.

10. PROGRESS REPORT ON HEDGE CUTTING CONTRACT

The Panel considered a report by the Director of Streetscene on a progress update on the Hedge Cutting Contract.

It was AGREED that the content of the report be noted.

11. PROGRESS REPORT ON CLOTHING AND TEXTILE RECYCLING CONTRACT

The Panel considered a report by the Director of Streetscene which gave an update on the progress of the Clothing and Textile Recycling Contract.

At the Invitation of the Chairman, Councillor Keeble, Executive Member for Streetscene addressed the Panel on this item.

It was AGREED that the content of the report be noted.

(The meeting started at 6.00 pm
and ended at 7.07 pm).

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **10 July 2014**

Report of: **Director of Environmental Services**

Subject: **STREETSCENE POLICY DEVELOPMENT AND REVIEW PANEL
WORK PROGRAMME 2014/15**

SUMMARY

The work programme for the year agreed by the Panel at its meeting on 6 March 2014, and subsequently submitted to the Council on 23 April 2014, is attached as Appendix A.

Members are now invited to further review this work programme for the year 2014/15.

RECOMMENDATION

The Panel is recommended to review and confirm the proposed Work Programme for the year 2014/15.

INTRODUCTION

1. At the last meeting of the Panel, on 6 March 2014, members agreed a Work Programme for 2014/15 which was submitted to the Council at its meeting on 23 April 2014.

RISK ASSESSMENT

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

CONCLUSION

3. The Panel is now invited to :-
 - (i) confirm the programme items as set out in Appendix A.

Background Papers:

None

Reference Papers:

Streetscene Policy Development and Review Panel – 6 March 2014 - Minutes

Enquiries:

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

Appendix A - Work Programme 2014/15

**STREETSCENE POLICY DEVELOPMENT AND REVIEW PANEL – WORK PROGRAMME
2014/15**

Date	Subject	Type of Item
15 May 2014	CANCELLED	
10 July 2014	• Review of Work Programme 2014/15	Programming
	• Presentation on Streetscene Services and Key Achievements	Information
	• Annual report on Trade Waste	Information
	• Review of Corporate Cleaning Contract	Information
4 September 2014	• Review of Work Programme 2014/15	Programming
	• Healthcare Waste Collection Service	Information
	• Hedge Cutting and Sports Pitch Renovation Contract	Information
	• Annual Review of Street Cleansing Service	Information
	• Sponsorship of Roundabouts	Information
23 October 2014	• Review of Work Programme 2014/15	Programming
	• Annual Report on Recycling Performance	Information
	• Global positioning system for vehicle fleet	Information
	• Open Forum	Discussion
8 January 2015	• Preliminary Review of Work Programme 2014/15 & Draft Work Programme 2015/16	Programming
	• Annual Review of Grounds Maintenance Service	Information
	• Vehicle Fleet Management	Information

5 March 2015	<ul style="list-style-type: none"> • Final Review of Work Programme for 2014/15 and Draft Work Programme 2015/16 	Programming
	<ul style="list-style-type: none"> • Annual Review of Clothing and Textile Recycling 	Information
	<ul style="list-style-type: none"> • Play Area Safety Surface Replacement Programme 	Information
	<ul style="list-style-type: none"> • Bus Shelter Maintenance Contract Renewal 	Information

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date 10 July 2014

Report of: Director of Environmental Services

Subject: REVIEW OF 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 Cleaning 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.
 - Street Scene Operation teams rest rooms
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 Streetscene Monitoring and Enforcement Officer, who 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, thus avoiding duplication.

7. Any complaints that are received are logged and passed on to OCS for action. In addition, random monitoring is carried out to ensure standards are maintained.
8. This report provides details of the performance of the contract for the year Apr 2013 - March 2014. 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. Over the last year things have greatly improved. The Manager has been satisfied overall with the standards and the performance of the cleaners have been maintained.
11. Meetings are held between the Ferneham Hall Manager and OCS on a quarterly basis, where any current issues can be addressed.

Council Depot

12. The cleaning at the depot is undertaken by one designated cleaner who attends each day. The areas to be cleaned include the offices, kitchens, shower rooms, communal areas and changing areas for the operatives. Generally, standards are good.

Public Conveniences

13. There are fifteen public conveniences that are included in the cleaning contract. The toilets are open seven days a week all year round except Christmas Day. The opening and closing times vary depending on the time of year as does the frequency of cleaning visits. Each site receives a thorough clean followed by a number of inspections and re-cleans depending on the usage. 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.
14. 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.
15. There had been issues with the cleaning standards of the toilets, which resulted in an increase in complaints. The main issue here was that there was a requirement in the contract to visit the toilets so many times a day, that the cleaners were spending all their time driving between sites than actually cleaning. Following discussions with the contractor a new regime of visits was agreed. This has appeared to have improved cleaning standards considerably as more time is spend at the site on each visit.
16. For each site, the cleaners complete a sign in-out sheet, which informs the Contracts Manager and Council Officers the time the site was cleaned and checked. Any issues that are found at the time of the visit are recorded.

Pavilions

17. 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.
18. 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.
19. 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, although it is a very difficult situation to resolve where multiple clubs use the same facility.

Car parks

20. 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. Overall, the cleaning has been satisfactory, attracting very few complaints.

Civic Offices

21. 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.
22. 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.
23. In addition to this, the appearance of the window once cleaned doesn't always look good as the external areas of glass above ground floor level are never cleaned so dirt and smears are still present.
24. 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

25. 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.
26. 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.
27. 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.
28. 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.
29. In order for Housing Officers to communicate with residents some of the blocks have Block Captains. Originally, 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 were then expected to send them into the Housing Officers for collation. However, this caused a delay so now block captain can also choose to report their level of satisfaction by email or phone directly to the Tennant Involvement Officer. If there are any issues then they are discussed with the Council's Monitoring Officer.

Housing establishments - General purpose flats

30. 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 generally, the standards are good.
31. 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.
32. 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.
33. 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 and usually removed on behalf of the Housing Officers by the Council's Streetscene Cleansing Team.
34. 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)

35. 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.
36. 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

37. Meetings are held with OCS and representatives from the Housing Department every quarter; these include the Housing Manager, and two Block Captains. The meetings provide the opportunity to deal with any issues, propose any improvements and give feedback to OCS. 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.
38. During May 2014, OCS/F and Council Officers attended a Block Captain Forum meeting at Ferneham Hall. This meeting was an opportunity for all of the Block Captains to meet the Regional Managers of OCS and speak directly about any concerns they may have.
39. The levels of customer satisfaction obtained by either Tenants or Housing Officers over the last two years is as follows:

	2012/13	2013/14
April – June	77%	71%
July – Sept	67%	75%
Oct – Dec	88%	92%
Jan – Mar	78%	88%

40. It would appear that 2013/14 satisfaction levels have improved over the previous year, although it still seems to fluctuate from quarter to quarter. There is still scope for improvement.
41. Complaints still tend to be with regard to cleaning of windows, bin stores and general attention to detail and it is possible that these elements of work continue to bring the overall satisfaction levels down.

Town Centre/Street Washing

42. In West Street between The Brass Monkey public house and Westbury Manor Museum, OCS 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.

43. During the months between November 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.
44. The overall standard for this aspect of work has never really been satisfactory throughout the contract and numerous different types of machinery and ways of working have been utilised to try and obtain a standard that was previously reached in the past.
45. In order to try and improve standards, alterations have now been made to the frequency and operation for the washing of the paving in the Town centre. Originally it was specified within the contract to be undertaken 12 times a year. However, it has been agreed to only undertake this four times a year and it will be carried out by a sub-contractor that specialises in this type of work. This has provided a standard that the Monitoring and Enforcement Officer finds acceptable.

ISSUES THAT NEED FURTHER ATTENTION

Washing of Communal Refuse Bins

46. As part of the cleaning for housing establishments there is a requirement to wash out the communal waste bins twice a year.
47. Although this task only forms a small part of the contract, it appears that this aspect of work seems to be left uncompleted when there are other higher priority work tasks outstanding. This is something that we need to monitor more ensuring that they work actually gets done rather than left until we get complaints about smelly bins.
48. It is appreciated that it isn't an easy task to undertake due to the timing issues. The bin has to be washed almost immediately after it has been emptied so that it can be cleaning before residents start placing new bags of rubbish into them.
49. There is also an element of education to be undertaken, in that residents need to be advised on how best to bag up their waste to reduce any items of food or other organic matter falling loose into the bin making it smell and attractive to flies.

Bulky household items

50. There has always been a problem with a small minority of Housing Tenants who continually dump bulky household items in the communal bin areas. Although, this is not the fault of the cleaning contractor, it does have an impact on their work. Sometimes there are so many items left it has an impact on how the communal areas can be cleaned. The cleaning contractors aren't expected to move these big items so sometimes the areas aren't cleaned.
51. Liaison with Housing Officers is required to see if there are ways that this problem can be reduced in the future.

CONTRACT RENEWAL

52. The current cleaning contract comes to an end in March 2016 and due to the value, the procurement will have to comply with the European tender (OJEU) process. Towards the end of the current financial year, Streetscene Officers will work with other

council departments to review the scope and specification.

CONCLUSION

53. Generally speaking, the Corporate Cleaning Contract, which has incorporated the majority of the Council's cleaning requirements into one contract, has worked satisfactorily.
54. Since last year a number of actions have been implemented in order to improve performance. These are as follows:
 - (a) Alteration to the frequency in visits to the public conveniences has resulted in a better standard of cleaning and subsequent reduction in resident complaints.
 - (b) The introduction of GPS into the vehicles of mobile cleaners has improved monitoring and better recording of visits.
 - (c) The introduction of a more formal inspection and monitoring regime by the OCS manager has improved standards of their operatives.
 - (d) Alterations have been made to the frequency and operation for the washing of the paving in the Town centre and are now subcontracted to another local company.
55. There are still some issues that require further improvement such as liaison with Housing officer to tackle dumping of bulky items and also improve cleaning of communal bins. Officers will endeavour to resolve them as soon as possible through discussions with the management of the OCS group and Housing Officers.
56. Work on the retendering process will commence towards the end of the financial year with all those departments that have an interest in the current contract.

Background Papers:

Reference Papers:

Report to the Executive- 10 January 2011 - Award of Corporate Cleaning Contract
Report to Streetscene Policy Development and Review Panel – 8 March 2012 - Corporate Cleaning Contract – Performance Review
Report to Streetscene Policy Development and Review Panel – 11 July 2013 - Corporate Cleaning Contract

Enquiries:

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

Agenda Item 10

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

