

Veolia Waste Contract – All Member Briefing September 2016

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Update since last briefing

- Waste collection operations have stabilised
- Bank Holiday communication – very minimal disruption
- Street Cleansing – weeds (more detail to follow)
- Fly-tipping – hotspots across district
- Beach cleansing – visitors to Southend
- Recycling Contamination
- Review of collection rounds

Collections – progress to date

- Rounds and crews are working well
- Reduced complaints
- Service delivery improved
- Participation of blue box collection service has increased
- Providing 820 assisted collections to residents

Flat Block scheme

- Leaflets will be delivered to all flat block dwellings
- New receptacles will be delivered in accordance with the assessment made on each block
- Receptacles will be either: Communal bin (euro/wheeled bin), blue bag or re-useable blue bag (depending on available space at each property)
- Properties with bins will be given re-usable (bag for life) bags
- Roll out to take up to 6 weeks
- Aim to start the process in mid October

Street Cleansing

- Review of all street cleansing operations
- Changes implemented in September
- Zonal / Village approach
- Crews will have ownership of areas
- Increased supervision/monitoring
- Grading standards on all roads being undertaken by the Council to assist in the efficient deployment of resources
- Proactive / accountable approach

Weeds

- 4 weed spraying applications undertaken since March
- Weed spraying will continue with trained staff into Autumn and Winter in identified areas
- Mild winter and warm summer created unprecedented growth
- Weeds have demonstrated tolerance to Glyphosate, due to mild winters and warm summer.
- Other Local Authorities and Contractors (outside of Veolia) are experiencing similar issues with weeds.
- 3 x weed ripping machines purchased. Will be used all year round.

Beach Cleansing

- Beach cleansing – general satisfaction from businesses
- Visitors and large events – creates demand on service
- Beach Rake put to good use – used regularly
- Communication with council and residents to tackle problem
- Key areas for communication (train stations and car parks)
- Proactive approach for 2017
- Support for Enforcement

Fly-tipping and dumped rubbish

- Employed 2 additional staff, using RCV to deal with fly-tips
- 1 External Supervisor dedicated to task
- London Road and problem areas visited at least once a day
- General street scene has improved
- Letters sent out to target businesses and residents in area
- Evidence found in fly-tips passed to Officers at Southend
- Working closely with community groups and residents

Looking Ahead

- Contract anniversary
- Waste Transfer Station is working well
- Retained Recycling Officers for Education
- Services are improving – still work to be done
- Integration of Council system with Veolia Echo system
- Preparations being made for winter maintenance and leaf fall