

OSSP Overview of Veolia Contract **Waste, Recycling, Streetcare, Parks and Open Spaces**

Background

In April 2013 the council awarded a contract to Veolia for the provision of its frontline environmental services, the contract commenced in July 2013.

The contract term with Veolia is for an initial 7 years (to 2020) with the option to extend for a further 8 years (to 2028). The contracts value is the councils largest at £6m per annum and designed to offer the council a circa £593k saving on its previous pre contract environmental services budgets.

The services provided through the contract are far reaching and provided directly to all residents in some capacity.

A broad description of services is shown below:

Waste & Recycling

These services are offered to circa 30,000 low rise properties and 9000 high rise properties and includes:

- Weekly collected dry recycling/commingled collection – plastics, cans, tin foil, paper, magazines, directories, tetra pak, aerosols, cardboard, glass bottles and jars
- Fortnightly collected compost collection – grass clippings, leaves, prunings, vegetable peelings, tea bags, food leftovers.
- Weekly Refuse collection – for items that cannot be recycled.
- On street recycling bins and public bring sites – On street recycling bins for public use on public highways (town centre etc) and larger sites available to recycle non kerbside collected items including electrical goods and batteries.
- Clinical waste collection service – this service is offered to residents wishing to dispose of sharps/needles and offensive waste (dressings etc).
- Bulky waste collection service

Street Cleansing

This service provision covers all Watford Borough Council land and also work is undertaken on behalf of Hertfordshire County Council by way of grass cutting and tree maintenance.

The service is scheduled according to need and higher footfall and density areas are cleaned more frequently than outer areas ie Watford town centre is cleaned continuously and shop fronts are cleaned daily. Other cleaning routes are generally carried out weekly.

A broad list of services covered is shown below:

- litter picking
- mechanical sweeping
- hand sweeping
- litterbin emptying
- graffiti removal

- fly tip removal
- high speed road cleansing
- fly poster removal
- leaf fall clearance
- weed spraying

Parks & Open Spaces

This service provision covers the maintenance of Watford's parks and open spaces including play areas. Included in the specification is the upkeep of Watford's much loved parks including; Cassiobury and Oxhey Parks. Upkeep of cemetery land, management of allotment sites and closed churchyards are also part of the contract.

A broad list of other services covered is shown below:

- tree maintenance
- seeding and turfing
- verge maintenance
- grass cutting
- planting and upkeep
- field marking and upkeep in sports areas inc cricket grounds

Fleet Management

Through the contract Veolia maintain (servicing MOTs and repair) all fleet and plant that covers all service provision. This includes anything from dustcarts to mowers, away from direct contract fleet provision Veolia also maintain council vehicles. The council have ownership of the vast majority of fleet and plant which are leased back to Veolia through the contract.

Contract Key Performance Indicators

There is a vast amount of contract performance indicators with associated financial impacts for all services. These are reported and monitored consistently to ensure high quality services continue to be provided to the council and its residents.

Other reported Performance Indicators

- Residual household waste KG per household
- Waste recycled and composted % across services
- Waste recycled and composted % Veolia target (kerbside collected)
- Levels of litter %
- Levels of detritus %
- Levels of graffiti %
- Levels of fly-posting %

Contract Management

For the Council the contract is managed by the Environmental Services client team. The team monitor and manage contract performance against targets, working in partnership

with Veolia to provide high quality services and deliver against the councils corporate objectives.

Alongside day to day management a series of set meetings discussing performance, operational, financial and strategic matters regularly take place:

- Operations/Contract Meeting – Monthly
- Contract Finance meeting – Monthly
- Strategic Partnership Board – Quarterly

Customer complaint procedure

The usual channel for customer contact regarding service requests ie “missed bins” is direct to Veolia on either tel: 0207 567 6900 or email: enquires.watford@veolia.com Each service request will have an associated procedure and rectification period.

Should a problem or case need to be escalated the 2nd tier within Veolia at Environmental Manager level would deal with it. If the issue was still not rectified to the customers satisfaction the issue would be escalated to the Senior Contract Manager. Should the issue still not be resolved the case is passed over to the councils Environmental Services Section Heads.

The councils client team will deal with issues directly with customers and Veolia as a matter of course.