

SUSTAINABLE GROWTH AND ENVIRONMENT CAPITAL SCRUTINY COMMITTEE	Agenda Item No. 6
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Report from PCC's Amey Partnership Manager and Amey's Account Director

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AMEY ANNUAL PARTNERSHIP REPORT

1. PURPOSE

1.1 This is an opportunity for the Committee to hear from and question officers of the Council and the Amey Account Director, on their current performance.

2. RECOMMENDATIONS

2.1 The Sustainable Growth and Environment Capital Scrutiny Committee are asked to review and comment on this report.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

3.1 The Amey Peterborough partnership contributes to all the priorities in the Sustainable Community Strategy:-

- Creating opportunities – tackling inequalities;
- Creating strong and supportive communities;
- Creating the UK's environmental capital; and
- Delivering substantial and truly sustainable growth.

4. BACKGROUND AND CONTEXT

4.1 Amey reported to the committee in September 2014 since that time we have implemented the new set of Key Performance Indicators (KPI's) governing the contract and have implemented the contractual changes as a result of the 14 /15 budget. The following report gives details on the implementation of these changes and the KPI performance.

5. KEY ISSUES OF CONCERN TO THE COMMITTEE

5.1 Update

5.1.1 This paper summarises the developments on the Amey partnership over the past year and details the current KPI performance.

5.2 Update Street Cleansing

5.2.1 The new Street Cleansing model is being embedded across the City, this has been introduced following the 14 / 15 budget process, the outcome has seen changes in cleansing frequencies and capital investment to mechanise the service this includes the introduction of six mechanical sweepers, replacement of all post mounted litter bins and pedestrian operated vacuums (Gluttons) .

5.2.2 Gluttons

Glutton are mechanical pedestrianised cleansing vacuum machines, they allow the operative to clean up small items such as cigarette butts and larger items like coke cans. The Glutton has been initially deployed within the City Centre to great affect giving a high end finish and allowing extra attention to detail.

They will be now be deployed across the City with the first 5 arriving within the coming weeks and being deployed in: -

- City Centre (2)
- Central Park
- Central Ward
- Bretton

5.2.2.1 The aim is to have the Gluttons utilised by both Amey and community groups, Parish Councils and other organisations to enable areas to have extra cleansing as required above what is offered through the contract.

Litter Bins

5.2.3

The replacement of the small post mounted bins is fully underway with around 350 already being replaced in the first phase, it is hoped the whole roll out will be completed by the end of September 2015.

We are investigating the introduction of solar powered compacting litter bins with fill sensors known as 'Big Belly' to see if these can be utilised in high profile areas such as the City Centre and Parks, or for use in rural areas to reduce the amount of miles to collect a bin that may not require being emptied.

We will be trialling a number of these units to see how effective they are and if they would offer further long term savings to the council and help reduce littering in high profile areas.

5.3 Update Parks Trees and Open Spaces

5.3.1 The new horticultural maintenance model is being introduced following the 14/15 budget process, this has included changes to park features and maintenance, general grass cutting and shrub maintenance. The new grass cutting and shrub cutting regime have now been implemented City wide, this has resulted in a number of grassed areas only having three cuts per year and certain areas being reduced to one.

The reduced grass cutting regime was met with some complaints from local residents, as a result, a decision was taken to move certain areas back to be cut 8 times per year where significant complaints had been received. All further complaints will be dealt with on their own merits to ascertain the environmental benefits against those impacts to the local community.

Amey and the Client team will also be liaising with Natural England to look at the most effective way to manage grass within the City to benefit both wildlife and local residents.

Shrubs City wide have move to bi-annual cutting with 50% of the City being cut this year and the rest being cut next year. Sight lines and Health and Safety issues will be cut during the year as required.

5.3.2 The arboriculture team continues to manage trees within Peterborough's unitary boundaries and have developed an inspection regime which will allow maintenance to be completed in line with current industry best practice and government guidelines to ensure that the authority's duty of care in relation to tree management is effectively discharged.

As part of the program of works we have planted over 1000 trees within highways, parks and open spaces and have been able to achieve significant levels of retention rates of over twice the UK average with 89.9% survival rates. Unfortunately 10% of these losses have been due to vandalism.

5.4 Update Refuse and Recycling

5.4.1 Amey continue to work with the authority to improve recycling rates across the City, over the past year they have bolstered communications to residents through the 'Clean and Green' campaign, this has included new bin hangers, educational information in 'Your Peterborough', 'Term Time' magazine, several road shows giving away information and free food bags and a number of school assembly's. The current recycling rate is 34.35% for the last 12 months this is based on analysis of food, and household recycling (excluding garden waste), this has shown a decrease in food waste recycling for the period.

5.4.2 The composition analysis conducted in 2014 gave a snap shot of waste and recycling presented by a representative sample of 240 homes across a two weekly collection cycle. It should be noted that although representative of waste presented it is, by definition, a snapshot view of waste presented.

The headline findings of this study are as follows:

- Over 60% of the waste presented in the black bin could be removed and placed into containers already in use to collect recyclable and compostable wastes in Peterborough.
- Kitchen organic waste makes up 28.3% of the contents of the average black bin collected in Peterborough
- Garden organic wastes make up 17.3% of the contents of the average black bin collected in Peterborough
- If the Council and its partners Amey were able to improve the success of both the food waste and the garden waste schemes, so that half of the garden and food waste being put in the black bin were diverted then around £470,000 could be saved from the treatment budget.

5.4.2 Unfortunately we continue to see a decline in the food waste tonnages, as a result further investigation has been undertaken into the provision of free food bags as the decline started when the original free supply ran out. The Waste and Resources Action Program (WRAP) reports demonstrate that giving free bags to residents should help to increase tonnage. The first supply of bags has now been ordered and Amey have agreed as part of their commitment to increase recycling rates within the City to distribute the initial supply to resident free of charge.

5.5 Garden Waste

5.5.1 The current garden waste subscriptions are at 19603 this is comparable to 19238 at the same stage last year. The subscriptions are made up from the following payment methods: -

Cash Office	1089
Debit / Credit Card (<i>Online Payment</i>)	9184
Direct Debit	3257
Intranet (Peterborough Direct)	6069
Invoice	4
Total	19603

There have been 32 subsidised home composter sold so far this financial year.

A targeted communications campaign has been introduced in areas of the City where it is felt that the current take up is lower than expected. Through this campaign all black bins will be stickered advertising how to sign up to the scheme.

5.6 Update Property Service, Design and Project Management

5.6.1 Amey provide a range of property services to the City's portfolio and continue to operate a 24 hr response service. During the early part of 2015 the Design and Project Management Team has been rationalised. This has been required to meet the challenges of expenditure changes, resulting in this department being closed in Peterborough and this scope of works being delivered by the Amey consulting division.

5.7 Update Transport

5.7.1 Amey provide transport provision for the City's schools and community link service, during late 2014 Amey invested in updating the coach fleet operated with five new fifty seven seat vehicles for the main stream home to school education service.

5.8 Update Managed Services

5.8.1 Amey provide cleaning and catering services for the City's corporate buildings and a number schools, 2014/15 has seen an increase in the provision of school meals at the sites we provide this service due to the governments initiative to increase age of free meals.

5.9 Clean and Green

5.9.1 Amey and PCC continue to work jointly on the 'Clean and Green' campaign with various schemes being offer over the past year, these included pictorial bin hangers, signage in low recycling take up streets, 3 months environmental hit squad, dog fouling

stencils and 4 sites where bulky waste was removed free of charge to residents.

Thought provoking communications were used to advise residents of the costs to the authority of many environmental related issues e.g. littering, graffiti and fly tipping. This also included messages around food waste and recycling to show residents what could be saved by doing the right thing.

It was noted from our Facebook and Twitter feed that this received positive comments from residents and notably we had positive responses to the dog fouling stencils with many residents requesting them for their streets.

- 5.9.2 Over the coming year we are looking to implement further schemes which will include: -
- Recycling rewards scheme (this is being back by the DCLG funding bid that PCC and Amey have successfully secured)
 - Covert cameras to target fly tipping
 - 4 site bulky waste collection
 - 3 month environmental hit squad

5.10 KPI Performance Update

- 5.10.1 Amey have performed to a satisfactory level over the past year on the new set of KPI's as demonstrated in Appendix 1.0. We have seen favourable results from the customer satisfaction survey with all areas improving on last year's scores, this in the context of cuts to resident facing services e.g. grass cutting and street cleansing.

The KPI targets for Missed Bins have been set to a level to drive improvement this has been achieved, however we believe this area requires further attention to reduce the numbers of missed bins further, notably also around missed assisted collections. Amey have entered into a process with the individual collection crews discussing complaints and setting targets for rectifying the problems which have occurred and monitoring the outcomes.

We have also had some contextual research conducted to look into why miss bins happen and looking at the whole customer experience. This has involved speaking to residents who have experienced miss bins, PCC staff, Peterborough Direct Staff, Amey managers and going out with crews on their rounds. The initial analysis of this data shows that the main issues are with communication on how to use the bins correctly, this is mainly down to the 'one size fits all' method that is currently being used, which is felt does not effectively communicate to the complete demographic in City .

- 5.10.2 Customer perception survey results have seen an improvement in residents' perception of the services being provided. This is very positive given the service reductions that have been implemented.

General Survey Overview based on Customers being very satisfied and fairly satisfied.

Service Area	2013	2014
Maintenance and cleanliness of parks	68.7%	83.1%
Cleanliness and maintenance of the City Centre	65.0%	73.1%
Street Cleansing	61.8%	69.4%

5.10.3 Survey overview of operations undergoing service change during 2014 based on customers being very good and fairly good.

Service Area	2013	2014
Waste and recycling	82.0%	85.5%
Grass Cutting	75.7%	76.6%
Street Cleansing	61.8%	69.4%

Financial penalties have been applied for the following areas Recycling, Passenger Transport and Street Cleansing.

6.0 IMPLICATIONS

6.1 The partnership enables the Council to continue to provide value for money services through its partner.

7.0 CONSULTATION

7.1 Observations made by Members and other stakeholders have been taken into account in this report.

8.0 NEXT STEPS

8.1 Amey will continue to work with the authority to improve service levels whilst offering value for money.

The main focus and aims for the coming year will be to improve recycling rates across the City offering large savings to the authority as a direct result and maintain service standards.

This will including working on effective communications to promote the service across the complete demographic of the City.

9.0 BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 None

10.0 APPENDICES

10.1 Appendix 1.0 - KPI report