

<b>SUSTAINABLE GROWTH AND ENVIRONMENT CAPITAL SCRUTINY COMMITTEE</b>	<b>Agenda Item No. 5</b>
<b>14 JULY 2016</b>	<b>Public Report</b>

<b>Report of the John Harrison - Corporate Director Resources and Simon Machen - Corporate Director Growth and Regeneration</b>		
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## **Amey, Serco and Skanska annual KPI Report and Proposed Street Cleansing Task and Finish Group**

### **1. PURPOSE**

- 1.1 This is the opportunity for the committee to hear the contractual performance, Key Performance Indicators (KPI's) for the Amey, Serco and Skanska contract. Vivacity will be reporting back on their contractual performance to the Strong and Supportive Scrutiny committee in March 2017.

### **2. RECOMMENDATIONS**

- 2.1
1. The Sustainable Growth and Environment Capital Scrutiny Committee are asked to review and comment on this report.
  2. The Committee to agree to the formation of a Task and Finish Group to look further into the levels of street cleansing within the city.

### **3. LINKS TO THE CORPORATE PRIORITIES**

- 3.1 The Amey, Serco and Skanska Peterborough partnerships 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**

- 4.1 Following discussion at the scrutiny workshop on the 13<sup>th</sup> of June 2016, it was decided that committee members required a report giving feedback on the performance of the Amey, Skanska and Serco contracts. This report would consist of a KPI update and any significant items to report.

### **5. KEY ISSUES**

- 5.1 Please see Appendix 1.0 for the Amey contractual KPI's.
- 5.1.1 Amey have performed to a satisfactory level over the past financial year the areas where failures have occurs are as follows: -
1. Waste and Recycling targets, the overall City recycling figure for last financial year was 44% which is below the agreed target.

2. Removing Fly tipping within the given time frame 6 failures out of 9859, on investigating these failures they were due to clerical and administrative errors which have now been resolved. We have produced some signs to indicate to residents the possible fines, these also state that covert CCTV may be in operation and are going up in known hot spot areas. Amey have been liaising with the new enforcement team and always pass over any intelligence and ensure fly tips where there may be evidence are investigated before clearance takes place.
3. 5 failures to provide a vehicle within 30 minutes for a Home to School transport service. Amey carry several relief drivers but unfortunately they had a high level of sickness and where unable to cover all the routes. They now have an agreement with 'Shaws Coaches' that if they have such instances again they can use them to carry out the routes with a suitably qualified and DBS checked driver.

5.1.2 Over the past year Amey have implemented jointly with PCC the roll out of the free food bags and tags to highlight to crews when residents need more bags. This has seen a steady and sustained increase in food waste. Amey also recognise that communication and education is key to increasing recycling, as such they have increased the amount of road shows they are doing and continue to offer school assemblies.

Amey will shortly be advertising for a dedicated education officer whose role will be to promote and enhance the levels of recycling within the City.

5.1.3 The recycling rewards scheme has seen some positives results with one area having over a 10% increase in recycling, we are now into the second round and have enhanced the scheme into the Werrington area. We are also pleased to report that the scheme has been shortlisted at this year's National Waste and Recycling Awards.

5.1.4 Amey have been working with local residents groups and Parish councils to support litter pick days providing resources and materials, notably they have worked with Bretton Parish council for them to house and use a Glutton. This has enabled them to further enhance the cleansing in the area complementing the work already being undertaken by Amey

5.1.5 We have received several requests from residents and councillors for increased levels of street cleansing, as you can see from the KPI's Amey are currently cleansing within the time frames set out in the contract specification. Over 96% of the city is on a Low frequency cleansing regime which means that once an area is highly littered Amey have 1 week to bring it back to standard with no visible litter.

As such it was decided at the Scrutiny Committee workshop to set up a task and finish group to look further into the levels of street cleansing within the city and to bring recommendation back to the Sustainable Growth and Environment Capital Scrutiny. Please see Appendix 4.0 for the terms of reference.

5.2 Please see Appendix 2.0 for the Serco contractual KPI's.

5.2.1 During 2015-16 Serco have successfully supported the delivery of a number of projects within the Council including CityFibre and the implementation of Agresso. In addition, they continue to provide resource and support to the Council's overall transformation programme in relation to key initiatives such Customer Experience and Digital Strategy.

5.2.2 Following a review of the KPI regime ahead of the 2016-17 financial year, the following changes have been made to a small number of indicators within Shared Transactional Services (STS):

- Achievement of the in-year Council Tax collection rate target (R&B-K-001) – this annual indicator has been revised down to 95.8% and will be immediately subject to penalty if missed (rather than after 3 consecutive periods).
- Achievement of the in-year business rates collection rate target (R&B-K-002) – this annual indicator has been revised down to 97.8% and will be immediately subject to

- penalty if missed (rather than after 3 consecutive periods).
- Debt recovery - Housing Benefit Overpayments (R&B-K-009a) – as a result of improved performance in raising and collecting current debt, the annual target will now be set at 26.21% (previously 33.98%).

5.3 Please see Appendix 3.0 for the Skanska contractual KPI's.

## **6. IMPLICATIONS**

6.1 The partnerships should continue to enable the Council to provide value for money services through its partners.

## **7. CONSULTATION**

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

## **8. NEXT STEPS**

8.1 The partners 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 for the Amey contract are to improve recycling rates across the city which could offer substantial savings to the authority.

We also ask the Committee to approve the terms of reference for the Task and Finish group.

The main focus and aims for the coming year for the Skanska contract is to uphold the challenging performance targets, while achieving further efficiencies and delivering a good level of service for the authority.

The Serco contract will continue to be monitored through the KPI process over the coming year so that the anticipated performance improvement, such as increased collection rates, are achieved. Additionally, regular monitoring will enable action plans to be initiated quickly to address any underperformance should it occur.

We will continue to monitor the contracts through the KPI process over the coming year and address any underperformance if it occurs.

## **9. BACKGROUND DOCUMENTS**

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

9.1 None

## **10. APPENDICES**

10.1 Appendix 1 - Amey KPI  
Appendix 2 - Serco KPI's  
Appendix 3 - Skanska KPI's  
Appendix 4 - Task and Finish group terms of reference

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