

**OVERVIEW AND SCRUTINY COMMITTEE  
18 SEPTEMBER 2018**

**\*PART 1 – PUBLIC DOCUMENT**

**ITEM 6A**

**TITLE OF REPORT: ITEM REFERRED FROM OVERVIEW AND SCRUTINY COMMITTEE: 18 SEPTEMBER 2018 – 37. INFORMATION NOTE: MOBILISATION OF WASTE, RECYCLING AND STREET CLEANSING CONTRACT**

***Extract from the draft Minutes of the Overview and Scrutiny Committee meeting held on 18 September 2018***

**37. INFORMATION NOTE: MOBILISATION OF WASTE, RECYCLING AND STREET CLEANSING CONTRACT**

The Chairman advised that the item would be considered in the following order:

1. Referral from Hitchin Committee;
2. Referral from Southern Rural Committee;
3. Presentation of the Information Note;
4. Debate and Questions.

1. Referral from Hitchin Committee

The Chairman of Hitchin Committee presented the following referral from that Committee, made at its meeting held on 11 September 2018, in respect of The New Waste Contract.

“Members discussed the recent experiences of Hitchin residents regarding the operation of the Waste Contract and made numerous observations regarding the current operation of the new waste contract.

***RECOMMENDED TO THE OVERVIEW AND SCRUTINY COMMITTEE:*** That the comments made by the Hitchin Committee, as noted in the Minutes, be considered when discussing the new waste contract at the meeting due to be held on 18 September 2018.”

2. Referral from Southern Rural Committee

The Chairman of the Southern Rural Committee presented the following referral from that Committee, made at its meeting held on 13 September 2018, in respect of Experiences Regarding the New Waste Contract.

“Members discussed the recent experiences of Southern Rural residents regarding the operation of the Waste Contract and made numerous observations regarding the current operation of the new waste contract.

***RECOMMENDED TO THE OVERVIEW AND SCRUTINY COMMITTEE:*** That the comments made by the Southern Rural Committee, as noted in the Minutes, be considered when discussing the new waste contract at the meeting due to be held on 18 September 2018.”

### 3. Presentation of the Information Note

The Service Manager – Waste and Recycling made a PowerPoint presentation regarding the information note entitled Mobilisation of Waste, Recycling and Street Cleansing Contract

Representatives from Urbaser made a PowerPoint presentation regarding the new waste contract.

The Chairman announced a brief adjournment to enable Members to consider the information contained in the presentations.

### 4. Debate and Questions

The Chairman advised that she was aware that there were likely to be some issues raised by members, for example employment matters, which would need to be discussed in Part 2.

She asked Officers to indicate whether their answer to an issue would include Part 2 information and suggested that all of those points be collected for discussion once all Part 1 issues had been debated.

The Chairman advised that she would like to keep as much debate as possible in Part 1 for the benefit of the public in attendance.

Following a lengthy session of questions and a thorough debate it was:

#### **RESOLVED:**

- (1) That a Task and Finish type review of the waste contract be undertaken shortly following the publication of the SIAS review of the service;
- (2) That the following issues be referred to the Task and Finish review mentioned in (1) above:
  - (i) Why a decision was made to mobilise the contract in an unreasonable timescale;
  - (ii) Why, when there was such a short mobilisation period, was a decision made to make major changes to the service in what were already challenging circumstances, rather than delay the implementation of changes to the service for one year;
  - (iii) Why sufficient staff resources were not made available prior to implementation of the contract;
  - (iv) What happened when high volumes of calls were received in terms of systems and staff;
  - (v) Consider the differences between area where the service worked well and those where the service was poor.
- (3) That the Service Manager- Waste be requested to publish details of the statistics regarding reports of missed bins and calls made regarding this and communicate the details publicly;
- (4) That the Service Manager Waste be requested to develop a communication strategy that includes Members that ensures they are kept updated on a

regular basis and enables them to bring issues to the attention of Urbaser and/or the waste team;

***RECOMMENDED TO CABINET:***

- (1) That all efforts are made to ensure that staff resources within NHDC are sufficient to meet the needs of the service;
- (2) That a plan demonstrating the actions to be taken in order to bring the Waste and Recycling Service to a “business as usual” status be published and communicated publicly;
- (3) That Cabinet confirm that a contingency plan detailing what will happen should the current contract continue to underperform is in place;

***REASON FOR DECISION:*** To enable the Overview and Scrutiny Committee to consider the information note entitled Mobilisation of Waste, Recycling and Street Cleansing Contract and make relevant resolutions and recommendations to Cabinet.

**[Note: the Information Note and Appendices to which this referral relates is attached.]**