

**Request by Member for Scrutiny Review  
2015/16 Work Programme**



Please complete the form below to request consideration of your issue by the  
Overview and Scrutiny Committee

<p><b>Proposers Name:</b></p> <p>Councillor Will Breare-Hall – Environment Portfolio Holder</p>	<p><b>Date of Request</b></p> <p>6 July 2015</p>
<p><b>Supporting Councillors (if any):</b></p> <p>Councillor Chris Whitbread – Leader of the Council</p>	
<p><b>Summary of Issue you wish to be scrutinised:</b></p> <p>The Council's contract with Sita, its previous waste, recycling and street cleansing contractor, came to an end after a seven year period on 3 November 2014. The process of awarding a new contract began in 2013, with competitive dialogue chosen as the procurement methodology, in recognition of the scale and complexity of the contract.</p> <p>At the final tender stage, all the remaining contractors bid on both a five-day collection and a four-day collection basis. The most advantageous tender, in terms of price and quality, was submitted by Biffa Municipal Ltd, who were appointed by Council in May 2014. The contract mobilisation and handover went well and Biffa performed satisfactorily during the period from November 2014 up until May 2015, during which time they were operating the previous five-day collection arrangements.</p> <p>However, following the switch to the four-day collection schedule and the introduction of new vehicles and technology on 12 May, it quickly became apparent that the contractor was struggling to provide the service required of them. Over a period of several weeks, an unacceptably high level of missed collections were reported, and the service is yet to fully stabilise. As Environment Portfolio Holder, I believe it is important we fully understand the reasons behind this service failure. Doing so will not only help in rectifying the current problems and achieving an acceptable level of service, but will also help in identifying any lessons for the council with respect to the letting of other major service contracts. Accordingly, I seek the support of Overview and Scrutiny to undertake this review.</p>	
<p align="center"><b>NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK</b></p>	

**PROCESS. PLEASE REFER TO THE EXPLANATORY NOTES TO THIS FORM FOR FURTHER INFORMATION**

**Public Interest Justification:**

Since 12 May, the Council has received over 17,000 enquiries from residents, relating to more than 5400 missed bin collections. Historically, residents have enjoyed a good service, with the district in the top ten nationally for its recycling rate. Public and media interest has been considerable and residents have a right to be provided with information as to why the problems occurred.

**Impact on the social, economic and environmental well-being of the area:**

Waste, recycling and street cleansing is a core service provided by the council, and one that all residents are in receipt of. The service plays an important part in maintaining both the quality of life of residents and the attractive appearance of the district. It also serves a valuable environmental function through the delivery of high recycling rates. Costing around £5m per annum, the contract represents a significant area of expenditure so best value for money is a key consideration. For these reasons it is important to understand and address any service deficiencies.

**Council Performance in this area (if known: Red, Amber, Green):**

Green – the council is in the top ten nationally for recycling rates and has a good record on street cleansing. Customer satisfaction was previously good.

**Keep in Context (are other reviews taking place in this area?)**

No other reviews are taking place in this area, but the council's new Leisure Management Contract is to be procured through competitive dialogue and there may be relevant lessons/learning to transfer across.

**Office Use:**

**Pick score:**

**Considered By OSCC:**