

<b>Committee:</b> Port Health and Environmental Services Committee – For Information	<b>Dated:</b> 12 July 2021
<b>Subject:</b> Waste and Street Cleansing Annual Report and Improvement Plan	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	4, 11, & 12
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	<b>£0</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> John Avern, Director	<b>For Information</b>
<b>Report author:</b> Jim Graham, Assistant Director Cleansing	

### Summary

This report outlines the performance of the Waste Collection and Street Cleansing Contract, provided by Veolia, for the second year of the contract (April 2020 to March 2021). During this second year there have been extraordinary pressures placed upon the service by the Covid 19 pandemic.

Standards remain high with independent audits by Keep Britain Tidy showing continued excellent standards. However, this should be noted in context of the significant reduction in footfall during the year that has enabled standards to be maintained. The reduction in footfall also enabled a reduction in services, achieving a £757,000 saving that contributed to meeting the Department of the Built Environment’s wider budget shortfall in 2020/21.

Performance continues to be regularly monitored by officers against a suite of KPIs which are kept under review to ensure their relevance to working practices and that they continue to drive the desired performance from the contract. The report also details the areas that are to be considered for innovation and improvement in the coming year as part of the Annual Improvement Plan.

### Recommendation

Members are asked to:

- Note the report.

### Main Report

#### Background

1. The Cleansing Service provides a range of frontline services and activities via its Waste Collection and Street Cleansing Contract, which was awarded to Veolia Environmental Services (VES) in 2018 and commenced on the 06 April 2019. The contract is to provide services and activities including the collection of all

types of domestic waste and recycling, along with a wide range of street cleansing activities.

2. It was agreed with this committee that an annual report would be brought forward detailing the performance of the contract over the previous year and outlining the areas of improvement and innovation that the contract would focus on for the forthcoming coming.

### **Current Position**

3. This has been an extremely challenging year. The Cleansing Service team and Veolia have had to be adaptable and work hard to deliver the changes required to maintain the service.
4. During the Covid 19 outbreak central government advice, and the City Corporation's position, was to cease all but critical activities to eliminate the need for staff to make any unnecessary journeys, and to alter critical activities as far as possible to increase social distancing and reduce contact transmission of the Covid 19 virus.
5. Throughout the year officers have dynamically reviewed all activities undertaken via the contract and made changes where required to ensure that they are carried out in such a way as to ensure the health and safety of front line and members of the public. Where this was not possible these activities were ceased temporarily until such time that it was safe to recommence them. These changes were approved by the Gold Group and the Chair/Deputy Chairman of the Port Health and Environmental Committee who were kept informed of proposed service changes throughout, with update reports to this committee as required.
6. Under the circumstances the contract has performed extremely well. The relationship between City Corporation officers and Veolia staff has been good, enabling a joint approach to deal with the challenges faced. The reduction in footfall enabled a proportionate reduction in services, achieving a £757,000 saving that contributed to meeting the Department of the Built Environment's wider budget shortfall in 2020/21.
7. During this year the Cleansing Service commenced taking delivery of the UK's first fully electric Refuse Collection Vehicle fleet (as of 15 June 2021 the full fleet of five has been delivered). These vehicles will reduce the City's Corporation's carbon use and will help with the continued reduction of air pollution in the City.
8. In close consultation with Cleansing Service officers, Veolia have produced the Annual Improvement Plan (AIP) for 2021/22. This plan has been approved by the Assistant Director Cleansing and a detailed work plan created to schedule and monitor the investigation, research and trials required to deliver innovations and improvements in many areas of the service, including but not limited to:

- On board weighing of bins
- Gully Sensors
- Zero Emissions Fleet & Efficiencies
- Body worn operative activity monitoring
- Autonomous Precinct Sweeper
- Artificial Intelligence litter tracking cameras
- Digital Analysis and Verification Engine
- Commercial Waste Shredding
- Street Cleansing 'Rickshaws'
- Recycled Paints
- Reverse Vending Machine
- Pallet recycling from Markets
- Coffee Grounds from Commercial Waste
- Food Waste Recycling Campaigns
- PPE Recycling
- Circular Construction

9. A full copy of the AIP can be provided on request. In addition to the AIP officers and Veolia staff will continue to closely monitor, review and adapt (where necessary) the new cleansing service reductions which have been implemented in April 2021 to achieve the £760,000 saving required from this contract to assist in meeting the Department of the Built Environment's budget for 2021/22. The significant reduction in resources is highly likely to impact on the delivery and implementation of the initiatives in this plan.

10. All monthly invoices for the service were submitted with payment made on time and all queries were dealt with efficiently as and when they arose. Payment adjustments for the service reductions were discussed monthly and agreed subject to any necessary amendments. The annual price uplift was agreed at the beginning of the financial year with service efficiencies agreed to offset as there is no annual increase in the Cleansing Service budget to provide for this.

### Key Data

11. The contract is monitored each month on using a suite of Key Performance Indicators (KPIs) that were agreed when the contract commenced. These KPIs are linked to performance deduction payments to incentivise Veolia to achieve them. From April 2020 to March 2021 there were no failures of these KPIs, and no performance deductions were made.

12. During the past year we have continued to have the City independently assessed by Keep Britain Tidy to identify the percentage of streets that are found to have unacceptable levels of litter, detritus, flyposting and graffiti when surveyed. The results over the last year have remained excellent, especially in comparison to the London and National benchmarks.

Date	Litter	Detritus	Flyposting	Graffiti	NI 195
2018/19	2.10%	0.61%	0.78%	1.33%	1.21%
2019/20	0.78%	0.28%	0.39%	1.66%	0.82%
2020/21	1.17%	0.42%	0.34%	3.18%	1.28%
<b>2019/20</b>	<b>Litter</b>	<b>Detritus</b>	<b>Flyposting</b>	<b>Graffiti</b>	<b>NI 195</b>
London Benchmark	8.90%	11.03%	3.99%	4.83%	7.19%
National Benchmark	9.00%	20.00%	1.00%	3.00%	8.25%

## **Corporate & Strategic Implications**

### Strategic implications

The contract performance has continued to contribute to the City Corporation's achievement of outcomes 4, 11, and 12 of the Corporate Plan.

### Climate implications

The fully electric RCV fleet is already reducing the City's carbon emission and improving air quality. Several areas of the AIP have a strong focus on sustainability and circular economy principles.

### Financial, Resource, Legal, Risk, Equalities and Security implications

None

## **Conclusion**

13. The Waste and Street Cleansing Contract has continued to deliver well in terms of the condition of the street environment during a challenging period. The KPI system is performing well in maintaining standards and is performing well to ensure the required high standards and performance is maintained. The aims of the AIP should see further improvement to the service throughout the course of 2021/22.

## **Appendices**

- None

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