

## **UPDATE ON SERVICES FOR MEDWAY COUNCIL** **MAY 2008**

Due to the acquisition of Cleanaway by Veolia a report was not filed in 2007, however this update includes the period from the last report in July 2006.

### **Health & Safety**

***Report from Recycling & Waste Management news by Glenn Davies H & S Director Veolia Environmental Services Limited.***

Waste management company Veolia Environmental Services has improved its health and safety record and reduced the rate of accidents affecting staff in the workplace in the UK.

New figures show that up to the end of April 2007 Veolia had 176 Lost Time Accidents [a lost time accident is defined as any accident where one day or more of absence has occurred]. For the same period in 2008 Veolia has had 150 accidents, so an overall reduction by 15%.

The firm is working towards a policy of zero accidents this year and has initiated a new programme to tackle the issue of safety in the workplace called the Behavioural Approach to Safety (BATS). It aims to change people's perception of safety and reinforce safe behaviours in the workplace.

Health and safety director Glenn Davies told *MRW*: "Safety has become a real focus for us this year, accident rates are reducing due to a number of things. The BATS programme will really start to contribute over the next six to nine months. We are striving to be more proactive by identifying and understanding why near misses are occurring. A near miss is any incident which may have had the potential to become an accident.

"We have a number of design features for our fleet which is making them safer in their operation. Also in one of our businesses we have appointed a team of safety assistants who will be carrying out observations of safe and unsafe acts.

"Finally we are investigating more thoroughly our accidents and why they were caused, this enables us to put action plans together that really get to the root cause of why the accident happened."

The Health & Safety Executive told *MRW* that the waste industry had an “appalling accident record”. The fatal accident rate was four to five times above the national average. ([www.mrw.co.uk](http://www.mrw.co.uk), Feb 15 2008)

Davies said that Veolia is tightening up safety this year. “We want to benchmark ourselves against the safest organisations in the world. We’re not averse to learning from them. We want to be better than them and we want to be number one in terms of safety performance.”

This is also supported by the roll out across Veolia for all contracts to achieve ISO18001. (Environment, Health & Safety & Quality Systems)

## **Quality Management**

Medway were selected by Veolia as a pilot for ISO 18001, which was recently achieved for the Municipal contract, Transfer Station Pier Approach Road and all three Household Waste and Recycling Sites.

Veolia recently underwent an Investors in People assessment (Medway on the 21<sup>st</sup> May) and although the final report will not be available until the 19<sup>th</sup> June 2008, positive comments have been noted regarding the commitment to staff and the ability of staff to use the best practices of both companies to improve the service at all levels.

All Refuse and Recycling staff have completed Waste Management Operations NVQ Level 2 and this programme will be rolled out to the Street Cleansing staff in August 2008 and the Civic Amenity Site staff towards the end of 2008.

## **Resources**

### ***Labour***

Responsibilities of the workshops based at Whitewall Road have now come under the supervision of the local management team at Medway, this will provide the enhanced benefit of being able to manage and monitor the fleet availability and resource level for our contract.

### ***Fleet***

Six new Dennis Elite vehicles have been brought onto the Medway contract in 2008 to replace the older fleet which has increased reliability and service performance.

### ***Depot***

New fuel bunded tanks and pumps have been installed to ensure quicker vehicle refuelling times to enhance the service, and enhance fuel issue management.

## **Services**

### ***Street cleansing***

The latest BVPI score for Medway is 10%, which is an improvement of 11% since the last report in 2006. (21%)

Since September 2007 Veolia have provided an enhanced service to Medway Council (within current contract costs). All high speed roads (50mph or above) currently on contract for a scheduled 13 weekly frequency, are now cleaned 4 weekly.

This involves the Mobile Lane Closure and Street Cleansing service cleaning over 36 kilometres of dual carriageway.

### ***Refuse collection***

Veolia undertake approx 110,000 refuse collections per week, which is equivalent to 5,720,000 per annum for the period 2007-2008 the percentage of missed bins (1508) = 0000.3%

### ***Schools recycling***

School recycling has continued to be a huge success with only 1 out of 120 schools not participating in the scheme. Their participation is being actively encouraged by Medway Council and Veolia.

<b>School year September to July</b>	
2005/2006	251 tonnes
2006/2007	277 tonnes
2008 (part year)	272 tonnes

### ***Flats recycling***

Significant progress has been made expanding the recycling service to flats with the list below highlighting properties added since 2006.

<b>Name</b>	<b>Numbers</b>	<b>Number of bins</b>	<b>Completed</b>
Suffolk Court	Elderly residential	1 x 100 ltr	10.08.06
Foods Alm Houses	Elderly residential	3 x 1100 and 4 x 240	10.08.06
Watersmeet, Rest Harrow Way	Private flats	4 x 1100	10.08.06
Leech Court	Private flats	1 x 1100	29.08.06
Curlew Crescent	Private flats	2 x 240	31.08.06
Glebe House	Private flats	3 x 240	04.09.06 + 1 03.03.08
Fairview Avenue	Private flats	2 x 240	05.09.06
Applecross Close	Private flats	3 x 1100	06.10.06
Kings Mews	Private flats	2 x 240	12.10.06
Conway Mews	Private flats	1 x 1100	12.10.06
St Margarets Crt	Private flats	1 x 1100	19.10.06
Cypress Court	Private flats	5 x 240	25.10.06
The Pintails	Private flats	2 x 660	09.10.06
Albert Place	Private flats	3 x 1100	06.11.06
St Marks	Private flats	1 x 1100	06.12.06
Evelyn House	Private flats	1 x 1100	13.12.06
The New Arts Centre	Flats	2 x 240	09.01.07
Kingsdale Crt	Private flats	2 x 1100	26.02.08
Bell House	MHS Flats	1 x 1100	22.01.07
Port Rise	Private flats	1 x 1100	25.01.07
Armada Way	Private flats	4 x 240	25.01.07
Avondale Place	Private flats	1x 1100	06.02.07
Mary Court	Private flats	2 x 1100	28.02.07
Florin Drive	Private flats	2 x 1100	16.03.07
Applecross Close	Private flats	2 x 1100	16.03.07
Eastview	Private flats	1 x 1100	18.04.07
Elford Rd	Private flats	2 x 240	20.04.07
Orchard Street	Private flats	3 x 1100	01.05.07
Castleview Boat Yard	Private flats	2 x 1100	14.05.07
Willow Grange	Elderly residential Flats	4 x 240 ltr	22.06.07
Fontana	Flats	2 x 1100	25.06.07
Elizabeth House	Elderly residential Flats	1 x 1100	23.07.07
Shawstead House	Elderly residential Flats	1 x 1100	23.07.07
Yeoman House	Elderly residential Flats	1 x 1100	23.07.07
Longdown House	Elderly residential Flats	2 x 1100	23.07.07
Russell House, Russell Crt	Elderly residential Flats	1 x 1100	23.07.07
Rhodes House	Elderly residential Flats	2 x 240	23.07.07
Downsland House	Elderly residential Flats	1 x 1100	08.08.07
Castle View Boat Yard		2 x 1100	14.05.07
Coppice Court		1 x 1100	10.02.06
Harrow Court		3 x 240ltr	27.09.07

Watersmeet, Rest Harrow Way		4 x 1100	06.09.07
Anchor Reach		1 x 100 ltr	14.09.07
Platters Farm Lodge		2 x 1100	02.10.07
Cutter Close		1 x 1100	05.10.07
Griffin/Stanley/Morris Crt	Castlemaine Estate	1 x 1100 in each store	24.10.07
Mungeam and Abbeville Hse		1 x 1100 in each store	25.10.07
Temple Boat Yard		2 x 1100	07-Oct 08
12a New Road		1 x 1100	14.11.07
Harrow Court		2 x 240ltr	03.12.07
Snodhurst House		1 x 1100	04.12.07
Shorts Reach		3 x 1100	31.01.08
Summerson Close	Off Rochester Maidstone Road	1 x 100 ltr	01.02.08
Dorndon Gardens	Old peoples home	1 x 1100	01.02.08
Sailford Crt, College Rd		1 x 1100	02.04.08
French Hospital	La Providance	1 x 1100 (2x240 their own)	04.02.08
Montague House		1 x 1100 ltr	13.02.08
St Cathrines Court		1 x 1100	20.02.08
Estuary Reach		1 x 1100 and 1x 1100	20.02.08 second bin 02.04.08
The Eye	Via Whiffens Avenue	6 x 240	04.03.08
Pollard Court		1 x 1100	06.03.08
Marlborough House	Via Church Street	1 x 1100	01.04.08
College Road	Junction with Brunel Street	1 x 1100	02.04.08
Bryant Street	13 - 28	1 x 240 ltr	02.04.08
Jutland Close		3 x 240 ltr	04.04.08
Bockenham Hse		1 x 1100	10.04.08
178-184 Faraday House	Via Davy Court, The Terrace	1 x 240 ltr	17.04.08
St Albans		4 x 1100	23.04.08
Brennan House		1 x 1100	23.04.08
Allhallows Leisure Park		4 x 1100	30.04.08
Doust Way		1 x 1100	30.04.08
Nelson Court		1 x 1100	30.04.08
St Margarets Crt		1 x 240 ltr	02.05.08
Corinthian Crt		2 x 240 ltr	02.05.08
Humber Crescent		4 x 1100	09.05.08



## **Recycling**

Carrier bag recycling facilities are currently being trialled at 9 sites, to prevent contamination of other recyclables materials, to date this has proved very effective and discussions are ongoing with Medway Council to identify further locations.

Recycling tonnage continues to increase with both the mixed recycling (blue box) and green waste (brown bin) showing consistent growth.

Since the introduction of blue bags the participation from residents has increased, this has also allowed quicker collections by the crews and less littering of the streets than the blue box.

The recycling rate for 2006/7 was 32.6 % (contractual requirement 22.7%)  
The recycling rate for 2007/8 is 31.68 % (contractual requirement 22.8 %)

The percentage has dropped slightly due to the lack of availability of processors to recycle mixed wood products. Ongoing efforts are continuing to locate alternative processors, this is however a national problem.

	<b>MIXED RECYCLING</b>	<b>GREEN WASTE</b>
Sep 02 – Mar 03	75.48	22.32
Apr03 – Mar 04	8192.06	6220.81
Apr 04 – Mar 05	12481.98	12428.33
Apr 05 – Mar 06	13586.06	13692.79
Apr 06 – Mar 07	16238.75	13074.49
Apr 07 – Mar 08	16655.80	12869.44

## **Civic Amenity Sites**

Quotes are being finalised for CCTV to be installed on all three sites to improve Health & Safety for staff and members of the public at all times.

Further modifications are being discussed with Medway Council and Veolia to restrict vehicle speed on the sites and prevention methods to control vehicles reversing too close to pedestrian loading areas.

## ***Disposal***

Disposal continues to prove challenging for all commodities due to the high level of development in Medway and increased awareness/participation of residents in the recycling service.

Following a change in Government legislation, which now restricts the recycling of mixed wood, this presents a significant challenge nationally to find suitable outlets for this material. Veolia are actively seeking processors capable of recycling this material.

## ***Successes***

Increased satisfaction levels on street cleansing

Improved school recycling participation levels

Extensive roll out of recycling bins in flats

ISO18001

All Refuse & Recycling staff trained to NVQ Level 2

Maintained the Secure Car park awards

Further reductions in missed bins

## ***Questions***