

Northampton Borough Council Overview and Scrutiny

Including
Appendix 1



Overview and Scrutiny Committee

10 June 2013

Briefing Note: Update on the Environmental Services Contract Action Plan

1 Background

- 1.1 In June 2011, Northampton Borough Council, in partnership with Daventry District Council, outsourced its Environmental Services to the contractor Enterprise.
- 1.2 The Committee has previously received a report on the service improvement plans in place.

This report summarises the progress made to date.

2 Roles and responsibilities

- 2.1 The contract with Enterprise is managed by the Partnership Unit in Northampton Borough Council. The Partnership Unit manages the contract on behalf of both Northampton Borough Council and Daventry District Council. Enterprise are responsible for all refuse and recycling, parks and open space maintenance and street cleansing services.

3 Status of workstreams within the service improvement plan.

- 3.1 The original improvement plan initially driven at that time by the findings of the Beasley report and reported to this committee earlier in the year, contained over 40 major work streams to bring improvements to this service area.
- 3.2 An extract of the current version of the improvement plan is attached at appendix 1. At this time it contains just over 20 outstanding actions. The status of the work streams is summarised below, many of these matters concern both NBC and DDC however a small number are actions of concern to just one of the councils.

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- 3.3 All issues have been addressed on a priority basis with those concerning the quality of service delivery or that have considerable potential financial implications taking priority.
- 3.4 The following matters identified on the original primary improvement plan are now complete. These matters will continue to be monitored and will be reviewed again if the level of improvement in service is not satisfactory:
- 3.4.1 Contract Management Processes, Meetings and Liaison.
- Contract management framework agreed
 - Meeting schedule prepared
 - Dispute process agreed
 - Develop and implement an effective service management system and service development plans
 - Standard performance report formats agreed for Partnership board
 - Dash board indicators identified and reported
 - Performance Data Audits
 - Audit of all licenses/insurance required for statutory and non-statutory declarations.
 - NBC Training and Development needs
- 3.4.2 Revision of Superannuation Payments
- Agreed employee list and status
 - Calculation and reimbursements completed
 - Future commitment agreed and payments re-profiled for monthly contractual commitments
- 3.4.3 Provision of GPS Camera for DDC
- Equipment evaluated, operating systems agreed, equipment provided
- 3.4.4 Information for housing tenants and leaseholders within Northampton
- Content and process agreed
- 3.4.5 Payment of utilities within EMS operational areas, budget provision for 12/13 onwards
- NBC budget provision secured
- 3.4.6 Multiple operational issues in the process of being actioned by operations group within contract management framework.
- Green Flag Awards
 - Britain in Bloom
 - Maintenance of graves
 - Closed churchyards and cemeteries plan
 - Play/exercise equipment reports from EMS
 - Cleaning/maintenance of town gateways

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- 3.4.7 Assisted collections arrangements with DDC
- Process agreed, matter to be kept under review
- 3.4.8 Rural Lane/Private Road Collections within DDC
- Process agreed, matter to be kept under review
- 3.4.9 Contract Manual, Protocols and Process Charts (Part completed, subject to evaluation). Documents provided include:
- EMS Resource Audit Report
 - EMS Annual Crew Audit Documents
 - Operational Plan (Inc. Depot Management Plan)
- 3.4.10 Definitions and Records
- Definition of complaints and process agreed
 - Definition of missed bins and counting process agreed
- 3.5 The following matters have been subject to considerable negotiations but have not been resolve. These are now scheduled to escalate to formal dispute within the contract:
- Ownership of Wheelie Bins/Contract Obligations
 - Highway Tree Maintenance
 - EMS loss of South Northants recycle
 - Salary/Wage and Contractual Overtime TUPE Transfer Implications on NBC
 - Additional cost to NBC contact centre
 - Hearing dates, format and evidence for the disclosure processes agreed
- 3.6 The following matters are in the final stages of negotiations. If unresolved they would be considered for the formal dispute process:
- Performance Payment Mechanism
 - Property Number/Council Tax baseline Data and growth
- 3.7 The following matters remain on the Primary Improvement plan and are generally within agreed completion times:

Document to be added to the Contract Manual and Protocols above:

- EMS Annual Contract Review Report (now overdue reported to Board)
- EMS Resource Marketing Plan Documents
- EMS Recycling Strategy (now overdue reported to Board)
- Annual Business Plan
- Expiry Plan
- Environmental Impact Control Plan

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- Review of disaster recovery plan and business continuity plan
 - Customer Services Strategy/Communications Plans/ Web Publishing
- 3.8 Other matters in progress within agreed time plan
- Sports Facility Electronic Booking facilities and Usage Monitoring
 - Customer satisfaction programme and surveys

4 Conclusions

- 4.1 That the update be noted.
- 4.2 That, when published a copy of the document produced by Steve Elsey be circulated to the Overview and Scrutiny Committee and the link included on the Overview and Scrutiny [webpage](#).