

Waste Collection, Street Cleansing and Winter Maintenance Contract
28th June 2011
Comparison of winning bid to current contract

The purpose of this paper is to inform members of the differences which will be evident with the new contractor May Gurney, compared to the current contract with SITA. The majority of the items listed will come into effect during the period from the end of January 2012 to June 2012, and all will be in by July 2012.

Bid elements	May Gurney	Current Contract
Recycling	<ul style="list-style-type: none"> ● Kerbside sort weekly in existing black box - glass, paper, batteries, spectacles and oil and textiles in the existing black box. Extra 55 litre green box for aerosols, plastic, cans , card, tetra, foil. Flats above shops clear bag for dry recycling 	<ul style="list-style-type: none"> ● Kerbside sort in black box - glass, paper, batteries, spectacles, oils, textiles, aerosols, cans, foil.
Food waste	<ul style="list-style-type: none"> ● Weekly separate 	<ul style="list-style-type: none"> ● Weekly separate with card
Garden waste	<ul style="list-style-type: none"> ● Weekly separate from food and separate in vehicle ● Annual registration for sack users required and booking in with CSC when want collected 	<ul style="list-style-type: none"> ● Weekly put out separate from food but mixed in vehicle ● Sack users can put out same day as normal garden waste collections
Extra recycling beyond specification	<ul style="list-style-type: none"> ● Tetrapaks will be collected 	<ul style="list-style-type: none"> ● Tetrapaks not collected
Plastic waste	<ul style="list-style-type: none"> ● Will be collected weekly in extra 55 litre green box, rolled out from the end of January 2012 to June 2012. 	<ul style="list-style-type: none"> ● Collected in small trial area only
Residual waste	<ul style="list-style-type: none"> ● Replace all bins for default 180 litre end January to June. If a household has 1-2 residents they can request a smaller bin (140 litre bin) if more convenient for them, or if a household has 6 or more residents they can retain their existing 240litre size bin 	<ul style="list-style-type: none"> ● Bins provided on a replacement basis against the following criteria: 1-2 residents - 140litre, 3-5 residents- 180litre, 6 or more residents - 240litre.
Collection type / vehicles	<ul style="list-style-type: none"> ● One pass bespoke vehicle which will mean only one tip per day for recyclables. All recyclables collected on one vehicle - food and all dry. 	<ul style="list-style-type: none"> ● Different vehicles for collection of garden and food, and recyclables
Bins	<ul style="list-style-type: none"> ● Contractor to purchase all bins (within contract price) and achieving value for money as part of their company wide purchasing power 	<ul style="list-style-type: none"> ● BCC purchase bins and had limited buying power in terms of negotiating prices down

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MRC / multi occupancy / high rise / bring banks	<ul style="list-style-type: none"> ● Bring banks - Will review what is needed and rationalise in liaison with Neighbourhood Partnership and residents requirements. Potential to add cardboard banks. Changing banks for smaller bins ● Will consider needs of properties with limited storage space and where appropriate offer alternative collection methods where there is no space to store receptacles 	<ul style="list-style-type: none"> ● Neighbourhood Partnerships working with officers to determine needs
Bulky Waste	<ul style="list-style-type: none"> ● MG collecting bulky waste and then SOFA sorting it to remove reusable items 	<ul style="list-style-type: none"> ● Collected by contractor and sorted by contractor
Street cleaning	<ul style="list-style-type: none"> ● Frequency not specified - grade of cleansing stated as B+ and A for Broadmead and City Centre ● Minimum weekly visits to all roads ● PDAs (hand held devices to record work in and out) for all staff ● Targeted improvement in customer satisfaction - linked to financial deduction if not achieved ● Added additional estates and parks land to be cleansed (over 1.3m sq metres) 	<ul style="list-style-type: none"> ● Frequency of street cleansing variable across the city, and no cleansing measurements/standards for whole city ● No real time data recording ● No deduction applied nor grading targets ● Not cleansed
Winter maintenance	<ul style="list-style-type: none"> ● Gritting to be completed within 4 hours and linked to financial deduction if not achieved 	<ul style="list-style-type: none"> ● Gritting within 4 to 6 hours but paid by the hour and no penalty if not done so not incentivised to do quickly
Neighbourhood Partnerships/communities	<ul style="list-style-type: none"> ● Tailor to neighbourhoods where possible ● Provide regular helpful information to neighbourhoods on performance and budgets ● Targeted campaigns to support Neighbourhood Improvement projects ● Community Steward has part of their management role to liaise with Neighbourhood Partnerships ● Introduction of 'Street leaders' - volunteers to help report street related incidents 	<ul style="list-style-type: none"> ● Contractor works with Neighbourhood Partnerships when required
Communications / education	<ul style="list-style-type: none"> ● Contractor will lead on communications (through Resource Futures), including calendars, campaigns, providing face to face guidance and advice to residents to manage their waste, activities to reduce waste (eg waste doctors) 	<ul style="list-style-type: none"> ● BCC leads on communications and bears the cost, and has implications if the messages are not successful

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Third parties	<ul style="list-style-type: none"> ● Will do own plastic collection from bring banks ● Resource futures - campaigns ● SOFA - reuse 	<ul style="list-style-type: none"> ● Recresco plastic collection from bring banks
Depots	<ul style="list-style-type: none"> ● Albert Road will be made larger (by May 2012) to allow for greater synergies (more services in one location) and to replace two depots no longer required (Sea Mills and Eastville). Hartcliffe and Lewins Mead will remain in use 	<ul style="list-style-type: none"> ● Current depots include Albert Road, Hartcliffe, Lewins Mead, Sea Mills and Eastville
Targeted reduction in residual household waste	<ul style="list-style-type: none"> ● Will achieve reduction (by Year 7) down to 49.95% of waste being residual ● Will result in incentive payment if they do better than target and deductions if they do not achieve targets 	<ul style="list-style-type: none"> ● Current performance in relation to percentage of RHW is 61.52% ● Not targeted as part of contract, nor incentivised
Mobilisation	<ul style="list-style-type: none"> ● Service will begin day 1 with no change. Day changes for collection will begin 28 November. From end January 2012 changes will be implemented in 4 phases for additional recycling boxes and new black wheeled bins 	<ul style="list-style-type: none"> ● N/A
Weeds	<ul style="list-style-type: none"> ● No spraying - weeds to be removed as part of standard street cleansing 	<ul style="list-style-type: none"> ● Spraying twice a year, not removed at other times
Participation monitoring	<ul style="list-style-type: none"> ● Will record all participation in real time and use data to target residents to encourage and support them to participate 	<ul style="list-style-type: none"> ● Not recorded or used to increase participation by contractor
Monitoring/reporting	<ul style="list-style-type: none"> ● Performance mechanism in place which includes deductions if specific areas of service delivery/response times are not achieved ● Detailed reporting on outcomes and deliverables due to real time data being collected ● Contractor leading on production of reports 	<ul style="list-style-type: none"> ● No such mechanism in current contract ● Reporting is at a manual level
Environmental impact	<ul style="list-style-type: none"> ● Carbon targets with deductions if not achieved 	<ul style="list-style-type: none"> ● No current targets
IT	<ul style="list-style-type: none"> ● Hand held devices used to record work in and out to provide 	<ul style="list-style-type: none"> ● No hand held devices used

Neighbourhoods

In addition, the following is a note of the key elements of May Gurneys Neighbourhood approach to the contract:

Neighbourhood Items	Details
Community Steward Role	Named person from MG who will have first responsibility for issues in their NP area. They will work closely with the new Neighbourhood Engagement team to resolve issues and be proactive. Will attend Neighbourhood Delivery Teams.
Service Surgeries	Will be advertised in advance, give residents a chance to ask questions and give feedback (looking to put these in as part of Neighbourhood Forums)
Annual satisfaction survey from Neighbourhood Forums	Commencing June 2012
Street Leaders programme	Getting local people to volunteer to report issues on dumped rubbish, graffiti, etc. Street Leaders will be able to track progress of issues as they raise them.
Through the keyhole days	Offering residents a chance to see behind the scenes how things work
Supporting Neighbourhood Improvement Projects	Supporting work being done with the £1500 funding within partnerships.
Quarterly Neighbourhood Performance Dashboard	Report which will show specific detail of MG performance for each Neighbourhood Partnership area
Recycling Performance Fund	An award of £1500 for the greatest improvement in recycling rates as measured by participation. Award to be used for community based project.