

Appendix I - Swale Waste Contract and service

Purpose

To receive an update and progress report, to be presented by the Chair of the Environment Committee, on the waste collection service and the problems that have arisen since its introduction. This to include measures to address the issues.

Specific areas for reporting:

- Data management
 - How was data collected, checked and passed to Suez
- Route planning
 - How they were created
 - Were any tests conducted prior to the service commencing
- Back office processes including communications, Swale Borough Council website tools and responses and if these were tested prior to the service commencing
- Resourcing and industrial relations
 - Comparison of resources from the old contract with Biffa and the new contract with Suez including numbers of staff and numbers of and type of vehicle.
- Explanation of why only one company submitted a tender for the contract. Were procurement rules adhered to?
- What governance and oversight has the Environment Committee had of the new contract over the past 18 months?
- Measures to compensate garden waste subscribers?
- Budget implications arising as a result of the issues including council policy on residents' non payment of council tax?

Recommendations:

- Council to debate the report
- Agree any additional measures to address the issues
- Instruct the environment committee to convene an extra ordinary meeting to scrutinise the issues further and invite representatives from Suez to attend
- Council to agree compensatory measures for garden waste subscribers.