

Gloucester City Council

Meeting:	Overview and Scrutiny	Date:	8th January 2018
Subject:	AMEY SUPERVISION AND ALLOCATION OF OPERATIONAL RESOURCES		
Report Of:	Cabinet Member for Environment		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
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FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 Overview and Scrutiny Committee received a report on Monday 10th July 2017, summarising Amey's annual performance monitoring.

2.0 Recommendations

- 2.1 Overview & Scrutiny Committee is asked to, subject to any recommendations it wishes to make to Cabinet, to **note** the contents of the report.

3.0 Background and Key Issues

- 3.1 The Streetcare Strategic Partnership delivers a holistic bundled Streetcare service including;

- Refuse collection and recycling;
- Trade waste collections;
- Street Cleansing;
- Grounds Maintenance;
- Park and Open Space Management;
- Public convenience cleaning;
- Vehicle and equipment maintenance.

- 3.2 Services are provided across the City to approximately 55,000 properties. Each year the service will undertake approximately 2.9 million recycling and food waste collections, 1.43 million refuse collections and 470,000 green waste collections. In addition, more than 1,000 streets are cleansed and grass is cut at more than 1,470 sites.
- 3.3 The strategic outputs for the service are based on the aims of the Authority that seek to improve the Authority's services so as to deliver sustainability and increase use, through improved management and maintenance of public space in the City, these are referred to as the City's "Liveability aims".
- 3.4 The contract commenced in 2007 for a fifteen year period.

4.0 Performance and Achievement

- 4.1 At an operational level, issues are dealt with by Amey and are completed within the agreed timescale. There is regular daily dialogue between Amey Managers / Supervisors and Officers from across Neighbourhood Services, indeed City Council staff are now based at Eastern Avenue in a shared office with Amey staff. This action is aimed to improve communication and transparency in the management of the service.
- 4.2 To ensure operational issues are more formally monitored, there are fortnightly Operational Meetings for each of the two main service areas, Waste and Recycling and Street Cleansing and Grounds Maintenance. These meetings are used to discuss issues that have arisen and to agree specific works or activities. Meetings also review planned schedules of work and agree any required changes.
- 4.3 A monthly Partnership meeting takes place that review the contract performance and consider any policy changes that have been raised at the operational meeting.
- 4.4 The Streetcare Strategic Partnership Board is chaired by the Cabinet Member for Environment.

4.5 The Terms of Reference of the Streetcare Strategic Partnership are:

- 4.5.1 To act as Champions for the Streetcare Partnership;
- 4.5.2 To give strategic direction;
- 4.5.3 To ensure effective service planning;
- 4.5.4 To ensure good performance;

4.5.5 To act as a forum for consultation.

- 4.6 Operational resources on this resource based contract have been agreed by the City Council and Amey and reflect earlier agreed savings in the Streetcare service

5.0 Streetcare Supervision/Inspection and Auditing

- 5.1 Amey's approach to monitoring and supervision reflects a core principle that supervision takes place on the job with supervisors seeing crews in their working environment. It is believed that this approach contributes to a behavioural safety culture where all employees understand their contribution to health and safety and a "right first time, every time" approach to service delivery.
- 5.2 In addition to monitoring by client officers including health and safety inspections, Amey undertake the following monitoring;
- 5.2.1 Amey Health and Safety Audits (monthly) undertaken by Amey Health and Safety Manager;
 - 5.2.2 Gate checks undertaken by Amey Managers and Amey Transport Compliance (weekly);
 - 5.2.3 Quality inspections by Managers and Supervisors (weekly – 10 per Inspector);
 - 5.2.4 Visible Felt Leadership by Managers / Senior Managers / Executive Board (monthly);
 - 5.2.5 Depot inspections by Managers and Supervisors (daily).
- 5.3 Since the last report to Overview and Scrutiny Committee in July 2017, a management review has taken place and, as a direct result the Gloucester Amey structure has been strengthened by the appointment of a Senior Administrator based at Eastern Avenue.

- 5.4 In addition, Amey have reviewed the earlier joint decision taken with the Council in 2012 to achieve savings through the appointment of a part time Service Manager. In October 2017, Kristine Stokes commenced her appointment as Principal Operations Manager. This is a full time role, permanently based at Eastern Avenue Depot.