



CABINET

22nd JANUARY 2014

Subject Heading:

Award of the Waste and Recycling
Collection Contract

Cabinet Member:

Cllr Barry Tebbutt

CMT Lead:

Cynthia Griffin

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Policy context:

Delivering a statutory waste collection service
is one of the top priorities for the Council

Financial summary:

The cost of the recommended award can be
contained within the current revenue base
budget.

Is this a Key Decision?

YES

(a) Expenditure or saving (including anticipated
income) of £500,000 or more

(b) In excess of 10% of the gross controllable
composite budget at Head of Service/
Assistant Chief Executive level (subject to a
minimum value of £250,000)

(c) Significant effect on two or more Wards

When should this matter be reviewed?

August 2016

Reviewing OSC:

Environment O&S

The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	<input checked="" type="checkbox"/>
Championing education and learning for all	<input type="checkbox"/>
Providing economic, social and cultural activity in thriving towns and villages	<input type="checkbox"/>
Valuing and enhancing the lives of our residents	<input checked="" type="checkbox"/>
Delivering high customer satisfaction and a stable council tax	<input checked="" type="checkbox"/>

SUMMARY

This report set out the details of the recent procurement process for the supply and delivery of the Council's Waste and Recycle Collections Contract for a period of 7 years from 1st August 2014, with the option to extend for a further 3 years subject to performance.

RECOMMENDATIONS

1. Members approve the award of the Refuse and Recycle Collections Contract for the period of seven years plus the option to extend by up to three further years subject to satisfactory performance, commencing August 1st 2014.
2. Members approve the Award of the Refuse and Recycle Collections Contract to Tenderer A as set out in Appendix B, confidential section of this report.

REPORT DETAIL

1. Background and Strategic Approach

1. This report sets out the details of the recent procurement process for the Waste and Recycle Collections Contract which is due to commence 1st August 2014. The service is currently outsourced to Biffa Municipal Waste Services.
2. Officers commenced preparations for the re-tender of this service in 2011, the primary objective being to ensure medium term costs were controlled, service satisfaction was maintained and a smooth transition to a new provider was delivered. It became clear at that stage that the difficulties with such a high profile contract were how the current low cost could be maintained and the long term contracted arrangements with the Council's disposal partners which limit the ability for an incoming contractor to maximise any opportunity from the core recyclables collected.
3. A project team of experienced officers from Waste Services, Legal, Procurement, Health and Safety, Finance and HR was assembled to review the contractual and specification requirements for the new service. Analysis

based on data that had been gathered was also undertaken with a view to refining what had previously worked well and what required improvement. The data considered was the feedback received from residents, Members and customer satisfaction surveys, which placed these services amongst the highest rated the Council provides.

4. Given the scale of the project, support was commissioned from WRAP (Waste Resources Action Programme), one of the waste industry's leading experts, who provided a support team of many years' waste expertise.
5. For the purposes of the procurement exercise, the service was split into the Core Service, (the weekly refuse and recycle collections, garden waste, bulky and clinical waste collections from all households), with a range of additional service options ranging from 1 – 4. The approach taken in the Invitation to Tender, (ITT) was to clearly set out the available service budget and to seek a range of options that would contain service cost throughout the duration of the contract.
6. Officers sought tendered rates for the following services.
 - Core Service
 - Plus:
 - Option one - the collection of glass on a weekly basis
 - Option two - fortnightly collection of mixed dry recyclables (MDR)
 - Option three - fortnightly collection of MDR and glass
 - Option four - commercial waste recycling.
7. The evaluation process was constructed to make sure contractors fully understood the Council's requirements; a scoring matrix of 60% quality and 40% price was applied. Further details of requirements in respect of technical compliance and contract management were also set out in the ITT. Section 4 below deals with this further.

2. EU Procurement Process

(i) Expressions of Interest, Pre-Qualification Questionnaire, (PQQ) and Invitation to Tender Stages

8. A Contract Notice was placed in the Official Journal of the European Union on 25th June 2013. Expressions of interest were received from 24 suppliers. Some were vehicle manufacturers and recycling producers who subsequently withdrew from the process.
9. The date for expressions of interest closed on 7th August 2013 and was followed by the PQQ stage. The intention was to identify a short list of five suitably qualified potential suppliers to invite to tender.

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10. The closing date for the return of completed PQQs was the 19th August. From the initial 24 expressions of interest, 8 returned completed PQQs, each of which were evaluated. The top five scorers were invited to tender.
11. From the 5 suppliers invited to submit a tender, only 3 returned completed acceptable tender documents in accordance with the Council's requirements. The remaining two indicated their intention to formally withdraw from the tender process.

	EOIs	Returned PQQs	Approved PQQs	Invitation to Tender	Tender Returns	Acceptable Tenders
Number of Suppliers	24	8	5	5	3	3

12. ITT documents were sent to the 5 shortlisted suppliers. The date for the return of tenders was no later than 12.00 noon, 1st November 2013. The table below sets out the procurement process timetable in more detail.

Timetable	Activity
21-06-2013	Contract advertisement/OJEU notice published with PQQ made available to potential suppliers.
07-08-2013	Closing date for expressions of interest
12-08-2013	Closing date for clarification questions
19-08-2013	PQQ return date (no later than 12 Noon)
26-08-2013	Evaluation of PQQs
20-09-2013	Invitation to tender issued to qualified potential suppliers
11-10-2013	Closing date for requests for information
01-11-2013	Tender return date (no later than 12 noon)
20-12-2013	Evaluation of tenders completed.
22-01-2014	Cabinet Decision
30-01-2014- 12-02-2014	10/15 day mandatory standstill period
13-02-2014	Contract Award.
01-08-2014	Contract Start Date

3. Refuse & Recycle Collection Services

13. The Refuse and Recycle collection teams serve 86,485 low level properties and 14,600 properties that use bulk containers for the storage of waste each

week. The service operates from 07.00hrs to 15.00hrs and collects in excess of 73,000 tonnes of household waste per year. Satisfaction rates with these services are at an all-time high of 85% and 81% respectively making them the highest regarded service the Council provides, as measured from the most recent "Your Council Your say" survey feedback in early 2013.

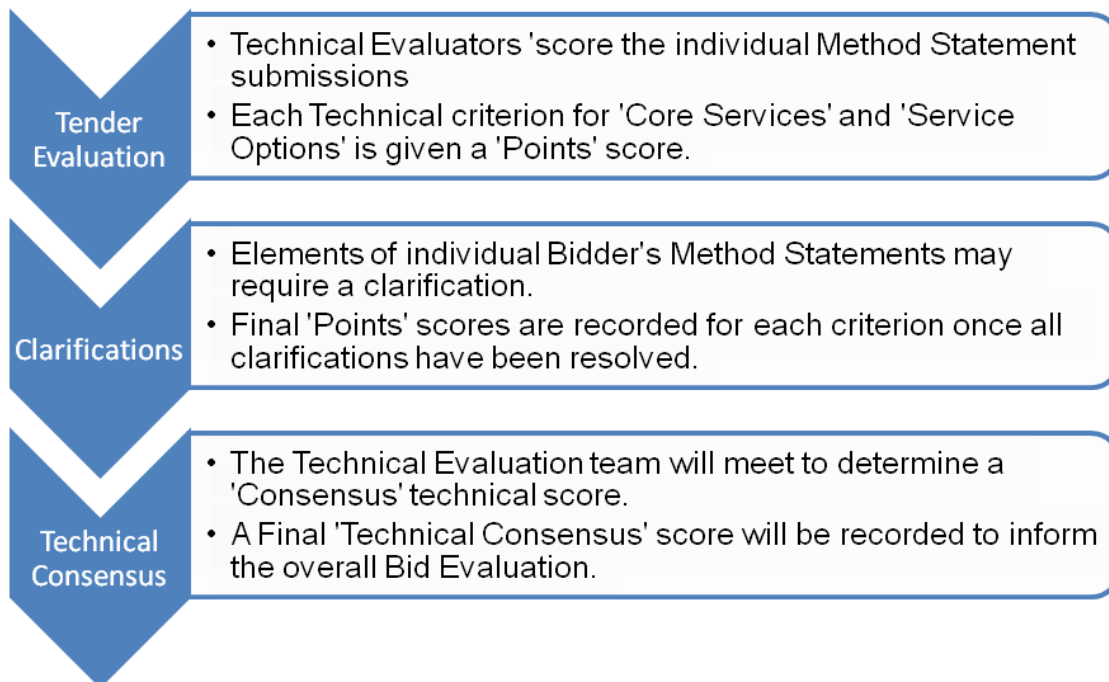
14. The service currently collects household waste and recycling materials in black and orange sacks. These are transported in separate vehicles which were purchased following investment in the service in 2009. This investment has seen an improvement in the quality of collected recycled materials and has enabled the service to increase its recycle performance outcome from 26.5% in 2009 to its current levels of 36%.
15. The new service will seek to improve recycling performance, customer satisfaction levels and efficiency, through a number of initiatives bidders were asked to consider, e.g. simultaneously collecting black and orange sacks within different compartments of the same vehicle, commonly known as a "One Pass Operation". This would contribute to a more efficient front line service, reduce emissions, improve air quality and provide better value for money whilst maintaining the highest service standards.
16. The Invitation to Tender (ITT) sought innovative ideas from bidders to improve performance and customer satisfaction. Most offered a range of items that could be in place at the start of the new service, e.g. separately collected small electrical items and textiles was a common submission. Reuse options and greater customer engagement were also submitted as a way of delivering an improved service. All these proposals fell within the available budget.
17. The current service is delivered by an ageing vehicle fleet. Early in the procurement process it was recognised that all vehicles should be new and Euro 6 compliant, as this would provide the opportunity to promote the Council's image, improve on vehicle advertising so as to encourage greater recycling and less waste overall and meet the highest emissions standards, thereby contributing to improved air quality within the borough. All bidders said they would run the service using Euro 6 compliant vehicles.
18. With the vehicle fleet making up a significant part of the cost of this contract, officers engaged financial advisors SECTOR to undertake vehicle cost benchmarking. If financially prudent to do so, the Council would seek to finance the fleet. In the event, this was not deemed optimal.
19. Given the financial pressures being faced by local government in future years, officers have sought to maintain some control over the potential escalation of costs by including in the contract a clause that restricts price increases. The effect of the clause is that there shall be no increase in the rates and prices for labour in the first 3 years of the new service. Thereafter, following the price reviews that will take place annually from year 3 onwards,

any annual rise will be capped at 2% of CPI. This provides for a level of budget forecasting and stability in the early years of the contract.

20. Given the volatility of fuel prices, RPI will be applied on an annual basis to the cost of fuel. Rising property growth will also be applied annually via a unit rate submitted within the tendered rates. For information, the Greater London Authority housing growth rates projected for Havering are an average of 1200 properties per annum.
21. Another requirement of the new service is that the successful bidder must provide depot facilities within 9 miles of Gidea Park station. The idea behind this is to improve service reliability, reduce fuel costs and generate economic growth within the borough.

4. Tender Evaluation Process

22. Completed tenders were received from 3 companies on 1st November 2013.
23. The Flow Chart below illustrates the evaluation process undertaken by the Technical and Quality Evaluation Team.



24. The priced tenders were weighted at 40% overall with the core service receiving 90% of price marks. The options were split into smaller percentages reflecting the likelihood of take up, as follows: option one @ 6%, option 2 @ 3%, option 3 @ 0% and option 4 @ 1%.
25. The functional and technical compliance with the specification and contract management was weighted at 60% overall with each sub-criteria

subsequently weighted in accordance with the methodology as set out in the ITT.

26. Suppliers were asked to complete detailed method statements against stated criteria setting out how they would deliver the services in all the areas. This is illustrated in the table below. All bids were then scored by the Technical Evaluation Team, in accordance with the methodology in the ITT, to determine the best Technical submission.

Headline Criterion	Level 1 Criteria	Level 2 Criteria	Weighting %
Technical 60%	Functional and technical compliance with the Specification 38%	B1: Understanding of the Requirement , Service Continuity, Approach to Targets and Performance	3%
		B2: Mobilisation	1%
		B3: Service Continuity Plan	2%
		B4: Core Service – Household Waste	10%
		B5: Core Service – Household Recycling	10%
		B6: Core Service – Garden Waste	5%
		B7: Core Service – Clinical Waste	2%
		B8: Core Service – Bulky Waste	2%
		B9: Core Service – Commercial Waste	1%
		B10: Added Value, Improvement and Innovation	2%
	Contract Management 22%	C1: Staffing and Management Structure	1%
		C2: Data management, ICT, Reporting	3%
		C3: Customer Care and Public Relations	3%
		C4: Training and Recruitment	2%
		C5: Management Systems	2%
		C6: Performance Monitoring	2%
		C7: Fleet Management	4%
		C8: Environmental Impacts and Initiatives	2%
		C9: Health, Safety and Welfare Issues	3%

27. All officers and consultants in the Technical Evaluation Team followed the scoring and evaluation process set out in the ITT, which has been reproduced in the table below. Scores were awarded relative to the detail of information submitted by each supplier against each criterion. Any concerns were noted by the Team and where clarification was required, this was sought. At no stage were suppliers allowed to change their submitted tenders.

No. of Points	Definition
0	Not answered or no information provided on how this will meet the Authority's requirements
1	Unacceptable or Non-Compliant Submission – which fails to meet the Authority's requirements and is not explained. Submission has major issues.
2	Weak or Partially Compliant Submission – which in some areas falls short of requirements and is poorly explained. Submission has minor issues.
3	Satisfactory or Compliant Submission – which meets the essential requirements and is explained in adequate detail.
4	Good or Fully Compliant Submission – which meets all the requirements and is explained in reasonable detail.
5	Very Good or Fully Compliant Submission – which meets all requirements and is fully explained in comprehensive detail.

Following analysis of the scores, Supplier A scored highest.

	Technical Evaluation	Financial Evaluation	Total Evaluated Scores	
Supplier A	44.20%	37%	81.20%	
Supplier B	31%	40%	71.00%	
Supplier C	44.40%	34%	77.40%	

5. Detail of Service Delivery

28. The Refuse and Recycle collection service has for many years operated in an efficient manner being one of the lowest cost operations in London, with this in mind officers sought to contain cost and seek further efficiencies through innovative, practical, cost effective and flexible solutions for the next seven years with the option to extend for up to ten years subject to satisfactory performance.
29. The present operations are undertaken via the use of separate vehicles for the collection of Residual Waste (black bag waste) and Mixed Dry Recyclables (Orange Sacks) to 86,500 properties, whilst this operation has

served the borough well over recent years and can be demonstrated in the increased recycle performance and customer satisfaction rates, the specification provided the opportunity for officers to take advantage of more recent advances in technology within the waste collection industry.

30. The tender submissions received have demonstrated that further efficiencies can be delivered through the use of the “One Pass” vehicle approach, where both residual waste and recycle materials can be collected within separate compartments of the collection vehicle, leading to improved operational efficiencies in reduced running cost, reduced fuel use contributing to the Councils commitment to reducing CO₂ and an improved street scene by removal of all sacks at the same time of collection, whilst maintaining the quality of the materials collected.



31. Waste collections from flats (Homes of Multiple Occupancy, HMOs) will continue to be collected by vehicles in a single waste stream to maintain efficiency, this is largely due to the size and type of the waste containers that are used to store waste in flat developments, container capacity for the locations are between 1,000 and 1,100 litres and require different lifting equipment to lift the containers.
32. There are 14,600 flatted properties throughout the borough served on either a twice weekly or weekly collection depending upon waste storage capacity within the bin storage areas.



33. A requirement of the contract was the introduction of new vehicles from contract commencement date, vehicles will be of the new Euro 6 emissions standards as required from 1st January 2014 and will be white in colour with Havering and supplier branding on the vehicle cab, the smooth panelled sides will contain promotion panels (as present) encouraging both waste reduction and increased recycling, vehicles will also be installed with CCTV cameras to the front, sides and rear for improved safety.
34. In addition to the refuse and recycle collection the Council collects Green Waste, Bulky Waste and Clinical Waste from domestic properties, the successful contractor has supplied within their method statement proposals that will allow integrated wheeled green bin and compostable green waste sacks being collected within the same vehicle, improving the present arrangements and with the potential to increase an already well established customer base (20,000 customers) through the introduction of a scheduled service for those who chose to subscribe to the green waste collection service via an annual payment.
35. The compostable sack service will be phased in from October 2014, providing time to run down current sack stocks. Collection of plastic garden sacks that residents have already purchased will continue to be collected by the refuse crews in the present manner. Residents purchasing the new compostable sacks will initially be provided with a 6 month supply (2 per collection week = 25 sacks), and then from 1st April 2015 the service will fall in line with the wheeled bin service for annual subscriptions, with residents receiving the full year's subscription quantity (50 sacks).
36. Further proposals submitted include the greater use of third party reuse outlets, which provide for furniture reuse to those in need via direct links with the contact centre or a direct approach to an independent storage outlet either by telephone or via the councils website free of charge, this service

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covers the collection of beds, wardrobes, furniture cabinets, sofas, dining suites and large electrical appliance such as fridges, freezers and TVs.

37. In addition, small electronics items will be collected on a six monthly basis, these items include fans, toasters, kettles, Irons, hairdryers and microwaves, the collection of textiles will also be scheduled to be collected on a six monthly basis, both these arrangements will be communicated through effective communications.
38. Recognising resident concern about having to place waste out for collection by 07.00 hrs, the contract now requires a later start time of 07.30 hrs. Officers were also seeking improved customer satisfaction in this high profile service, with the preferred supplier demonstrating a clear commitment to linking the councils CRM system to the Contractors technology resulting in real time waste collection tracking facilities, enhancing our ability to respond to missed collections in a speedier manner.
39. The successful bidder has proposed a Waste Collection Guarantee – residents register for inclusion in the guarantee scheme & nominate a chosen charity, this can be completed via social media, with electronic details captured to help market future service initiatives & advise of any collection day changes, *i.e* Bank Holidays. The principle of the scheme is structured around service standards being maintained, and if not delivered the weekly collection cost for the household will be donated to a chosen charity. In addition, an annual donation of £10K to the agreed Havering Charities is being proposed.

Communicating the New Service

40. Communicating the new service and its' efficiencies to residents will be an important task, particularly so for the first few months of the contract. Ensuring residents understand that there will be new "One Pass" vehicles collecting their refuse and recycling at the same time and that each material is treated separately, will be important to get residents support of the service. We will be working in partnership with the successful bidder utilising their available resources, skills and experience and ensuring messages are clear and consistent whatever the source.
41. Communications will be achieved through a range of media, including a new service leaflet, posters at libraries and community buildings, information on the Havering website, articles in Living and local press. The new service vehicles will also carry livery panels across the length of them, which will enable the "One Pass" service to be directly displayed when residents see collections taking place.
42. Face-to-face conversations will also be an important part of introducing the new service, so staff will conduct a series of Roadshows across the Borough and attend community group meetings and forums to be on-hand to answer resident queries.

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43. Additionally, staff will work closely with Managing Agents and Homes and Housing staff to ensure the service is communicated at all levels.
44. The newly established rewards and incentives scheme; London Green Points – Havering, will also be an important platform for communicating the new service. The scheme will encourage residents to reduce, reuse and recycle their rubbish to enable them to earn “Green Points” that can be spent or donated to local charities. The London Green Points – Havering website, e-zines sent periodically to residents signed up to the scheme, and written communication will all mention the new service and enable us to have articles sent directly to residents on an on-going basis.

Service Options Considered

45. Given the current financial pressures being faced by the Council over the coming years officers sought a range of options for consideration, the proposals submitted reflected our request as set out in the specification and these are summarised below ;

Option One – Collection of Glass

46. The specification requested priced proposals for the introduction of a kerbside glass collection scheme; complete with the provision of kerbside 55 Litre containers on the same weekly frequency as the present Orange Bag Mixed Dry Recyclables. The proposals were seriously considered as a service enhancement but rejected due to the cost implications over the coming years.

Option Two – Fortnightly Collection of Orange Bags (Mixed Dry Recyclables).

47. The specification also sought priced proposals in the event that the financial constraints imposed on the Council over the coming years were such that warranted a reduction in service provision amounting to a fortnightly collection of Orange bag recyclables, the tendered returns provide little added value, and in some cases a greater cost given the impact to the fleet cost incurred at contract commencement stage.

Option Three – Fortnightly Collection of Glass & Mixed Dry Recyclables

48. The specification also sought priced proposals for a fortnightly collection of Orange bag recyclables and kerbside glass collection via a 55 Litre storage container, the tendered returns provided some added value if such an option was considered viable at contract start date, given this option is not being recommended it is unlikely to deliver any longer term efficiencies due to the impact to the fleet cost incurred at contract commencement stage.

Option Four – Commercial Waste

49. The final option being considered was the delivery of Commercial Waste collection arrangements over the coming years following the impact of the Waste Framework Directive requirements to provide a recycle service for trade/commercial waste in future years. Recycling of trade and commercial waste is currently not offered to customers due to cost constraints in the collection process, priced proposals were provided within the submitted tenders for consideration at this stage.
50. It should be noted that in addition to this procurement exercise a separate procurement exercise is being undertaken for the sale of the commercial waste portfolio and this will be subject to a separate report for Member consideration at a later meeting.

REASONS AND OPTIONS

Household Waste (Refuse and Recycle) collection services are a statutory function of the Council as set out in the Environment Protection Act 1990.

Reasons for the decision:

The current Refuse and Recycle Collection Contract expires on 31st July 2014. and has already been extended to its maximum period of 10 years.

Following a detailed EU procurement exercise officers now require formal approval to award the new contract effective from 1st August 2014.

Other options considered:

The option to extend the existing contract was considered, however as this option was already exercised some years ago a further extension was not possible, hence the need to launch a new procurement exercise.

IMPLICATIONS AND RISKS

Financial implications and risks:

This report is recommending award of the contact to Tenderer A. It can be seen from Section 4 of the report that tenderer A was placed second on finance but, with its strong quality score, it is placed first in the overall evaluation.

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The confidential Appendix B provides the headline tendered figures for the core service, The tendered figures for tenderer A can be contained within the current base budget available.

The contract terms allow for the cost of fuel to be increased annually, by RPI. Labour rates will be frozen for the first 3 years and thereafter, will be increased by CPI, but capped at 2%.

The tenderers have submitted unit rates for any increase in the number of dwellings served.

For information, the Pre-Qualification Questionnaire process has sought to establish that each tenderer invited to tender is of sufficient financial stability to run a contract of this size.

Legal implications and risks:

The overall value of the contract meant it was necessary to conduct the procurement in accordance with EU procurement rules. The OJEU Notice was lodged on the 21st June 2013 and the procurement followed the restricted procedure. The process was overseen by an in-house multi-disciplinary project team and consultants provided additional support and expertise as required. The ITT included full details of the Council's requirements and set out how each bid was to be evaluated. Efforts were made to ensure there were no conflicts of interest and a detailed audit trail has been maintained. In view of the fact the restricted procurement process was adopted, the draft contract, (a copy of which went out with the ITT), will not be amended, save for the correction of any minor details. An award letter will go out to the successful bidder and once the mandatory stand still period has expired, the contract can be formally awarded and executed under seal.

Human Resources implications and risks:

There was a number of human resource, (HR) matters to be considered during the re-tendering process specifically related to ensuring that appropriate HR information was supplied to bidders and obtained from the current external supplier in a timely manner for bidders. The Council's HR team liaised closely with the current service provider's HR Service and provided management support for the smooth transition of important Transfer of Undertaking and Protection of Employment (TUPE) information so that bidders had a full understanding of TUPE cost, terms & conditions of the staff entitled to transfer to a new service provider.

HR officers are satisfied that all HR requirements were complied with and played an active role in ensuring that all HR matters were been appropriately managed.

Equalities implications and risks:

The Refuse and Recycle collection service impacts on all residents and an Equality Analysis has been produced at Appendix A.

BACKGROUND PAPERS

The following documents were considered during the compilation of this Cabinet report and throughout this procurement process;

- Separate Collections of Kerbside Recycling – LBH Cabinet 27th May 2009
- Waste Strategy for London 2012

Appendix A, Equality Analysis



LONDON BOROUGH OF HAVERING EQUALITY ANALYSIS

Refuse and Recycle Collection Contract - Contract start date 1 August 2014

SCOPE OF PROPOSAL

1. What is the scope and intended outcomes of the activity being assessed; in terms of both the Council's organisation and staffing, and services to the community?

1 (a) Organisation and Staffing

The waste collection service is outsourced but managed by Streetcare. The current Waste and Recycling Collection Contract expires on 31 July 2014 and has been re-tendered.

There are no plans to change the internal organisational structure or staffing arrangements within the Client role.

1 (b) Services to the Community

It is a statutory duty of the Council to provide a household waste and recycling collection service.

This service includes household waste and recycling collections, commercial, clinical, green and bulky waste collections, impacts on all sections of the community. Assisted collections are arranged under the current contract and will continue in the new contract.

Our aim is to procure a contractor that delivers an excellent value for money service and assists the Council's commitment to reduce waste and increase recycling.

PEOPLE AFFECTED

2. Which individuals and groups are likely to be affected by the activity?

2 (a) Staff Individuals and Groups

There are a number of Streetcare staff engaged in the management and on street monitoring of these services and the promotion of waste and recycling to children at school events, door step advice and enforcement. These day to day activities will continue in the new contract arrangements.

Should the incumbent contractor be unsuccessful in the re-tendering process, there will be a contractor to contractor staff issue arising from TUPE.

A Project Team was set up to manage the contract procurement. Equality and Diversity issues were considered as a part of this process in addition to ensuring that any TUPE transfer staffing needs were fully complied with.

Over 70% of Council staff members live locally and are affected by the service as local residents.

2 (b) Community Individuals and Groups (including voluntary organisations)

The waste and recycling collection service impacts on all sections of the community and includes household waste and recycling collections, commercial, clinical, green and bulky waste collections. Assisted collections are arranged under the current Contract and are also included in the new contract specification.

DATA AND INFORMATION

3. What data/information do you have about the people with ‘protected characteristics’ (age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation) or other socio-economic disadvantage (e.g. disabled and part-time workers, low income and/or lone parents (mothers and fathers), looked-after children, other vulnerable children, families and adults) among these individuals and groups? What information do you have about how they will be affected by the activity? Will you be seeking further information in order to assess the equalities impact of the activity? How is this information being used to influence decisions on the activity?

3 (a) Staff

A Project Team was set up to manage the contract procurement. Equality and Diversity issues were considered as a part of this process in addition to ensuring that any TUPE transfer staffing needs are fully complied with.

Over 70% of Council staff members live locally and are affected by the service as local residents. Those staff members are considered as part of the community.

3 (b) Community

All sections of the community receive a waste and recycling collection. The service therefore affects all individuals and groups living in Havering.

Havering's population profile

The 2011 Census data releases show that:

- 17.8% of the population are aged 65 and over. This percentage is above the average for London (11.1%) and slightly above the average for England (16.3%)
- The 65+ population in Havering is expected to grow the fastest overall in the future, increasing by 16% by 2021. The fastest growth is in the 90+ age, expected to increase by 70% by 2021
- It is estimated that 49% of older people (aged 65 and over) in Havering have a long term limiting illness where long term illness is considered to last 12 months or longer
- More than 1,100 residents are registered as being blind or partially sighted in Havering
- It is estimated that more than 14,000 adults (aged 18 - 64) in Havering have a moderate or severe disability. The number of those with moderate or severe disabilities will rise by around 7% in the next ten years, with more than 15,000 adults in Havering having a physical disability by 2021
- Of all London boroughs, Havering has the highest percentage of long-term health problems – both limited a little and limited a lot - 17.3%
- Female life expectancy in Havering (83.3) remains higher than male life expectancy (79.2), which is in line with the national trends¹. Longer life expectancies may result in increased burden of disease if extended survival is accompanied by longer average period of morbidity
- Female disability free life expectancy in Havering (68.1) is higher than male disability free life expectancy (65.6). However, disability free life expectancy rates are slightly higher than London and national trends²

Data intelligence and Customer Satisfaction

Customer Insight, Customer Segmentation and Satisfaction Data helps us to improve our knowledge of customers' diversity and socio-economic profile, increase our understanding of our customers' needs and tailor the waste collection and recycling services to address those needs.

¹ Office for National Statistics 2007-2009(ONS), released 2012

² Office for National Statistics 2007-2009(ONS), released 2012

The 'Spring Clean' and 'Your Council Your Say' surveys seek feedback on the quality of these services which help us identify any gaps and equality and diversity related issues in the provision of our services. Additionally, we carry out localised environmental quality surveys and receive feedback from contact centre management who are in direct contact with our customers on a regular basis.

Targeted service provision

We recognise that while all people living in Havering are entitled to this service, individuals and groups with protected characteristics, such as disabled people and older people, are affected differently and in order to be able to use this service, often need support. Assisted collections is therefore an integral part of the current Contract and was included in the tender specification for a new service provider.

A list of customers who receive assisted collections is held by street care and the contractor. This list is regularly reviewed and updated by the Streetcare team to enable the better targeting of services, particularly to the most vulnerable residents of the borough.

The availability of the assisted service has been advertised and publicised in Living and at talks to interested groups, with further supporting information available on the Council's website and/or from Streetcare staff members.

CONSULTATION

4. If no data and information is available about the groups likely to be affected by the activity, how would you inform your EA? Will you be considering carrying out some consultation to inform your EA?

4 (a) Staff

A Project Team was set up to manage the contract procurement. Equality and Diversity issues were considered as a part of this process in addition to ensuring that any TUPE transfer staffing needs are fully complied with.

Staff members who live locally have been consulted as part of the community. For further information, please see section 4 (b) below.

4 (b) Community

We use Customer Insight, Customer Segmentation and Satisfaction Data analysis to improve our knowledge of customers' diversity and socio-economic profile, increase our understanding of our customers' needs and tailor the waste collection and recycling services to address those needs.

For example, the 'Spring Clean' and 'Your Council Your Say' surveys seek feedback on the quality of these services which help us identify any gaps and equalities-related issues in the provision of our services. Additionally, we carry out localised environmental quality surveys and receive feedback from contact centre management who are in direct contact with our customers on a regular basis.

LIKELY IMPACT

5. Based on the collected data and information, what will be the likely impact of the activity on individuals and groups with protected characteristics or other socio-economic disadvantage?

5 (a) Staff

There are no plans to change the internal organisational structure or staffing arrangements within the Client role.

A Project Team was set up to manage the contract procurement. Equality and Diversity issues were considered as a part of this process in addition to ensuring that any TUPE transfer staffing needs are fully complied with.

Staff members who are local residents are considered as part of the community. Please refer to section 5 (b) for further information.

5 (b) Community

We recognise that while all people living in Havering are entitled to this service, individuals and groups with protected characteristics, such as disabled people and older people, are affected differently and in order to be able to use this service, often need support. These individuals and groups may be less able or unable to present their waste at the boundary of their property as requested. They may also have difficulty manoeuvring the garden waste bins and may have more need for the clinical waste collection service. Assisted collections is therefore an integral part of the contract and was included in the tender specification.

A list of customers who receive assisted collections is held by Streetcare and the contractor. This list is regularly reviewed and updated by the Streetcare team to enable the better targeting of services, particularly to the most vulnerable residents in the borough.

The availability of the assisted service has been advertised and publicised in Living and at talks to interested groups, with further supporting information available on the Council's website and/or from Streetcare staff members.

There is currently no kerbside glass recycling collection service. Residents are required to take their glass to communal "bring banks". This may be difficult for older people and disabled residents; for this reason glass collections was included as a separate option in the procurement process.

Negotiations are on-going with Shanks / ELWA regarding the possibility of including glass in the kerbside recycling service. If this does not materialise there are a number of recycling bring banks located across the borough which can be used for glass recycling. These may be difficult to access by older people and

disabled residents, however we are investigating the possibility of minimising any issues.

Glass bottles can also be collected as waste and processed at the Shanks bio Materials Recycle Facility into an aggregate fraction for reuse.

6. What is the likely impact on arrangements for safeguarding children and/or safeguarding vulnerable adults?

6 (a) Vulnerable Children

Internal staff and external contractor staff have been briefed on safeguarding matters.

6 (b) Vulnerable Adults

Internal staff and external contractor staff have been briefed on safeguarding matters.

PREVENTING DISCRIMINATION

7. If any negative impact is identified, is there a way of eliminating or minimising it to reasonable level? If not, how can the negative impact be justified?

7 (a) Staff

No Impact

A Project Team was set up to manage the procurement. Equality and Diversity issues were considered as a part of this process in addition to ensuring that any TUPE transfer staffing needs are fully complied with.

Staff members who are local residents are considered as part of the community. Please refer to section 5 (b) above for further information.

7 (b) Community

An assisted collection service, (sacks/sharps boxes are collected from an agreed location – e.g. front door), is available on request and a smaller wheeled bin for garden waste customers is available for those that find this easier to manage than the standard size bin. These arrangements will continue in the new service. A list of customers who receive assisted collections is held and reviewed annually.

The availability of the assisted service has been advertised and publicised in Living and at talks to interested groups, with further information and support available on the Council's website and/or from both the Contact Centre and the Public Advice Service Centre (PASC).

Negotiations are on-going with Shanks / ELWA regarding the possibility of including glass in the kerbside recycling service. If this does not materialise there are a number of recycling bring banks located across the borough which can be used for glass recycling. These may be difficult to access by older people and disabled residents, however we are investigating the possibility of minimising any issues.

Glass bottles can also be collected as waste and processed at the Shanks bio MRF facility into an aggregate fraction for reuse.

PROMOTING EQUALITY

8. How will the activity help the Council fulfil its legal duty to advance equality of opportunity in the way services are provided?

8 (a) Staff

Please refer to sections 6 (a) and 7 (a) above.

8 (b) Community

The measures identified above will ensure equality of access to the service. All vehicles involved within the refuse and recycling collection carry distinctive promotional material setting out how and what to recycle and key contact numbers.

The availability of the assisted service and updates on the waste and recycling service are widely advertised and publicised in Living and at talks to interested groups.

The Council's website offers comprehensive information on all council services. Further information and/or support is available from both the Contact Centre and the Public Advice Service Centre (PASC).

SPECIFIC NEEDS

9. What actions will you be taking in order to maximise positive impact and minimise negative impact from the activity?

9 (a) Staff

Please refer to sections 6 (a) and 7 (a) above.

A Project Team was set up to manage the procurement exercise. Equality and Diversity issues were considered as a part of this process in addition to ensuring that any TUPE transfer staffing needs are fully complied with.

9 (b) Community

Please refer to sections 7(b) and 8 (b) above.

MONITORING AND REVIEW

10. Once implemented, how often do you intend to monitor the actual impact of the activity?

10 (a) Staff

Although no negative impact is envisaged, on street monitoring will take place to ensure the collection regimes deliver for all involved within the service.

A Project Team was set up to manage the procurement. Equality and Diversity issues were considered as a part of this process in addition to ensuring that any TUPE transfer staffing needs are fully complied with.

10 (b) Community

Equality and Diversity considerations and requirements were regularly discussed, challenged and monitored throughout the procurement process.

Meetings with Community Street leaders are held quarterly. All issues associated with the new contract can be discussed at those meetings and any gaps or issues dealt with.

Contract liaison meetings were held on a monthly basis with the previous service provider. This will continue with the new service provider.. Equality and Diversity issues will be a standard item on the agenda.

We will continue to meet with interested groups, monitor satisfaction levels and seek feedback on all aspects of the service including Equality and Diversity.

SIGN OFF AND PUBLICATION

11. When completed, the Equality Analysis needs to be signed off by the Head of Service. Once signed off, it should be forwarded to the Directorate Equality Analysis Web administrator to publish it on the council's website.

HEAD OF SERVICE

Name: Bob Wenman

Date: 20th December 2013

Signature: