



Update Report re:
Operational activities undertaken by Operational In-House Services
 (excluding Green Sefton which will be a separate report to committee)

Date of meeting:	21 st January 2025		
Report to:	Overview & Scrutiny Committee (Regeneration & Skills)		
Report of:	Assistant Director, Operational In-House Services		
Portfolio:	Cleansing & Street Scene		
Wards affected:	All		
Is this a key decision:	No	Included in Forward Plan of O&S (R&S):	Yes
Exempt/confidential report:	No		

Summary:

This report provides a synopsis of the operational activities that have been undertaken by Operational In-House Services during 2024.

Recommendation:

- (1) That the committee note the content of the report

1. Operational In-House Services:

Waste Management & Street Cleansing

The Waste Service and Street Cleansing Service operate from 3 depot locations across the Borough. The service provides domestic collections of residual, recycling and green waste streams. Additionally, there is a commercial service offer for residual and recycling in addition to a commercial and community skip service, clinical waste collection service and bulky household waste removal. The service

currently has 839 commercial waste contracts in place.

As part of the Corporate Transformation Programme, a route optimisation project of domestic collection rounds began on 1st November 2024, within initial draft rounds expected in early 2025 for first review. The aims of the review are to ensure efficiency and best utilisation of all available resources; staff, vehicles, fuel usage etc. There is a significant amount of work required to deliver the change and innovation that is much needed within the service. There are around 9,000 properties in the south of the Borough still receiving a sack collection service. The service aims to deliver a standardised approach where possible and to this end a 'sacks to bins' project is now underway. Unfortunately, due to the infrastructure of some of the properties, it may not be possible to transition all premises over to an alternative weekly collection (AWC) model. Non-standard premises will be assessed on a case by case basis to ensure that the full service offer of both residual and recycling collections are in place.

The published recycling rate for 2021/22 for Sefton was 33.2% which falls short of the national average of 45%. The recent introduction of the role of Waste Minimisation Officer will bring a much needed focus to this area, with engagement, education and behavioural change being at the forefront of future campaigns.

December also saw the appointment of the new Service Manager for the Waste Management & Street Cleansing Service. This is a welcome appointment and will bring management stability to a large, high profile, front facing, statutory, core service. The new manager will resume the lead role for the route optimisation project and provide leadership for the service

The Street Cleansing Service have been undertaking a significant amount of work on rear entry clearances, predominately within the south of the Borough. There is a challenging culture of casual fly tipping in some areas and the service have been working with colleagues from Environmental Enforcement to engage, educate and promote behavioural change moving forward. This will be further underpinned by the work of the Waste Minimisation Officer who joined the service in October 2024 and will work across both the Waste and Street Cleansing functions, undertaking a variety of promotional and project work.

The Street Cleansing Service have also undertaken leaf fall collection throughout the Autumn period. The service prioritise locations of heavy leaf fall between October – December.

Burial and Cremation Service

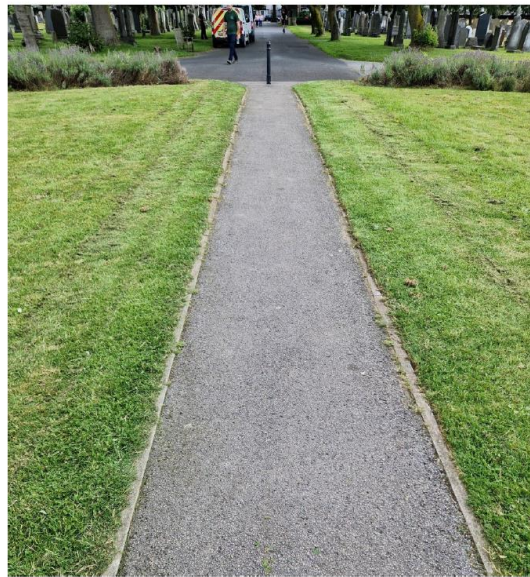
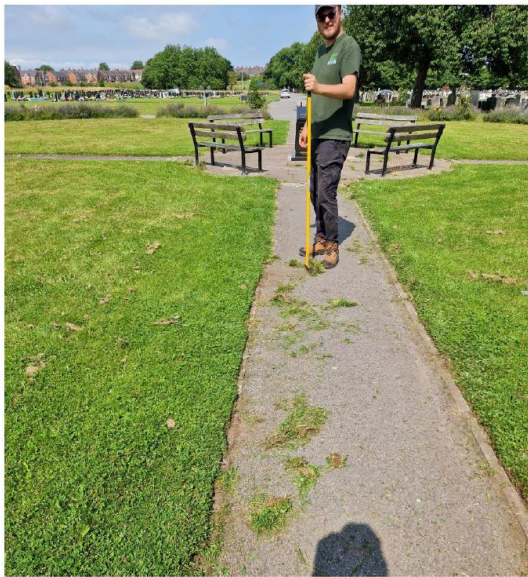
The Burial and Cremation Service provide a sustainable and professional service to the bereaved. The service operate 2 crematoriums at Thornton and Southport in addition to cemeteries at Bootle, Liverpool Road, Duke Street, Thornton Garden of Rest and Southport Crem (cremated remains only). At present, burial and cremation numbers are lower than this time last year within the service however, the national pattern is that they are expected to increase during winter months.

Investment planning continues to progress well, with consultants and architects on

board, preparing a full business case for the service, including evidence of much needed investment to ensure service continuity for the future. Investment is essential due to upcoming changes in legislation.

Grounds maintenance works continue, with some areas more challenging than others. As in previous years, the service are keen to work with the community payback service to assist with maintenance works in cemeteries. The Natural Alternatives Team within Green Sefton have undertaken much needed improvement works within Bootle Cemetery this year and will continue to provide on-going support as resource allows.

Images demonstrating the tasks undertaken by Natural Alternatives;



Repairs and maintenance continue to be prioritised, including the completion of the much-needed improvements to the canopy at Thornton Crematorium

recently. Memorial testing on headstone stability continues, to ensure the safety of the public visiting cemeteries is a priority.

A new contractor for the music/media provider for both crematoriums has been implemented. The new contractor 'Obitus' has undertaken training for staff, funeral directors and celebrants to ensure a smooth transition to the new equipment which was installed in both sites during December 2024. This is a welcome improvement on the former provision, with upgrades to sound and visuals, including a large screen in overflow areas and two large screens within chapels.

Catering & Building Cleaning Services

Building Cleaning

Pope Francis Multi Academy Trust (MAT) Cleaning Contract

The above MAT put its Cleaning Services out to competitive tender earlier this year. The tender was for two schools. The service currently hold the contract for one of the schools, The Salesian Academy of St John Bosco.

Since the initial tender was released, a further four schools have joined the trust in September 2024. The Trust plans to have up to 28 schools in the MAT in the coming years. Officers from the Building Cleaning service delivered a presentation to the Trust in early October. The result of the tender exercise was initially due in July, but the process has taken longer than expected and the contract has yet to be awarded.

Peterhouse School

Peterhouse School is a non-maintained Specialist School for children and young people aged 5 to 19 who have a diagnosis of Autism Spectrum Condition. The school is located in Southport and is administered by the Autism Initiatives charity.

The service has provided a cleaning provision to the school for a number of years. The school decided to put the contract out to competitive tender, with the new contract due to start in January 2025.

Officers from Building Cleaning gave a presentation to the school in late November and were informed shortly afterwards, that they had retained the contract which is excellent news.

Catering

Pope Francis Multi Academy Trust Cleaning Contract

As with Building Cleaning, the MAT has put its Catering contract out to tender. At this stage it only involves one school, Sacred Heart Catholic Academy.

The service currently operate this contract and as with Building Cleaning, with more schools joining the MAT every year.

Officers from the service delivered a presentation to the trust in October. As with the Building Cleaning contract, the tendering process has taken significantly longer than

the trust anticipated, and the contract is yet to be awarded.

Rimrose Hope Primary School

The school currently operate its school meal's service in-house, with the school employing the catering staff directly. The school is exploring the possibility of returning to the Council's service, and positive discussions have taken place to this end.

The Council's Obesity Strategy.

The catering service continue to support the Council's Obesity Strategy.

The Service Manager chairs the Live Well sub-group, which is charged with reviewing and refreshing the Council's work to ensure compliance with Food Active's Healthy Weight Declaration accreditation.

School Crossing Patrol Service

The service has consistently provided 100% cover at all established sites across the borough and is a much valued service within the community. Recruitment does tend to be challenging within this service, both in terms of the commitment level required by staff throughout the day and especially during the winter months due to the demographics of the staff cohort. The service will begin a new recruitment campaign after the Christmas period to seek Patrols for the current vacancies.

Specialist Transport Unit

The Specialist Transport Unit provide home to school and day centre travel for the most vulnerable in our society. The service currently operates 17 x School Routes and 9 x Adult Social Care routes.

The service are working closely with colleagues in ASC regarding the provision of transport for customers to and from Day Centres in the south of the borough. The STU currently provide transport for 131 SEND customers each day and 52 x ASC customers to and from their destination.

The service users are amongst some of the most vulnerable in our society who need the support and extra care that the STU In-House service provides.

The service remained operational throughout the Christmas and shutdown period to ensure ASC service users are accommodated and transported throughout.

Transport & Vehicle Maintenance

The Transport and Fleet Service have provided a full maintenance and fleet compliance service to all departments within the Authority and continue to do so. The rating from the Traffic Commissioners Office remains green, this is the highest standard on the rating system.

The service continue to provide a full MOT service to both internal and external customers and remains 100% compliant with inspections and services. As part of the services contributing to net zero by reducing carbon emissions within the fleet work continues, the proposal is still to have 1 petrol tank at the main Hawthorne Road Depot.

The Food Waste Collection Vehicle and Food Caddy pre-procurement report has been agreed by Cabinet Member regarding the Councils intent to purchase the new fleet of vehicles for the impending Food Waste Collection service that will become statutory in 2026. Sefton are working closely with all LCR Authorities to establish best practise regarding waste containment and collections as a key role within the LCR Strategic Waste & Resources Partnership.

The T&VM Service remained operational throughout the Christmas / shutdown period as staff ensure the Councils fleet remain operational and legislatively compliant.

Sefton ARC & Sefton Careline

Sefton ARC & Careline, Electrical & Alarms services continue to develop, and grow its current offer in accordance with the Council's vision and core purpose and in alignment with other strategies and policies.

The service has worked closely to support colleagues through across the council through the services provided. Sefton ARC Alarms Section has recently been assessed by NSI for its installation of alarms systems, feedback from NSI was that the assessment was positive and Sefton ARC have sufficiently demonstrated the necessary criteria to retain the award. This is an excellent outcome for the service.

The service currently hold the following accreditations;

- ARC alarm receiving centre - NSI GOLD
- Alarm installers – NSI GOLD Fire & Intruder alarms also BAFE fire safety registered
- Electrical team – Niceic approved contractors
- Careline – TSA Telecare accreditation

The Careline Service continue to focus and support the transition of analogue to digital equipment as part of the national digital switchover. This work is being undertaken daily and numbers continue to fall of replacing the old analogue kit as part of the digital switchover for our clients. Careline are currently working with Procurement on the tender process for the new call monitoring platform to allow competition on the market ensuring the council is receiving value for money and a standard of service delivery through the correct procurement route.

2. Financial Implications

There are no financial implications associated with this update report.

3. Legal Implications

There are no legal implications associated with this update report.

4. Corporate Risk Implications

There are no corporate risks identified within this update report.

5. Staffing HR Implications

There are no staffing implications within this update report.

6. Conclusion

This report demonstrates the breadth of services and the wide range of activities that are delivered by Operational In-House Services. They are delivered in a high profile, front facing environment to residents, businesses and visitors to Sefton.

There are in excess of 1000 staff within Operational In-House Services and the provision of services are a touch point for a huge range of residents, clients and service users who value the quality of service they receive.

Equality Implications: There are no equality implications
Impact on Children and Young People: N/A
Climate Emergency Implications: The recommendations within this report will have a neutral impact

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Executive Director of Corporate Resources and Customer Services (FD7914/24) and the Chief Legal and Democratic Officer (LD6014/24) have been consulted and any comments have been incorporated into the report.

(B) External Consultations

Non-applicable

Implementation Date for the Decision :

Non-applicable

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Appendices:

There are no appendices to this report