

## **1. Background**

- 1.1 This paper provides an overview to the Grounds and Cleansing Contract Telford and Wrekin Council has with its partner contractor idverde. As requested by Environment Committee, in providing an overview of the services delivered, there is particular emphasis on the environmental commitments made by idverde in delivering the service, progress made to date and actions going forward.
- 1.2 A 10 year £4.2 million annual contract was awarded to idverde that started on 1 April 2019. The objective at the time was to deliver enhanced standards and reduce operating costs when compared to the previous delivery model.
- 1.3 There are circa 100 employees working for idverde, many of whom live in the borough. Sharing with Balfour Beatty, idverde occupy Granville House and have small satellite depots across the borough.
- 1.4 The contract is based on performance; this means that the Specification states the service outcome to be achieved and the contractor should determine how best to achieve it. The exceptions to this is grass cutting which is based on frequency and reactive tree work.

## **2. Service Standards**

- 2.1 Like many contracts of this scale and type, there is a Performance Framework in place to manage service responses and for the contractor to use IT to increase efficiency.
- 2.2 The scope of services included in the Contract are:
  - **Grounds maintenance:** grass cutting, shrub/ hedge maintenance, trees, sports grounds, grave digging
  - **Cleansing maintenance:** litter picking and bin emptying, sweeping, weed control, sign cleaning, and fly tip, graffiti, and gum removal.
  - **Optional Additional Services:** Including, services for Parish and Town Councils
  - **Added Social Value and Working with Communities and Partners**
- 2.3 Timescales for response and performance standards are defined by Zones which dictates the response times and standards expected. The differences in zonal areas is outlined below:
  - Zone 1 – high footfall areas (town and district centres, SW1, town park)
  - Zone 2 – high density areas (housing and district parks)
  - Zone 3 – main routes in the borough, medium density housing and playing fields
  - Zone 4 – medium and low density housing and all other Council owned land

## **3. Environmental Management**

- 3.1 idverde have aspirations as a company to reduce their impact on the Environment and meet ISO 14001 standards. Their stated aims are:
  - Reduce waste, recycle, compost
  - Source socially and environmentally friendly materials

- Minimise use of primary resources
- Minimise water consumption
- Use quietest and cleanest operations
- Work with local communities

3.2 There is also a contract specific climate change action plan that has been developed and agreed; this plan is regularly reviewed and contributes to the Council's Climate Change commitments.

3.3 The tables below provide details of the contract specific action plan.

#### Actions taken in year 1 of contract

	Actions taken:	Net GHG emissions achieved, tonnes CO2e
2019	<ul style="list-style-type: none"> <li>• New efficient vehicles, plant and equipment purchased at start of contract and maintained as per manufacturer's guidelines</li> <li>• All vehicles / plant fitted with trackers and video screen installed at main office to identify "nearest to scene" when responding to incidents.</li> <li>• Full training given to operatives using plant to ensure it is used in an efficient manner</li> <li>• Ensured correct equipment was purchased following consultation with staff to ensure all aspects of works and locations were considered.</li> <li>• Local suppliers used to reduce "product miles" travelled</li> <li>• Monitor fuel and utilities consumption monitored to obtain base line figure</li> </ul>	753 tonnes CO2e

#### 2020-22 Three Year Rolling Action Plan – Proposals

	Actions Proposed	Action Timeframe
1	<p><b>Continue to ensure efficiencies with vehicles</b></p> <ul style="list-style-type: none"> <li>• Continual training in efficient driving techniques (braking, accelerating and speed) and switching off engines to reduce idling hours of vehicles. Daily visual checks on vehicles to ensure maximum efficiency of vehicles, e.g. regular tyre pressure checks.</li> <li>• Regular servicing of vehicles to maintain optimum working condition and fuel efficiency.</li> </ul>	2020-2022 ongoing
2	<p><b>Keep route optimisation under review</b></p> <ul style="list-style-type: none"> <li>• Modify routes software to minimise mileage. Possible use route optimisation software to assist.</li> </ul>	2020-2022 ongoing
3	<p><b>Assess the potential use of electrical vehicles and plant.</b></p> <ul style="list-style-type: none"> <li>• Continue to assess potential electrical equipment availability and assessment whether battery performance is sufficient to ensure that service delivery can be maintained</li> </ul>	2020-2022 ongoing
4	<p><b>Promote environmental awareness among staff</b></p> <ul style="list-style-type: none"> <li>• Ensure all staff receive Environmental awareness training</li> </ul>	2020-2022 ongoing

	<ul style="list-style-type: none"> <li>Promote energy reduction in depot and office areas, encouraging lights and heaters to be switched off when rooms not in use, computers to be switched off when not in use, overnight and at weekends.</li> <li>Encourage use of recycled products</li> </ul>	
5	<p><b>Promote travel to work schemes to reduce the number of journeys to and from the depot and offices</b></p> <ul style="list-style-type: none"> <li>Encourage lift sharing to work place</li> <li>Continue promotion of 'Cycle to work' scheme and make available to all staff</li> <li>Where appropriate, non-frontline staff to work from home on full/part time basis to reduce vehicle journeys</li> </ul>	2020-2022 ongoing
6	<p><b>Assess the potential use of alternative fuels</b></p> <ul style="list-style-type: none"> <li>Investigate use of Green Fuels such as Biodiesel and Bioethanol across multiple idverde contracts to build up data to assess its future use in the T&amp;W contract</li> </ul>	2020-2022 ongoing
7	<p><b>Identify areas of land for carbon offsetting.</b></p> <ul style="list-style-type: none"> <li>Identify areas of land that can be planted up with trees. This will offset CO2 emissions from other parts of the service and will enhance and encourage biodiversity.</li> </ul>	2021
8	<p><b>Encourage local procurement of products</b></p> <ul style="list-style-type: none"> <li>To encourage procurement teams to purchase from local suppliers as far as possible to reduce "product miles" travelled.</li> </ul>	2020-2022 ongoing

### Vehicles and Equipment

- 3.4 idverde are currently reviewing electric vehicles for their operational fleet and there will be dedicated electric vehicles purchased for each of the new Community Action Teams. The additional cost of these is being funded by idverde. Telford & Wrekin Council will install charging points at Granville House to support this and build on our existing EV infrastructure at the depot.
- 3.5 A variety of electric hand tools are being used with some petrol tools being replaced with electric.

### Maximising Waste Value

- 3.6 Increasing recycling to reduce environmental and cost impact is key and all green waste and street sweepings are sent for recycling via our waste partner Veolia. To date there has been 4,258 tonnes of street sweepings and 1,535 Tonnes of green waste recycled.
- 3.7 Bulky wood is collected and sent for biomass and wood is chipped and reused wherever possible.

### Maximising Recycling

- 3.8 Environment Committee have put forward a recommendation to Cabinet for the trial of dual aperture litter bins that will be considered by Cabinet at the 18 March meeting.
- 3.9 Opportunity is being sought to increase recycling through the separation of litter during litter picking. A pilot has been trialled in Woodside to establish how much

litter could be recycled. This demonstrated 45% of litter collected could be recycled, representing an estimated saving of £13,500 per year. The next phase of the pilot is for idverde to trial bespoke equipment in order to maintain efficiency of the litter picking operation. Street Champions will also be given the opportunity to recycle litter. Recycled litter is kept separate so it can be passed to Veolia for processing.

### **Grass Cutting**

- 3.10 574 sites are Meadow cut. Meadow cutting involves managing a site to maximise the value for wildlife. In these areas, plants are allowed to grow and complete their full life cycle (grow, flower and set seed) before they are cut. Where possible, the clippings are then collected, to avoid enriching the soil (wildflowers prefer nutrient-poor soils). In carrying out this process we create vital refuge for many bees, butterflies, birds, bats and bugs. They provide food, such as nectar for pollinators/food for many butterfly caterpillars, and act as corridors allowing wildlife to move between larger pockets of wild spaces.
- 3.11 A scoping project is underway to look at reducing the amount of grass which is cut on playing fields. The aim is to leave the core playing field at the same standard and frame the edges which will reduce the number of cuts per year from 16 to either 4, 2 or 1, thus reducing the environmental impact.

### **Green Flag Status**

- 3.12 Green Flag status for all our borough parks is a goal we are seeking to achieve working with idverde in the next two years. Telford Town Park has Green Flag Status and Dawley and Hartshill were awarded Green Flag last year. We are actively working towards Green Flag status for Bowring that will be followed by Dale End.
- 3.13 Green Flag parks will continue to be assessed annually on the management standards and visitor experience. The use of chemical weed spray is limited in the parks with cultural methods wherever possible; all green waste is composted.

### **Added Social Value**

- 3.14 An annual Initiatives and Added Value fund of £10,000 is set aside by idverde. This fund is launched and communities can apply for funding for environmental projects to benefit their area.
- 3.15 Provision of apprenticeships is also a requirement within the contract, along with training and support for communities.

**Debbie Germany**  
**SDM: Waste & Neighbourhood Services Performance**