
Decision Maker: ENVIRONMENT AND COMMUNITY SERVICES POLICY
DEVELOPMENT AND SCRUTINY COMMITTEE

Date: Wednesday 1 September 2021

Decision Type: Non-Urgent Non-Executive Non-Key

Title: VEOLIA ANNUAL CONTRACT PERFORMANCE REPORT

Contact Officer: Peter McCready, Assistant Director of Environment
E-mail: peter.mccready@bromley.gov.uk

Chief Officer: Director of Environment and Public Protection

Ward: (All Wards);

1. Reason for report

- 1.1 This report reviews the 2020/21 annual performance of the three Environmental Services Contracts managed by Veolia ES UK Limited: Waste Disposal, Household Waste Collection and Recycling and Street Environment. Essential frontline waste and street environmental services are all delivered across Bromley through these contracts.
- 1.2 The production of an annual contract performance report meets the requirement within the Section 23 of the Council's Corporate Performance Rules (CPR) for contracts with an annual value that exceeds £500,000.
- 1.1 The current performance of each of the three Environment Services contracts is deemed to be satisfactory.

2. **RECOMMENDATION**

The Environment PDS Committee is recommended to:

- 2.1 Review and comment on the contents of this contract performance report.

Impact on Vulnerable Adults and Children

1. Summary of Impact: The waste collection and street cleansing services affect all residents including vulnerable adults and children. Consideration of any additional impacts on specific groups of residents is taken when making changes to the service. To mitigate the impact of the Covid-19 service disruption and also, the garden waste schedule changes in November 2020, LBB worked closely with Veolia to reduce any service disruption to households receiving the assisted collection (Special Requirements List) and ensure that the service alteration and change communications are clear.
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Corporate Policy

1. Policy Status: Existing Policy:
 2. BBB Priority: Excellent Council Quality Environment
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Financial

1. Cost of proposal: Not Applicable:
 3. Ongoing costs: Not Applicable:
 3. Budget head/performance centre: Waste Services & Street Environment
 4. Total current budget for this head:
Waste Services: £17.8 million & Street Environment: £5.7 million
 5. Source of funding: Controllable revenue budget for 2020/21
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Personnel

1. Number of staff (current and additional): 3 FTE Contract Managers
 2. If from existing staff resources, number of staff hours: As above
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Legal

1. Legal Requirement: Statutory Requirement Non-Statutory - Government Guidance: Waste disposal and collection, and Street Environment are controlled by a range of legislation and guidance that need to be adhered to as part of service delivery. The Environmental Protection Act 1990, places responsibility for waste and street cleaning activities onto local authorities.
 2. Call-in: Not Applicable:
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Procurement

1. Summary of Procurement Implications: Not applicable
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): All borough residents (circa 330,000), local businesses and people that work and visit Bromley.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

3. CONTRACT OVERVIEW

3.1 Veolia ES UK Limited (Veolia) have been operating the following environmental service contracts since 1 April 2019:

Contract	Environmental Services Contract Details
Waste Disposal	<ul style="list-style-type: none"> • Disposal of residual waste • Management of closed landfill site
Household Waste Collection and Recycling	<ul style="list-style-type: none"> • Management of recyclable materials • Collection of household and business waste • Administration functions (Trade, Bulky and Green Garden Waste Services) • Management of the Household Reuse and Recycling Centres and Waste Transfer Stations
Street Environment	<ul style="list-style-type: none"> • Street cleaning • Graffiti removal • Abandoned and surrendered vehicle removal • Parks security – (including Town Centres)

3.2 The combined purpose of these contracts is to provide a reliable waste collection service, manage waste sustainably and keep Bromley's streets clean. Collecting around 150,000 tonnes of recycling and waste from some 140,000 households and 600 local businesses as well as delivering a cleansing solution for over 500 miles of carriageway, 850 miles of footway, and 50 miles of footpath; these contracts support the Council priorities within Building Better Bromley and the Council's Reduction and Recycling Plan.

3.3 The period 2020/21 forms Contract Year 2 of the eight-year environmental services contracts held by Veolia. The Covid-19 global pandemic and the restrictions that have been applied to reduce the spread of the virus have impacted the performance and delivery of the environmental services frontline services undertaken by Veolia during the last 12 months. Despite this additional challenge, the contracts have continued to deliver high quality environmental services and complete projects that are designed to assist the council in delivering its priorities. For example, the parks security has now been fully integrated into the Street Environment Contract.

4. CONTRACT MANAGEMENT AND GOVERNANCE

4.1 The strategic aims for environmental services are set out in the Environment Portfolio Plan that is agreed annually by the Portfolio Holder for the Environment.

4.2 Contract monitoring is undertaken by Neighbourhood Management team within the Environment and Public Protection Department ensuring adherence the contract specification.

4.3 Contract performance is scrutinised in line with the Contract Procedure Rules and is managed through the governance model set out within each of the individual contracts; the Performance Management Framework (PMF). The PMF comprises of a series of Key Service Objectives (KSOs) and Key Performance Indicators (KPIs) established at contract commencement. This framework is complex but provides a mechanism to incentivise Veolia as the Service Provider to invest in resources to address poor performance rather than incur a Performance Deduction.

4.4 Risks are managed through the monthly Service Operations Board meetings where the register is reviewed. Consideration is taken of the main operational risks and mitigation measures. For example, on all three contracts an emerging operational risk is the national shortage of Heavy Goods Vehicle (HGV) drivers that in the short term could lead to some service disruption. However, Veolia have assured us that they are taking measures to reduce this risk including

providing funded driver training opportunities, developing their staff, and targeting local driver training facilities.

- 4.5 A Strategic Partnership Board (SPB) comprising of senior managers from the Council and Veolia meets bi-annually to oversee the strategic management of the contracts. This Board reviews performance and considers the annual Service Delivery Plan and Veolia's Annual Report, which provides an overview of contract performance. The Annual Report is presented in Appendix A.
- 4.6 An agreed Partnership Charter sets the principles for cooperative working between the Council and Veolia. Principles include communicating clearly, making efficient use of resource, and working together to deliver high performing services.

5. CONTRACT PERFORMANCE

Waste Disposal Contract

- 5.1 The Waste Disposal Contract is being delivered in accordance with the specification with satisfactory performance being met for all KSOs and KPIs. There was minimal impact of the pandemic on operational service delivery with disposal outlets continuing to operate at normal levels and due to the nature of haulage largely being a one-person operation low levels of Covid-19 related absence.
- 5.2 A significant success through this contract was that virtually zero waste managed by the Council was sent to landfill with just 0.45% of non-recyclable refuse ending up in a landfill site. This exceeded the contractual target to 2% for 2020/21.
- 5.3 With 3% more waste being produced by Bromley's households and businesses in 2020/21 than in 2019/20 as a result of a larger amount of more people being at home and more packaging created from the surge in online deliveries, reducing the amount sent to landfill was particularly challenging to achieve in 2020/21. The unanticipated increase in waste also impacted the Council's waste budget.
- 5.4 It is likely waste tonnages will continue to be higher than pre-pandemic levels in 2021/22 because a move to increased home working and continued rise in online shopping. To reduce the impact on the Council's budget and the environment, communication campaigns will be developed to encourage residents to minimise their waste and recycle more.
- 5.5 Management of the closed landfill site in Coney Hill is satisfactory with Veolia conducting regular monitoring of emissions and infrastructure and manage emissions appropriately.

Household Waste Collection and Recycling Contract

- 5.6 The Council's Environment and Community Services Portfolio Plan now measures the performance of the waste collection service by two performance indicators. These are the number of missed collections per 100,000 properties and the number of customers who subscribe to the paid for green garden waste collection service.

Table 1 – 2020/21 Missed Bins per 100k Properties by Month (KPI ECS 8)

DESCRIPTION	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-21	Dec-20	Jan-21	Feb-21	Mar-21	2020-21 TARGET
Missed Bins Per 100,000	171	158	169	151	130	119	109	84	82	114	181	96	<120

5.7 Table 1 above shows the 2020/21 monthly data for missed collections per 100k properties against the 2020/21 annual target of <120.

Table 2 – 2020/21 MB per 100k properties by Quarter and Year total for the Lot 2 KPI ECS 8

Period	MB per 100K properties
Q1	166
Q2	133
Q3	91
Q4	130
Year 20/21 total	130

5.8 Table 2 above shows that for year 2020/21, Veolia did not meet the target of missed collections per 100k properties by 10, with an average of 130.

5.9 During the height of the Covid-19 pandemic from March 2020 onwards, there were significant challenges to ensure waste collections were carried out without a significant drop in service delivery. To this end, and to protect frontline staff from contracting the virus, contingency plans were implemented and included:

- Temporary suspension of the paper and card, and the plastics, cans and glass recycling collection services between March and May 2020
- Temporary suspension of the green garden waste collection service for a fortnight in March and April 2020
- Postponement of the Green Garden Waste Satellite Sites
- Temporary suspension of the bulky waste collection service and container deliveries during March to May 2020.

5.10 The contingency plan aimed to create service resilience and ensure there was sufficient resource for food and residual waste collections which continued during this period. At the worst 40% of waste collection staff were absent as result of the Covid-19 self-isolation requirements. Full recycling and waste collection operations recommenced in May 2020.

5.11 Despite the challenges that Covid-19 presented with collections rounds being crewed by contingency staff unfamiliar with collection schedules, in the 5 months from September to January the number of missed bins per 100k properties reduced month by month. As a result, performance was well within the target threshold at an average monthly score of 101 missed bins per 100K properties.

5.12 In February 2021, following the snow event where all collection services were suspended for three days due to hazardous icy pavements, missed bins increased to 181 for the month. This contributed to the overall failure to meet the yearly target. It is common for a snow event which results in services being suspended to affect service delivery for up to 3 weeks after the event as schedules get back on track.

Table 3 – 2020/21 The Number of Green Garden Waste Customers by Month (KPI ECS 7)

DESCRIPTION	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-21	Dec-20	Jan-21	Feb-21	Mar-21	2020-21 TARGET
Number of Green Garden Waste customers	32980	34645	35814	36163	37007	37191	37162	37386	37315	37321	37661	38499	>30,000

5.13 Table 3 above shows the number of green garden waste customers has exceeded the target for 20/21 of 30,000 by 8,499.

5.14 The unaudited¹ household recycling rate for 2020/21 is 47%, which is lower than the 2020/21 Portfolio Plan target of 50%. It is likely that it is a combination of the reasons below that have resulted in the household recycling rate being under target:

- Lifestyle changes following the Covid-19 pandemic causing a reversal of the trend to move from single use to reusable items and an increase in the amount of refuse thrown away due to household clear outs and DIY
- The suspension of recycling services at the beginning of the pandemic due to significant staff absence
- Manufacturers making materials that can be recycled lighter to reduce their environmental impact
- The moisture content in some loads of paper and card was so high it could not be recycled (this reduced the overall recycling rate by 1.9%)

5.15 Largely due to the Covid-19 restrictions that required more people to be at home the total amount of waste collected and managed by Bromley in 2020/21 was 150,413 tonnes and as such the target was not achieved. The increase in total waste also had an impact on the Council's waste budget as payments are by tonne of waste managed.

5.16 To work towards reducing waste and increasing recycling Veolia are continuing to work with the Council to implement the actions set out in the Council's Reduction and Recycling Plan to increase recycling. These actions include an updated communication contamination process to encourage residents to recycle the right items, a flats recycling campaign and the delivery of the school education programme, Recycling Heroes.

Street Environment

5.17 The Street Environment Service Contract is being delivered in accordance with the specification and satisfactory performance has been delivered as set against all KSOs and KPIs, as well as the broader principle objectives laid out within the Portfolio Plan, namely: monitoring the performance of the contractor following routine scheduled street cleaning operations, and, measuring public satisfaction with street cleanliness.

5.18 There are 3700 footway assets and 2900 carriageway assets that are scheduled for cleaning as part of the Street Environment Contract. During an annual period, these assets will be serviced in the region of 340,000 times (subject to their respective cleaning frequencies). To monitor this, as referenced above, the Neighbourhood Management client team undertake an inspection regime to ensure cleansing tasks completed by Veolia meet the acceptable standard. In the year 2020/21, whilst this regime has been significantly impacted upon by COVID-19 for a

¹ Bromley's waste and recycling data is provided to the Department of Food and Rural Affairs within Waste Data Flow. It is reviewed and analysed, with the audited recycling rate is published in October each year. The unaudited recycling rate is therefore subject to change.

number of reasons, the client team has worked hard to achieve the required volume as laid out within the Performance Monitoring Framework (PMF). A total of 18,552 inspections were completed, as compared to the required 17,376 annual inspections within the PMF.

- 5.19 Table 4 provides full details of client performance monitoring inspections for 2020/21, with results indicating that overall levels of service outputs are congruent with the specification and expected levels. From these inspections, the KSO and Portfolio Plan target for the 'Percentage of Streets Meeting the Acceptable Cleanliness Standard' can be derived as a percentage of inspections that have been graded as either an 'A' or a 'B', in accordance with the Defra Code of Practice on Litter and Refuse. If an asset is graded as a 'C' or 'D', this is 'defect' and recorded as a failure against the acceptable standard.

Table 4 – Overview of Client Inspection Results

April 2020 to March 2021				
Month	Inspections	Defects	% Streets meeting the acceptable cleanliness standards	Fail
April	0	0		
May	1,605	30	98%	2%
June	1,772	45	97%	3%
Q1	3,377	75	98%	3%
July	2,276	35	98%	2%
August	1,760	45	97%	3%
September	1,849	32	98%	2%
Q2	5,885	112	98%	2%
October	2,032	51	97%	3%
November	2,134	54	97%	3%
December	1,531	31	98%	2%
Q3	5,697		97%	
January	1,364	18	99%	1%
February	855	21	98%	2%
March	1,374	15	99%	1%
Q4	3,593			

*COVID-19 interruption may have impacted 2020/21 results

- 5.20 The impact of Covid-19 on an operational output basis was not as severe as anticipated, and whilst challenging for all involved, staff absences and affected service functions have remained at manageable levels aside from the very peak of the pandemic. This is a testament to the effective mitigation measures introduced by Veolia's managerial team. However, the pandemic can be linked to increased pressures including more instances of fly-tipping and higher enquiry

volumes. There has been a greater dependency on local amenities and walking routes whilst lockdown restrictions were in place leading to a greater number of reports being generated, the increase in packaging from online shopping and undertaking home renovations and improvements, and unavoidable interruptions with the recycling and waste collections.

- 5.21 Total unreconciled reported fly-tips by Veolia between 01 April 2020 and 31 March 2021 stood at 5,147. This is an increase of 26% year on year (up from 4,083 in the same period 2019/20). To note however that the Council pays the service provider a fixed annual sum for fly-tips of a non-hazardous nature under this service contract irrespective of volume or quantity.
- 5.22 A total of 14,860 enquiries were received in relation to all aspects of Street Cleansing (including Street Sweeping, Dumped Rubbish, Litter Bins, Dead Animals, Road Traffic Accidents (RTAs), Street Weeds, and so on). This is up from a total 12,653 (17%) in the same period last year. Of interest, however, many specific enquiry subject types trended downwards from the previous year ('Litter Bins' enquiries decreased 11%, 'Street Sweeping' enquiries decreased 11%, 'RTAs' down 40%, 'Weeds' down 30%) whereas Graffiti enquiries increased 71% and Dumped Rubbish, as noted previously, increased 26% thereby resulting in a net increase in enquiries.

6. RESIDENT SATISFACTION

Household Waste Collection and Recycling

- 6.1 Bromley Council works hard to maintain and improve the quality of our recycling and waste services and introduced satisfaction surveys for these services in 2019/20 to provide a gauge of the perception of these services.
- 6.2 100 residents were surveyed at both Waldo Road and Churchfields Reuse and Recycling Centres in March 2021. Table 5 presents a comparison of the 2020/21 survey results with the 2019/20 results.

Table 5 – Resident Recycling and Waste Service Satisfaction Surveys in 2019/20 and 2020/21

Question	% Respondents Satisfied 2019/20	% Respondents Satisfied 2020/21
Non-recyclable refuse collections	77%	83%
Recycling collections	86%	83%
Green Garden Waste Collections	90%	92%
Street cleanliness after waste collection	75%	80%
Cleanliness of the Reuse and Recycling Centres	90%	91%
Reuse and Recycling Centres	91%	99%

- 6.3 Table 3 indicates that most residents are satisfied with Bromley's recycling and waste services. Overall, the results show that satisfaction improving for all areas of service delivery apart from recycling collections. However, considering the suspension of recycling services early in the Covid-19 pandemic and service disruption caused by icy pavements in February 2021 it is positive that the recycling collection satisfaction levels of respondents was maintained.
- 6.4 Residents comments made during the surveys highlighted some areas in which improvements could be made including further promotion of the green garden waste and bulky collections schemes to reduce the requirement to visit the Reuse and Recycling Centres,
- 6.5 These surveys have several limitations in terms of measuring resident satisfaction including the limited sample size, the survey location, and the lack of independence. In addition, in 2020/21 the timing and the methodology used changed slightly to adapt to the pandemic restrictions.

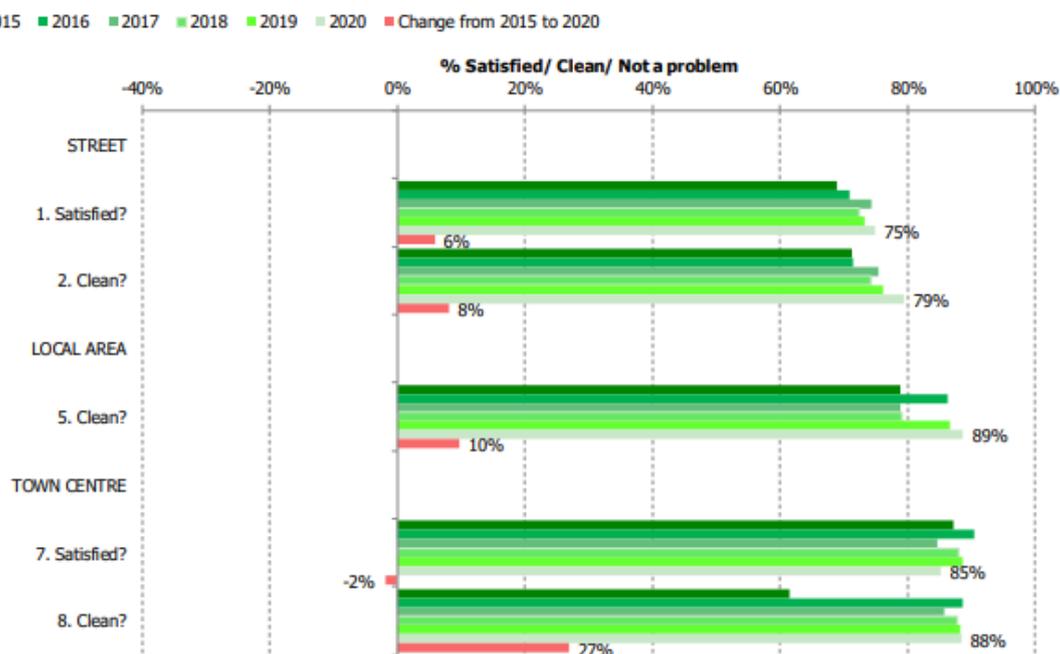
However, they do provide an indication of residents' views on the services provided outside of the Council's day-to-day feedback mechanisms.

Street Environment

- 6.6 Understanding people's perceptions is a very important factor in maintaining public spaces. Therefore, identifying residents' priorities is a key element when determining and redirecting resources as required. Annually, the Service Provider is responsible for commissioning an independent company to undertake satisfaction survey. The 2020 survey was designed to be comparable to the satisfaction surveys undertaken by the previous street environment contract since 2015. The results of the annual satisfaction survey, including trend analysis, are identified, and used to focus service resources to make improvements. As the survey is undertaken at the end of August each year, the results are somewhat historical when included within these performance reviews.
- 6.7 The survey is undertaken in two primary methods: surveys sent to a statistically representative sample of homes within the borough (results given in Street and Local Area); and through face-to-face surveys undertaken (results given in Town Centre). The response rate to the 2020 postal survey was 9%, which was significantly lower than the year before (20%). The surveying company reported that they could only assume this was a result of the pandemic given the methodology and questionnaire had remained consistent with previous surveys.
- 6.8 Table 6 provides a summary of the survey results. The survey indicates that most residents are satisfied with the cleanliness of Bromley with:
- 79% report being satisfied with their Street.
 - 89% report being satisfied with their Local Area (Neighbourhood).
 - 85% report being satisfied with their local Town Centre.

Table 4 – Combined favourable response rates to main questions: 2015-2020

Figure 16 Combined Favourable Response Rates to Main Questions: 2020 and previous years



6.9 Key points from the survey are:

- Satisfaction with cleanliness at a Street level has increased to 79%. Traditionally this has always been the toughest area to improve upon (with actual scores of 73%, 72% and 74% in the previous three annual surveys).
 - Satisfaction at a local level within neighbourhoods also increased to 89% from 87%. Between 2016 and 2018, this score had been a constant 79%.
 - Graffiti removal remains high performing with 95% favourable responses in Town Centres and 93% for streets.
 - There remains scope for improvement within areas relating to chewing gum and cigarette ends within the Town Centre environment. In the year since this survey was undertaken (August 2020) we have committed resource to tackling both issues and optimistically expect to see an increase in these scores given the good outcomes achieved.
- 6.10 Leaf clearance will remain as the focus for 2021/22 to improve the overall perception of and satisfaction with cleanliness in the borough. It is a perennial issue, which despite increasing in score from 53% in 2018 to 60% in 2020, still leaves scope for further improvement. We will be working closely with our service provider to compound and improve autumn leafing outputs having gone from 938 tonnes of leafing detritus collected in 2015 to 1,920 tonnes in 2020 (104% increase). The programme is continuously developed and refined year on year to ensure resources are best serving local needs.

7. BENEFITS AND INNOVATION

- 7.1 Whilst the pandemic has been a challenge to the delivery of essential frontline environmental services, but it has also highlighted the benefits of contract business continuity plans as well as providing new opportunities. Having the same service provider for waste collection and street environment services enabled some movement of resources to the most essential services i.e. non-recyclable refuse collection, and clearance of the on-street recycling banks. The Parks Security resource provided as part of the Street Environment Contract was used to assist will encouraging social distancing within green spaces,
- 7.2 Innovations as a result of the pandemic that were developed during 2020/21 included:
- Development of a booking system to assist in managing the safe reopening of the Reuse and Recycling Centres
 - Providing an online ordering system for green garden waste stickers
 - Running a webinar for residents about the garden waste schedule change
 - Increased use of the Council website and e-newsletter to inform residents of real time service changes
- 7.3 An education programme for primary schools, Recycling Heroes, has been developed through the communications resource within the Household Waste Collection and Recycling Contract. This interactive programme will be launched in 2021/22 to teach messages about the importance of reducing, reusing, and recycling waste that pupils can pass onto their families and friends.
- 7.4 In 2021/22, the contract will look to deliver the following benefits:
- Digital marketing campaign to promote the garden waste service
 - Alterations to the layout of the Waldo Road Reuse and Recycling Centre to improve the traffic flow

- Upgrading weighbridge software to provide real time tonnage information and customer service improvements

8. SUSTAINABILITY / IMPACT ASSESSMENTS

Economic

- 8.1 Through the environmental contracts Veolia support the local economy in Bromley through the purchase of goods and services from local companies, wherever possible.

Social

- 8.2 Local employment is central to Veolia's working practise, with 42% of their workforce also residing in Bromley.
- 8.3 Veolia's Environmental Trust fund provided funding for environmental activities at Churchfields Primary School and Valley Primary School.
- 8.4 Veolia continues to manage the Street Friends Network on Bromley's behalf. At present there are just over 1,850 Street Friends, which is positively higher than the target of 1,350 members. This network has been an asset in reporting littering and assisting with clean up's in 2020/21.

Environmental

- 8.5 As an environmental service provider environmental sustainability is a key part of Veolia's business model.
- 8.6 236,140 tonnes of carbon dioxide were produced from the haulage and disposal of non-recyclable refuse over the last 12 months. This is 12% lower than last year due to the increased diversion of non-recyclable refuse from landfill. The primary non-recyclable refuse facilities are within London, reducing the fuel used to transport waste.
- 8.7 Veolia continues to support the Council in encouraging residents to waste less and recycle more. Veolia works to ensure that the outlets for all of Bromley's recyclable materials are secure and, go to socially and environmentally sustainable outlets. Wherever possible, these markets will be within the UK facilities and will enable closed loop recycling.
- 8.8 Work to ensure emissions the environment service fleet produces are minimised has continued with changes made to the Green Garden Waste routes and schedules in November 2020 to improve the efficiency.
- 8.9 This Section captures the key actions that Veolia are taking to ensure that Bromley's environmental service contracts are sustainable. Further information about Veolia's approach to sustainability can be found in Veolia's 2020 sustainability report within Appendix B.

9. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 9.1 The waste collection and street cleansing services affect all residents including vulnerable adults and children. Consideration of any additional impacts on specific groups is taken when making changes to these services.
- 9.2 During the November 2020 Green Garden Waste service change the following actions were taken to minimise the impact to households with vulnerable adults and children:
- Ensuring assisted collection details held in the Special Requirements List were up to date

- Communicating clear messages through a variety of communications channels and using pictures wherever possible

10. POLICY IMPLICATIONS

- 10.1 The activities and performance delivered through the environmental services contracts contributes to achieving the Council's policies as set out in the Corporate Plan, Building a Better Bromley and Environment and Community Services Portfolio Plan 2020/21.
- 10.2 The "Building a Better Bromley" objective of being an Excellent Council refers to the Council's intention to provide efficient and effective services and value for money to our residents. For the objective of maintaining a 'Quality Environment', the implementation of these services helps to 'sustain a clean, green and tidy environment through value-for-money services provided to a consistently high standard'.

11. FINANCIAL IMPLICATIONS

- 11.1 Actual payments to Veolia for the Waste Disposal and Waste Collection contracts exceeded the approved revenue budget in 2020/21 by £1.487m because of the impact of Covid-19. The main variations were as follows:

- | | |
|---|-------|
| ○ Collection and disposal of residual household waste | £218k |
| ○ Green garden waste services | £287k |
| ○ Increased recycling processing costs (net of additional income) | £437k |
| ○ Trade waste income (net of reduced disposal costs) | £322k |
| ○ Provision of PPE and agency staff costs | £215k |

- 11.2 These additional costs were funded from Covid-19 grants allocated to the Council by the Government in response to the impact of the pandemic on local government.

- 11.3 The contract cost for Lot 3 was included within the Street Environment revenue budget for 2020/21 of £5.66m and was managed within budget.

12. LEGAL IMPLICATIONS

- 12.1 The statutory position is set out in the body of the report and there are no significant legal issues raised regarding the recommendations made in this report.

13. PROCUREMENT IMPLICATIONS

- 13.1 No procurement implications, in line with 23.3 of the Council's Contract Procedure Rules, an annual report must be submitted to the Executive for all contracts with a value higher than £1m.

Non-Applicable Sections:	Personnel
Background Documents: (Access via Contact Officer)	Waste Disposal Contract, Waste Collection Contract, Street Environment Contract.