

# TONBRIDGE & MALLING BOROUGH COUNCIL



## EXECUTIVE SERVICES

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### Chief Executive

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**NB - This agenda contains proposals, recommendations and options. These do not represent Council policy or decisions until they have received proper consideration through the full decision making process.**

Contact: Committee Services  
[committee.services@tmbc.gov.uk](mailto:committee.services@tmbc.gov.uk)

23 August 2019

To: MEMBERS OF THE STREET SCENE AND ENVIRONMENT SERVICES  
ADVISORY BOARD

(Copies to all Members of the Council)

Dear Sir/Madam

Your attendance is requested at a meeting of the Street Scene and Environment Services Advisory Board to be held in the Civic Suite, Gibson Building, Kings Hill, West Malling on Tuesday, 3rd September, 2019 commencing at 7.30 pm

Yours faithfully

JULIE BEILBY

Chief Executive

## A G E N D A

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To confirm as a correct record the Notes of the meeting of the Street Scene and Environment Services Advisory Board held on 11 June 2019

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The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

**PART 2 - PRIVATE**

9. Urgent Items 41 - 42

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

## **MEMBERSHIP**

Cllr M O Davis (Chairman)  
Cllr Mrs S Bell (Vice-Chairman)

Cllr G C Bridge  
Cllr D J Cooper  
Cllr D A S Davis  
Cllr S M Hammond  
Cllr M A J Hood  
Cllr F A Hoskins  
Cllr A P J Keeley

Cllr D Keers  
Cllr A Kennedy  
Cllr Mrs C B Langridge  
Cllr R V Roud  
Cllr J L Sergison  
Cllr T B Shaw  
Cllr Miss G E Thomas

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Apologies for absence

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Declarations of interest

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## TONBRIDGE AND MALLING BOROUGH COUNCIL

### STREET SCENE AND ENVIRONMENT SERVICES ADVISORY BOARD

Tuesday, 11th June, 2019

**Present:** Cllr M O Davis (Chairman), Cllr Mrs S Bell (Vice-Chairman), Cllr G C Bridge, Cllr D J Cooper, Cllr S M Hammond, Cllr M A J Hood, Cllr F A Hoskins, Cllr A P J Keeley, Cllr D Keers, Cllr A Kennedy, Cllr Mrs C B Langridge, Cllr R V Roud and Cllr Miss J L Sergison

Councillors Mrs P A Bates, R P Betts, V M C Branson, N J Heslop, D Lettington, B J Luker, P J Montague, W E Palmer and M R Rhodes were also present pursuant to Council Procedure Rule No 15.21.

An apology for absence was received from Councillor Miss G E Thomas.

#### PART 1 - PUBLIC

##### **SSE 19/8 DECLARATIONS OF INTEREST**

There were no declarations of interest made in accordance with the Code of Conduct.

##### **SSE 19/9 MINUTES**

**RESOLVED:** That the notes of the meeting of the Street Scene and Environment Services Advisory Board held on 11 February be approved as a correct record and signed by the Chairman.

##### **SSE 19/10 OVERVIEW OF SERVICES AREAS**

As part of the induction process for new Members, Service heads gave a short overview of their service areas before introducing their respective reports on the agenda.

#### MATTERS FOR RECOMMENDATION TO THE CABINET

##### **SSE 19/11 WASTE SERVICES CONTRACT**

Decision Notice D190043MEM

The report provided an update on the new Waste Services Contract which had started on 1 March 2019. The improved recycling services were due to commence from 30 September 2019 and it was anticipated that new arrangements for the bring bank service would start once these had settled in. In addition, the Government's recently published 25 year Resources and Waste Strategy was highlighted.

Following the Borough Council elections in May it was also considered appropriate to revisit the representation on the Member Group, which had been established to help oversee the implementation of the new waste contract.

It was reported that under the new contract recycling opportunities for residents would be greatly improved and the Borough Council was committed to recycling as much material as possible, including a variety of plastics. The new contractor (Urbaser) was performing satisfactorily and Members welcomed the progress being made.

Particular reference was made to the opt-in garden waste service and initial registration to the 'Early Bird Scheme' had been very encouraging. Based on early uptake, the Borough Council remained confident that the 30% target of all households in the Borough registering for the service could be achieved.

**RECOMMENDED:** That:

- (1) the representation on the Member Waste Contract Group for 2019/20 be the Chairman (Councillor Mark Davis), Vice-Chairman (Councillor Sue Bell), the Cabinet Member (Councillor Robin Betts), Councillor Georgina Thomas, Councillor Roger Roud, Councillor Des Keers and Councillor Tim Shaw;
- (2) a report be submitted to a future meeting of the Advisory Board on the Bring Bank service arrangements; and
- (3) the Kent Resource Partnership's response to the Government's consultation on the National Waste Resources and Waste Strategy, summarised at paragraph 1.5 of the report, be noted and updates be reported to future meetings of the Advisory Board

## **SSE 19/12 PRIORY WOOD, TONBRIDGE - LANDFILL GAS INVESTIGATION**

Decision Notice D190044MEM

The report sought approval for detailed landfill gas investigation and risk assessment work at the Priory Wood site in Tonbridge. The site was a public open space owned and maintained by the Borough Council and regular monitoring of the site had been ongoing since 1988. However, an in-depth review was considered necessary in light of the recent issues at the former Jocopit site in Borough Green.

Members were assured that the desktop study undertaken by the external consultants had included visits to the site together with information from the previous monitoring.

**RECOMMENDED:** That:

- (1) the commencement of detailed landfill gas investigation and risk assessment work at the Priory Wood site using a suitable contractor, as set out in the report, be endorsed; and
- (2) the provision of a service contract and upgrade of the gas pump on site be endorsed.

**SSE 19/13 ENVIRONMENTAL HEALTH PERFORMANCE 2018/19**

Decision Notice D190045MEM

The report summarised the operational activities of the Borough Council in relation to its statutory Environmental Health functions undertaken by the Environmental Protection and the Food and Safety Teams for 2018/19.

Members asked detailed questions related to the food safety function, such as registration of premises, safety ratings and charging for second visits, air quality monitoring and Section 61 Notices which were addressed by Officers.

Particular reference was made to the ongoing odour issues from Drytec in Tonbridge. It was explained that it was difficult to provide evidence that a statutory nuisance existed as the frequency of the nuisance was sporadic and irregular. However, residents should continue to report occurrences as the Borough Council continued to investigate.

**RECOMMENDED:** That the performance information related to the food and safety and environmental protection functions in 2018/19, as set out in the report, be noted and endorsed.

**MATTERS SUBMITTED FOR INFORMATION**

**SSE 19/14 WASTE SERVICES UPDATE**

Details of a number of issues and initiatives managed by the Waste and Street Scene Services team since the last meeting of the Advisory Board were noted by Members.

Members were advised that the existing public convenience cleansing contract had been extended by 12 months to reflect the recommendations of the Overview and Scrutiny Committee in late 2018. Meetings with individual parish and town councils were due to take place to discuss the future of facilities located in their areas and, subject to the outcome of these consultations, a further review might be necessary.

A number of points were discussed regarding the provision of public conveniences in Tonbridge and Malling. It was noted that provision had already been considered by the Overview and Scrutiny Committee and the future approach agreed.

Particular reference was made to household waste recycling centres and the recent decision by Medway Council to exclude Kent residents from its sites at Cuxton and Capstone. The Leader of the Borough Council swiftly made representation to both Kent County Council (KCC) and Medway Council regarding this decision and arrangements were put in place to expand the weekend bulky waste collection service. Fortunately, as of 23 May Medway Council had changed its position and KCC residents would be able to use the sites at Cuxton and Capstone for the next 18 months. However, all users were required to provide a form of identification that had their address on it. This would enable Medway Council to monitor usage of the sites.

In addition, the County Council had publicly confirmed that a suitable site for a new household waste recycling centre in Tonbridge and Malling had been identified. It had been indicated that this facility would be available to residents within 15 months, subject to planning approval.

#### **SSE 19/15 EXCLUSION OF PRESS AND PUBLIC**

There were no items considered in private.

The meeting ended at 8.55 pm

## TONBRIDGE & MALLING BOROUGH COUNCIL

### STREET SCENE and ENVIRONMENT SERVICES ADVISORY BOARD

03 September 2019

#### Report of the Management Team

#### Part 1- Public

**Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)**

#### **1 TO AGREE AND ENDORSE THE APPROACH TAKEN TO BRING FORWARD A REVISED DRAFT CLIMATE CHANGE STRATEGY BY MAY 2020**

##### **1.1 Background**

1.1.1 Members will be aware of the recent climate change motion submitted to Council. Within this the Council has resolved to:

- Declare its recognition of global climate change and biodiversity emergencies;
- Consider how the Council can strengthen local protection and enhance protection of species, habitats and ecosystems under available powers;
- Review services and operations to ensure Tonbridge and Malling Borough Council has policies that support climate change mitigation, for example the provision of electric charging points across the borough, so that it is one of the most welcoming places in the country for driving electric and hybrid vehicles;
- Request an initial report is made to the Cabinet setting out how, in partnership with other agencies, the Council will be making positive contributions to combat climate change and bring forward a revised draft Climate Change Strategy by May 2020 including deliverable performance indicators and an aspiration for Tonbridge and Malling to be carbon neutral by 2030.

1.1.2 Following on from this, preparation must begin to address these issues and set out the approach taken to bring forward a Draft Climate Change Strategy by May 2020.

##### **1.2 Timescale and Delivery**

1.2.1 In order to take forward work on the Climate Change Strategy, an Officer Study Group comprising of representatives from across the different Council departments, has been created. Expertise within this group will allow focus

towards those activities and services that the Borough Council undertakes through delivery of services and the leadership role within the community.

- 1.2.2 The first task of the group will be to establish the level of activity we are already undertaking which assists with this agenda including our role with planning and waste collection, our tree planting and biodiversity schemes at our country parks. We also need to set more aspirational targets and bring forward ideas to further reduce our own carbon emissions from our buildings and activities as well as our engagement with businesses and communities to help maximise carbon reduction within Tonbridge and Malling and lower our overall environmental impact.
- 1.2.3 Input from Councillors into the shaping of the Draft Climate Change Strategy will be very welcome in the first instance and any initial thoughts or comments should be sent to the Scrutiny and Partnerships Manager who will then liaise with Cllr Mark Rhodes (Cabinet Member for Community Services) and Cllr Robin Betts (Cabinet Member for Street Scene and Environment Services). There will of course be additional opportunities to comment as the draft strategy is reported to the various meetings listed above.
- 1.2.4 An initial Draft Climate Change Strategy will be prepared for discussion at Management Team by January 2020. Following on from this, a draft will then be reported to this Board on 11 February 2020. This allows time for any amendments or suggestions to be incorporated into a draft to Cabinet on 17 March 2020 and then onto Council on the 21 April 2020.

### **1.3 Legal Implications**

- 1.3.1 None

### **1.4 Financial and Value for Money Considerations**

- 1.4.1 To address these complex issues, it is likely that additional expertise and resources will be sought. Any financial decisions will need to be considered and reported initially to this Board for Member approval.

### **1.5 Risk Assessment**

- 1.5.1 None

### **1.6 Equality Impact Assessment**

- 1.6.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

### **1.7 Recommendations**

- 1.7.1 That the timescale for delivery of the Draft Climate Change Strategy as set out above be **ENDORSED**.

The Chief Executive confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Gill Fox

Nil

Julie Beilby  
Chief Executive

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## TONBRIDGE & MALLING BOROUGH COUNCIL

### STREET SCENE and ENVIRONMENT SERVICES ADVISORY BOARD

03 September 2019

#### Report of the Director of Street Scene, Leisure & Technical Services

#### Part 1- Public

**Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)**

### 1 WASTE SERVICES CONTRACT

#### Summary

**This report updates Members on the new Waste Services Contract which started on 1<sup>st</sup> March 2019, with the new and improved recycling services due to commence later this month on 30<sup>th</sup> September. The report also highlights the proposed timeframe for the implementation of the revised bring bank sites and arrangements for communal bins.**

#### 1.1 Background

1.1.1 The Council's Waste Services Contract has been retendered in partnership with Tunbridge Wells Borough Council. Urbaser was appointed as the successful contractor by Cabinet on the advice of this Board, and commenced the delivery of the new contract on 1<sup>st</sup> March 2019.

In summary:-

- the contract covers the collection of household refuse and the cleansing of streets across the boroughs of Tonbridge & Malling and Tunbridge Wells [in Tonbridge and Malling this involves circa 54,580 households];
- between 1<sup>st</sup> March – 29<sup>th</sup> September 2019 the contract generally matches the service delivery arrangements in the previous contract;
- from the 30<sup>th</sup> September 2019 the new improved household recycling collection service will be introduced, including weekly food waste; plastic bottles, trays, pots and tubs; glass bottles and jars; tins, cans & foil; paper and card/cardboard; household batteries, small electrical appliances and textiles;
- the new Service also includes the change to an opt-in garden waste service for which there is a separate annual charge.

1.1.2 A separate Member Group has been established by this Council to help oversee the implementation of the new contract, and at the last meeting of this Board Member representation on the Group was agreed. The Group last met on 15<sup>th</sup> August 2019 and focussed on the implementation of the new service arrangements, the revised bring bank site arrangements and ongoing marketing and communication.

## 1.2 Contractor Performance

1.2.1 At the last meeting of this Board Members were advised that Key Monthly Performance Indicators to monitor the performance of the contractor were being finalised by the Partnership Manager, and these will be included in future reports to this Board.

1.2.2 Attached at **Annex 1** to this report are a number of the Key Performance Indicators for the first 3 months of the financial year, ie. April to June 2019 inclusive. Members will note from **Annex 1** that generally performance has improved significantly when compared with the previous contractor's performance during the same period last year. In particular it is pleasing to note a 25% reduction in the total number of complaints (KPI 6) and a 77% reduction in the number of actual missed collections (KPI 3). However, performance will continue to be monitored on a monthly basis and further improvements will be sought in partnership with Urbaser.

## 1.3 New Service Provision

1.3.1 The new service arrangements will be implemented in accordance with the phased approach previously agreed by this Board:-

### i) Phase 1

- for subscribers to the opt-in garden waste service, new brown garden waste bins are being delivered by a specialist sub-contractor before the service starts on 30<sup>th</sup> September. This is being undertaken in phases and Members will be given a verbal update on progress at the Board;
- food waste container delivery started on 12<sup>th</sup> August and every property (apart from those using communal bins) will have received its food waste containers before the new service starts on 30<sup>th</sup> September;

### ii) Phase 2

- collection of residual waste and recycling commencing from 30<sup>th</sup> September;
- the new bring bank service will commence once the new kerbside service has bedded in, with 10 key strategic bring bank sites being retained. The

arrangements for the new bring bank service are covered later in this report.

- 1.3.2 With regard to the opt-in garden waste service the 'Early Bird Scheme' went live on Tuesday 7<sup>th</sup> May and closed on Friday 2<sup>nd</sup> August 2019. The Early Bird scheme offered residents a reduced price of £35 p.a. for the service (guaranteed for the first 2 years), and also ensured their new garden waste bin would be delivered and available for use in accordance with the aforementioned Implementation Plan. For all those applying for the garden waste service after 2<sup>nd</sup> August 2019, the full charge for the service is being applied (£40 p.a.), and the resident will be added to a waiting list and their new bin will be delivered as soon as is practicable.
- 1.3.3 At the time of writing it is extremely pleasing to report that residents are engaging positively with the new garden waste service, with 21,788 households subscribing and 23,791 garden waste bins ordered in total (households can have up to 3 bins). 73% of subscriptions have been self-service direct through the Council's website and around 25% have signed up for direct debit in the future. 40% of households in the borough signed up to the new scheme within the four months since subscriptions opened and this represents by far the highest take-up of opt-in garden waste services in Kent. The original estimate for the take-up rate was 30%.
- 1.3.4 Members will be aware that although it is the Borough Council's responsibility for the collection of household waste, it is Kent County Council's responsibility for disposal. As such we have been working closely with Kent County Council prior to, and throughout the tender & mobilisations processes to ensure that collected material can be disposed of appropriately. In order to facilitate this, KCC had to go out to tender for an additional Materials Recycling Facility contract. The reason for this is that the new kerbside model for the collection of plastics, cans, glass and cartons differs to the recycle mixes able to be processed by KCC's current Provider (i.e. paper and card are now removed from the mix).
- 1.3.5 Market Engagement was undertaken by KCC where only one bidder responded. The Provider specified that the plant is unable to process Tetrapak as such, this is not a target material at their MRF. Tetrapak is comprised of wood, aluminium and plastic which affects its ability to be recycled. There are tolerance levels for contamination within the contract, so if small quantities of tetrapak are disposed of, it would be treated as a contaminant and would be subject to the contractual tolerance levels.
- 1.3.6 Going out to tender again is unlikely to result in any more providers coming forward – MRF infrastructure is limited across the UK. As such, a joint decision has been taken to exclude such cartons from the new collection services. This is clearly disappointing, although the situation with reprocessing markets for cartons may change in future in line with the Government defining its resources and waste

strategy. The Borough Council will now ensure all future marketing material reflects this position.

- 1.3.7 I am sure Members will appreciate that a change in service delivery arrangements to almost 55,000 households represents a major challenge both in terms of logistics and communications. Officers have been working closely with staff from Urbaser to enable the changeover to proceed as smoothly as possible. The introduction of the new round schedules will involve a significant number of residents having their collection day changed and the changes may take residents some time to get used to. To support residents, every household will receive a detailed Recycling Service Guide, posted direct to their home prior to 30<sup>th</sup> September, and can also be kept informed via the website. A review has also been undertaken of those properties currently on weekly refuse collections as, with the introduction of weekly food waste collection and the other improved services, this does allow consideration of residual waste to be collected every two weeks from suitable properties.

#### **1.4 Communal Bins**

- 1.4.1 There are approximately 450 communal bins stores across the borough that support the disposal of waste from flats and other communal buildings. It is the intention to offer these residents the same new opportunities for recycling as other borough residents though this may be restricted by individual circumstances including the physical space available within each bin store.
- 1.4.2 A review has been undertaken of each bin store to assess opportunities available and subsequently new bins have been ordered to support the new service arrangements. The roll-out of the new bins will, however, need to be phased given the scale of the task and it is proposed that this will commence from October 2019 and will be completed by the end of the calendar year. Residents will be kept informed during the roll-out.

#### **1.5 Bring Bank Service**

- 1.5.1 Members will have noted from sub-section 1.3.1 that following the introduction of the new service arrangements, the number of bring bank sites will be reduced to 10, located strategically across the Borough. The strategic bring bank sites, previously agreed by this Board, are as follows:-

- Tesco Car Park – Larkfield
- Station Approach – Borough Green
- Rocford Road Car Park – Snodland
- Sovereign Way Car Park – Tonbridge
- Asda Car Park – Kings Hill
- Morrisons Car Park – Larkfield
- Bailey Bridge Car Park – Aylesford
- Hadlow College – Hadlow
- High Street Car Park – West Malling

- Village Hall Car Park – Burham

[N.B. The large bring bank site at Sainsburys in Aylesford is run independently by the supermarket retailer and will remain available to the general public].

- 1.5.2 The strategic bring bank sites will be serviced by Urbaser, and the cost of this is already included in the company's tender. The banks will collect the same material mix that is being collected from the kerbside. In order to enable Urbaser to initially focus fully on the new kerbside service arrangements it is proposed to re-programme the implementation of the new bring site arrangements to mid-January 2020. This will also allow continuity of service to those residents served by communal bins (see 1.4 above).
- 1.5.3 Urbaser will install new banks into the 10 strategic locations and the other sites will have the banks removed. The removal of the banks will be undertaken by a local company with the banks being dismantled so that the plastic and metal parts can be recycled.
- 1.5.4 The Council's two recycling vehicles, purchased over 11 years ago, are in very poor condition, need regular repair and servicing and are a number of years beyond their predicted operational life. Finding someone willing to buy or take the vehicles has proved difficult, although prices are currently being sought from a number of external parties including Urbaser. It is proposed that any income received through the sale of the vehicles assists in offsetting the cost of the bring bank removal.
- 1.5.5 A number of charities also have a presence at the recycling sites providing their own bins and collection services. Following the reduction of the Council's Bring Bank sites charities will still be offered the opportunity to locate services at the 10 strategic sites though will have to liaise direct with the respective landowners of the other sites to discuss continuation of their presence.

## 1.6 Marketing/Communications

- 1.6.1 At the February 2019 meeting of this Board Members approved an Operational Marketing Plan developed in liaison with the Member Group and a marketing consultant employed directly by Urbaser. The Plan was developed to ensure information reached as many residents as possible, was cost effective and utilised both traditional and modern marketing techniques.
- 1.6.2 I have attached at **Annex 2** a copy of the Marketing Plan, including an update on each of the approved actions. Members will note that since the last meeting of this Board in June 2019 the following actions have been progressed:-
- a new Recycling Service Guide is being posted out to all residents;
  - stickers are being attached to bins advising what each bin is for;

- bin hangers were placed on each residents wheeled bin in mid-July 2019 advising that the early bird discount would finish shortly;
- the waste and recycling website [www.tmbc.gov.uk/recycleforall](http://www.tmbc.gov.uk/recycleforall) has been continually updated;
- a digital marketing campaign on the new service arrangements is being progressed, including a digital animation video;
- further individual presentations have been made to Parish/Town Councils bringing the total number of presentations to 14;
- additional roadshows have taken place, bringing the total number of roadshows to 8;
- presentations have been made to 7 community groups; and
- presentations have been made to meetings of the Parish Partnership Panel and Tonbridge Forum.

1.6.3 Copies of the Recycling Service Guide, leaflets & stickers will be available for Members at the meeting.

1.6.4 The new waste and recycling website continues to be popular with 72,767 visitors to the site since its launch on 7<sup>th</sup> May 2019. The website includes a promotional video, frequently asked questions, pictures of the new containers and a whole host of helpful information.

## **1.7 Legal Implications**

1.7.1 The Council has a legal duty to provide waste and street cleansing services. The new Waste Services Contract was undertaken in compliance with all current legislation, including Public Contract Regulations.

1.7.2 The introduction of the new service arrangements is considered to assist the Council in meeting its requirements under the Waste (England & Wales) Regulations 2011, which are to provide separate collections where necessary to achieve high quality recycling.

## **1.8 Financial and Value for Money Considerations**

1.8.1 At the November 2018 meeting of this Board Members received a detailed financial appraisal of the new Waste Services Contract, and the financial implications have been reflected in the 2019/20 revenue budget. The total expenditure on the contract in 2019/20 is £4.1m.

1.8.2 The annual gross level of income for the opt-in garden waste service is forecast to be £550,000, which is based on a take up rate of 30%. To date, income of £808,825 has been achieved. For medium term financial planning purposes as

mentioned in the report to the Finance, Innovation and Property Advisory Board on 9 January 2019, it is assumed the inflationary increase in the contract sum over and above CPI is negated by a gradual increase in both the charge and the take-up of the garden waste service.

- 1.8.3 The Council's Capital Plan incorporates £600,000 to reflect the need to purchase new garden waste bins and internal and external food caddies. Due to the high take-up of the garden waste service, it is anticipated that the capital budget will be exceeded, with the budget updated later in the year at revised estimate time. A revenue budget of £100,000 has been approved by Council to fulfil the Operational Marketing Plan, funded in full from the Invest to Save earmarked Reserve.

## **1.9 Risk Assessment**

- 1.9.1 A Project Steering Group has been established by this Council, Tunbridge Wells Borough Council and Kent County Council to oversee the implementation and ongoing management of the Waste Services Contract. The Steering Group is being managed in accordance with a formal Joint Working Agreement agreed by each of the Partners.
- 1.9.2 This authority is represented on the Group by the Head of Street Scene & Leisure. The Contract Partnership Manager reports regularly to the Steering Group on progress and any key issues are addressed.
- 1.9.3 Weekly meetings are being undertaken with Urbaser to ensure good levels of communication are maintained, and the Operational Marketing Plan will ensure residents are kept fully informed and encouraged to embrace the new service arrangements.

## **1.10 Equality Impact Assessment**

- 1.10.1 A full Equality Impact Assessment (EQIA) has previously been reported to this Board and its recommendations have been implemented.

## **1.11 Policy Considerations**

- 1.11.1 Communications
- 1.11.2 Community
- 1.11.3 Customer Contact
- 1.11.4 Procurement

## **1.12 Recommendations**

- 1.12.1 It is **RECOMMENDED TO CABINET** that:-

- i) progress made in the implementation of the new waste contract be noted;
- ii) Members be updated on the mobilisation of the new service arrangements at the next meeting of this Board on 30<sup>th</sup> October 2019;
- iii) the proposed approach to the roll-out of communal bins be approved; and
- iv) the proposed timeframe for the implementation of the revised bring bank site arrangements be approved.

The Street Scene, Leisure & Technical Services confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Darren Lanes

Nil

Robert Styles

Director of Street Scene, Leisure & Technical Services

**SUMMARY - Key Performance Indicators - Refuse, Recycling & Street Cleansing****April 2019 - June 2019**

<b>KPI</b>	<b>Description</b>	<b>Urbaser Apr- Jun 2019</b>	<b>Veolia Apr- Jun 2018</b>	<b>Variance</b>
1	Total No. of <b>MISSED COLLECTION REPORTS</b>	692	732	5%
3	% of jobs not actioned within SLA - ( 24 hrs) - <b>ACTUAL MISSED COLLECTIONS</b>	10%	43%	77%
4	Intents & complaints - <b>REFUSE &amp; RECYCLING</b>	216	464	53%
5	Intents & complaints - <b>STREET CLEANSING</b>	82	126	35%
6	Total number of <b>COMPLAINTS</b> (inc Missed Collections)	990	1322	25%
7	% of jobs not actioned within SLA - ( 5 w/days) - <b>GREEN BOX DELIVERIES</b>	5%	15%	67%
8	% of jobs not actioned within SLA - (5 w/days) - <b>BIN ORDERS</b> (inc Repair/Replace)	4%	23%	83%
9	Total No. of jobs - <b>FLYTIPPING</b> (Paid)	34	72	53%
10	% of jobs not actioned within SLA - (5 w/days) - <b>FLYTIPPING</b> (Paid)	1%	5%	80%
11	% of jobs not actioned within SLA - (5 w/days) - <b>WORKS ORDERS</b>	1%	2%	50%
12	% of jobs not actioned within SLA - (5 w/days) - <b>BULKY &amp; FRIDGE COLLECTIONS</b>	3%	4%	25%

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# Waste & Recycling Contract

## Detailed Marketing/ Communications Plan - Update

As at 16/08/19

	Service changes
	Activity Schedule

	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	April 19	May 19	June 19	July 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 2020	Feb 2020	Mar 2020	
	5 12 19 26	3 10 17 24 31	7 14 21 28	4 11 18 25	4 11 18 25	1 8 15 22 29	6 13 20 27	3 10 17 24	1 8 15 22 19	5 12 19 26	2 9 16 23 30	7 14 21 28	4 11 18 25	2 9 16 23 30				
1 Urbaser Introduction leaflet mailed to all residents																		
2 New Service flyer mailed out with Council Tax bills																		
3 New Service Website Live																		
4 Joint press release on new contract start																		
5 New service pull up banners displayed																		
6 T&M New contract starts with 'AS' IS Service																		
7 Garden Waste Early Bird sign up period																		
8 Social Media Posts - Garden Waste Sign up																		
9 Facebook Ads - Garden Waste sign up																		
10 Posters Displayed - Garden Waste sign Up																		
11 Local Newspaper Advertising - Garden Waste sign up																		
12 Digital Marketing Campaign Garden Waste Sign Up																		
13 Interim Vehicle Livery - New Service																		
14 New Recycling Service Guide design/print																		
15 Garden Waste bins delivered-Early Bird subscriptions																		
16 Food Bins/Caddies delivered																		
17 Bin hangers -Garden waste & change of use																		
18 Social Media Posts -New Recycling Service																		
19 Parish Council Visits																		
20 Stickers attached to bins-what goes in which bin																		
21 Communication to 'Sack Collection' Residents																		
22 Communication to Flats/Communal residents																		
23 New service video clips on website & social media																		
24 Start New Recycling & Garden Waste collections																		
25 School Recycling Visits & Competition																		
26 Customer Services/Gateway staff Training																		
27 Roadshows/events promoting new service																		
28 Permanent Vehicle Livery																		
29 Urbaser collection App available for download																		
30 New Collections Start - Press Release																		
31 Posters Displayed - New Service																		
32 Presentation/talk requests - various groups																		
33 Parish Partnership Panel Meetings																		
34 Tonbridge Forum Meetings																		
35																		

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## TONBRIDGE & MALLING BOROUGH COUNCIL

### STREET SCENE and ENVIRONMENT SERVICES ADVISORY BOARD

03 September 2018

#### Report of the Director of Planning, Housing & Environmental Health

#### Part 1- Public

#### Matters for Information

#### **1 FORMER JOCO PIT – LANDFILL GAS INVESTIGATION**

##### **SUMMARY**

**1.1 In February 2018 the Council began a detailed landfill gas investigation at the former Jocopits site in Borough Green in response to sustained elevated Methane and Carbon Dioxide readings at one monitoring borehole. The initial investigation established elevated levels were restricted to the single borehole (BH2). The gas risk for the majority of the site has been confirmed as ‘very low’ to ‘low’ with only BH2 where elevated levels were discovered and BH201 installed 1 meter away from BH2 presenting a ‘moderate’ risk. As such the site does not need to be declared as a ‘Special Site’ under Part 2A of the Environmental Protection Act 1990.**

##### **1.2 Background**

1.2.1 The site formerly known as Joco Pit is a closed landfill site which now consists of the residential roads Tolsey Mead and Eaglestone Close in Borough Green. The site lies to the north of Borough Green, on the east side of Wrotham Road.

1.2.2 In 1991 eight borehole monitoring points were installed across the site, as part of a joint initiative between the Council and KCC. Over the years all but two of the boreholes became unusable but the Council continued to monitor for landfill gas. In June 2017 officers noticed concentrations of landfill gas noticeably higher than those recorded in recent years at one of the two remaining boreholes (BH2). Concentrations did not fall as expected, but an increasing trend appeared.

1.2.3 Leap Environmental Limited were employed to undertake a desktop study which concluded further investigation was needed to establish whether there were potentially unacceptable risks from the perspective of Part 2A of the Environmental Protection Act 1990, relating to ground gases. In February 2018 following resident’s consultation, eight additional boreholes were installed across the site which were initially fitted with continuous gas analysers to provide data for 1 month. This was then followed by spot monitoring weekly for a further 2 months.

- 1.2.4 At the end of enhanced monitoring, no elevated methane or carbon dioxide levels were established in the new boreholes and the investigation concluded that the gas risk characterisation for the site was 'very low' to 'low'. This was conveyed to Street Scene Board members in a briefing note dated 25 July 2018 (copy attached in **Annex 1**) as well as to all residents on the Jocopit site.
- 1.2.5 Whilst imminent risk has been ruled out, following Leap Environmental's advice, officers have continued to monitor all site boreholes monthly for the past 12 months with no fluctuations in gas levels of note.
- 1.2.6 In addition, whilst pursuing the investigation into gas levels in the original borehole BH2, which continue to be elevated, officers followed Leap Environmental advice and arranged the installation of a further borehole (BH201) just 1 meter away from BH2, and for soil vapour sampling to be undertaken from BH2.

### **1.3 Final conclusions**

- 1.3.1 Standard monitoring across the site has now been ongoing for the past year without incident, and the gas risk for the majority of the site remains 'very low' to 'low' with the exception of BH2 and BH201 which have been characterised as 'moderate' risk due to identified methane and carbon dioxide levels.
- 1.3.2 To further investigate this risk, soil vapour gas samples have also been taken on four occasions over the past year from BH2 (and once from BH201). Soil vapour sampling aids in the determination of the exact properties of the gas being produced. The results of the vapour sampling suggest the gas levels in BH2 are more likely to be hydrocarbon in nature rather than from landfill. This would fit with BH2 and BH201's locations in the road at Tolsey Mead where they may act as a sump to any petrol/diesel spills in wet weather.
- 1.3.3 Site specific assessment criteria for vapours were determined by Leap based on national guidance, and none of the recorded concentrations within BH2 and BH201 exceeded these criteria. The location of BH2 and BH201 are also in the road and not within the boundary of any dwelling.
- 1.3.4 Taking all factors into account, Leap have concluded that evidence to date demonstrates that the site does not need to be classed as a 'special site' under Part 2A of the Environmental Protection Act 1990. However, monitoring on a quarterly basis should continue to ensure the gas regime beneath the site remains the same as/is no worse than that recorded during the past 18 months.
- 1.3.5 The Council has at its disposal monitoring equipment and sufficient staffing resource to carry this ongoing monitoring out in house at this time.
- 1.3.6 A copy of the Updated Gas and Soil Vapour Risk Assessment dated 24<sup>th</sup> June, can be supplied upon request.

## **1.4 Lessons Learned**

- 1.4.1 The Council has been monitoring land fill gas levels at the former Jocopits site since 1991 however over the years it allowed monitoring locations to dwindle from 8 to just 2 as boreholes became lost through roadworks and overgrown vegetation, and broken due to earth movements. In hindsight this is because no elevated gas levels of concern were noted and it was not deemed necessary to renew the lost/broken sites. Unfortunately with the discovery of elevated gas levels in one borehole a lack of site coverage meant that no detailed risk assessment could be produced without further monitoring locations being installed.
- 1.4.2 To avoid such reactive measures at the Priory Wood site in Tonbridge (a former landfill now a public open space) where we have also monitored gas levels since the late 1980's and which is owned by the Borough Council, we have undertaken to renew lost/broken monitoring boreholes there. Works are about to begin at the time of writing, and it is envisaged monitoring at the site will continue as a precaution for many years to come. The owners of a much smaller site referred to as Paris Farm near Hadlow which is wholly privately owned, but where the Council has also monitored over the years will also be contacted outlining our actions at Jocopits and Priory Wood.
- 1.4.3 Going forward as it is a recommendation of the Leap report to continue monitoring at the former Jocopits site, and officers will make the case for renewing boreholes, should those installed in 2018 become unusable.
- 1.4.4 On commencement of this detailed investigation, given the location and the number of residents potentially exposed, an internal steering group was set up including members of the EP Team, The Directors of PHEH and SSL, officers from Finance and Media Comms as well as a representative from our consultants. This group proved invaluable in drawing all aspects of the investigation together and ensuring residents were kept well informed of the nature of the investigation and its outcomes. Its success can be judged by the fact that less than a dozen residents emailed the Council with any specific concerns.

## **1.5 Legal Implications**

- 1.5.1 Part 2A of the Environmental Protection Act 1990 places a duty on all Local Authorities to investigate where land in its area might have been contaminated because of the way it was used in the past or how it is currently used. The Authority then has to put any sites they find in order of priority based on the risk they might cause to human health or the wider environment. This has been done in line with our Contaminated Land Inspection Strategy.
- 1.5.2 Having identified a potential issue with landfill gas at this location, we have investigated and established there are no significant issues that can be reasonably identified, in which case no further action need be taken other than an appropriate regime of future monitoring. On Leap Environmental advice we will now continue

on a quarterly basis with some flexibility to increase should unusual concentrations be detected again.

## **1.6 Financial and Value for Money Considerations**

- 1.6.1 No provision for the cost of these investigative works was, or could reasonably have been, specifically included in the Council's budget and funds for this study have been found from reserves. Ongoing generic monitoring costs will be met from the existing contaminated land budget. However, should it be necessary to investigate future instances of elevated gas levels, or monitoring boreholes become unusable and require replacement then additional funds will need to be identified.
- 1.6.2 On this occasion the Director of Planning Housing and Environmental Health sought a waiver of the Councils Procurement Rules in line with Rule 13 of the Councils Contracts Procedure Rules due to the urgent nature of these works.
- 1.6.3 The company retained Leap Environmental Ltd have an excellent track record in assisting Local Authorities with contaminated land investigations and recently undertook work for Tunbridge Wells Borough Council at the former Halls site in Paddock Wood.

## **1.7 Risk Assessment**

- 1.7.1 Part of the investigation into potential contaminated land required under Part 2A of the Environmental Protection Act 1990 includes the creation of a detailed risk assessment for the site. The purpose of these works was to obtain sufficient data for a valid risk assessment to be created.

## **1.8 Policy Considerations**

This investigation is in line with the Councils Contaminated Land inspection strategy updated in 2016 which can be found online at <https://www.tmbc.gov.uk/services/environment-and-planning/pollution/pollution-control-contaminated-land>.

Background papers:

Nil

contact: Linda Hibbs  
Crispin Kennard

Eleanor Hoyle  
Director of Planning, Housing and Environmental Health

## **STREET SCENE & ENVIRONMENT ADVISORY BOARD**

### **MEMBERS BRIEFING NOTE**

**25 July 2018**

#### **Findings from the investigation into landfill gas at the former Joco Pit landfill now comprising Tolsey Mead and Eaglestone Close**

Members will be aware from board in February, the Council commissioned Leap Environmental Ltd to investigate an apparent increase in methane concentrations at one of our landfill gas monitoring locations (BH2) at the former Jocopits site. I am writing to let you know of the latest situation which I hope that you will find helpful and which I believe shows a positive outcome to our investigations to date.

In February 2018, 8 new monitoring boreholes were installed across Tolsey Mead and Eaglestone Close. Soil samples were collected from the excavated material and sent to a laboratory for chemical analysis. For the first month continuous gas analysers were installed on the new monitoring boreholes which recorded gas concentrations every few hours. Following this, 2 months of weekly spot monitoring was undertaken. This included continued monitoring of the BH2 location. Leap have now produced a report into their investigation, the findings of which are summarised below.

#### **Results**

##### ***Landfill gases***

Just prior to Leap's involvement, concentrations of methane peaked at 25.5% at BH2, which the Council has been monitoring since 1991, having previously been recorded well below this concentration. Carbon dioxide had been relatively stable (5-12%) and did not show the same sudden increase as methane.

The new monitoring boreholes installed in other locations in Tolsey Mead and Eaglestone Close have recorded a maximum concentration of 0.76% methane, well below that recorded at BH2. The maximum carbon dioxide concentration recorded was 10.16%, which is similar to that recorded by the council. None of these recordings caused undue concern. To further investigate the anomalous results at BH2, it was decided to collect vapour samples from this location to better determine what could be causing the elevated gases.

### **Soil vapour**

Samples of the gas produced within BH2 were analysed for Volatile Organic Compounds and Petroleum Hydrocarbons. Both samples had recordable levels of hydrocarbons which were used to derive a site specific assessment criteria. None of the hydrocarbon vapour concentrations exceeded this criteria. However it is possible that this is the cause of the apparently high levels of methane at BH2.

### **Soil contamination**

No significant signs of contamination were noted from the material excavated during the monitoring borehole installations. Chemical analysis of the material found only two slight exceedances when compared to the accepted Category 4 Screening Levels (C4SLs) used in the assessment of potentially contaminated land:

Lead – in one borehole lead was detected at 309 mg/kg compared to a C4SL of 200 mg/kg,

Asbestos – in one borehole amosite (pipe lagging) quantified as 0.0076% was detected.

The soil which recorded the elevated lead was collected 1m below ground surface; direct exposure is therefore unlikely. Likewise the identified asbestos was found 0.5m below ground surface and was located in a brick covered verge, preventing exposure to the material.

### **Conclusions**

Results from this investigation have **not** demonstrated an unacceptable risk to human health from landfill gases with respect to Part 2A of the Environmental Protection Act 1990. The site has been assigned as low to very low risk.

### **Future works**

Although only a low risk from landfill gas has been identified, the council will continue to monitor all locations on a monthly basis for at least the next 12 months. This is to ensure the situation on site does not significantly change following the works undertaken. The site will be reviewed after 12 months and a decision made regarding continued monitoring frequency.

The Council will also look to move forward with a Leap recommendation that BH2 be replaced. This will allow soil samples to be taken during installation and further soil vapour sampling to be undertaken to assess the contribution of petroleum hydrocarbons to the results

We have also arranged for Council Officers and representatives of Leap Environmental to be available at a drop in session at Potters Mede pavilion on

Wrotham Road on Tuesday 31<sup>st</sup> July where residents can talk to us about these results.

Leap's final report "Part 2A Site Investigation Report and Gas Risk Assessment" is also available to view on the dedicated Jocopits web page:

<https://www.tmbc.gov.uk/services/environment-and-planning/pollution/pollution-control-contaminated-land/former-joco-pit-site-in-borough-green>

If you have any questions, please contact Crispin Kennard, Environmental Protection Manager.

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# Agenda Item 7

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

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# Agenda Item 8

The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

**ANY REPORTS APPEARING AFTER THIS PAGE CONTAIN EXEMPT  
INFORMATION**

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# Agenda Item 9

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

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