

**TONBRIDGE & MALLING BOROUGH COUNCIL**

**RECORD OF DECISION**

**Decision Taken By: Cabinet Member for Street Scene  
and Environment Services**

**Decision No:  
D190077MEM**

**Date: 30 October 2019**

**Decision(s) and Reason(s)**

**Waste Services Contract**

**(Report of Director of Street Scene, Leisure and Technical Services)**

**The report provided an update on the new Waste Services Contract which had started on 1 March 2019 and the new and improved recycling services introduced on 30 September 2019. The report also brought forward proposals for the Christmas collection arrangements.**

**In response to a presentation given by Urbaser, Members expressed serious concerns about the contractor's performance following the implementation of the new household recycling service with particular reference to the food waste collection, the non-completion of rounds and 'missed' collections and lack of crew familiarisation with new rounds. Concern was also expressed about the 'mop-up' arrangements for undertaking non-completed rounds on the following day and the completion of missed collections; the lack of clarity of the scale of the problem and how it would be resolved and the impact of the current standard of service on residents, Members, the officer team and to the reputation of the Council. In response to a question from a Member, Urbaser agreed to consider a funding contribution towards additional staff costs incurred by the Borough Council.**

**A number of Members reported that the new arrangements for recycling were welcomed by their residents.**

**Particular reference was made to the need to provide clear information on a daily basis to the Borough Council, together with the development of an Action Plan by Urbaser for the resolution of the problems which could be circulated to all Members and reported to the cross-party Waste Contract Member Group.**

**Following consideration by the Street Scene and Environment Services Advisory Board, the Cabinet Member for Street Scene and Environment Services resolved that:**

- (1) progress made with the mobilisation of the new service arrangements be noted;
- (2) the existing Marketing Plan be updated at the end of the calendar year in liaison with the Waste Contract Member Group and an allocation of £40,000 be made in the 2020/21 revenue budget;
- (3) the proposed Christmas collection arrangements outlined at section 1.7 of the report be noted;
- (4) an Action Plan to resolve the current issues be developed by Urbaser and circulated to all Members; and
- (5) a progress report be submitted to the next meeting of the cross-party Waste Contract Member Group.

Reasons:

As set out in the report to the Street Scene and Environment Services Advisory Board of 30 October 2019

Signed Cabinet Member for Street Scene and Environment Services      R Betts

Signed Leader:      N Heslop

Signed Chief Executive:      J Beilby

Date of publication:      1 November 2019

This decision will come into force and may then be implemented on the expiry of 5 working days after publication unless it is called in.