

TONBRIDGE & MALLING BOROUGH COUNCIL
HOUSING AND ENVIRONMENT SERVICES ADVISORY BOARD

1 June 2015

Report of the Director of Street Scene and Leisure

Part 1- Public

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

1 WASTE AND STREET SCENE SERVICES – CONTRACT PERFORMANCE 2014/15

Summary

This report considers performance over the range of Waste and Street Scene Service functions and contracts during 2014/15.

1.1 Background

1.1.1 This report considers performance across the high profile functions managed by the Waste & Street Scene Services, namely refuse collection, recycling, amenity and street cleansing, public convenience cleaning, abandoned vehicles, pest control and the dog warden service. The 2014/15 information is provided together with a comparison with the previous three years' performance.

1.2 Refuse & Recycling Collection Services

1.2.1 This is the largest element of the contracted services, with a total annual cost of over £2.2 million in 2014/15. The present contract commenced in 2005 and was awarded to Veolia Environmental Services for a 14 year period. The main features of the contract are:

a wheeled bin, boundary of property collection service for household waste based on an alternating weekly collection service:

- Black bin – residual waste
- Green lidded bin – green waste, food waste and cardboard;

a borough-wide green box recycling service for paper and cans;

a separate weekly household clinical waste collection for those householders who need this service;

an assisted “pull-out” collection service for residents who find it difficult to move wheeled bins;

a Saturday household bulky waste service at a number of locations around the borough; and

and a network of recycling ‘bring’ for glass & cans sites throughout the borough.

- 1.2.2 Additionally we have a number of smaller contracts & service arrangements for the collection of other materials at our bring sites: Countrystyle Recycling (plastics); Green Recycling (paper) and LM Barry (textiles).

1.3 Street Cleansing Service

- 1.3.1 This is a major service with an annual contract cost of around £1.2 million in 2014/15. The service is also provided by Veolia and is run as a joint contract with the refuse and recycling services. The main features include:

provision of regular cleaning of streets, footpaths and highways;

provision of a ‘hit squad’ to allow rapid response to reactive work;

servicing of litter and dog waste bins;

cleansing, at a rechargeable cost, of Circle Housing Russet land;

provision of cleaning services for Council-owned land such as car parks and some leisure land;

removal of fly tipped waste from public highway land;

and a graffiti removal service.

- 1.3.2 Detailed below is Key Performance Indicator (KPI) data relating to the refuse & recycling and street cleansing services:

Table 1

KPI	2011/12	2012/13	2013/14	2014/15
Kgs of residual household waste per household	544	563	584	583
Percentage of household waste sent to reuse, recycling and composting	44	43	42	42
Paper tonnage (box & bank)	3,767	3,551	3,255	3,024
Total waste arisings (tonnes)	48,641	49,506	51,336	51,073
Average number of missed bins per week not rectified within contract timescales	2.6	3.0	2.8	2.8
Total number of fly-tips	418	395	468	494
Percentage of high priority fly-tips cleared within 24 hours	100	100	100	100
The Borough's Cleanliness Score	7.1	6.8	7.0	7.1

1.4 Comments on Contract Performance

- 1.4.1 In keeping with the national position we have noted a decrease in tonnages of recycling materials collected. Despite this, a performance of 42 per cent of waste being either recycled or composted has been achieved. The drop in total weight of materials collected for recycling is considered to be as a consequence of the economic issues facing the country. Paper tonnages in particular continue to decrease due to the reduction in free newspapers and "junk mail", as well as increased switching from newspapers to electronic media.
- 1.4.2 The Allington "Energy from Waste" plant transforms our black bin residual waste into electricity. We continue to work to improve the quality of material from our green-lidded bin service delivered to the Blaise Farm in-Vessel composting unit, especially with regard to reducing the amount of plastic bag contamination.
- 1.4.3 The contract for the collection of plastics from bring sites was re-let last year and a new contractor, Countrystyle, took over in May 2014. As a result of this tender process, we were able to increase the types of plastic containers collected, from plastic bottles only to bottles, tubs, pots & trays. Countrystyle worked closely with the outgoing contractor, Viridor, to ensure a seamless transition, including provision of brand new banks, without any disruption to the service.
- 1.4.4 Due to the sudden closure of Aylesford Newsprint in February this year, alternative arrangements had to be found as a matter of urgency for the recycling of paper both from our green box service and the bring site banks. Green Recycling were sub-contracted by Aylesford Newsprint to carry out the bank

collections, and fortunately they were able to continue providing the service whilst negotiating with the administrators to purchase the banks themselves. We now have a service agreement in place with Green Recycling, and residents have not been affected by the change. Paper from the box scheme is still being collected by Veolia, and is delivered to their Chatham facility for onward reprocessing.

- 1.4.5 With the above facilities, locally available for us to use, we were able to reprocess over 80% of the collected recycling or compostable materials within Kent. Although this may change slightly following closure of Aylesford Newsprint, the overwhelming majority of our waste will continue to be processed within the UK. We are also able to ensure that around 90 per cent of our total waste arisings are used as a resource as they are either recycled, composted or used for energy recovery, with just 10% being sent to landfill. This makes our collection service one of the most environmentally sustainable schemes in the country.
- 1.4.6 The number of fly tip reports has remained static compared with last year. However, the number of enforcement actions against fly-tipping and littering offenders continues to increase. We continue to work closely with Police, Licensing and other local authority colleagues to share intelligence on waste offences and to carry out proactive initiatives such as waste carriers' checks.
- 1.4.7 The Borough's Cleanliness Score provides a measure of the average cleanliness of highways in the borough. As an indication, a score of 6.7 is a good result, where roads are of a satisfactory standard and are predominantly free of litter. Random inspections are carried out monthly throughout the year and scores take account of both litter and detritus (a build up of dirt/materials in channels).

1.5 Public Toilets Cleaning Service

- 1.5.1 Although a relatively small contract in financial terms at a cost of £61K in 2014/15, it remains a high-profile service. The cleaning contract is currently carried out by SHS Cleaning Ltd, who took over from Sevenoaks DC in July 2013. We received just two formal complaints about the cleanliness of our public toilets during 2014/5. These resulted in SHS taking appropriate action and the quality of service provided by SHS and standards of cleanliness remain high at 95%, this is despite the changes made to the cleansing specification under the new contract. Repeated anti-social behaviour at three of the 14 toilets, despite the support of Police colleagues, has led to us working with the local Parish Council and communities to shut them overnight.

1.5.2 Detailed below is key performance information relating to this service:

Table 2

KPI	2011/12	2012/13	2013/14	2014/15
Percentage of cleansing inspections with satisfactory standard or above	100	100	94	95

1.6 Pest Control

- 1.6.1 The Waste & Street Scene Team has responsibility for the management of the Council's Pest Control contract, currently provided by Monitor Pest Control. The contract currently provides for free of charge treatments of rats, mice, bedbugs & cockroaches to households in receipt of Council Tax benefit. This changed at the start of Monitor's contract in November 2013 when the Council ceased to provide treatments of wasps & fleas. This has meant a significant reduction in jobs being carried out under the Council's contract, as residents can now go direct to Monitor, or any other pest control company of their choice.
- 1.6.2 We have received no formal complaints about the service being provided, and in fact residents have reported that the service being provided by Monitor to a high standard.

Table 3

KPI	2011/12	2012/13	2013/14	2014/15
Number of jobs	1,166	549	509	167
Percentage of job requests responded to within 2 days	100	100	100	100

1.7 Dog Warden Service

- 1.7.1 The Dog Warden service is responsible for dealing with lost and stray dogs, promoting responsible dog ownership, dealing with micro-chipping, investigating and enforcing dog fouling offences and noisy and nuisance dog complaints. The service is currently provided by Ward Security Ltd who took over from Animal Wardens on 1 March 2014. Key performance information is detailed below.

Table 4

Stray Dogs Dealt With	2011/12	2012/13	2013/14	2014/15
Returned to owner direct	22	34	13	14
Claimed by owners	95	63	75	167
Donated	100	73	78	72
Put to sleep	12	14	21	8
Other	1	5	3	4
Total of Stray Dogs dealt with	230	189	190	265
Other Service Requests				
Dangerous dogs	46	72	81	90
Noisy dogs	102	98	115	112
Dog fouling		37	85	68
KPIs				
Percentage of stray dog complaints responded to on day reported	100	100	100	100
Percentage of other complaints responded to within 5 days of report	100	100	100	100

- 1.7.2 There has been an increase of almost 40% in the number of stray dogs being dealt with compared with last year. Analysis shows that although the number of strays being picked up by the Dog Warden during normal office hours remains relatively static, the number being picked up Out Of Hours (OOH) is considerably more than when the service was provided by Animal Wardens. As the OOH service is now provided on behalf of Ward Security by Viking Oak Kennels on Seven Mile Lane, this may indicate that an improved service from a more local facility is benefitting residents finding strays at night or over the weekend.
- 1.7.3 Of additional note is the increase in the proportion of dogs being reunited with their owners. Over the past few years the Dog Warden has run a number of initiatives to help increase awareness of responsible dog ownership, including free or reduced price micro-chipping sessions. This enables the kennels to trace and contact the owner to arrange collection. This also assists in reducing the cost to the Council, which would otherwise have to cover the cost of kennelling unclaimed dogs before they can be rehomed.

1.8 Abandoned Vehicles

- 1.8.1 The Waste & Street Scene Team has responsibility for the investigation & removal of abandoned vehicles, where appropriate. However, the contract for removal is let and managed by Kent County Council.

Details of the number of abandoned vehicle reports and those that required removal are provided below:

Table 5

	2011/12	2012/13	2013/14	2014/15
Number of reports of potentially abandoned vehicles requiring investigation	113	88	90	159
Number of vehicles removed	2	6	3	17

1.8.2 There has been a significant (77%) increase in the number reports received about alleged abandoned vehicles. Analysis shows that many of the reports received where no action was required were of untaxed vehicles and of vehicles belonging to local residents. It is likely that the DVLA's decision not to issue paper tax discs for display as of October last year is a contributing factor to this increase in reports. However, their provision of an online service for checking a vehicle's tax status, and our ability to carry out DVLA checks on registered keepers has assisted the team in closing down a large number of these reports without having to send officers on repeat inspections.

1.9 Legal Implications

1.9.1 The contracted services outlined above assist the Council in delivering its statutory obligations. In order to comply with our legal duties relating to safety at work we undertake risk based audits and inspections of our contractor's work systems and practices.

1.10 Financial and Value for Money Considerations

1.10.1 Annual performance reports provide Members with an opportunity to review ongoing efficiency and effectiveness of high profile contracts which are client managed by the Waste & Street Scene Team.

1.11 Risk Assessment

1.11.1 The failure to provide effective and efficient front line and high profile services could result in criticism from residents and impinges directly on their view of the Council and their satisfaction with services delivered.

1.12 Equality Impact Assessment

1.12.1 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.

1.13 Recommendations

CABINET IS RECOMMENDED TO NOTE the performance of the Waste & Street Scene contractors as detailed in this report.

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

Background papers:

Nil

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