

# TONBRIDGE & MALLING BOROUGH COUNCIL

## STREET SCENE and ENVIRONMENT SERVICES ADVISORY BOARD

18 July 2016

### 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 AND STREET SCENE SERVICES – CONTRACT PERFORMANCE 2015/16**

##### **Summary**

**This report provides performance information across a range of Waste and Street Scene Service functions and contracts during 2015/16.**

#### **1.1 Background**

1.1.1 This report provides performance information across the 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 2015/16 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 £2.6 million in 2015/16. 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
- a network of recycling ‘bring’ sites for glass & cans throughout the borough.

1.2.2 Additionally, The Council has 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 service had an annual contract cost of over £1.2 million in 2015/16. The service is 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 public highways, streets, and footpaths;
- 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 parks/open spaces;
- 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:

<b>KPIs</b>	2012/13	2013/14	2014/15	<b>2015/16</b>
Kgs of residual household waste per household	563	584	583	<b>584</b>
Percentage of household waste sent to reuse, recycling and composting	43	42	42	<b>41</b>
Paper tonnage (box & bank)	3,551	3,255	3,024	<b>2893</b>
Plastics tonnage (banks)	342	335	321	<b>356</b>
Glass tonnage (banks)	2494	2431	2333	<b>2227</b>
Total waste arisings (tonnes)	49,506	51,336	51,073	<b>50,957</b>
Average number of missed bins per week not rectified within contract timescales	3.0	2.8	2.8	<b>1.1</b>
Total number of fly-tips	395	468	494	<b>505</b>
The Borough's Cleanliness Score	6.8	7.0	7.1	<b>7.0</b>
<b>Health &amp; Safety KPIs</b>				
Lost time incidents	3	1	0	<b>0</b>
RIDDOR incidents	3	0	0	<b>0</b>
Personal injuries/accidents	n/a	n/a	n/a	<b>10</b>

#### **1.4 Comments on Contract Performance**

- 1.4.1 As was the case last year the Council is once again in line with the national position of experiencing a decrease in tonnages of recycling materials collected. For 2015/16 we achieved a performance of 41 per cent of waste being either recycled or composted. Paper tonnages continue to decrease as reported last year. The level of residual waste generated per household has remained fairly constant when considering the slight drop in total arisings with the growth in number of households during the year. The Allington "Energy from Waste" plant transforms our black bin residual waste into electricity.
- 1.4.2 In the last quarter of 2015/16 Kent County Council entered into an arrangement with a commercial waste management company to use the arisings from mechanical street sweeping operations in the production of aggregates. This will ultimately lead to an increase in the quantity of waste directed away from final disposal, positively contributing to our recycling performance. Further details on this new initiative are included in the Waste and Street Scene Services Update report to this Advisory Board.
- 1.4.3 Despite one of our best performing plastics recycling sites at Sainsbury's, Aylesford, being removed last year (at the request of the supermarket chain) the remaining plastic bank sites within the borough have delivered an overall increase in the amount of plastics collected by circa ten percent in 2015/16.
- 1.4.4 During the past year Green Recycling continued to carry out the bank collections of Newspaper and Magazines from our bring sites for which we have a service agreement in place. Paper from the box scheme is still being collected by Veolia,

and is delivered to their Chatham facility for onward reprocessing. This material is currently being recycled at the two remaining recycled newsprint plants in the UK.

- 1.4.5 Our Green Waste material (garden waste, food waste and cardboard in the green-lidded bin) continues to be supplied to New Earth Solutions, under contract to KCC, at Blaise Farm, West Malling. The material is subsequently used to produce a soil conditioner for agricultural and commercial landscaping purposes within the County. The quality of the delivered material remains reasonably good and work is underway, via a focussed communications campaign, to improve performance and reduce contamination further during this year.
- 1.4.6 Utilising the aforementioned facilities, Tonbridge & Malling has reprocessed over 80% of the waste collected for recycling or compostable locally within Kent. Although this has changed slightly following closure of Aylesford Newsprint last year, the overwhelming majority of our waste continues 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 because 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.
- 1.4.7 The number of fly tip reports has seen a small increase (2%) compared with last year and our general aim is to clear them within 24 to 72 hours. Fly-tips of a more difficult nature e.g. hazardous waste that may require special arrangements may take longer. We continue to work closely with the Police, Licensing and other local authority colleagues to share intelligence on waste offences and to carry out proactive initiatives such as waste carriers' checks. Work throughout the year has seen the number of enforcement actions against fly-tipping and littering offenders continue to increase.
- 1.4.8 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 considered 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).
- 1.4.9 Members will note that in this year's report we have included KPI results from the monitoring of Health & Safety issues with Veolia. Although these have been recorded and monitored on a monthly basis since the start of the contract in 2005, we thought it would be useful for Members to receive these results in the annual Contract Performance report and that you can see the improvement made over the past few years.
- 1.4.10 Lost Time Incidents are those where an accident/incident has resulted in the employee concerned not being able to carry out their normal duties for any period of time. It is pleasing to note that although the number of incidents in 2012/13 was already extremely low - given the high risk of incidents involved in the waste collection & street cleansing industry - levels have reduced still further. Veolia has a strong culture of Health & Safety across their organisation and the low level of

incidents on our contract is a result of that culture being implemented on the ground.

- 1.4.11 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses) to the Health & safety Executive. Details of the types of incident reportable can be found at <http://www.hse.gov.uk/riddor/reportable-incidents.htm> . Depending on the type or severity of the incident, or any identified trends from reports, the HSE or local authority may instigate an investigation which could result in enforcement action being taken against the employer and/or the person responsible for causing the incident. None of the three RIDDOR incidents in 2012/13 resulted in an investigation, and again it is pleasing to note that none have occurred since then, an extremely positive result for our Veolia contract.
- 1.4.12 In 2015/16 we asked Veolia to start providing us with monthly statistics for the number of personal injuries/accidents involving their staff. This enables both us and Veolia to identify any trends in causes of accidents, and to put measures in place to reduce the risk of further incidents. Generally, the causes of most of the accidents reported are associated with manual handling or slips/trips/falls. None of the ten incidents resulted in lost working time.

## 1.5 Public Toilets Cleaning Service

- 1.5.1 This relatively small service continues to perform well. The cleaning contract is currently carried out by SHS Cleaning Ltd. There has been a marked reduction in problems associated with anti-social behaviour during the year compared with 2014/15 although, unfortunately, there have been incidents at some sites and we continue to work with Police and colleagues to deal with any issues promptly.
- 1.5.2 Detailed below is key performance information relating to this service:

KPI	2012/13	2013/14	2014/15	2015/16
Percentage of cleansing inspections with satisfactory standard or above	100	94	95	<b>97</b>

## 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 Relief. 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 is being provided by Monitor to a high standard.

<b>KPI</b>	2012/13	2013/14	2014/15	<b>2015/16</b>
Number of jobs	549	509	167	<b>145</b>
Percentage of job requests responded to within 2 days	100	100	100	<b>100</b>

## 1.7 **D** **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. Key performance information is detailed below.

<b>Stray Dogs Dealt With</b>	2012/13	2013/14	2014/15	<b>2015/16</b>
Returned to owner direct	34	13	14	<b>18</b>
Claimed by owners	63	75	167	<b>147</b>
Donated	73	78	72	<b>63</b>
Put to sleep	14	21	8	<b>9</b>
Other	5	3	4	<b>8</b>
Total of Stray Dogs dealt with	189	190	265	<b>245</b>
<b>Other Service Requests</b>				
Dangerous dogs	72	81	90	<b>106</b>
Noisy dogs	98	115	112	<b>117</b>
Dog fouling	37	85	68	<b>65</b>
<b>KPIs</b>				
Percentage of stray dog complaints responded to on day reported	100	100	100	<b>100</b>
Percentage of other complaints responded to within 5 days of report	100	100	100	<b>100</b>

- 1.7.2 There has been a small decrease of 7.5% in the number of stray dogs being dealt with compared with last year. Analysis shows that the majority of stray dogs being picked up are by the Out Of Hours (OOH) service at evenings & weekends. As the OOH service does not try to return dogs to owners but takes them straight back to kennels, there is only a small proportion of dogs that are returned to the owner direct, although 29% more than last year.

- 1.7.3 Over the last year 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 Dog Warden and kennels to trace and contact the owner to either return directly or 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. It is also hoped that the recent change in regulations regarding micro-chipping, previously reported to this Advisory Board, will also help to reduce strays and allow easier return to owners.

## 1.8 Abandoned Vehicles

- 1.8.1 The Waste & Street Scene Team has responsibility for the investigation & arrangement for 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.

	2012/13	2013/14	2014/15	<b>2015/16</b>
Number of reports of potentially abandoned vehicles requiring investigation	88	90	159	<b>211</b>
Number of vehicles removed	6	3	17	<b>39</b>

- 1.8.2 There has been a significant increase in the number of reports received about alleged abandoned vehicles (33% increase on last year, and 140% since 2012/13). It is felt that some additional reporting is due to changes in legislation where tax discs are no longer required to be displayed in the vehicle. This has prompted additional reports as abandoned vehicles. However, on investigation many of these reports are spurious. There has also been an almost 130% increase in those needing to be removed, up from 10% to almost 20% of the total reported. This follows a national trend which has mainly been due to the continued drop in scrap metal prices and increased costs of running and maintaining a vehicle.
- 1.8.3 Analysis shows that many of the reports received where no action was required were of untaxed vehicles, SORN'd vehicles on the highway and of vehicles belonging to local residents where cars might be parked inconveniently for their neighbours. 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 also 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 service contracts for 2015/16 and **ENDORSE** the approach and range of performance indicators detailed in this report.

The Director of 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:

Nil

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