

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 Information

1 REFUSE AND RECYCLING COLLECTIONS RESCHEDULING

Summary

This report provides information relating to the rescheduling of refuse and recycling collection services in the Borough in order to efficiently operate the service in line with recent and ongoing domestic property growth.

1.1 Background

1.1.1 The Council provides services for the collection of domestic refuse and recycling via an alternate week, wheeled bin and box system for the majority of properties within the Borough. Properties without suitable storage or access for wheeled bins have refuse collected via a weekly black sack service with the box provided for paper and cans.

1.2 The need to Reschedule

1.2.1 The current collection service contract commenced in 2005, at which time there were approximately 45,000 domestic dwellings within the Borough. The original configuration of nine collection rounds, with the associated vehicles and crews, was designed to provide collections from this number of properties and allowing capacity for some growth.

1.2.2 In March 2009, the growth in property numbers led to a minor reschedule, with the introduction of a tenth front-line resource on Thursdays and Fridays only in Leybourne Lakes and Kings Hill.

1.2.3 Since 2009 another c. 3000 additional properties have been built and occupied with an anticipated 1,500 to 2,000 more to come during the next three years. The property growth in recent years and anticipated growth until the end of the current contract in 2019, means that the workload in some areas can no longer be completed efficiently within the existing round structure.

To an extent, additional properties can be absorbed and included within existing rounds without the need to deploy extra resources. However, over a period this

begins to impact on the individual crews and round efficiency and it becomes necessary to carry out a more fundamental review and provide additional resources. Any associated cost in providing these resources has already been taken into account within annual budget provision.

1.3 The Rescheduling

- 1.3.1 The initial exercise of reviewing rounds and balancing workloads to take account of property growth is being carried out by a central team from Veolia's regional office. Once completed, it will then be assessed by their own local contract staff, before submitting to the council for further consideration and approval. Although there may inevitably be some day of collection or recycling week changes, Veolia recognise the importance of keeping these to an absolute minimum.
- 1.3.2 Where possible, we will also take the opportunity to address some of the access problems encountered during collections in some parts of the borough. Access can be particularly difficult in some of the newer developments where there are traffic calming features and on-street parking. As part of this review, Veolia will assess the feasibility of using a smaller vehicle in some areas to assist with this problem.

1.4 Implementation/Liaison with residents

- 1.4.1 Once the rescheduled round(s) are agreed there will be a period of time to allow for communications with residents where any day or recycling week changes are to be introduced. We would anticipate a period of approximately six weeks to enable us to properly prepare and deliver the information to residents.
- 1.4.2 It is anticipated that the proposed round rescheduling will be submitted for Client Officer consideration and approval this autumn, so that any revisions to the collection schedule can be introduced in the New Year (once the Christmas period is over and allowing sufficient time for communication with householders).
- 1.4.3 Veolia as indicated that vehicle and staff resources are already available within the contract, so they would be in a position to implement changes once approved and resident notifications have been carried out.

1.5 Legal Implications

- 1.5.1 As a Waste Collection Authority, the Council has a legal duty to provide refuse collection services. The contracted services outlined above assist the Council in delivering its statutory obligations. The Council is also obliged to take account of reasonable requests from its contractor to review and where appropriate reschedule collections.
- 1.5.2 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.

1.6 Financial and Value for Money Considerations

- 1.6.1 The costs associated with this rescheduling exercise, including notifications to residents are borne by Veolia as part of our contract arrangements. The collection of refuse and recycling, including allowance for property growth is contained within existing budgets.

1.7 Risk Assessment

- 1.5.1 The failure to provide an effective and efficient service could result in criticism from residents and impinges directly on their view of the Council and their satisfaction with services delivered.
- 1.5.2 Careful planning, good communication and co-ordinated arrangements for any changes to the collection schedules help to ensure minimal disruption and effective delivery.

1.8 Equality Impact Assessment

- 1.8.1 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.

Background papers:

Nil

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