

TONBRIDGE & MALLING BOROUGH COUNCIL
LOCAL ENVIRONMENTAL MANAGEMENT ADVISORY BOARD

3 March 2014

Report of the Director of Street Scene and Leisure

Part 1- Public

Matters for Information

1 WASTE SERVICES UPDATE

Summary

This report provides an update on a number of Waste Service initiatives.

1.1 Flooding and Christmas Collections

- 1.1.1 The recent prolonged flooding and bad weather conditions have impacted on the activities of the Waste & Street Scene team and our contractors, particularly Veolia, since before Christmas. Assisting in the Emergency Plan and the flood recovery activities have been the main priority, as well as maintaining day-to-day service delivery. A potential complication during this period arose with the Christmas and New Year Bank Holidays, and the suspension of green waste collections for those properties normally collected from on a Wednesday.
- 1.1.2 From early on in the emergency, resources were re-deployed to assist in the delivery of sand bags to the areas most affected by flooding. Once the first phase of flooding had passed, Veolia crews commenced collections of flood-damaged goods from flooded properties in Tonbridge, Hildenborough and East Peckham. These collections, although significantly reduced in number, are still ongoing as a number of properties have had to wait for their insurance companies to carry out assessments before having their damaged goods collected.
- 1.1.3 During the second wave of flood alerts in late January, crews were again deployed for deliveries of sand bags. Throughout the emergency, Waste Services staff have also assisted in rest centres and in the Emergency Planning Control Centre. Despite the additional workload, the day-to-day operations of this service have continued to be delivered. The only exception saw routine Street Cleansing schedules suspended for two weeks, apart from those areas which received daily cleansing. During this time resources were used to carry out collections of flood damaged goods.
- 1.1.4 It is particularly pleasing to note that, despite the extra demands placed upon Veolia and my officers, our core services were provided to their usual high standard.

1.2 Dog Warden Contract

- 1.2.1 The new Dog Warden contract has been awarded to Ward Security, as agreed by the Board at its meeting of 3 September 2013. Since then meetings have been held with Ward's management in order to progress the implementation of the new contract which commences on 1 March 2014.
- 1.2.2 The current Dog Warden, Lorraine Baseden, is to transfer to the new contractor. This will give considerable continuity to the service, as will the continued use of Viking Oak Kennels for the kennelling of stray dogs. Viking Oak will also carry out the collection of secured strays outside of normal working hours.

1.3 Plastic Collection Contract

- 1.3.1 The new contract for the collection of Plastics from Recycling Bring Sites has been awarded to Countrystyle Recycling, as agreed by the Board at its meeting of 26 November 2013. Since then meetings have been held with Countrystyle's management in order to progress the implementation of the new contract which commences on 1 May 2014.
- 1.3.2 The current service, provided by Viridor Waste Management, collects plastic bottles for recycling. Countrystyle are currently investigating options for increasing the types of plastics they can accept for recycling, but this is dependent on the available markets. Should the opportunity be available to increase the specification further, we will advise residents and Members.
- 1.3.3 The new contract includes for the provision of new recycling banks at each site.

1.4 Green Waste Quality Monitoring

- 1.4.1 Over the past few years, the quality of material delivered to the Blaise Farm composting facility has been monitored closely, with weekly sample reports provided by the site owners, New Earth Solutions, via KCC. Each random sample of the whole contents of the collection vehicle is graded from A to D. 'A' is considered very good, with 15 items or less of contamination. 'B' contains 16 to 25 items of unaccepted items. 'C' has over 26 items or some very large items throughout the load. A 'D' grade means that the load has been rejected due to high levels of contamination.
- 1.4.2 The reports identify the collection round, day and where we collected it from. Where a poor grade (C or D) is given, targeted improvement initiatives are carried out, such as re-training of the crew to identify contamination, leaflet drops to residents or face-to-face visits if required.
- 1.4.3 These are the results of the quality reports over the past three years:

	A	B	C	D
2011	39%	11%	43%	7%
2012	54%	23%	21%	2%
2013	47%	39%	14%	0%

1.4.4 Members will be pleased to note that there has been a significant improvement in the proportion of loads achieving a good grade (A or B), and a large reduction in those with poor quality (C). No loads were rejected in the whole of 2013. This improvement is a result of this Council working closely with our residents and contractor, through clear communications (especially the “no plastic” message) and increased staff vigilance in identifying contaminated bins.

1.5 Love Where You Live (LWYL)

1.5.1 The LWYL campaign was launched nationally by Keep Britain Tidy in September 2011. The campaign aims to:

- inspire and enable everyone to take action to reduce littering and improve the quality of local places;
- engage with people to change their behaviour and drive local action by fostering pride and understanding;
- raise the profile of the importance of caring for local places to improve individuals' quality of life; and
- encourage, support and bring together Leaders, Government, business, media and civil society to improve the cleanliness of the country.

1.5.2 Since the beginning of the national campaign, this Council has been an ambassador for Keep Britain Tidy, ensuring a wide variety of support in our communities and helping to improve the local environment. To date, the Council has:

- engaged with over 2,230 volunteers;
- been involved in over 144 local projects;
- recruited 93 businesses, schools and organisations to assist in the campaign;
- collected almost 745 sacks and 28 skip loads of rubbish;
- assisted in signing up 25 businesses to the 'Litter Code of Practice' in Larkfield, Ditton and East Malling;
- the Snodland Goes Cleaner group are looking as the possibility of introducing the 'Litter Code of Practice' scheme to the town.

- 1.5.3 On 10 December the 6th Environmental Champions Awards ceremony was held at Tonbridge Castle sponsored by our contractor, Veolia Environmental Services. The awards are given to groups and individuals who go the extra mile to help improve their local environment. The event was a real demonstration showing that they 'Loved Where They Live'. Four groups and 13 individuals were recognised for their efforts in 2013 including country park volunteers, a local Scout Leader, Street Monitors and a group of residents that set up a community garden at the Royal British Legion Village.
- 1.5.4 Recent litter picks and clean ups have involved Hildenborough Primary School, Ditton Churchyard, Snodland Cub Scouts, Hadlow College students, East Malling Wombles and Longmead Primary School, Russet Homes in Winterfield Estate, East Malling and the Hosanna Church Group from Carroty Wood.
- 1.5.5 The Cleaner Borough Campaign Team have visited Slade Primary School in Tonbridge and Lunsford Primary Schools in Larkfield to talk about litter and the problems it causes. We have also been invited to speak on the subject of 'Love Where You Live' at The Malling Rotary Club and Tonbridge Rotary Club.

1.6 Legal Implications

- 1.6.1 None.

1.7 Financial and Value for Money Considerations

- 1.7.1 The costs associated with these arrangements and initiatives are contained within existing budgets, with some supported by Veolia Environmental Services.

1.8 Risk Assessment

- 1.8.1 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.

Background papers:

Nil

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