

**TONBRIDGE & MALLING BOROUGH COUNCIL**  
**LOCAL ENVIRONMENTAL MANAGEMENT ADVISORY BOARD**

**27 May 2014**

**Report of the Director of Street Scene and Leisure**

**Part 1- Public**

**Matters for Information**

**1 WASTE AND STREET SCENE SERVICES – CONTRACT PERFORMANCE 2013/14**

**Summary**

**This report considers performance over the range of Waste and Street Scene Services' functions and contracts during 2013/14. It is pleasing to see that the performance of the Waste & Street Scene Team and our contractors continues at its historically high level of quality.**

**1.1 Background**

1.1.1 This report considers performance across the high profile functions managed by the Waste & Street Scene Service, namely refuse collection, recycling, amenity and street cleansing, public convenience cleaning, abandoned vehicles, pest control and the dog warden service. The 2013/14 information is provided together with a comparison with the previous years' performance.

**1.2 Refuse and 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 2013/14. 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;
- a separate weekly household clinical waste collection for those householders who need this type of 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 borough-wide green box recycling service for paper and cans; and a network of recycling ‘bring’ sites throughout the borough.

### 1.3 Street Cleansing Service

1.3.1 This is a major service with an annual contract cost of around £1.2 million in 2013/14. The service is also provided by Veolia Environmental Services and is run as a joint contract with the refuse and recycling service. 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 Russet Homes’ land;
- provision of cleaning services for other clients, for example, car parks and some leisure services areas; and
- graffiti removal service.

Detailed below in Table 1 is key performance information relating to our refuse and recycling and street cleansing services:

Key Performance Indicator (KPI)	2010/11	2011/12	2012/13	2013/14
Kgs of residual household waste per household	564	544	563	584
Percentage of household waste sent to reuse, recycling and composting	45	44	43	42
Paper tonnage (box & bank)	4,089	3,767	3,551	3,255
Total waste arisings (tonnes)	51,784	48,641	49,506	51,336
Quality of green waste delivered to Blaise Farm at Grade A or B	50	77	86	86
Average number of missed bins per week out of 47,000 collections	2.3	2.6	3.0	2.8
Total number of fly-tips	427	418	395	468
Percentage of high priority fly-tips cleared within 24 hours	100	100	100	100
The Borough’s Cleanliness Score	N/a	7.1	6.8	7.0

Note: 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.

## **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, but an increase in residual waste arisings. Overall waste arisings increased by almost 4%, with Street Cleansing & Highways arisings up by almost 20% on last year. In Q4 of the year, this was exacerbated by the additional waste arising from flood-damaged goods collections. We have asked the waste disposal authority to investigate further to see if this unusually high increase in street arisings is a Kent-wide trend. 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 has been fully operational throughout the year apart from several short periods of planned for maintenance which did not affect collection services. We continue to work to improve the quality of material delivered to the Blaise Farm in-Vessel composting unit, especially with regard to reducing the amount of plastic bag contamination. Loads delivered to the facility are spot checked and graded A to D, where A is a “good” load, and D is “rejected”. There has been significant improvement in the quality of material during the past year, with 86% of loads scoring a grade A or B in 2014 to date, compared with only 50% in 2011, and we had no rejected loads.
- 1.4.3 With the above facilities, locally available for us to use, we continue to be able to reprocess over 80% of the collected recycling or compostable materials within the borough. We are also able to ensure that over 95 per cent of our total waste arisings are used as a resource as they are either recycled, composted or used for energy recovery. This makes our collection service one of the most environmentally sustainable schemes in the country.
- 1.4.4 It is disappointing to note that the number of fly tip reports has increased this year, although still not to the same level as four years ago (607 in 2009/10). Our research has shown that the number of fly tips includes some multiple reports for the same fly tips, as often the same fly tip is reported by various members of the public as well as Clean Kent, Community Wardens and the Police/PCSOs. Whilst this demonstrates that our continued promotion of “Eyes & Ears” and of online report forms to increase reporting of street scene issues and offences is effective, a system is being introduced to exclude these multiple reports from future statistics. In addition, the number of enforcement actions against fly-tipping and littering offenders continues to increase.

## **1.5 Public Conveniences Cleaning Service**

- 1.5.1 Although a relatively small contract in financial terms at a cost of £61K in 2013/14, it remains a high-profile service. The cleaning contract is currently carried out by

SHS Cleaning Ltd, who took over from Sevenoaks DC on 1 July 2013. We received no formal complaints about the cleanliness of our public toilets during 2013/14. The quality of service provided by SHS is satisfactory. Standards of cleanliness remain high at 94%, which reflects the changes to the cleansing specification under the new contract. Performance will continue to be monitored to assess any further impact of the changes to opening times and reduced cleansing regime.

1.5.2 Detailed below in Table 2 is key performance information relating to this service:

Table 2

Key Performance Indicator	2010/11	2011/12	2012/13	2013/14
Percentage of cleansing inspections with satisfactory standard or above	100	100	100	94

## 1.6 Additional Services

1.6.1 Abandoned Vehicles - The Waste & Street Scene Team has responsibility for the abandoned vehicle functions. As reported previously, Kent County Council ceased Operation Cubit on 31 March 2013 due to the significantly lower number of untaxed vehicles being dealt with across Kent compared with previous years.

Table 3 details the number of abandoned vehicle reports, and those that ultimately required removal.

Table 3

	2010/11	2011/12	2012/13	2013/14
Number of reports of potentially abandoned vehicles requiring investigation	124	113	88	90
Number of vehicles removed	12	2	6	3
Number of vehicles dealt with during Operation Cubit	36	46	15	n/a

1.6.2 Pest Control - The Waste & Street Scene Team has responsibility for the management of the Council's Pest Control contract, currently provided by Monitor Pest Control, who took over the contract from Rentokil on 1 November 2013. The new contract provides for treatments of rats, mice, bedbugs and cockroaches to households in receipt of certain means-tested benefits.

Table 4

	2010/11	2011/12	2012/13	April -Oct 2013	Nov 13 – Mar 2014

No of Jobs	1,119	1,166	549	441	68
Percentage of jobs responded to within 2 days	100	100	100	100	100

Our ongoing customer surveys have shown that customers rate the pest control service as either excellent or good.

- 1.6.3 Dog Warden Service –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.
- 1.6.4 Although the number of stray dogs has reduced significantly from 2010/11, there has been an increase in the number of dogs having to be put to sleep. We will only put to sleep dogs which are too aggressive to be rehomed or those too ill for treatment. The rise in “put to sleep” dogs reflects the national increase in aggressive dogs either found as strays or handed over as “strays” by their owners.

Table 5

Stray Dogs Dealt With	2010	2011/12	2012/13	2013/14
Returned to owner direct	15	22	34	13
Claimed by owners	162	95	63	75
Donated	122	100	73	78
Put to sleep	8	12	14	21
Other	2	1	5	3
Total of Stray Dogs dealt with	309	230	189	190
Other Service Requests				
Dangerous dogs		46	72	81
Noisy dogs	137	102	98	115
Dog fouling			37	85
Miscellaneous			8	17
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 Legal Implications

- 1.7.1 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.

## **1.8 Financial and Value for Money Considerations**

- 1.8.1 A recent programmed Internal Audit Review of the entire Waste & Street Scene Team's work areas and the management & administration of contracts was completed in 2013/14. Impressively, only one minor recommendation was made by audit officers following this wide-ranging audit, relating to an IT improvement to an administrative procedure.
- 1.8.2 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.

## **1.9 Risk Assessment**

- 1.9.1 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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