

SERVICE UPDATE: DIRECT SERVICES

Cleaner & Greener Advisory Committee - 13 October 2020

Report of: Deputy Chief Executive and Chief Officer, Finance & Trading

Status: For information and Discussion

Key Decision: No

Executive Summary: This report updates the Cleaner & Greener Advisory Committee about service delivery updates from March to September 2020 for Direct Services.

This reports support the Key Aim of: a green and healthy environment

Portfolio Holder: Cllr. Margot McArthur

Contact Officer(s): Trevor Kennett, Ext. 7407 and Adrian Rowbotham, Ext. 7153

Recommendation to Cleaner and Greener Advisory Committee: To note the update.

Reason for recommendation: This is an information and update report and requires no further actions.

Introduction and Background

- 1 Direct Services cover five distinct service areas, these are: Commercial Operations & Trading, Transportation & the Depot, Waste & Cleansing services, Environmental Enforcement and Countryside & Open Spaces.
- 2 Commercial Operations & Trading will be a new dedicated team responsible for expanding our current paid for services and introducing new commercial opportunities to increase income.
- 3 Transportation and the Depot team covers our own fleet maintenance, private car MOT's, Taxi licencing checks along with the management of our depot at Dunbrik, which includes environmental permits and health and safety.
- 4 The Waste and Cleansing teams deliver the frontline services for waste and recycling, street cleansing, public conveniences, waste removal, bulky waste and commercial services for the paid for activities including, business trade waste, liquid waste management, pest control and garden waste collections.

- 5 Environmental enforcement undertake the management of all environmental enforcement actions for abandoned vehicles, fly tipping, litter trade waste offences and street scene enforcement.
- 6 Countryside & Open Spaces team deal with parks and recreation including playgrounds, tree management, woodland services, Countryside Ranger Services, grounds maintenance, including Bradbourne Lakes and Greensand Commons project

Service Update

Commercial Operations & Trading

- 7 Following a successful recruitment process, Richard Taylor has been appointed as our new Commercial Operations & Trading Manager. Richard joins us on Monday 26 October 2020 from Thanet District Council where he was their Operational Services Manager. He has also worked in a London Unitary Authority where he project managed similar commercial services. Richard also has a wealth of commercial experience in private sector sales.

Transportation & the Depot

- 8 Due to the expansion of our vehicle fleet and future needs an application was submitted to the Traffic Commissioner Office (TCO) for a variation in the Council's fleet operator's licence, which was successful.
- 9 Our HGV fleet that requires an operating licence now stands at 47, which has increased from 39 vehicles. The parking and storage of these vehicles is linked to 2.5 and will be part of the Depot Development Plan.
- 10 Vehicle procurement - Three new 26 tonne tri-stream waste vehicles were delivered in September 2020 to replace ageing vehicles. A 10-year vehicle replacement programme is being developed to cover our future fleet and equipment needs.
- 11 Round rebalancing - A project is being undertaken to map out all of our domestic waste rounds. This project will ensure that we are collecting domestic weekly waste as efficiently as possible. All options will be presented to a later Cleaner & Greener Advisory Committee meeting.
- 12 Depot Development Plan - We are currently developing short, medium and long-term depot needs and plans to ensure all of our direct frontline services have the correct facilities and capacity that supports the high standard of service delivery residents expect from the Council.
- 13 A recent successful review of all of the Environmental permits, licences and exceptions has been completed for the Dunbrik Depot, ensuring that we are legally compliant for handling, storing and transporting waste.

- 14 James Cox, Acting Supervisor recently passed his National Transport Operators Licence, which gives the Council much needed resilience for the statutory management of our large vehicle fleet. It is a legal requirement for operators of large HGV vehicle fleets to have a full time qualified transport manager on site daily. James will cover and support our existing transport manager, Nigel Jones.
- 15 We have introduced a new Health & Safety management system for the Depot at Dunbrik. The Action Manager (TAM) ensures that we are in compliance with all of our health and safety training, risk assessment and operational needs.

Waste & Cleansing teams

- 16 Waste - Our waste collection teams have operated at virtually full capacity through the COVID-19 period with weights being at Christmas collections levels, which saw around an additional 1,000 tonnes of waste collected (this includes garden waste) over the last 6 months.
- 17 Garden Waste - Our garden waste collection service has been extremely busy and popular over the last 6 months with over 1,100 customers being added, making a total of around 12,500 customers.
- 18 Street Cleansing - We have started a street litter bin review of the 957 bins we have across the district. The review will look at the type, condition, capacity and location of all of our street litter bins. It will also consider if bin sensors can be used to monitor the collection from rural litter bins. The review findings and action plan will come to a later Cleaner & Greener Advisory Committee for discussion.
- 19 Between October 2020 and March 2021 we will be working internally with the Waste and Resources Action Programme (which operates as WRAP) to model potential impacts of the Government's Waste & Resources Strategy on proposals for statutory collection requirements for glass and food waste.

Environmental Enforcement

- 20 The following enforcement actions and activity have been taken since March 2020:

	March	April	May	June	4 month total
Fly tipping Incidents reported	148	132	142	174	596
Prosecutions	0	0	0	0	0
Live investigations	8	6	20	35	69
Statutory notices issued	0	0	10	0	10

Fixed Penalty Notices issued	0	0	0	4	4
Formal Cautions given	0	0	3	0	3
Roadside vehicle checks	0	0	0	0	0
Fly tipping removed	80	86	67	88	321
Average days to remove fly tip	4	3	3	3	

Countryside & Open Spaces

- 21 Bradbourne Lakes - The Heritage Lottery Fund (HLF) have indicated that for the foreseeable future expression of interests and funding for new projects are suspended until 2021. Therefore this project, for now will not be able to be progressed.
- 22 Greensands Common Project, Year 2 - Kent Wildlife Trust continue to manage the delivery of this Heritage Lottery funded project. The project, like many others were suspended due to COVID-19, however volunteers and the project work has recently re-started.
- 23 Mill Pond, although delayed has started to receive much needed maintenance. Grass cutting and boardwalk cleaning will be followed by reed clearance and silt removal throughout September and October 2020.
- 24 Tree Strategy - The aims of the new tree strategy are to assist and inform residents, Council officers and Councillors of the council's responsibilities and strategy regarding its own tree stock. Full consultation with all stakeholders will take place before the new strategy progresses through for committee consideration and Council adaptation.

Key Implications

Financial

There are no financial implications identified within this update report. Any service delivery projects that contain financial implications will be reported separately in a more detailed report.

Legal Implications and Risk Assessment Statement.

No legal implications. Sevenoaks District Council is the statutory Litter and Waste Collections Authority.

Equality Assessment

No decisions are being made within this report, so there is low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Conclusions

Direct Services has performed extremely efficiently and effectively throughout the last challenging 6 months, while continuing to move forward with important projects and priorities.

Appendices

None

Background Papers

None

Adrian Rowbotham

Deputy Chief Executive, Chief Officer Finance & Trading