

REGENERATION, CULTURE AND ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE

15 AUGUST 2019

ATTENDANCE OF THE PORTFOLIO HOLDER FOR FRONT LINE SERVICES

Report from: Portfolio Holder for Front Line Service, Councillor
Filmer

Summary

This report sets out progress made within the areas covered by the Portfolio Holder for Front Line Services which fall within the remit of this Committee.

1 BACKGROUND

1.1 The areas within the terms of reference of this Overview and Scrutiny Committee covered by the Portfolio Holder for Front Line Services are:

- Highways
- Street Lighting
- Parking
- Public Transport
- Traffic Management
- Transport Strategy
- Travel Safety
- Waste Collection/Recycling/Waste Disposal and Street Cleaning

1.2 Achievements for 2018/19 are detailed by service area below.

2 HIGHWAYS AND STREET LIGHTING

2.1.1 Highway Infrastructure Contract Performance

2.1.1 The Highways Infrastructure Contract (HIC) commenced 1 August 2017 and is a five year contract with options to extend subject to performance for a further five years. The HIC covers both Highway and Street Lighting Maintenance and also includes provision for Highway Construction Projects, Structures and Professional Services and is provided by Volker Highways.

2.1.2 Contract Performance

- 2.1.2.1 Delivered to programme and budget the planned resurfacing programme for carriageway and footways. The carriageway programme for 2018- 2019 was composed of 9 schemes totalling 5,120 linear metres and the footway programme was composed of 7 schemes totalling 2,670 linear metres. Schemes are selected on condition survey data and prioritised according to the available budget being principally funding through the annual Local Transport Plan allocation for Highway Maintenance from the Department of Transport.
- 2.1.2.2 Commissioned, 3,781 minor works orders for repairs across the Highway Network. Of these 1,766 were for Carriageway which is substantially less than 2017- 2018 at 2,900 but that does include actions taken following the 'Beast from the East'. To complement this the Highway Inspectors proactively undertook repairs to 1,180 safety defects across the Highway Network.
- 2.1.2.3 Completed a cyclical programme of bulk lamp change and clean maintenance for Street Lighting on circa 15,000 lanterns and through proactive maintenance regime (including night-time scouting) delivered an average of 99.4% of lights in illumination at any one-time.
- 2.1.2.4 Successfully delivered the first phase of the Street Lighting Column Replacement Programme with a total of 1,100 of the 1,800 Target Columns replaced on the Highway Network that includes conversion to LED. Delivered to programme the Quarterly Planned Maintenance Programme for Medway Tunnel including commencement of a phased programme of Gatic Cover replacements within Medway Tunnel.
- 2.1.2.5 Delivered a cyclical programme of gully maintenance with the total number of gullies cleaned in 2018- 2019 being 30,886 out of 33,867 representing a 91% performance standard. Shortfalls in performance are principally in relation to issues of parked vehicles preventing maintenance access that all Local Highway Authorities experience.
- 2.1.2.6 The 2018-19 Highway Structures Inspection Programme (General Inspections and Principle Inspections) was successfully completed to programme. Key structures projects that were taken forward last financial year were the construction of the new Retaining Wall at Broom Hill Road and the consent process with Network Rail for the replacement Footbridge at Green Street. The Green Street Footbridge is a long standing project that has principally been delayed due to Network Rail Consent Issues that are in the process of being taken forward for resolution.
- 2.1.2.7 Successfully completed five phases of the Local Growth Funded Public Realm Programme for Strood Town Centre including delivering the Weekend High Street Closure Programme for carriageway resurfacing 5 weekends earlier than planned.

2.1.3 Contractor Investment & Accreditation

- 2.1.3.1 Volker's have appointed 4 apprentices to the Contract and are looking to appoint a further two new apprentices at the end of Year 2 of the Contract (August 2019). Workforce force analysis shows that 97% of the Contract staff are local residents and the current number of Apprentices equate to 11% of the directly employed Workforce.
- 2.1.3.2 Volker's have invested £1.65 million into a new Contract fleet (26 vehicles) for the Highway Infrastructure Contract that is Euro 6 compliant and have also secured the Fleet Operator Recognition Scheme Bronze Standard. The Volker Highway Supervisor Van Fleet (3) has been replaced from a Diesel Fleet to Electric Fleet (zero emissions) and opportunities for other Fleet conversions will be taken forward over the life of the Highway Infrastructure Contract.
- 2.1.3.3 Successfully secured a 42 out of 50 Audit Score through the Considerate Contractors Scheme (CCS) for the Highway Infrastructure Contract (the industry average score is 36). The Considerate Constructors Scheme (CCS) is a national initiative established by the construction industry to improve its image by improving standards of neighborliness.

2.2 **Highway Investment**

2.2.1 Department of Transport Funding

- 2.2.1.1 In addition to the Annual Department of Transport (DfT) Funding secured for Highway Maintenance (circa £2 million). Highways secured additional DfT funding last financial year (as part of the Autumn Budget Statement) of £1.128 million pounds. This funding was allocated to a programme of carriageway improvements (resurfacing and patching), white lining and drainage infrastructure works that are scheduled to be completed by September of this financial year.
- 2.2.1.2 Officers and Members are in ongoing dialogue with the DfT around securing further capital funding for Medway Tunnel to meet its annual running costs and planned investment into its infrastructure.

2.2.2 Medway Council Funding

- 2.2.2.1 Capital Funding of £2,729,127 through Prudential Borrowing has been secured to fund a column replacement programme for delivery over financial years 2018 - 2019 to 2019 - 2020. This programme will involve the replacement of a mixture of steel and concrete columns and on completion will increase the number of aluminium columns on the Highway Network to 8,195 (31% of the total Street Lighting Column Stock). In addition all columns replaced through this programme will be upgraded to LED.

- 2.2.2.2 In respect of the LED Street Lighting Programme a Full Business Case is being developed for delivery this financial year aligned to the Authorities Transformation Programme and Smart Cities Ambitions.
- 2.2.2.3 The 1st Highway Lifecycle Report was produced and presented to Regeneration, Culture & Environment Overview & Scrutiny Committee last year (August Cycle) that set out the levels of highway investment needed for the key Highway Assets of Carriageways, Footways, Structures, and Street Lighting Columns & Gullies. The Highway Lifecycle Report is used to support the Business Case for funding investment through the Council's Budget Setting Process (Medium Term Financial Strategy). The 2nd Highway Lifecycle Report will be commissioned at the end of this financial year for presentation to Regeneration, Culture & Environment Overview & Scrutiny Committee in August 2020.

2.3 HIGHWAY RESILIENCE MANAGEMENT

2.3.1 Winter Gritting

2.3.1.1 The Winter Gritting Period (26 October to 26 April) was milder than the previous financial year and only included one significant snow event in early February resulting in widespread Network disruption across the Country. In total there were 59 salting runs using 1,496 tonnes of salt, and by comparison last financial year there were 138 salting runs using 5,330 tonnes of salt.

2.3.1.2 The total expenditure for last year's Winter Gritting Period was £192,799 compared to the previous year's expenditure of £423,409 against a base budget of £310,757. At the end of the Winter Period we had a total of 484 salt bins on the network and 93 volunteer snow wardens.

2.3.1.3 New Winter Gritting Policy and Plan adopted with no material change to the salting routes or service standards provided.

2.3.2 Flooding

2.3.2.1 Flooding has become a significant resilience issue for Medway and there have been two recent Flood Events in May 2018 and June 2019 that have affected the Highway Network and Properties resulting in localised flooding. To improve resilience of the Drainage Network Service standards for drainage cleansing have been reviewed in line with the new Code of Practice for Well Maintained Highways (October 2018) that promotes a shift to "Risk Based" Management Principles.

2.3.2.2 The change in Standards commence on the 1st April 2019 and has meant that there is an additional gully cleansing regime on known flood areas which equates to 230 additional gullies being targeted as well as additional cleansing of gullies on the Resilient Network which equates to an additional 1,444 gullies being cleaned. The new standards are as follows.

- A & B Network – every 12 months.
- C & U Network – every two years (half of network each year).

- Targeted Cleansing to known flood areas, plus annually cleaning gullies on the Resilient Network in addition to the A&B network.

3 PARKING

3.1 Parking Performance

- 3.1.1 The Council's In-House Parking Enforcement Team issued 87,386 Parking Charge Notices (PCN's) across Medway in 2018/19 an increase of 6.72% compared with 2017/18.
- 3.1.2 Civil Enforcement Officer (CEO) error rate reduced from 1.16% in 2017/18 to 0.73% in 2018/19.
- 3.1.3 PCN income increased by £99,647.98 (5.09%) compared with 2017/18. This is in response to requests from residents and Members to put in place further restrictions and to enforce more effectively. The Parking Hotline is still proving to be a popular initiative.
- 3.1.4 Changes to the telephony messaging service were implemented in February 2019 and at the same time, the opening hours were changed from 8am – 5pm to 9am – 5pm as statistics confirmed that the numbers of calls before 9am were negligible, thus giving officers an extra hour to deal with correspondence received in response to PCNs. Recent data shows that the number of general calls (PCN enquiries) reduced from 1969 in April 2018 to 559 in April 2019 and the positive trend is continuing.
- 3.1.5 Parking Design Team have implemented 30 Parking design schemes in response to Ward Member requests and petitions received. The team have handled 267 Disabled Bay applications. They have also introduced a new Controlled Parking Zone (CPZ) in Rochester Riverside.
- 3.1.6 Cashless parking (RingGo) income increased by 126.67% from £599,209.96 in 2017/18 to £1,358,778.90 in 2018/19, confirming the upward trend of RingGo uptake compared with P&D which had a -4.20% decrease in income.

3.2 Parking Service Improvements

- 3.2.1 Review of the Parking Statutory Notices, has ensured cases will not be lost at Traffic Penalty Tribunal (TPT) due to incorrect wording. In addition, FAQs have been updated and placed on the website so customers have adequate information to make an informed decision on whether to appeal a PCN.
- 3.2.2 New and existing staff are taking the City and Guilds Level 3 Award Notice Processing 3 day training which will improve the quality and productivity of representation responses. Streamlined the debt recovery and bailiff processes so correspondence is dealt with in a timely fashion.
- 3.2.3 A re-design of the beat map and CEO beat deployment enhanced effective coverage resulting in an increase in PCNs

4 PUBLIC TRANSPORT, WALKING & CYCLING

- 4.1 The commercial bus network has been relatively stable during 2018/19, although the operating environment has been challenging due to utility roadworks and the delivery of carriageway improvements in Strood Town Centre. The Council continues to subsidise bus routes that are commercially unviable, although a review of some under-performing services is underway to ensure resources are deployed effectively. The MY school buses continue to operate successfully, providing high quality and popular services to a number of schools across Medway.
- 4.2 A range of improvements to bus stop facilities on key bus routes and at Chatham Waterfront Bus Station were implemented during the year, including upgraded digital timetable displays.
- 4.3 The Council continues to fulfil its statutory obligations in respect of the English National Concessionary Travel Scheme, and has noted an increase in applications for the Medway Youth Pass. Arriva has streamlined the ticket purchasing process with online options and contactless payment on buses, with other operators following during 2019.
- 4.4 The Council has concluded its £2.5 million project to improve cycling infrastructure in Medway. Over 13 kilometres of new cycle routes, mainly off carriageway, have been constructed and nearly 3 kilometres of existing cycle routes have been upgraded. This includes widening paths to allow cyclists to use them safely, improved signage and upgraded pedestrian crossings to include facilities for cyclists. The construction of a 'Pump Track' in Gillingham has proved a popular way for the whole family to enjoy cycling. We will continue to explore opportunities to add to and improve Medway's cycle routes and facilities, and make sure that our new housing developments are cycle friendly. As part of the Medway Cycling Festival in June 2018 the team supported a Big Ride Together cycling event at The Strand to coincide with the national cycling focus week, including Bikeability education delivery and promotion of Medway's new cycle routes.
- 4.5 In 2018/19, a total of 312 children in Key Stage 1 received Bikeability Balance training, and 1,000 children received Bikeability Level 1 and 2 training, designed to improve practical cycling skills.
- 4.6 Active travel initiatives have significantly reduced the number of school journeys by car in Medway, with 57,124 car journey savings made in Medway between September 2018 and June 2019 according to figures generated via the KM Charity Team school portal data. The number of walk to school journeys made in Medway between September 2018 and June 2019 totalled 133,009 and attributed to 21.6% of the overall number across Kent, Bexley, Bromley, Hastings, Rother and Waveney District councils.
- 4.7 The Council worked with Sustrans to promote 'The Big Pedal', a national campaign where schools competed for the highest percentage of pupils, staff and parents cycling or scooting to school. Three Medway schools achieved top six places nationally for the percentage of students walking, cycling or scooting to school during the campaign.

- 4.8 At the end of March 2019, the number of children participating on the Walking Bus initiative in Medway was 565, across 35 routes. An additional 112 school classes in Medway signed up to the Super 'WOW' (Walk on Wednesday) initiatives in 2018/19, with approximately 3,360 children from Medway taking part. A further 4 schools in Medway signed up to the Green Footsteps initiative, with 1,488 pupils children from Medway taking part.
- 4.9 National Walk to School Week 2019 – The Council's Safer Journeys Team promoted this campaign during May in partnership with Living Streets and the KM Charity Team. Local focus activities included the 'Walk2Count Challenge', encouraging schools to compete for the highest percentage of walks over the duration. A total of 15,426 walked journeys were made by the participating Medway schools; Deanwood Primary in Rainham won the primary school category [79.2% walked], Walderslade Girls in Walderslade won the secondary school category [71.4% walked] and Hempstead Juniors were recognised as 'most improved school' [71.8% walked] having achieved a percentage increase of 40% compared to a previous result.

5 TRAFFIC MANAGEMENT

- 5.1 In 2018/19 officers have processed:
- 160 Scaffolding Applications and 11 hoarding applications
 - 647 Skip Applications, of which 77 were extended
 - 18,200 roadworks permit applications were granted, compared with 13,591 in the previous year, which generated 11,000 streetworks inspections
 - This resulted in 232 Defects Notice being issued, and 334 Fixed Penalty Notices being issued.
 - 34 offences for over running roadworks were processed
 - 315 Traffic Orders were produced to support works and events, emergencies and permanent changes on the highway
- 5.2 The Streetworks Permit Scheme continues to seek to organise and manage roadworks in Medway, minimising the impact on journey times across the area.
- 5.3 Traffic Management support was provided for events including the Dickensian Christmas, Dickens Festival, Sweeps Festival and the Medway Mile.
- 5.4 Incidents on Medway's highway network have been managed to ensure that the impact on traffic flows and journey times was minimised. This includes managing information and updating road users of the travel situation as well as arranging for road closures and providing equipment and staff. The Traffic Operations Room sent out over 600 traffic alerts in the last financial year and assisted with traffic management during the weekend closures on the motorway network, with Medway roads used as diversion routes. Officers continued to oversee the operation of the traffic control gating system on the westbound approach to the Medway Tunnel, which was introduced to reduce congestion on the Medway City Estate.

- 5.5 Officers have liaised with KCC and Highways England on wider strategic issues across the region, providing support for Operation Stack and consultation responses on proposed lorry parking initiatives. Dedicated support was provided to the construction of developments, including the successful management of abnormal load movements through Medway. Reviews of LGV parking within Medway and emergency routes on the Peninsula have been undertaken.
- 5.6 Preparatory work was undertaken to develop a series of minor traffic management interventions at 'congestion hotspots' in Medway. Principally related to improving traffic signal operation, delivery will commence in 2019/20.
- 5.7 The Service has continued to manage the delivery of the Strood Town Centre scheme, with changes to highway layout on Commercial Road and Knights Road having a positive impact on journey times. Works to improve pedestrian facilities and the public realm have also continued during this period.
- 5.8 During 2018/19, the Highway Adoptions team concluded 25 agreements with developers to make alterations to the existing highway or to adopt sections of highway within new developments across Medway. This team works to ensure that new highway infrastructure (such as roads, footways, structures, drainage, traffic signals and street lighting) is built and installed to a high standard before the Council adopts it, and secures funding to help with the cost of future maintenance.

6 TRANSPORT STRATEGY

- 6.1 Medway Council's involvement with 'Transport for the South East' (TfSE) as a constituent member continued during 2018/19. Other members of the board include the Berkshire Local Transport Body, Brighton & Hove City Council, East Sussex County Council, Hampshire County Council, Isle of Wight Council, Kent County Council, Portsmouth City Council, Southampton City Council, Surrey County Council and West Sussex County Council. TfSE, in shadow form, has already brought together partners and stakeholders to work with Government on key strategic issues, securing positive outcomes for the region in the Road Investment Strategy and Major Road Network consultation processes, influencing rail franchising discussions and providing collective views on regional rail schemes. A key area of focus for potential infrastructure improvements to facilitate economic growth for Medway is the A229 Bluebell Hill/Junction 3 M2 and Junction 6 M20.
- 6.2 In 2018/19 liaison with the project team for the new Lower Thames Crossing continued, sharing data to ensure the impact on Medway's highway network is fully understood. The team has also provided input into the planning stages of the Council's Housing Infrastructure Fund bid, which includes proposals to improve transport links to the Hoo Peninsula.

7 TRAVEL SAFETY

- 7.1 Road safety engineering interventions completed in 2018/19 include:
- Walderslade Road junction with Chestnut Avenue – junction visibility improvement
 - A228 Rochester Road, North Halling – pedestrian refuge island
 - A228 Halling Bypass – introduction of 50mph speed limit
 - Main Road, Hoo - construction of a zebra crossing to improve pedestrian safety
- 7.2 The digital upgrade of Medway's speed camera sites has continued in partnership with Kent County Council. The most recent installations are now undergoing final testing and commissioning.
- 7.3 The Casualty Reduction Partnership (CRP) has delivered road safety messages and enforcement to key road users including powered two-wheelers and cyclists and covered the use of mobile phones, seatbelt awareness, speed, and summer drink and drug drive messaging.
- 7.4 Road Safety education was delivered to 8,250 primary school children and 625 children under the age of 5 between September 2018 and June 2019. Scooter Skills have been delivered to 622 children in Key Stage 1 between October 2018 and June 2019. There are currently 29 School Crossing Patrols in place throughout Medway to help facilitate the journey to and from school.
- 7.5 The 'Seatbelt Sled' scheme was delivered to 20 schools in Medway between April and July 2019. The initiative aims to increase knowledge and awareness through discussion and practical demonstration. Following the sessions, 97% of students said they would always wear a seatbelt on car journeys in the future [compared to 40% prior to the intervention] and 93% were aware of the laws concerning seatbelts and child restraints.
- 7.6 In partnership with the Kent and Medway Casualty Reduction Group, a total of 2,140 sixth form students from across Kent and Medway received 'No Turning Back' road safety theatre in education during a three-day pilot in March 2019, following an extensive review of the previous product, 'A Licence to Kill?'. Further sessions are scheduled to take place in 2019/20. Once fully developed, the aim will be to deliver the product to all secondary schools in Medway.
- 7.7 The THINK BIKE road safety campaign to raise awareness of 2 wheeled vehicles (P2W and Pedal) was repeated between May – July 2019. This included over 20 highly visible roadside boards depicting the message: "Think Bike", "Think Biker" and "Biker Think". The boards are placed at key sites across Medway where crashes between cars and motorcycles/bicycles have occurred. Additional VMS screen captions in place throughout June in line with the campaign, including "Look Once, Look Twice, Save a Life, Think Bike" to highlight this message to drivers.

8 WASTE COLLECTION/RECYCLING/WASTE DISPOSAL AND STREET CLEANING

8.1 Waste Collection and Disposal

8.1.1 The audited recycling rate for 2018/19 will not be released by Defra until December 2019 but is expected to be published as 42.8% with no movement on the previous year.

8.1.2 Overall the level of waste collected increased during 2018/19 when compared to the previous year. This is attributed to the increase of waste through HWRC's.

<i>Kerbside-collected tonnes</i>	<i>2017/18</i>	<i>2018/19</i>	<i>% Change</i>
Kerbside black sack waste	56,551	56,115	<i>Down 1%</i>
Kerbside recycling: paper, cans, glass & plastic and organic waste	40,542	40,869	<i>Up 1%</i>
HWRC recycled (including rubble)	19,896	21,866	<i>Up 10%</i>
HWRC residual	8,520	9,333	<i>Up 10%</i>

8.1.3 The public satisfaction level for refuse is now measured by Citizen Panel returns. Results for Q4 2018/19 show over 87.9% of residents to be satisfied with refuse collection, exceeding the 85% target.

8.1.4 With a strong partnership approach, the disposal contractor, Veolia, continues to seek new and innovative ways to recover energy from waste rather than sending it to landfill. During 2018/19, Veolia hit their contracted landfill diversion target meaning Medway sent just 10.8% of waste to landfill, down from 46.34% at the start of contract in October 2010.

8.2 Communication and public engagement

8.2.1 By providing a convenient and comprehensive weekly kerbside collection of all materials, Medway has dismantled many of the barriers residents had previously highlighted that prevented them recycling, and also saves Medway money on disposal costs. The Environmental Engagement Team continues to promote a programme that encourages residents to reduce, reuse and recycle.

8.2.2 In 2018/19, a combination of communication techniques was used to raise recycling awareness including:

- Printed: 19 Medway Matters articles and adverts;
- Leaflets: all-resident council tax leaflet, day-specific recycling instruction leaflet, Christmas service change;

- Posters: Christmas service change, caddy liner sale at libraries, spring clean community clean ups;
- Corporate social media: campaign, service and access information shared through Council Facebook and Twitter;
- @MedwayRecycles twitter account: followers growing from 745 in Apr-18 to 1000 in Mar-19 providing a valued medium for planned service information and reactive service changes; and
- 'Cleaner Medway' enewsletter: 10 editions sent, growing from 1592 recipients in May-18 to 1882 in Mar-19 with an opening rate of 42% (well above national average). The title change from "waste" to "cleaner Medway" reflects the broader remit of the newsletter of community clean ups, flytipping, cleansing as well as HWRC, street cleansing and kerbside collections and other environmental services;

8.2.3 In 2018/19 the targeted campaigns included:

- Food recycling and caddy liner availability at libraries
- Order reusable bags online, separate paper and card
- Service instructions (day-specific and general council tax)
- Christmas Service Change
- National Spring Clean Community events
- Medway fly tipping campaign (including online reporting)
- Kent wide flytipping campaign #SCRAP
- Litterbusters campaign in and around Chatham Bus Station (funded by Litter Innovation Grant)
- Recycling Week

8.2.4 The Christmas collection communications were well received with adverts in Medway Matters, the Medway Messenger and on the Council's Facebook and Twitter accounts. A blend of printed and digital communications ensured maximum reach including four short information videos featured Veolia crew members which were very popular. The service changes over the festive period included suspension of brown bin collection for one week. This was a key message and prominently promoted with different messages for Christmas and New Year week. The change attracted minimal resident comment and was operationally successful with majority of collections happening on the published day.

8.2.5 The @Medwayrecycles twitter account support national campaigns from WRAP and Recycle Now. This has included national food waste campaign and most recently and topically the use of single use plastics.

8.2.6 We also continue to make use of the contact points as source of information sharing and distribution of clear sacks, reusable bags as well as sales of compostable liners for the kitchen caddies for food waste and collection points for battery recycling.

8.2.7 The Environmental Engagement Team successfully bid for a £10,000 grant for the LitterBusters project. The WRAP-funded grant has seen several improvements made at the Chatham bus station, including additional bins, more unique ways of reducing litter (including the introduction of cigarette butt bins) and more regular-street cleansing. The improvements were

highlighted in the 'What's on in Waste' monthly emailers, keeping users updated with the latest works. The LitterBusters project funded the communications campaign 'Love Medway, Hate Litter' campaign including graphics, stickers and social media content.

8.3 Food waste collections

8.3.1 UK homes throw away over 10 million tonnes of food waste annually. In Medway this will equate to approximately 33,000 tonnes of food waste which can be composted. Around £40 is saved for every tonne of food waste collected by the kerbside organics service as opposed to the refuse service. Food waste collection continues to be an area heavily promoted by Waste Services.

8.3.2 Caddy liners continue to be sold at the libraries. In 2018-19 the Council sold 10,800 rolls. It is estimated that this helped divert 420 tonnes of food from black sacks into brown bins, saving up to £17k in disposal costs.

8.4 Household Waste and Recycling Centres (HWRCs)

8.4.1 Recycling performance has dropped slightly over the last year by 1% but still remains high at 59%.

8.4.2 Residents depositing no-longer-loved furniture and electrical items are also signposted to reuse containers where they either get resold to those financially hard-pressed or at a local auction house. This reduced landfill by 8 tonnes last year.

8.4.3 During April 2018 a fire closed the KCC HWRC, Pepperhill for a 16 week period over the Spring/Summer. This put significant pressure on Medway's three sites and resulted in:

- A 15% increase in operational and disposal costs for this period
- A 13% increase in waste tonnages through sites
- Overall KCC resident usage surveyed at 35% averaged across all three sites (up from 18% during a standard survey)
- Significant pressure at Cuxton HWRC where KCC usage was surveyed at 53% (up from 36% during standard survey)
- 17 occasions of site closure at Cuxton due to insufficient bin capacity and safety concerns on the A228 from customers driving into oncoming traffic to bypass queues.

A bill to reflect the additional charges has been paid by KCC to cover the operational burden Medway sustained.

8.4.4 A report was submitted to Overview and Scrutiny committee on the 13 June 2019 detailing the changes to Medway's sites resulting from KCC policy change on DIY waste charging.

8.4.5 A new fee was negotiated with KCC cross border usage and is in place for the current financial year 2019/20. Negotiations will begin in November for any extension of the cross border agreement for 2020/21.

8.4.6 The 2019/20 fee has been charged to KCC in advance and includes:

- Disposal costs at 28% average KCC usage threshold
- Operational costs at 28% average KCC usage threshold (previously operational costs have not been part of the cross border charge)

8.4.7 KCC resident usage will be closely monitored through the new on site ID check. Should usage or tonnages increase above the 28% throughput threshold in place or the impact on the sites become unsustainable then this will be re-negotiated with KCC.

8.4.8 KCC have agreed to an increase in cross border charge should the throughput thresholds be crossed.

8.5 Contract monitoring team

8.5.1 During 2018/19 the Contract Monitoring team have:

- Arranged for a deep cleanse (jet wash) of Chatham High Street to remove any residues that cannot be removed through normal street cleansing operations.
- Replaced all the on street litter bins in Chatham High Street.
- Secured section 106 funding for the purchase of new graffiti removal vehicle and equipment

8.5.2 The Contract Monitoring officers have dealt with

- 1923 service requests and enquiries for street cleansing and waste collections and
- carried out over 2,000 contract performance inspections that provide a positive result, demonstrating that Veolia are providing a quality street cleansing and waste collection service

8.5.3 Contract Monitoring team were successful in winning the Make a Difference Award for Customer Service.

8.5.4 Yearly NI 195 Inspections were completed the results show that 96.6% of the borough highway areas were free from litter and at an acceptable standard at the time of the inspection.

8.6 Transfer of waste contract to Medway Norse

8.6.1 The Waste Collection and Cleansing contract with Veolia expires on 30 September 2019. This contract covers:

- Kerbside refuse, recycling and organic waste collection;
- Street cleansing;
- Transfer of organic collected materials; and
- Transfer and treatment of kerbside collected recycled materials.

8.6.2 On 6 March 2018 the Cabinet agreed to transfer the Waste Collection and Cleansing Contract to Medway Norse from 1 October 2019. Entering the contract into the Joint Venture with Medway Norse offers best value for money and opportunities for efficiencies between existing contracts already

part of the Joint Venture. The services will be moved over to Norse 'as is', i.e. no changes in service delivery frequency or containment.

- 8.6.3 Transfer of the waste collection and street cleansing to Medway Norse has progressed at pace. The service will mobilise from Pier Approach Road on 1 October 2019 until the new depot is developed.
- 8.6.4 Norse have procured the new street cleansing vehicles due for delivery early September 2019. Inspection of the council fleet of 46 HGV refuse freighters has confirmed they are in good working order and should continue to operate until 2021.

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Appendices

None

Background documents

None