

REGENERATION, CULTURE AND ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

15 OCTOBER 2020

ATTENDANCE BY THE PORTFOLIO FOR FRONT LINE SERVICES

Portfolio Holder: Councillor Filmer, Portfolio Holder for Front Line Services

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 2019/20 are detailed by service area below.

2. Highways

Highway Infrastructure Contract Performance

2.1 The Highways Infrastructure Contract (HIC) commenced 1 August 2017 and replaced the existing, separate, Term Maintenance Contracts for Highway Maintenance and Street Lighting with one prime contractor (Volker Highways) that also includes provision for Highway Construction Projects, Structures and Professional Services.

2.2 Year 3 which covered 1 August 2019 to 31 July 2020, was the first opportunity for Volker Highways to gain an additional year on the contract, subject to

meeting performance targets under the Key Performance Indicators (KPI's), which form part of the contractual agreement. Volker Highways achieved a score of 770 out of a maximum score of 780 for year 3, attaining 98% and achieving an additional contractual year.

2.3 Key areas of activity to bring to Overview & Scrutiny Members' attention are:

2.3.1 Contract Performance

2.3.2 Delivered to programme and budget the planned resurfacing programme for carriageway and footways. The carriageway programme for 2019-20 was composed of 18 schemes totalling 3,490 linear metres and the footway programme was composed of 8 schemes totalling 5,557 linear metres.

2.3.3 Schemes are selected on condition survey data and prioritised according to the available budget being principally funded through the annual Local Transport Plan allocation for Highway Maintenance from the Department of Transport.

2.3.4 Delivered to programme and budget the DfT Annual "Pothole" Fund. The carriageway DfT "Pothole" programme for 2019-20 was composed of 11 schemes (compared to 10 last year) totalling 1614 linear metres.

2.3.5 As part of the bi-annual programme of gully cleansing, on the residential network, 26,025 gullies were inspected and of these 18,915 were cleaned. In addition, gully cleansing was undertaken across all A&B category roads, as well as across the resilient network and at known flood sites.

2.3.6 Delivered the annual cyclic road marking programme, which involved renewing all the highway road markings in the wards of Gillingham South, Princes Park, Rochester West and Strood Rural. The cyclic road marking programme has now reduced down to a 5 year cycle following discussions with Volker Highways regarding charges for the work stream. All wards are included in that 5 year cycle and spread across the 5 years.

2.3.7 Completed 4,062 minor works orders, for repairs across the network. Of these, 1,669 were for carriageway, which is slightly less than 2018/19. To complement this, the Highway Inspectors proactively undertook repairs to 751 safety defects, across the network, using Viafix. This is lower than 2018/19, which stood at 1086, but that period included the aftermath of the "beast from the east", so would be expected to be higher.

2.3.8 Completed a Prudential Borrowing funded scheme, replacing 1,912 columns, as well as upgrading lanterns, to LED, where required, bringing the total number of LED lanterns, across the network, to approximately 6,000 (23%). Through a proactive maintenance regime (including night-time scouting) delivered an average of 99.47% of lights in illumination at any one-time, which exceeds the contract KPI of 99% and means all 3 years of the contract have achieved this.

- 2.3.9 Completed 4 quarterly tunnel closures, over a night period of 3 days, which is the standard annual planned closures each year. Volker are now the Principal Contractor, in charge of the tunnel closure and works and all planned maintenance was completed at all 4 closures. In addition to the planned maintenance programme, the programme to replace the cross passages doors commenced and should be complete in 2020.
- 2.3.10 A programme of 117 structural inspections were delivered in year and in addition, Green Street footbridge replacement scheme remains the largest scheme awaiting delivery. The design of the bridge is complete and some safety issues arose of which have been addressed with remedial works. Ongoing negotiations with Network Rail continue, in order to obtain possession of the railway track beneath the bridge to undertake the removal and installation of the structure. Fabrication of the bridge is underway, with potential dates for removal and installation being January and February 2021 respectively.

2.4 Contractor Investment & Accreditation

Community Engagement and Social Value

- 2.4.1 Volker Highways continue their 10+ year partnership with KM Charity Team as key sponsors for the walk to school initiative. Children taking part in the green-travel scheme, Active WoW, achieved a stunning 640,000 car-free journeys in the last academic year, taking 304,000 vehicles off the road.
- 2.4.2 Volker Highways Medway Project has been sponsoring the under 10s 'Omega 92 FC' team since February 2017 and has now purchased their new team strip for the 2019-2020 football season. Coached by an ex-professional football player with Gillingham, Millwall & Barnet, the youth team plays within the Medway League. A couple of the team members have already been showing great promise and have been selected for the Crystal Palace and Arsenal Academies.
- 2.4.3 Volker Highways were proud sponsors of the 'Making a Difference' 2019 awards to recognise and say thanks to Medway Council employees for their hard work and achievements through the year.
- 2.4.4 Volker Highways Medway proudly sponsored Frindsbury Cricket Club for the 2019 season. The sponsorship will help with running costs at the longstanding and well known club. The colts section has seen numbers increasing significantly in recent years.
- 2.4.5 Medway Highways & Volker Highways jointly installed 2 Defibrillators at both the co-located highway depot & office which were also registered with BHF & South East Coast Ambulance Service for local emergency use.
- 2.4.6 Held a Fund-raising event for Friedreich's Ataxia Awareness – raising £169. The fundraiser was held for Henry Sykes, who was recently diagnosed with Friedreich's Ataxia, a rare disease that causes severe problems with Henry's

balance and ability to walk. Henry relies on his wheelchair, which needs adapting to help him get up hills and manoeuvre on rough ground. Thanks to the team's efforts, £169 will now be donated to help pay for these improvements.

2.4.7 Joined Build UK for the 'Open Doors' event to showcase construction to students through partnering with Strood Academy. The event was cancelled due to COVID-19 and will be reconvened when safe to do so.

2.4.8 Social Value delivered through the Highways Infrastructure Contract (HIC) to date stands at £1,845,820

- 88% of workforce employed locally
- 91 hrs volunteering in the local community
- £22,272 supporting vulnerable members of the community
- £2,195 worth of charitable donations & fundraising
- 13 weeks of meaningful work placements

2.4.9 Score of 43 points from Considerate Constructors Scheme with Industry average at 37.67. Scoring full marks on the following sections: respecting the community, protecting the environment & valuing the workforce.

2.5 Environment

2.5.1 100% waste recycling achieved with 3,850t of waste produced between August 2019 to July 2020. All avoiding landfill.

2.5.2 Investigated the ability to recycle plastic, which previously had not been possible and now collecting and delivering all damaged illuminated bollard shells, road traffic cones and salt bins to a local recycling facility.

2.5.3 RWM 75 Waste Baler – Posed with the problem of ever increasing cardboard waste accumulated from material deliveries, the Medway team have resourced a compact baling press that enables conversion of waste to manageable bales for onward travel to recycling facilities.

2.5.4 In November 2019, Volker Highways Medway team was selected as finalist for employee recognition awards across the Volker Wessels group of companies in the category of 'Sustainability, Environmental and Social Value Champion.

2.5.5 It is a requirement for all vehicles working on the Medway contract, either directly operated, sub-contracted or within the supply chain to be Euro 6 compliant.

2.5.6 The three fully electric vans that were exchanged for diesel vans have produced 70% less CO₂ than their diesel counterpart. A reduction of approx. 190,000 Kg over the year.

2.6 Workforce and Health and Safety

- 2.6.1 Medway Highways & Volker Highways, supported World Mental Health Day by going with the theme of “don’t hide behind the mask” and Volker Highways presented a well-received campaign to their colleagues at Medway Highways on Mental Health awareness highlighting the plight of illnesses such as depression, anxiety disorders, schizophrenia, eating disorders and addictive behaviours.
- 2.6.2 Nil RIDDOR reportable incidents and Zero Incidents or accidents resulting in an Accident Frequency Rate (AFR) of 0.00.
- 2.6.3 The Medway Team have recently completed the Cycle Safety module enabling drivers to recognise the causes of accidents and how to minimise the risk to vulnerable road users, such as pedestrians or cyclists. This involved a lengthy cycle ride in the local town centre for all drivers to experience the network from the cyclist’s perspective.
- 2.6.4 Response to COVID19 in respect of staff
- Bolstered morale to assure safety & importance of their activities as Key Workers
 - Stopped non-essential works
 - Hand Sanitiser & Face Masks issued to all
 - Sanitation points established in common areas of office & mess room.
 - Key Worker Vests distributed to frontline workers, i.e. Operatives and Highway Inspectors.
 - Magnetic Signs displayed on vehicles for essential services
 - Separate Vehicles provided for travel to sites
 - Staggered start & finish times to avoid congregation
 - PPE Disposables dust bin
 - FAQs regularly updated with each release printed for workforce
 - Daily feeds from Senior managers weekly messages from CEO
 - Followed Construction Leadership Councils Site Operating Procedures

2.7 Highway Investment

- 2.7.1 Key areas of Highway Investment to bring to Overview & Scrutiny Members’ attention are:

Department of Transport Funding

- 2.7.2 In the autumn of 2018/19, Medway Council received an additional £1.128m from DfT, to be spent over both 2018/19 and 2019/20 financial years. All work was completed in 2019 and amounted to circa £600k for carriageway resurfacing, £112k for carriageway patching, £295k on road marking maintenance and £97k on drainage improvements.

- 2.7.3 In October 2019, Medway Council submitted an application, under the Challenge Fund Tranche 3a, for funding in respect of the A289 Medway Tunnel and associated roads and assets linked to it. In March 2020, Medway was successfully awarded £4.972m for the project. Match funding from Medway Council was also secured and the project is currently in its mobilisation phase set to complete in March 2024.
- 2.7.4 In response to the COVID19 pandemic, DfT decided that the funding set aside for the Challenge Fund Tranche 3b, would be shared out amongst all eligible councils, via the usual formula for determining funding. Medway Council received an additional £1.781m, to be spent over financial years 2020/21 and 2021/22. The funding will be split between carriageway resurfacing of the unclassified network (£974k), carriageway pothole repairs (£150k), resurfacing of Stoke Bridge (£450k) and Medway Tunnel running costs (£207k).

Medway Council Funding

- 2.7.5 In 2018/19 Medway Council borrowed, on an invest to save basis, £2.72m for a street lighting column replacement scheme. This scheme took place over 2 financial years with most work being undertaken in 2019/20. The scheme replaced 1912 columns, across the network and upgraded lanterns, where appropriate, to LED bringing the number of lanterns on the network to 6066.
- 2.7.6 Following an announcement by the Leader, at Full Council in 2019, Medway Highways have tendered for an LED and Column replacement scheme, including a Central Management System. An award to Volker Highways was made in April 2020 and Medway Council has borrowed £11.155m on an invest to save basis, to upgrade all street lights to LED, replace circa 4660 columns currently beyond their design life and to install a CMS system. The contract commenced in July 2020 for a period of 27 months and the scheme is forecast to deliver £20m savings, via cost avoidance, in energy costs, over the next 20 years, as well as delivering carbon savings of 28188 tonnes over the same period.

2.8 Highway Resilience Management

- 2.8.1 In respect of Highway Reliance there were 2 significant events, during this period, Storm Ciara and Storm Dennis, to update Overview & Scrutiny Member's on:
- 2.8.2 Storm Ciara swept across the UK on Sunday 9 February 2020 with average gusts of 70-80 miles per hour.
- 2.8.3 Storm Dennis swept across the UK on the weekend of 15 and 16 February 2020 bringing high rainfall and widespread winds over 50mph.

2.8.4 Damage to highway assets, attributed to these storms, totalled approximately £27,959 with most of the costs split between emergency callout responses and damaged street lights.

3. Parking

3.1 The Council's in-house Parking Enforcement Team issued 75,816 Penalty Charge Notices (PCNs) across Medway in 2019/20. Of these, the CCTV vehicle issued 1094 PCN's to illegally parked vehicles parked around schools. The Parking Hotline is proving popular with residents for reporting illegally parked vehicles. Notwithstanding this, the number of PCN's issued overall fell by 15% compared with 2018/19; a reduction in overall car park usage and higher profile enforcement may be contributory factors, along with greater use of RingGo, which allows users to extend parking durations remotely. Cashless parking revenue increased by 65% in 2019/20 and resident permits and business permits can now be purchased online.

3.2 Fifty-five parking design schemes were implemented in response to Ward Member requests and petitions, and 185 disabled bay applications were processed. A new Controlled Parking Zone (CPZ) was implemented on Rochester Riverside.

4. Public Transport, Walking and Cycling

4.1 The commercial bus network has remained stable during 2019/20, 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 not commercially viable, including evening and Sunday services and the Medway Mobility service. The MY school buses continue to operate nine routes, providing high quality and popular services to several schools across Medway.

4.2 Bus stop infrastructure improvements were undertaken on key routes, including new stops and a shelter at Western Avenue to support services to Chatham Maritime, Livingstone Circus, Maidstone Road Rochester, and White Road Chatham.

4.3 The Council continues to fulfil its statutory obligations in respect of the English National Concessionary Travel Scheme, with approximately 32,000 members, and the Medway Youth Pass scheme remains popular. Arriva has streamlined the ticket purchasing process with online options and smartcards and all operators now offer contactless payment on buses.

4.4 Cycling levels are up approximately 20% to 25% since April 2020, and that's with one less operational counter this year:

No. Of Cycling Movements	
Qtr1 – 19/20: 119,048	Qtr1 – 20/21: 166,291
Qtr2 – 20/21: 129,125	Qtr2 – 20/21: 153,583

- 4.5 Bus patronage numbers were significantly lower from April to July 2020, due to the pandemic. We are still awaiting Qtr.1 data from Arriva and ASD and haven't yet received Qtr.2 figures covering July to September 2020.
- 4.6 In 2019/20, a total of 195 children in Key Stage 1 received Bikeability Balance training, and 990 children received Bikeability Level 1 and 2 training, designed to improve practical cycling skills. Cycle counters across Medway recorded a total of 430,500 cycle journeys in 2019/20, an increase of around 75,000 journeys compared with 2018/19.
- 4.7 Active travel initiatives have significantly reduced the number of school journeys by car in Medway, with 37,454 car journey savings between September 2019 and March 2020 according to the Kent Messenger Charity's school portal data. The number of walk to school journeys made in Medway between September 2019 and March 2020 totalled 87,902 and attributed to 28% of the overall number across Kent, Bexley, and Hastings combined.
- 4.8 At the end of March 2019, the number of children participating in the Walking Bus initiative in Medway was 518, (565 children last year), across 31 routes (35 routes last year). An additional 133 school classes (112 classes last year) across 13 schools in Medway signed up to the Active 'WOW' (Walk on Wednesday) initiative in 2019/20, with approximately 4,000 children (3,360 children last year) from Medway taking part.
- 4.9 National Walk to School Month October 2019 – this campaign was promoted in partnership with Living Streets and the KM Charity Team. Local focus activities included the 'Hedgehog Hike Challenge' and 'The Social Network', encouraging schools to compete for the highest percentage of walks over a three-week duration (1-18 October 2019). A total of 57,374 walked journeys (64,367 the previous year) were made by the 27 participating Medway schools.
- 4.10 In the summer of 2020, Government awarded Medway a grant of £242,000 as part of the Department for Transport's Active Travel fund. This enabled the delivery of an upgraded cycle route on Dock Road, with light segregation from other traffic, the creation of a defined pedestrian zone on Chatham High Street to assist social distancing, new dropped kerbs across Medway, new cycle parking facilities and eleven miles of widened public footpaths. The Council submitted a bid for a further £1.2 million of Active Travel funding in August. This would facilitate the delivery of new and improved cycle infrastructure between Cuxton and Strood and Darland and Chatham, and on

Rochester High Street, Four Elms Hill and Chatham Hill. The outcome of this bid has yet to be announced.

5. Traffic Management

- 5.1 Traffic Management support was provided for events in 2019 including the Dickensian Christmas, Dickens Festival, Sweeps Festival and the Medway Mile. 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.
- 5.2 Traffic signal upgrades and modifications to improve traffic flow and throughput were undertaken at seventeen sites across Medway, including congestion hotspots on The Brook, Bowaters Roundabout, the A230 Maidstone Road, A2 Bloors Lane, New Road/Gibraltar Hill and Canterbury Street/Rock Avenue. Puffin crossings were modified at the A289/Chatham Waters junction to improve crossing times for pedestrians, without detriment to traffic flow. Design work has been completed for a scheme at the Chatham bus/rail interchange to enhance pedestrian facilities and improve the movement of buses. A scheme to introduce traffic signal control and improved pedestrian facilities at the Horsted Gyratory is currently in design and will be progressed during 2020.
- 5.3 Design work for a new slip road from the Medway City Estate onto Berwick Way continued and will be funded through the Local Growth Fund. The slip road will improve egress from the estate during peak periods, assisting with traffic flow and easing congestion. Construction is planned in 2021.
- 5.4 During 2019/20, the Highway Adoptions team concluded four major 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 2019/20. TfSE brings together partners and stakeholders to work with Government on key strategic issues. A strategy is being developed that focusses on how to grow the South East's economy by delivering a safe, sustainable and integrated transport system that makes the region more productive and competitive, improves the quality of life for all residents, and protects and enhances its natural and built environment.
- 6.2 Liaison with the Lower Thames Crossing Project Team continued in 2019/20, with further discussions on all aspects of the scheme; analysis of traffic and air quality impacts will continue during 2020. Separately, Medway Council is working with Kent County Council over the development of infrastructure

proposals for the A229 corridor from junction 3 of the M2 to junction 6 of the M20.

7. **Travel Safety**

- 7.1 A total of 111 Killed or Seriously Injured (KSI) casualties were recorded in Medway during the calendar year 2019 (Provisional figure at this time), an increase of 11 on the previous year. Of these, five fatal casualties were recorded, two more than the previous year. Investigation of crashes forms a significant part of the work of this team and can generate road safety engineering and education interventions funded through the Council's Local Transport Plan funding allocation.
- 7.2 Road safety engineering interventions completed in 2019/20 include:
- Corporation Street, Rochester – New controlled pedestrian crossing facility (near Rochester Station)
 - Magpie Hall Road junction with Palmerston Road, Chatham – Junction improvement
 - Walderslade Road junction with Magpie Hall Road, Chatham – Junction improvement.
 - Zebra crossing – Woodside
- 7.3 Design work commenced for a new Zebra crossing in Borstal village and a road safety scheme in Luton.
- 7.4 The upgrade of Medway's wet film speed camera sites to digital technology was completed in partnership with Kent County Council. All fixed cameras now operate digital cameras with remote data communication.
- 7.5 The Casualty Reduction Partnership (CRP) 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.
- 7.6 Road Safety education was delivered to 5,965 primary school children (8,250 children last year) between September 2019 and March 2020. A further 239 children under the age of 5 [625 children last year] received road safety education between September 2019 and February 2020. Scooter Skills have been delivered to 137 children in Key Stage 1 between September 2019 and March 2020 [622 children last year]. There are currently 26 School Crossing Patrols in place throughout Medway to help facilitate the journey to and from school (29 SCP during the same time last year). As you will see, in all cases, numbers were higher last year. The difference is largely due to the forced school closures from March 2020 until the end of the 2019-20 academic year, which has significantly impacted on uptake levels during the busiest time of the year in terms of road safety education delivery. Of course, the FLS restructure also had implications on staffing resource / delivery levels during this time.

- 7.7 In partnership with the Kent and Medway Casualty Reduction Group, six Medway secondary schools took part in the young driver road safety theatre-in-education production, 'No Turning Back'. Its primary purpose is to contribute to a reduction in road crashes involving young people, with sound educational theory and a revised approach to help consolidate their learning. The young driver intervention is currently undergoing further review and development.
- 7.8 No Turning Back was initially piloted in March 2019 to 4 secondary schools in Medway and Mid Kent College – Medway Campus. The intervention was then repeated as a phase 2 pilot between November 2019 and February 2020 involving 7 secondary schools in Medway.
- 7.9 A two-hour partnership intervention known as 'Swerve It' was piloted at the Road Safety Experience venue in Rochester in October 2019 involving youth services officers, educational specialists and road safety professionals from Kent Police, KFRS, KCC, Medway Council and Community Cycleworks. The workshop involved cycling collision scenarios, stopping distances, self-risk assessments and various bike safety activities.
- 7.10 The national Road Safety Week campaign was promoted to all schools in Medway during November 2019, encouraging local road safety activities and education engagement.
- 7.11 Road Safety public engagement entitled 'Road Savvy' event was led by the Kent and Medway Casualty Reduction Partnership in November 2019 at the Road Safety Experience in Rochester. The event coincided with the launch of National Road Safety Week [18-24 November] and included partner representatives from Medway Council, KCC, Kent Police and KFRS. Activities included the driving simulator, car seat checks and other road safety education engagement activity.

8. **Waste Collection and Disposal**

- 8.1 Although Covid-19 is outside the scope of this reporting period of April 2019-March 2020 it is important to highlight the excellent work the team have carried out to maintain Medway's waste collection and disposal services throughout. A full update will be provided for the next reporting period (April 2020-March 2021):
- Successful implementation of HWRC booking system to help manage social distancing and contact tracing.
 - Temporary 6 week closure of HWRC during lockdown. Hoath Way and Capstone reopened 15 May 2020. Cuxton to reopen in October.
 - Majority of the contracted recycling and waste disposal companies remained operational throughout meaning there has been no change in the way residents waste has been handled and treated
 - Weekly kerbside recycling and waste collections were unchanged during the pandemic and Medway Norse crews were praised by the public

through social media feedback, compliments and with chalk rainbows and drawings on bins.

- Targeted street cleansing including deep cleanse of the high street in advance of high street reopening and additional evening cleanse to address night time economy litter post hospitality reopening (4 July-5 Sept).
- Temporary suspension of bulky fridge/freezer collection due to lack of disposal point (recommenced end-May).
- Graffiti/handyperson service supported NHS trust relocation (midwifery, community nurses etc.)
- Organised clinical waste collection for used PPE at Hoo temporary Covid-19 testing facility.
- Supporting corporate campaigns by retweeting and sharing information on social media.
- April and June Cleaner Medway newsletters themed to support HWRC booking service, recycling during lockdown and advice on managing residual waste during lockdown.

8.2 The audited performance rates for 2019/20 will not be released by Defra until December 2020 but the expected results are as follows:

Performance indicator	Expected result	Movement on previous year
NI 191 - KG's of residual household waste per household	567 kgs	Down by 54 kg's
NI 192 - Percentage of household waste sent for reuse, recycling or composting	46.0%	Up by 3.2%
NI 193 - Percentage of municipal waste sent to landfill	4.0%	Down 6.8%

Table 1 – Predicted NI results 2019/20

8.3 Details of how National Indicators NI 191,192 and 193 are calculated are contained within Appendix 1 of this document.

8.4 The expected result for NI191 – KGs of residual waste per household - has decreased by 54 kgs for 2019/20, the lowest it has been for the past 10 years. Reduction has been influenced by drops in HWRC material which heavily impacted back in 2018 following increases in KCC usage as a result of Pepperhill closure.

8.5 The expected result for NI192 – Percentage of household waste sent for reuse - recycling and composting has increased by 3.2%. The increase has been influenced by a trial run by Medway's waste disposal contractor Veolia, to separate recycle from residual bulky waste rather than sending it to energy recovery or landfill giving a positive boost to our NI192 rate.

- 8.6 The expected result for NI193 – Percentage of municipal waste sent to landfill has decreased by 6.8% for 2019/20, the lowest it has been for 10 years. This decrease has been influenced by the work Medway's waste disposal contractor Veolia has carried out to secure additional non-landfill based capacity.
- 8.7 Overall the level of waste collected decreased during 2019/20 when compared to the previous year. The biggest decrease is with HWRC waste when we saw higher than usual tonnages during 2018/19 due to the increased in KCC waste.

<i>Kerbside-collected tonnes</i>	2018/19	2019/20	% Change
Kerbside black sack waste	56,115	56,149	<i>Down 0.1%</i>
Kerbside recycling: paper, cans, glass & plastic and organic waste	40,869	40,827	<i>Down 0.1%</i>
HWRC recycled (including rubble)	21,866	18,910	<i>Down 14%</i>
HWRC residual	9,333	7,599	<i>Down 19%</i>
Total	128,183	123,485	<i>Down 4%</i>

Table 2 – Kerbside collected tonnes 2018 – 2020

- 8.8 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. This is seen reflected in our NI193 result for this year. During 2019/20 Veolia exceeded their contracted landfill diversion target by 12% meaning an additional 8,000 tonnes of waste were diverted for landfill which, alongside the environmental benefits, saved the council £76k.
- 8.9 Our third annual release of the Medway End Destinations report is now available to view online. This report builds on the success of the previous years' reports and has received positive feedback from residents who want more transparency on where their waste ends up.
- 8.10 Medway's waste disposal contractors aim to process waste as close to Medway as possible. Where there is not either the treatment capacity or a market available in the UK, it is more environmentally friendly to ship the material to a foreign market in comparison to landfill. For the period 2019/20 Medway's waste contractors processed 84% of collected waste in the UK with just 16% of the waste being sent for processing abroad.

9. Communication and public engagement

- 9.1 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.

9.2 In 2019/20, a combination of communication techniques was used to raise recycling awareness including:

- Print communications: 15 Medway Matters articles and adverts.
- Leaflets: day-specific recycling instruction leaflet, Christmas service change, and a new schools leaflet.
- Posters: Christmas service change, spring clean community clean ups, Ella pouch recycling scheme, food waste recycling.
- Corporate social media: engagement campaigns, service change and access information shared through Council Facebook and Twitter.
- @MedwayRecycles twitter account: followers growing from 1000 in Apr-19 to 1262 in Mar-20. Providing a valued medium for planned service information and reactive service changes.
- 'Cleaner Medway' e-newsletter: 7 editions sent, growing from 1882 recipients in Apr-19 to 2189 in Mar-20 with an opening rate of 42% (well above national average which is approx.25%).

9.3 The Environment Engagement Team were active contributors to grass roots recycling projects in Luton and Gillingham. In Gillingham this included contributing to the Medway Task Force Police Crime Commissioner's Fund bid, requesting specific funding for targeted recycling communications in Gillingham North Ward. In Luton this included an engagement workshop and subsequent bio-diversity activities with the Arches Local Project.

9.4 In 2019/20 the targeted campaigns included:

- Food recycling and caddy liner availability at libraries
- Order reusable bags online, separate paper and card
- Service instructions (day-specific)
- Christmas Service Change
- National Spring Clean Community events (postponed to September 2020)
- We had 13 litter picks arrange for March 2020 however this was postponed due to Covid-19. There is a new campaign taking place in September, which will be run in groups (of no more than 6 people) with Ward Councillors becoming group leaders. This will allow us to adhere to social distancing guidance whilst undertaking litter picks.
- Medway fly tipping prevention campaign (including online reporting)
- Kent wide fly tipping prevention campaign #SCRAP
- Recycling Week During (Sept 2019) where Rochester Castle was lit green for 7 evenings. Images of 'green' Rochester Castle reached a national audience as part of the official WRAP Recycling Week campaign.
- Waste minimization around pumpkin carving at Halloween

- 9.5 During 2019/20 the Environmental Engagement team spoke face-to-face with over 3400 residents by visiting 10 schools, 10 adult groups and holding three recycling roadshows.
- 9.6 In 2018/19 The waste team spoke to 583 people at 11 engagement events. This included 7 schools, a members evening, Wigmore Evangelical Church, a Gillingham Scout group and a roadshow at the Pentagon Centre.
- 9.7 The Christmas collection communications were well received with adverts in Medway Matters, the Medway Messenger and on the Council's Facebook and Twitter accounts. The service changes over the festive period included suspension of brown bin collection for two weeks (last year 1 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 the majority of collections happening on the published day.
- Tweet impressions for Christmas in total were 121,000 impressions.
 - Website views specific to Christmas collections were 46,000 page views.
 - Social media published 20x Facebook communication posts which had a reach of 179,900 people including videos made with Medway Norse collection crews.
 - The final thank you post attracted an impressive 90 positive comments from residents to the collection crews.

The use of social media has increased this year as there is now a dedicated engagement team in line with the Corporate Communication Teams approach. An example of this is where there were 141 tweets in 2018/19 with 114,400 impressions and we had 121,000 impressions for our Christmas tweet alone in 2019/20.

- 9.8 The @Medwayrecycles twitter account supported national campaigns from WRAP and Recycle Now including food waste minimization and highlighting the dangers of litter arising from single use plastics. The @Medwayrecycles twitter account enhances all the engagement campaigns ranging from anti-littering to wash and squash recycling messages.
- 9.9 The contact points continue to act 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.
- 9.10 The Environmental Engagement Team introduced a new recycling scheme into all Medway Libraries. This is in partnership with Terracycle. We chose the Ella Pouch Recycling Scheme, which takes baby food pouches which are currently not recyclable at the kerbside and allow them to be collected into specialist recycling bins at each library. This was introduced late in 2019. By the end of March 2020, a total of 1846 pouches had been collected. Terracycle donate 2p per pouch to our chosen charity, the Mayor's chosen

charity being Holding On, Letting Go. This shipment raised £36.92. This also diverted 16kg away from black sacks.

9.11 The Engagement Team were finalists for the Pride in Medway awards in the Green Champions category.

9.12 The new fleet of 38 Love Medway Hate Litter vehicles hit the streets on Tuesday 1 October 2019. The new livery promotes the 'Love Medway' campaign which highlights positive environmental messages including reducing litter and fly-tipping.



10. Food waste collections

10.1 UK homes now throw away over 10.2 million tonnes of food waste annually. This is equivalent to 156kg per person, per year. In Medway this will equate to over 40,000 tonnes of food waste which can be composted if disposed of using the organic waste collection service. Over £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 the Environmental Engagement Team.

10.2 Caddy liners continue to be sold at the libraries. In 2019-20 the Council sold 9911 rolls. It is estimated that this helped divert 387 tonnes of food from black sacks into brown bins, saving up to £15.5k in disposal costs.

11. Household Waste and Recycling Centres (HWRCs)

11.1 Recycling performance has increased by 2% during 2019/20 which is largely influenced by the drop in KCC waste following the closure of Pepperhill.

<i>HWRC recycling rate</i>	2018/19	2019/20	% Change
Recycling rate (excluding DIY waste as per NI192 calculation methodology)	59%	61%	<i>Up 2%</i>
Recycling rate (including DIY waste)	70%	71%	<i>Up 1%</i>

Table above shows HWRC performance 2018 – 2020

11.2 Residents depositing no-longer-loved furniture, household goods and bric-a-brac items are signposted to reuse containers where they get resold to those financially hard-pressed. Alongside the unmeasurable social value reuse brings, this diverted 8 tonnes away from landfill last year.

11.3 The crossborder agreement with KCC was renegotiated to cover the period 1 April 2019 until 31 January 2020 (with the option to extend until 31 March 2020). The new fee includes:

- A proportion of the disposal costs as surveyed using residents' postcode data
- A proportion of the operational costs as surveyed using residents' postcode data

12. Contract monitoring team

12.1 The Contract Monitoring team undertake a range of activities to demonstrate that the waste collection and cleansing contract has been provided to the agreed contract standard. This includes monitoring the collection and cleansing service, investigating and responding to complaints, comments and service requests.

12.2 During 2019/20 period the Contract Monitoring team demobilized the Veolia Waste Collection and Cleansing Contract (Oct 2010-Sept 2019) and mobilized the 10-year Medway Norse contract on 1 October 2019.

12.3 The contract monitoring officers completed over 2,000 contract performance inspections that provide a positive result, demonstrating that Veolia and Medway Norse provided a quality street cleansing and waste collection service.

- 1387 collection inspections demonstrated refuse, recycling and organic collections were being carried out to a good standard.
- 1009 street cleansing inspections demonstrated a good standard of cleansing was being achieved.
- Processed 2709 service requests and enquiries for street cleansing and waste collections (March 2019 – April 2020).

- 12.4 Yearly NI 195 Inspections were completed, and the results show that 96.33% of the highway areas were at a good standard of cleanse at the time of the inspections with little litter present. The standard used is as described in the Code of Practice for litter and refuse 2006 graded as a grade A/B.
- 12.5 During the reporting period Waste Services officers responded to 285 stage 1 corporate complaints.
- 12.6 The monitoring team work in partnership with the waste contractor to ensure new build developments receive waste and recycling collections once residents are in occupation. The contractor and monitoring officers jointly agree the highway is safe for vehicles and operatives to begin collections.
- 12.7 Bin stores at multi occupancy developments have additional safety checks agreed with the developer and managing agent.
- 12.8 The Contract Monitoring team review planning applications to ensure the requirements specified in the Medway Developers Guide are incorporated in the proposed developments.

13. **Transfer of waste contract to Medway Norse**

- 13.1 The waste collection and cleansing service transferred to Medway Norse on 1 October 2019 beginning a ten year service agreement. The service mobilised very smoothly from Pier Approach Road depot and the services on day one were delivered seamlessly.
- 13.2 Norse and Council ICT systems successfully integrated exchanging service requests.
- 13.3 The new street cleansing fleet (39 vehicles) have bespoke "Love Medway" livery. The council 2013 refuse and recycling fleet of 46 vehicles purchased via the DCLG grant continue to operate weekly recycling, organic and refuse collections

Lead officer contact:

Ruth Du-Lieu, Assistant Director, Front Line Services
ruth.dulieu@medway.gov.uk
Tel 01634 333163

Appendices

Appendix 1 – National Indicator calculation methodology

Background documents

None

Appendix 1 – National Indicator calculation methodology

The following guidance has been included to provide an explanation on how National Indicators for waste are calculated. This indicator set is a nationally recognised method for calculating waste performance.

All waste data is reported by Medway Council to Waste Data Flow, the statutory reporting instrument for reporting waste data, on a quarterly basis. The following are the deadlines for Local Authority Waste Data Flow submissions:

Reporting period	Data available by
April to June	30th September
July to September	31st December
October to December	31st March
January to March	30th June

This data is then used to produce national performance reports which are released by Defra, usually in December each year.

NI191 – KGs of residual household waste per household

This is the amount of waste that is not sent for reuse, recycling or composting. It is calculated by deduction, i.e. it is total household waste minus household waste sent for reuse, recycling or composting, as defined under NI192. Therefore, it is recommended that the definitions given under NI192 are considered first. The size metric is the number of households in the local authority area, as given by the dwelling stock figures from the Valuation Office. These figures are taken from the Council Tax base returns made by local authorities.

Numerator

Total household waste as defined under NI192 denominator
Minus
Total household waste sent for reuse, recycling or composting as defined under NI192 denominator

Denominator

Total households in the authority area

NI192 – Percentage of Household waste sent for reuse, recycling and composting

This indicator includes household waste as defined under EPA 1990 and the Controlled Waste Regulations 1992.

‘Sent for’ means delivered to and accepted for re-use, recycling or composting by a company, individual or organisation which will reprocess waste that is an acceptable form for inclusion in the re-use, recycling or composting process.

Any waste described as ‘Sent for’ will exclude any rejected material. For example, rejects from a material recycling facility (MRF).

DIY waste (Rubble & plasterboard) are both classed as non-household waste and are excluded from all parts of the calculation.

Numerator

Total tonnage of waste *sent for* reuse, recycling and composting from:

- HWRCs (excluding DIY waste)
- Kerbside collections
- Bring banks
- Third party recycling (recycling credits)

Denominator

Total tonnage of waste *collected* for reuse, recycling and composting from:

- HWRCs (excluding DIY waste)
- Kerbside collections
- Bring banks
- Third party recycling (recycling credits)

Total tonnage of residual household waste collected from:

- Kerbside black sack waste
- Street litter
- Bulky collections
- HWRCs residual waste
- Clinical waste
- Asbestos

NI 193 – Percentage of municipal waste sent for landfill

The definition of municipal waste is as for the Landfill Allowance Trading Scheme. 'Sent to landfill' includes both collected residual waste sent directly to landfill, waste collected for recycling but subsequently rejected to landfill and residual waste sent to landfill after an intermediate treatment (e.g. MBT).

Numerator

Total tonnage of waste:

- Sent directly to landfill
- Rejected from reuse or recycling to landfill

Denominator

Total tonnage of waste collected:

- For reuse or recycling including:
 - Kerbside recycling
 - Kerbside organics
 - HWRC recycling
 - Recycling separated from bulky waste and flytipping
 - HWRC Reuse
 - Bring site recycling
- For residual disposal including:
 - Kerbside black sack waste

- Street litter
- Bulky collections
- Flytipping residual waste
- HWRCs residual waste
- Clinical waste
- Asbestos