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07 November 2019

Dear Councillor

I am now able to enclose, for consideration at the meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** on Monday 11 November 2019 at 6.00 pm, the following reports that were unavailable when the agenda was printed.

4 **MINUTES** (Pages 2 - 8)

To confirm the Minutes of the meeting of the Committee held on 14 October 2019.

11 **DDC WASTE AND RECYCLING RATES** (Pages 9 - 35)

To receive a presentation from the Waste Services Manager.

Yours sincerely

A handwritten signature in black ink, appearing to be "Nicky", written over the printed name "Chief Executive".

Chief Executive

Minutes of the meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** held at the Council Offices, Whitfield on Monday, 14 October 2019 at 6.00 pm.

Present:

Chairman: Councillor L A Keen

Councillors: D G Beaney (as substitute for Councillor J Rose)
S H Beer
T A Bond
D P Murphy
O C de R Richardson
M Rose
C A Vinson
P Walker
C D Zosseder

Also Present: Councillor P D Jull
Director of Customer Services (East Kent Housing)
Operations Manager Compliance & Maintenance (East Kent Housing)

Officers: Director of Customer Services
Strategic Director (Corporate Resources)
Head of Assets and Building Control
Head of Commercial Services
Head of Finance and Housing
Housing Development Manager
Licensing Team Leader
Democratic Services Manager
Democratic Services Officer

28 APOLOGIES

An apology for absence was received from Councillor J Rose.

29 APPOINTMENT OF SUBSTITUTE MEMBERS

It was noted that in accordance with Council Procedure Rule 4, Councillor D G Beaney had been appointed as substitute member for Councillor J Rose.

30 DECLARATIONS OF INTEREST

Councillor T A Bond declared an Other Significant Interest (OSI) in Minute No. 37 (East Kent Housing Update) by reason of his position as a Director of East Kent Housing to which he was appointed by the Council.

31 MINUTES

The Minutes of the meeting held on 9 September 2019 were approved as a correct record and signed by the Chairman.

32 DECISIONS OF THE CABINET RELATING TO RECOMMENDATIONS FROM THE OVERVIEW AND SCRUTINY COMMITTEE

The decisions of the Cabinet relating to recommendations made by the Overview and Scrutiny Committee at its meeting held on 7 October 2019 were noted.

33 ISSUES REFERRED TO THE COMMITTEE BY COUNCIL, CABINET, OR ANOTHER COMMITTEE

The Democratic Services Manager advised that there were no issues referred to the Committee by Council, Cabinet or another Committee.

34 NOTICE OF FORTHCOMING KEY DECISIONS

The Democratic Services Manager presented the Notice of Forthcoming Key Decisions to the Committee for its consideration.

Members identified the following items for inclusion within the work programme:

- Item 8: To approve the use of Building Foundations for Growth Funding and to authorise the completion of an appropriate legal agreement
- Item 9: Approval of purchase of properties for affordable interim housing
- Item 10: Hackney Carriage and Private Hire Vehicles – access for wheelchair users
- Item 14: Review of catering provision at Kearsney Parks
- Item 15: Approval of budget for construction of Whitfield Phase 1A roads for affordable housing
- Item 16: Authority Monitoring Report
- Item 17: Award of contract for pitched roof replacement works to Council's housing stock
- Item 18: Update on Bus Rapid Transit Project
- Item 19: Demolition of old Dover Leisure Centre
- Item 20: Climate Change Emergency
- Item 21: Approval to enter into a further agreement with Kent County Council in respect of the 'No Use Empty' initiative
- Item 22: To seek approval for public consultation on a Tourism and Visitor Economy Strategy
- Item 23: Dover District Council Local Development Scheme
- Item 24: Refurbishment of Tides Leisure Centre, Deal
- Item 25: Adoption of Victoria Road and Wellington Road Conservation Area Character Appraisals
- Item 26: Adoption of Upper Deal Conservation Area Character Appraisal
- Item 27: Agreement on levels of Fees and Charges for 2020/21

Members discussed the merits of including Item 9 within the work programme.

RESOLVED: (a) That the Notice of Forthcoming Key Decisions be noted subject to the inclusion of the

(b) That items 8-10 and 14-27 in the Notice of Forthcoming Key Decisions be included within the work programme.

35 SCRUTINY WORK PROGRAMME

The Democratic Services Manager presented the Overview and Scrutiny Work Programme to the Committee for its consideration.

Members identified the following items for inclusion in the work programme:

- East Kent Housing Update (every month until advised otherwise)
- Clarification that the consultation item related to general corporate consultation and not Local Plan consultation
- Clarification that the capital expenditure item related to capital expenditure in relation to the digital agenda
- Clarification that the business rate retention item was to review the outcomes of the Council's participation in the Kent Pilot Scheme
- Clarification that the review of property purchases related to the purchases of commercial properties

It was agreed to reschedule the item on parking policy to the January 2020 meeting.

RESOLVED: That the Work Programme be noted, subject to the inclusion of a monthly update from East Kent Housing and the rescheduling of the item relating to the Explanation of Parking Policy and Future Plans to January 2020.

36 PUBLIC SPEAKING

The Democratic Services Manager advised that no members of the public had registered to speak on items on the agenda to which the public speaking protocol applied.

37 EAST KENT HOUSING UPDATE

The Director of Customer Services (East Kent Housing) advised that the Chief Executive (East Kent Housing) had sent her apologies for the meeting. In her absence the Operations Manager Compliance & Maintenance (East Kent Housing) and himself were in attendance and they presented the latest Compliance Report to the Committee as part of the East Kent Housing (EKH) Update.

Compliance Report

The compliance report covered both communal blocks and domestic properties and reported the following levels of compliance:

Communal Properties

- Gas – 100.00%
- Asbestos – 35.92%
- Passenger Lifts – 100.00%
- Fire Risk Assessment – 100.00%
- Electrical Installation Condition Report (EICR) – 29.15%
- Fire Alarms – 100.00%
- Legionella Risk Assessments – 100.00%
- Emergency Lighting – 100.00%

In respect of the EICR target, the certificates were held by a mixture of EKH, Dover District Council and Mears. The data for EKH and Dover District Council had now been combined and Mears were due to supply their data shortly. It was estimated that this would increase the performance from 29.15% to a figure in the mid-30% range. The expected target for completing the missing EICRs was February 2020.

In respect of Fire Risk Assessments (FRA), there were the following outstanding actions:

Council	FRAs Req'd	FRAs done	Trivial	Tolerable	Moderate	Substantial	Intolerable
DDC	222	222	1	1	208	11	0

In respect of Water Hygiene Actions, there were the following outstanding actions:

	Low	Medium	High
DDC	9	240	275

Domestic Properties

- Electrical Installation Condition Report (EICR) – 58.66%
- Gas – 99.97%
- Smoke Detectors – 88.77%
- Asbestos – 20.44%

The Director of Customer Services (East Kent Housing) advised that the costings for the asbestos work had been sent to the councils and that it was anticipated that the asbestos targets would be achieved by mid-December 2019.

Customer Satisfaction Surveys

The Director of Customer Services (East Kent Housing) advised that Mears conducted satisfaction surveys for approximately 38% of all repair works undertaken. This was primarily through the Mears operative providing the tenant with their personal digital assistant (PDA) device. Members were advised that the operative would not see the answers to the two questions and a number of follow-up validation assessments were undertaken by Mears. In addition, resident scrutiny had conducted a review in January 2018 with a follow-up review in January 2019 that had expressed a strong degree of confidence in the results of the surveys and was consistent with the data from Mears own validation assessments.

If a resident requested, they could complete the survey via the post or over the telephone instead of using the PDA. However, historically postal response rates had always been very low when it was the primary survey method.

RESOLVED: That the officers from East Kent Housing be thanked for attending the meeting.

(Councillor T A Bond declared an Other Significant Interest (OSI) in Minute No. 37 (East Kent Housing Update) by reason of his position as a Director of East Kent Housing to which he was appointed by the Council and withdrew from the meeting for the consideration of the item of business.)

38 LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976: REQUEST FOR INCREASE IN HACKNEY CARRIAGE FARES

The Chairman thanked the Licensing Team Leader for attending the meeting and welcomed the decision of the Cabinet at its meeting held on 7 October 2019 to not proceed with the request for an increase in hackney carriage fares.

RESOLVED: That it be recommended to Cabinet that the table of revised fares proposed by the Dover Federation of Licensed Taxi Operators should not be approved.

39 SHARED OWNERSHIP SALES POLICY

The Head of Finance and Housing and the Housing Development Manager presented the proposed Shared Ownership Sales Policy report.

Members were advised that the Council had recently acquired 3 shared ownership properties via a Section 106 agreement, and these had been made available for sale. In addition, a further 29 shared ownership properties were currently being developed by the Council with handovers expected during 2020. However, the Council did not currently have a policy for directing the Shared Ownership sales process and the proposed policy had been developed in line with Homes England and Planning guidance to resolve this matter.

Members, while welcoming the policy, questioned the annual rent increase level of RPI + 0.5% set out in the policy when it was higher than the CPI rate which the Government was moving towards using. In response it was stated that if the Government switched to the CPI rate then the policy would also change to it. In the case of the William Muge properties as these were grant funded by Homes England the Council was committed to following their guidance as set out in the policy.

There was concern expressed as to how the Council would deal with issues of the shared owner defaulting on their payments or falling into arrears and what impact this would have for the Council. There were particular concerns expressed that the Council would have less control than the mortgage company on an asset it might be the majority owner in. Accordingly, it was the consensus view that paragraph 12 (Rent arrears and non-payment of service charges) of the policy needed to be expanded to reflect these concerns.

The Strategic Director (Corporate Resources) advised that there would be a separate policy for dealing with the issue of rent arrears in shared ownership properties.

- RESOLVED: (a) That it be recommended to Cabinet:
- (i) That the proposed Shared Ownership Sales Policy be approved.
 - (ii) That the Head of Finance and Housing, in consultation with the Portfolio Holder for Housing and Health, be authorised to undertake any necessary minor amendments to the policy prior to the formal review date.
 - (iii) That paragraph 12 of the policy be expanded to provide more detail in respect of the Council's actions in respect of rent arrears and non-payment of service charges occurring.

- (b) That an update be made to the Overview and Scrutiny Committee in 3 months' time from the Head of Assets and Building Control.

40 ST JAMES'S CHURCH, WOOLCOMBER STREET, DOVER

The Head of Assets and Building Control presented the report on St James's Church, Woolcomber Street, Dover.

Members were advised that the report related to the works needed to stabilise, protect and conserve the structure to allow the former leisure centre to be demolished. The proposed works would safeguard the heritage value of the 'Tidy Ruin' remains and protect the public from the potential of falling objects. The proposals were to undertake the Priority A, B and C works identified by Purcells as this would protect the structure while its longer-term sustainability could be considered.

The issue of the effects of wind forces on the site once the old leisure centre had been demolished were raised as well as the impact of any future development on the site.

RESOLVED: That it be recommended to Cabinet:

- (a) That a project to undertake essential works to safeguard the structure of St James's Church in the short to medium-term, and which allows the former leisure centre to be demolished, be approved.
- (b) That the Strategic Director (Operations and Commercial), in consultation with the Portfolio Holder for Environment and Commercial Services, be authorised to take all necessary actions to deliver the project, including the awarding of relevant contracts.
- (c) That the Cabinet be congratulated on its actions to take care of the historic 'Tidy Ruin'.

41 REVIEW OF APPOINTMENTS TO OUTSIDE BODIES

The Democratic Services Manager presented the report on the Review of Appointments to Outside Bodies.

Members were advised that the Leader of the Council had requested the review following the reduction in the council size from 45 to 32 councillors at the last election. It was emphasised that none of the proposals affected appointments that were considered to have a strategic importance or involved the Council's statutory responsibilities. In most cases it was expected that trustees would make alternative arrangements from within their local communities to replace those appointments previously made by the Council.

The importance of the expertise brought to the Dover Bronze Age Boat Trust by the Council's nominee was raised but this could be dealt with through the trustees directly appointing Mr Richardson at the expiry of his term of appointment from the Council. In addition, as the Bronze Age Boat was located within the Dover Museum the Council would continue to be involved with its future in other ways.

Members expressed the view that there were many suitably qualified alternative trustees from within the local community for the outside bodies in question.

RESOLVED: That it be recommended to Cabinet that the recommendations set out at Appendix 1 to the report be approved, in particular that the appointments to Age Concern Deal (Liaison Committee), Dover Bronze Age Boat Trust and Dover District Volunteering Centre should be withdrawn with effect from May 2020, and that the appointments to Dover, Deal & District Citizens' Advice Bureau and Mary Hougham Almshouses should be reduced to one Member with effect from May 2020.

42 EXCLUSION OF THE PRESS AND PUBLIC

It was moved by Councillor S H Beer, duly seconded by Councillor O C de R Richardson and

RESOLVED: That, under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the remainder of the business on the grounds that the items to be considered involved the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A of the Act.

43 KEARSNEY PARKS - CAFE PROVISION

The Head of Commercial Services presented the report on the café provision in Kearsney Parks.

RESOLVED: That it be recommended to Cabinet that the proposal for the Council to fit-out the café at Kearsney Abbey and operate an in-house catering service from the same be approved.

The meeting ended at 7.59 pm.

Subject:	RECYCLING AND WASTE PERFORMANCE
Meeting and Date:	Overview & Scrutiny Committee, Monday 11th November 2019
Report of:	Mandy Pile, Waste Services Manager
Classification:	Unrestricted

Purpose of the report:	<p>To provide an overview of the Council’s recycling and waste performance, including comparative information against other authorities in Kent and nationally.</p> <p>The overview explains what materials are currently recycled at the kerbside and identifies what is currently being done and the future plans to increase the recycling rate.</p>
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Recommendation:	N/A
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1. Summary

It is now more than 10 years since the East Kent Districts (Dover DC, Thanet DC, Canterbury CC and Folkestone & Hythe DC) formed a partnership with Kent County Council with the aim of delivering a consistent collection scheme across the East Kent districts which not only delivered savings but streamlined the four diverse recycling and waste collection methods that existed at that time.

In 2011 an enhanced recycling and waste collection scheme was introduced across the Dover district which allowed residents to recycle a wide range of materials at the kerbside, for the household waste that could not be recycled a fortnightly collection of residual waste was implemented. The new scheme has seen recycling rates rise from 31.9% in 2010/11 to 47% in 2018/9 and the kilograms of waste produced per household per annum generated fall from 532.19kgs/ph/pa to 354.4kgs/ph/pa.

2. Background and Introduction

2.1 The Council’s Recycling and Waste contract was awarded to Veolia UK in 2010 and it runs from 16th January 2011 until 15th January 2021.

2.2 As part of the contract award an enhanced recycling scheme was provided to all residents across the district, this was rolled out from September 2011 until April 2012.

2.3 During the roll out period residents were delivered a 240ltr blue lidded wheeled bin, to allow for a fortnightly collection of recycling; in the blue bin you can recycle.

- Food and drinks cans
- Glass bottles and jars
- Plastic bottles
- Plastic pots, tubs and trays (from the kitchen or bathroom)
- Beverage cartons i.e. Tetrapak
- Kitchen foil and metal food trays
- Empty aerosol cans

- 2.4 Residents who were unable to store a wheeled bin were issued with a blue box to enable them to recycle the same materials.
- 2.5 The black box already used in the district was repurposed for paper and cardboard recycling at the kerbside. The box is also collected fortnightly at the same time as the blue lidded wheeled bin (or blue box).
- 2.6 Due to the enhanced recycling collection the waste that could not be recycled at the kerbside was reduced considerably and was therefore moved to a fortnightly collection, with waste collected in a 180ltr wheeled bin; purple sacks are provided to residents who were unable to store a wheeled bin in their garden.
- 2.7 To ensure that food waste was not left to rot and start to smell for two weeks in the wheeled bin, a weekly collection for food waste was launched at the same time. A 23ltr food waste bin was delivered to all residents, along with a smaller kitchen caddy and a supply of compostable food waste bags to encourage residents to recycle their food waste.
- 2.8 Leading up to and during the roll out of the new scheme, workshops, waste clinics and road shows were held across the district to promote the enhanced recycling scheme and changes to waste collection.

3. Recycling Rates

- 3.1 The Kent Resource Partnership Annual Report 2018/ 2019 was released in October 2019, it provides recycling rates for the Kent Authorities for the past six years. The table below has been taken from the report and shows the recycling rates across Kent for the past 6 years, Dover District Council has the 5th highest recycling rate in Kent for 2018/19 and has consistently exceeded England's recycling rate since 2016.

Council	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Ashford Borough Council	41.92%	55.32%	53.1%	55.18%	56.6%	53.4%
Canterbury City Council	48.5%	48.4%	43.2%	44.4%	43.5%	46.3%
Dartford Borough Council	26.6%	27.6%	25.6%	25.2%	25.2%	25.9%
Dover District Council	44.2%	42.4%	41.7%	44.7%	47.3%	47.0%
Folkestone & Hythe District Council	44.6%	47.6%	44%	42.5%	45.3%	48.0%
Gravesham Borough Council	24.5%	34.2%	35%	34.5%	40.7%	42.2%
Maidstone Borough Council	46.6%	49.1%	47.8%	49.9%	51.1%	51.4%
Sevenoaks Borough Council	32.8%	33.4%	31.9%	38.3%	38.1%	37.5%
Swale Borough Council	34.2%	40.3%	36.9%	41.6%	41.2%	42.7%
Thanet District Council	30.3%	33.9%	31.6%	33.8%	34.9%	36.3%
Tonbridge and Maling Borough Council	43.1%	42.4%	41.5%	42.5%	41.7%	41.9%
Tunbridge Wells Borough Council	46.3%	46.7%	45.6%	49.1%	48.4%	47.8%
Kent Resource Partnership Totals	43.6%	45.6%	44.1%	46.3%	46.7%	47.2%
England's Recycling Rate (excl iba)	44.2%	44.8%	43.9%	44.2%	44.4%	45.2%

3.2 Recycling rates are calculated in line with the guidance provided when this was reported as a national indicator NI192; the national indicator was discontinued in 2012 but we have continued to report this locally (WAS011).

3.3 The recycling calculation is calculated to include all household waste defined under the Environmental Protection Act 1990 and the then Controlled Waste Regulations 1990 (the Controlled Waste Regulations were updated in 2012, this did not alter how the calculation is made). For clarity the calculation is made as follows:

$X/Y \times 100$ where:

X = Tonnage of household waste collected for reuse, recycling, composting or anaerobic digestion i.e. food waste collected at the kerbside, garden waste collected at the kerbside, the contents of the blue wheeled bin and black box collected at the kerbside, some elements of the waste collected by mechanical sweepers, paper collected from the paper banks in our car parks, clothes collected from clothing banks in our car parks, some elements of community litter pick events that are sorted by the groups to be recycled, recycling picked up by the manual street cleansing operatives using a barrow and fridges and freezers collected during our bulky waste collections.

Y = Total tonnage of household waste collected, this includes all the above, plus all household waste collected at the kerbside from the refuse bin or purple sacks, all litter collected from the litter bin emptying rounds, all litter collected through community clean up events, blossom and leaf fall, clinical waste and needles collected directly from residents and through Pharmacies, all mechanical sweeping arisings, all litter manually litter picked by Veolia and waste collected through the bulky waste collection service. Fly tipped waste tonnage is excluded from the calculation; all waste collected at the Household Waste Recycling Centres (the tip) is also excluded.

3.4 Good performance is typified by a higher percentage.

4. Household Waste

4.1 The Kent Resource Partnership Annual Report 2018/ 2019 reports on the amount of residual household waste (waste that is not recycled) per household that is produced per authority across Kent, this is calculated in kilograms per household per annum of waste generated. The table below has been taken from the KRP annual report and shows the amount of waste generated per household in Kent for the past 6 years, Dover District Council has the lowest household waste per household in Kent for 2018/19.

Council	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Ashford Borough Council	441.4	350.6	370.4	354.3	327.2	359.5
Canterbury City Council	433.6	425.0	465.2	460.1	470.5	443.9
Dartford Borough Council	626	598.6	618.5	634.3	619.2	605.4
Dover District Council	364.6	373.7	394.4	374.8	343.6	354.4
Folkestone & Hythe District Council	442.7	415.4	414.0	422.1	400.2	373.6
Gravesham Borough Council	567.4	497.7	483.9	512.2	431.7	432.2
Maidstone Borough Council	443.4	434.2	441.5	420.7	403.6	403.3

Sevenoaks Borough Council	589.5	596.3	596.1	567.4	558.9	553.2
Swale Borough Council	519.5	481.3	520.0	498.6	490.3	489.9
Thanet District Council	473.1	468.9	483.9	475.7	452.5	437.7
Tonbridge and Maling Borough Council	553.8	556.7	569.0	563.1	548.3	548.6
Tunbridge Wells Borough Council	526.9	515.8	523.2	479.2	471.2	456.2
Kent Resource Partnership Totals	580.0	567.3	584.5	567.0	540.9	535.3

4.2 Household waste per household per annum is calculated in line with the guidance provided when this was reported as a national indicator NI191, the nation indicator was discontinued in 2012 but we have continued to report this indicator locally (WAS012).

4.3 For clarity the calculation is made as follows:

$$(X/Y) * 1000$$

X = Total tonnage of household waste collected by the authority, minus the tonnage of household waste collected by the authority for reuse, recycling, composting or anaerobic digestion.

Y = Number of households (as given by the dwelling stock figures from the Council Tax base).

4.4 Good performance is typified by a lower figure per household.

5. Trend Analysis

5.1 Since the recycling service was enhanced in 2011 material (items that have been recycled) trend data has been kept, to align with previous charts the table below shows the type of material, collected in tonnes, from 2013/14.

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Paper and Card	4374.83	4371.54	4631.28	4228.19	3883.6	3668.19
Container Mix	4315.79	4371.54	4885.1	5507.37	5515.84	5675.82
Food Waste	3337.42	3155.16	2958.27	2917.68	3618.38	3805.61

5.2 During 2017 we worked on increasing the levels of food waste that were collected through the kerbside scheme. We carried out a dedicated campaign offering free food bins and liners to residents who were not taking part in the food waste recycling scheme, this resulted in an increase in residents using the scheme and an increase in the tonnage collected at the kerbside.

5.3 Since the campaign in 2017, we have been promoting the food waste scheme through drop in clinics, coffee mornings, school talks and community group talks, these continue throughout the year, food waste recycling amongst other topics is promoted and free food waste liners given out.

5.4 Throughout the period that we have been promoting food waste we have also seen an increase in the amount of recycling collected in the blue lidded wheeled bin.

5.5 What is not clear is why the amount of paper and cardboard collected has dropped, the waste industry professionals would suggest that residents have moved away from their usual daily newspaper or magazine to online newspapers and articles.

6. Contamination -Non Target Materials

6.1 The quality of materials collected is important to ensure that recycling can be recycled, since 2014 we have been monitoring the amount of contamination (non-targeted recycling) within our material streams.

6.2 Whilst garden waste, food waste and paper and cardboard have negligible amounts of contamination the materials collected in the blue lidded wheeled bin have contamination in them

6.3 The table below shows the levels of contamination in the blue lidded wheeled bin since 2014.

	2014/15	2015/16	2016/17	2017/18	2018/19	2019(to date)
Contamination Rate	24%	13%	12%	12%	12%	9%

6.4 The amount of materials incorrectly placed in the blue lidded wheeled bin has remained low however since the decrease in 2015/16 it has remained at around 12%. During the Spring of 2019 officers in the waste team concentrated on the levels of contamination in bins.

6.5 Working together with Veolia, officers visited streets ahead of collections to identify wheeled bins where there were high levels of contamination. Interestingly of all the bins visited there was no indication that residents were purposely putting the wrong items in their bins for recycling i.e. placing black bags of waste in them. The visits showed that incorrect items included plastic toys, crisp packets, vegetable or fruit bags and plastic pet food pouches.

6.6 Throughout the visit's officers spoke with residents on the doorstep, left leaflets advising what should be placed in each wheeled bin or container, placed stickers on recycling bins and visited retrospectively where they were not able to speak with a resident on the first visit.

6.7 The work carried out is reflected in the reduced contamination levels so far this year (2019 (to date)).

6.8 In the New Year we are starting work with housing associations, housing management companies, letting agents and East Kent Housing with a view to reviewing recycling in communal areas where non targeted material is an issue, or where no recycling facilities exist because they had been previously removed due to poor quality of recycling.

7. Communication

7.1 Dover District Council continues to work in partnership with the Kent Resource Partnership where an annual plan of communications is carried out at a local level, a copy of the annual plan is provided in the appendices for reference.

7.2 Annual collection calendars are issued to residents in November / December each year, this serves as a reminder of collection days and what can be recycled in the recycling bin.

8. **Appendices**

Kent Resource Partnership Annual Report 2018 – 2019

KRP Annual communications plan

9. **Background Papers**

None

Contact Officer:

Mandy Pile, Waste Services Manager

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Kent Resource Partnership

Annual Report – 2018/19





For general enquiries or if in doubt as to whom to contact for any of the 13 Kent councils:-

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Foreword



*Cllr Nicholas Kenton
Chairman of KRP &
Cabinet Member for Planning & Regulatory Services,
Dover DC*



*Cllr Andrew Buchanan
Vice-Chairman of the KRP &
Cabinet Member for Environment & Land Management,
Ashford BC*

As with previous years, the Kent Resource Partnership (KRP) has been extremely busy. This Annual Report provides a snapshot of what the 13 Kent councils have achieved in 2018/19. It reflects KRP performance, actions and engagement activities taken forward. This is in addition to 1.5 million Kent citizens receiving their recycling, waste, street cleansing, and environmental protection services.

Provisional figures for 2018/19 saw the 13 Kent councils handle over 711,000 tonnes of household waste. Recycling and composting increased by 0.5% to 47.2%. The KRP is proud of this achievement and feel that the timing of Government's new Resource & Waste Strategy provides a springboard to help the KRP achieve even greater performance in future. Policies such as an extended producer responsibility regime for packaging producers and recycling consistency, will undoubtedly help performance. 51.1% of Kent's household waste was used to generate energy and only 1.7% went to landfill. Residual waste fell by 5kg per household.

The total cost of waste resource management for 2018/19 across the 13 Kent councils was just over £97 million. On average this equates to £150 per household, per year. If this were to be broken down further, that's an average cost of £2.89 per household, per week.

Notable actions this year include:- the procuring and awarding of new recycling and waste contracts for a number of councils, engaging with citizens by delivering the 1st KRP Communications Calendar, working with WRAP to improve food recycling, combining forces to tackle fly tipping and working with the resource and waste sector to help deliver ambitions set out in the Resource & Waste Strategy.

If you have any questions on the report or would like to find out more about the KRP, please contact the KRP Manager, Paldeep Bhatti. Email Paldeep.Bhatti@kentrp.org.uk or phone 01732 227128.

Background

The Kent Resource Partnership (KRP) is made up of the 13 Kent councils.

These are:- Ashford Borough Council, Canterbury City Council, Dartford Borough Council, Dover District Council, Folkestone & Hythe District Council, Gravesham Borough Council, Kent County Council, Maidstone Borough Council, Sevenoaks District Council, Swale Borough Council, Thanet District Council, Tonbridge & Malling Borough Council and Tunbridge Wells Borough Council.

The purpose of the KRP is to deliver the following three strategic objectives:-

1. Deliver the Kent Joint Municipal Waste Management Strategy (KJMWMS). This Strategy was first adopted in 2007 to manage Kent's municipal waste. It has since been refreshed in 2017/18 to cover the period up to 2020;
2. Deliver financial and performance benefits to Kent taxpayers; and manage risks to finance and performance as appropriate; and
3. Contribute to, and set a national lead, in delivering projects that manage supply chain issues in the leanest and most effective ways; securing value from discarded materials; and proactively identifying innovation and excellent practices.



KRP Performance

Subject to validation from Government later this year, the KRP performance for 2018/19 continues to generally align with targets outlined within our Strategy. The residual household waste per household figure was **535.5 kg/h’hold** – a marginal improvement to the previous year. **47.2%** of household waste was recycled & composted, **51.1%** to generate energy with only **1.7%** sent to landfill.

Table 1: NPI 191 – Residual Household Waste per Household (kg/h’hold)

Council	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	% Decrease (over six years)
Ashford Borough Council	441.4	350.6	370.4	354.3	327.2	359.5	-18.6%
Canterbury City Council	433.6	425.0	465.2	460.1	470.5	443.9	2.4%
Dartford Borough Council	626.0	598.6	618.5	634.3	619.2	605.4	-3.3%
Dover District Council	364.6	373.7	394.4	374.8	343.6	354.4	-2.8%
Folkestone & Hythe District Council	442.7	416.4	414.0	422.1	400.2	373.6	-15.6%
Gravesham Borough Council	567.4	497.7	483.9	512.2	431.7	432.2	-23.8%
Maidstone Borough Council	443.4	424.2	441.5	420.7	403.6	403.3	-9.0%
Sevenoaks District Council	589.5	596.3	596.1	567.4	558.9	553.2	-6.2%
Swale Borough Council	519.5	491.3	520.0	498.6	490.3	489.9	-5.7%
Thanet District Council	473.1	468.9	483.9	475.7	452.5	437.7	-7.5%
Tonbridge and Malling Borough Council	553.8	556.7	569.0	563.1	548.3	548.6	-0.9%
Tunbridge Wells Borough Council	526.9	515.8	523.2	479.2	471.2	456.2	-13.4%
KRP	580.0	567.3	584.5	567.0	540.9	535.3	-7.7%

Source: Waste Data Flow (provisional figures for 2018/19 and are subject to slight change. Final figures, including national figures, to be published by Defra at the end of 2019).

Table 1 (above) shows residual waste decreasing per household. Over the past six years there has been a general reduction year-on-year. This has been assisted by councils moving towards similar collection methods across Kent i.e. recycling collected fortnightly, residual waste collected fortnightly and a weekly food recycling service. This has in turn driven the desired behaviours from citizens and supported the KRP in achieving its targets. Since 2013/14, the KRP’s residual waste per household tonnage has seen a percentage decreased of 7.7%.

With housing and population growth expected, the KRP continues to emphasise the role of minimising waste in the first place. The KRP will therefore continue to support Courtauld 2025 (led by WRAP) and other campaigns which promote reducing waste or reuse.

Table 2: NPI 192 – Percentage of Household Waste Recycled & Composted

Council	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	% Increase (over six years)
Ashford Borough Council	41.9%	55.3%	53.1%	55.1%	56.6%	53.4%	27.4%
Canterbury City Council	48.5%	48.4%	43.2%	44.4%	43.5%	46.3%	-4.5%
Dartford Borough Council	26.6%	27.6%	25.6%	25.2%	25.2%	25.9%	-2.6%
Dover District Council	44.2%	42.4%	41.7%	44.7%	47.3%	47.0%	6.3%
Folkestone & Hythe District Council	44.6%	47.6%	44.0%	42.5%	45.3%	48.0%	7.6%
Gravesham Borough Council	24.5%	34.2%	35.0%	34.5%	40.7%	42.2%	72.2%
Maidstone Borough Council	46.6%	49.1%	47.8%	49.9%	51.1%	51.4%	10.3%
Sevenoaks District Council	32.8%	33.4%	31.9%	38.3%	38.1%	37.5%	14.3%
Swale Borough Council	34.2%	40.3%	36.9%	41.6%	41.2%	42.7%	24.9%
Thanet District Council	30.3%	33.9%	31.6%	33.8%	34.9%	36.3%	19.8%
Tonbridge and Malling Borough Council	43.1%	42.4%	41.5%	42.5%	41.7%	41.9%	-2.8%
Tunbridge Wells Borough Council	46.3%	46.7%	45.6%	49.1%	48.4%	47.8%	3.2%
KRP	43.6%	45.6%	44.1%	46.3%	46.7%	47.2%	8.3%

Source: Waste Data Flow (provisional figures for 2018/19 and are subject to slight change. Final figures, including national figures, to be published by Defra at the end of 2019).

Table 2 (above) shows the KRP’s recycling & composting performance over the past six years. The recycling & composting rate for 2018/19 was 47.2% - an increase of 0.5% points, compared to the previous year. The KRP performance was again above the average for English County Councils.

Since 2013/14, the KRP’s recycling & composting performance has seen a percentage increase of 8.3%.



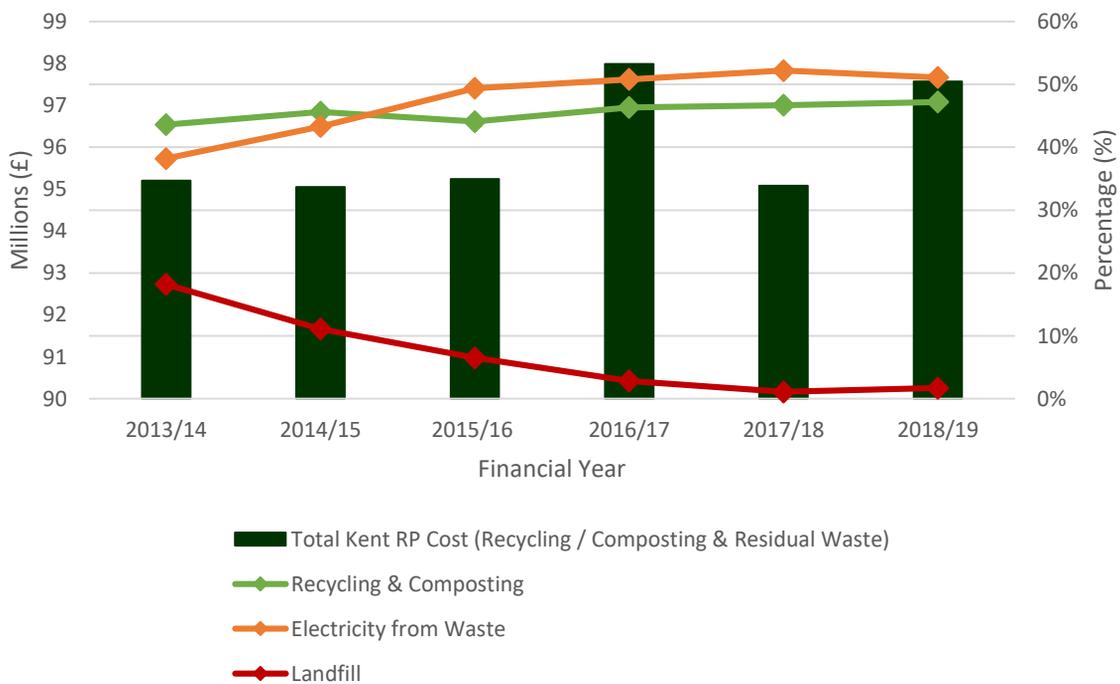
Table 3: NPI 193 – Percentage of Municipal Waste sent to Landfill

Council	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	% Decrease (over six years)
County Wide Total	18.2%	11.1%	6.5%	2.8%	1.1%	1.7%	-90.7%

Source: Waste Data Flow (provisional figures for 2018/19 and are subject to slight change. Final figures, including national figures, to be published by Defra at the end of 2019).

Table 3 (above) shows the amount of household waste sent to landfill over the last six years. For 2018/19, the KRP accomplished a 98.3% landfill diversion rate. Whilst the amount sent to landfill has increased slightly compared to last year, the KRP is still below its 2% target. This year’s increase was partly due to the Energy for Waste facility at Allington closing for maintenance work in March 2019. The aim continues to be to maintain this high level of performance and if possible achieve a 100% landfill diversion rate. Over the last six years, the amount sent to landfill has seen a percentage decrease of 90.7%

Table 4: Overall KRP Performance vs Cost – 2013/14 to 2018/19



Source: Waste Data Flow & the 13 Kent councils

Table 4 (above) shows the KRP’s total cost of waste resource against its performance over the last six years. It can be seen that the total cost of waste resource managed for 2018/19 was just over £97million. For 2018/19, on average this equates to £150 per household, per year. Breaking this down further, that’s an average cost of £2.89 per household, per week.

Just under £16million was also invested in keeping Kent clean.

Kent Councils – New Contracts

In March 2019, Tonbridge & Malling BC and Tunbridge Wells BC began its new joint recycling, waste collection and street cleaning services contract with Urbaser.

Urbaser were awarded the eight-year contract to deliver improved recycling service to 101,000 Kent households across both areas following a detailed procurement exercise. Whilst the new contract began in March, the roll out of its new and improved services begins in late September 2019.



The new service includes: - weekly collection of food; fortnightly collection of residual waste; alternative weekly collection of mixed dry recyclables and a separate fortnightly collection of garden waste as an opt-in chargeable service; and additional collections of textiles, household batteries and WEEE. This new service aligns with the majority of other Kent councils.



In June 2019, Dartford BC began its new recycling, waste collection and street cleaning services contract with Urbaser. The new contract continued to deliver the same service delivered by the previous contractor. This decision was supported by Dartford citizens when they responded to the councils 'Big Bin' consultation in 2017/18.

Resource & Waste Strategy



In December 2018, the Government launched its much anticipated Resource & Waste Strategy. The Strategy sits alongside the Government's 25 Year Environment Plan, the Bioeconomy Strategy and the Clean Growth Strategy which sets out how the UK plans to cut carbon emissions to combat climate change and drive economic growth. Some of the key ambitions within the Strategy include; businesses & manufacturers to pay the full cost of recycling or disposing of their packaging waste, exploring the possibility of a deposit return scheme and introducing plans for a consistent approach to recycling across England – all subject to consultation.

In February, Defra launched three major consultations on these key ambitions. At the same time, HM Treasury also launched its own consultation on placing a tax on plastics packaging. The Partnership swiftly took action which included: - establishing its initial views on the questions outlined within the consultations; engaging with a range of key stakeholders across the resource & waste industry and putting in place an efficient process to approve final consultation responses. During the consultation period, the Partnership worked with:- INCPEN, LARAC, NAWDO, CIWM, Resource Association and the other councils in the South East.

In May 2019, the Partnership submitted its responses to all four consultations. The responses reflect support to the principles of extended producer responsibility and consistent approach to recycling across England. There was a consensus that Government initially ought to focus its efforts on delivering these two ambitions before exploring a deposit return scheme. There is also an appreciation more work is still to be done over the coming months and the 13 Kent councils stand ready to support Government with delivering its ambitions, as outlined with the Strategy.

Engaging with Kent Citizens

Over the last year, the KRP has made great strides to improve communication and engagement with Kent residents in a coordinated way. In 2018/19, the KRP agreed its first ‘Communications Calendar’ which saw a joint effort to focus on:- reducing avoidable food waste, improving the quality and quantity of recycling and tackling street scene issues including littering and fly tipping.

Shown below is a snapshot of the campaigns delivered, including outcomes: -



Recycle Week – Sep 2018

In September, Kent councils supported ‘Recycle Week’ – the national recycling campaign led by WRAP. Main activities included:- all 640,000 households in Kent receiving a leaflet which outlined what plastic packaging could be recycled around the home, recycling roadshows across the County and effective social media engagement.

Results of the campaign saw a 1% tonnage increase in plastic packaging, 10% tonnage increase for all recyclable packaging with household waste tonnages remaining the same, compared to the same period for the previous year.



Working with WRAP ahead of the campaign, Kent councils also adopted social normative language in its social media engagement. The campaign was evaluated online using #KentRecycles. It was estimated over 139,000 social media accounts had been reached with a total of 618,000 impressions gained.



Pumpkin Rescue – Oct 2018

In October, most Kent councils supported the ‘Pumpkin Rescue’ campaign via social media. This was a seasonal campaign led by Hubbub with a core message to address the 18,000 tonnes of pumpkins thrown away across the UK each year. The benefits of this campaign were that it enabled citizens celebrate Halloween in a way which united communities, cut food waste through promotion of cooking, composting and careful consumption.



SCRAPFlytipping – Nov 2018

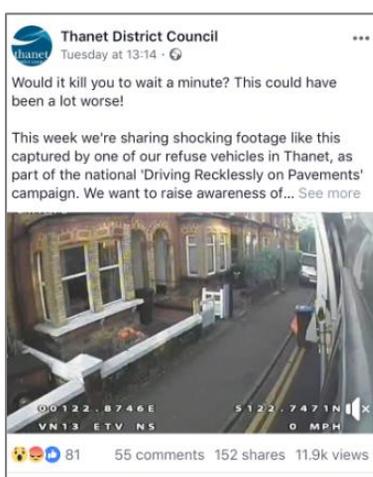
In November, Kent councils delivered a social media campaign which looked to highlight what citizens needed to do when disposing of their waste responsibly. The campaign included engaging infographics and helpful web links for citizens to easily report a fly tip, advice when checking for a waste carriers license and finding the nearest household waste recycling centre. The campaign was also jointly supported by the Environment Agency, Kent Police, National Farmers Union and Medway Council. The campaign originated from the councils who made up the Hertfordshire Waste Partnership – this enabled Kent councils to dovetail a local message to a wider audience. Throughout the campaign, councils promoted the hashtags, #SCRAPFlytipping and #KeepKentClean on social media platforms. The estimated reach for #SCRAPFlytipping was over 284,000 social media accounts, with over 419,000 impressions gained. The estimated reach for #KeepKentClean was over 140,000, with over 277,300 impressions gained.



Driving Recklessly on Pavements – Feb 2019

In February, Kent councils worked with Kent Police to launch the #stopDROPs campaign across the County. The social media campaign aimed to raise awareness of the dangers collection crews faced when some motorists chose to drive recklessly on pavements to get around their recycling & waste vehicles. The campaign saw councils share genuine CCTV footage from recycling & waste vehicles and highlighted some top tips for motorists when travelling around vehicles.

The estimated reach for #stopDROPs was over 226,000 social media accounts, with over 374,000 impressions gained. The campaign also gained positive media coverage across national, local and resource and waste industry outlets. During the upcoming year, Kent councils have been tasked with tracking how many incidents take place across Kent, as well as what enforcement action was taken forward by Kent Police.



Great British Spring Clean – March & April 2019

Similar to previous years, the KRP supported the ‘Great British Spring Clean’ led by Keep Britain Tidy. Activities included:- community litter picks, deep cleans, high-speed road litter picks, anti-litter signage across Kent and social media coverage using #KeepKentClean.

Outcomes of the campaign included: -

- Over 250 litter picks across Kent;
- 4,078 litter volunteers involved across Kent;
- 4,838 bags of litter (via parish/town councils & community groups);
- 828 bags of litter (via Highways England); and
- Over 136,000 social media account reach (via #KeepKentClean).

This was the largest Kent campaign, compared to previous years.





Food Recycling with WRAP

Earlier this year, WRAP invested just over £160,000 into Kent by partnering with Swale BC and Thanet DC to deliver a food recycling campaign. The aims of the campaign were to:-

- Recycle more food waste;
- Reduce the amount of food waste going to generate energy or landfill;
- Reduce contamination within the food waste collection.

After evaluating past tonnages for all Kent councils, WRAP agreed the two councils had the greatest scope to improve its food recycling rates given their relatively low capture rates. In June, the two councils delivered the food recycling campaign. The campaign was underpinned by past campaigns facilitated by WRAP. Residents across the two areas received:-

- Free caddy liners;
- A bin sticker for the residual bin; and
- A food recycling leaflet.

The campaign was also supported via the councils social media accounts. Full evaluation of tonnage is expected to take place later this year.



Joint Action Against Fly Tippers

The KRP continue to make great strides to tackle fly tipping across the County by working together. The last two years has seen the KRP fund an Intelligence Analyst post as part of a pilot. This additional resource has worked closely with council Enforcement Officers to gather vital intelligence, support enforcement action taken forward by councils, coordinate ‘days of actions’ on suspected fly tippers and be one of the lead links between councils and the Kent Police, Environment Agency and National Farmers Union.



During the course of the pilot, the Intelligence Analyst has provided 80 detailed subject profiles and analytical products, has conducted over 600 individual checks as part of research and development on 379 investigations. As a result, the number of intelligence reports submitted has increased by 20% compared to the same period the previous year. Due to the success of the pilot, the KRP has agreed to continue funding this post until 2023.

In October 2018, the Intelligence Analyst - along with Dover DC’s Environmental Crime Officer – delivered a presentation to over 50 delegates at LARAC’s national conference. The presentation included insights into how Kent councils were maximising intelligence to tackle fly tipping across the County. This tactic was seen as best practice.



KRP Annual Conference

In September 2018, over 100 delegates from across the resource and waste industry attended the KRP's Annual Conference. The overarching aim of the conference was to inspire and encourage joint working towards achieving greater results for the environment. The conference was therefore titled, 'The Power of Partnerships'.

Delegates were fortunate to receive presentations from high quality speakers such as:- Sam Corp of Environment Services Association, Jennie Probert of Hertfordshire Waste Partnership, Dr Mark Caul of Tesco, Myriam Moeyersons of Bio-Based & Biodegradable Industries Association, Claire Shrewsbury of WRAP and Kathy Illingworth of Valpak Consulting.

The day offered a great opportunity for delegates to hear speakers views on issues of national and local relevance, and to provide views amongst each other on future direction in a much welcome forum. The conference was also followed on social media using the #KRPCConf. It was estimated 34,000 accounts were reached on the day.



Kent's recycling & waste – Where does it go?



In April, the KRP published its Materials End Destinations Publication for 2017/18. This was the 7th publication in as many years which looked to reflect where all of Kent's household recycling and waste actually ended up.

Key headline figures were that Kent councils processed 708,000 tonnes of household recycling and waste. 76.1% was processed within Kent, 15.2% within the UK and 8.7% sent abroad. This was generally in line with performance from previous years. The disposal outlets used by Kent County Council also helped keep transport and environmental costs low to Kent citizens.

This year the KRP have been keen to explore how key headline figures from Materials End Destinations Publications can be reflected to Kent residents succinctly. Later in 2019/20, the Partnership will be sharing short videos to reflect what happens to each waste material type and explain the reprocessing journey once collected from the doorstep. The aim is for these short videos to be maximized via councils websites and social media accounts. As part of the research process, in November councillors and officers attended the local composting facility in West Malling (run by New Earth Solutions) which processed Kent's food and garden waste.

Details of the Materials End Destinations Publication for 2017/18, which includes a council-by-council tonnage breakdown, can be found [here](#).

Further Information & Contact Details

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Ashford Borough Council	Cllr Andrew Buchanan	Tracey Butler
Canterbury City Council	Cllr Neil Baker	David Ford
Dartford Borough Council	Cllr Steve Brown	Sheri Green
Dover District Council	Cllr Nicholas Kenton	Roger Walton
Folkestone & Hythe District Council	Cllr Stuart Peall	Roger Walton
Gravesham Borough Council	Cllr Lee Croxton	Nick Brown
Kent County Council	Cllr Michael Payne	David Beaver
Maidstone Borough Council	Cllr Derek Mortimer	Jennifer Shepherd
Sevenoaks District Council	Cllr Margot McArthur	Richard Wilson
Swale Borough Council	Cllr Tim Valentine	Martyn Cassell
Thanet District Council	Cllr Mrs Ash Ashbee	Gavin Waite
Tonbridge & Malling Borough Council	Cllr Robin Betts	Robert Styles
Tunbridge Wells Borough Council	Cllr Ronen Basu	Gary Stevenson

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