



**Sent on behalf of Robert Styles, Director of Street Scene, Leisure & Technical Services
General Weekly Update on Waste Collection Performance**

Please find below the latest weekly update on the current situation with collections.

Operational Update

Garden waste:

- Currently this service remains suspended.
- The shortage of staff on the core recycling services – still down to two or three crews rather than six per day - is being backfilled by the crews made available by the suspension of garden waste collections.
- The remaining two/three support crews are assisting the frontline crews to help keep on schedule; cover absences; and deployed on individual missed collections, bin deliveries, etc, as required across both council areas.
- Officers remain in daily updates & discussions with Urbaser to review the situation in light of the ongoing shortage of staff, both from the national HGV shortage and from Covid-related issues.

Recycling:

- There are currently no delays to food waste collections which are taking place on the normal scheduled collection day.

Food Waste:

- There are currently no delays to food waste collections which are taking place on the normal scheduled collection day.

Refuse:

- There are currently no delays to refuse collections which are taking place on the normal scheduled collection day.

Communications & Website

- We will continue to update the Council's web site daily – more frequently if required - with the current situation and would encourage all Members and residents to use this as their first port of call <https://www.tmbc.gov.uk/bins-waste/check-waste-collection-updates/1> , as well as the separate page to provide more context to the current situation and what we are doing about it. This is linked from the Waste Updates page for ease of reference.

Urbaser Update –

Urbaser continue their efforts to recruit & retain drivers & loaders. Details of actions taken to date, and ongoing initiatives, have been included in previous weekly updates to Members. Today, Urbaser's Contract Manager reports that:

- “We have inducted 4 new drivers this week, all are due to start with us on Monday. We will update how many actually attend next week.

- One of our agency providers is planning to bring staff in from surrounding areas by free bus/minibus transport in areas such as Maidstone, Ashford, Hastings, Uckfield etc.
- We are continuing our efforts to attract and retain staff. The agency provision is proving the more achievable as they are paying almost £7 per hour more than we are paying our own drivers even after the recent pay increase to full time drivers.”

Industry Updates

- We, along with other Kent councils, provide KCC with daily reports on staffing levels and any disruption to services. This week’s reports indicate that:
 - Dover and Folkestone & Hythe councils continue their suspension of garden waste collections due to Veolia staff shortages
 - staff shortages have also been reported at Ashford & Swale (both Biffa), Dartford (Urbaser) and at Canterbury (council-owned Canenco), leading to ongoing delays in collections to varying degrees
- Other councils around the country are still suspending or delaying garden waste and other recycling collections due to staff shortages, and are lobbying Government for further action to be taken:
 - <https://www.bbc.co.uk/news/uk-england-surrey-58494034>
 - <https://www.somersetlive.co.uk/news/somerset-news/green-bin-collections-suspended-across-5876650>
 - <https://www.bedfordshirelive.co.uk/news/bedfordshire-news/central-bedfordshire-council-says-garden-5889436>
 -
- The HGV driver shortages have again been widely reported this week:
 - <https://www.bbc.co.uk/news/57810729.amp>
 - <https://www.edinburghlive.co.uk/news/uk-world-news/tesco-iceland-greggs-more-facing-21494943>
 - <https://news.sky.com/story/ministers-to-streamline-hgv-testing-amid-christmas-supply-chain-fears-12402320>

Members Enquiries

Specific questions asked by Members:

Cllr Hood:

Can you please tell me who is responsible for the maintenance of council-owned car parks in Tonbridge and Malling in terms of keeping them relatively free from litter?

These are on the Waste & Street Scene team’s cleaning schedule at a frequency stipulated by Technical Services

Can you confirm what happens to dog waste collected from designated dog waste bins, I have been told that it is incinerated in the past, is this still the case and is there a reason that it is collected separately from the general waste collected in litter bins?

Dog bin waste that is co-collected with litter is sent to the energy-from-waste plant at Allington. Any dog waste collected separately in any large quantity is sent to landfill

How many litter bins does the Borough have which offer a recycling option for bottles and cans and how many general litter bins do we have?

There are currently 1,165 litter bins (which can be used for both litter & dog waste) and 567 dedicated dog waste bins serviced under the Street Cleaning contract. We installed 32 dual recycling bins with separate compartments for cans. However, these tend to suffer from high levels of contamination with general litter being mixed with the recycling element. We are currently awaiting the results of the Government's consultations on their proposed Deposit Return Scheme which aims to reduce the levels of cans, plastic & glass bottles in the general litter stream, and thus reducing potential dependence on on-street recycling for cans, plastics & glass.

How many permanent staff did Urbaser employ in the Tonbridge and Malling part of the contract when they started operating under NOM conditions and how many of these staff are still employed by Urbaser, essentially how many employees have left the contractor?

TUPE Transfer at start of contract (including vacant roles being filled by agencies):	147
Currently employed (direct and via agencies):	135

These figures are for the whole contract, as a number of staff (such as the six garden waste crews, clinical collections & bulky collection staff, administrative & management posts) operate across both authority areas. Current recruitment aims to lead to 15 additional members of staff to the 135 currently deployed.

Regards,

Robert.

Director of Street Scene, Leisure & Technical Services
Tonbridge & Malling Borough Council

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