

**REPORT TO WOULDHAM PARISH COUNCIL 3<sup>rd</sup> MARCH 2020**

**By the Tonbridge and Malling Borough Councillors for  
Burham and Wouldham Ward  
Councillors Dave Davis and Roger Dalton**

**WASTE COLLECTION CONTRACT**

1. Attached are the comments Dave and other councillors Raised at the Street Scene and Environmental Advisory Board on 11 February 2020.

## TMBC BOROUGH COUNCILLORS REPORT

**Waste & Recycling Contract  
Issues raised by Members at  
SSEAB – 11 February 2020**

<b>ISSUE RAISED</b>	<b>PROPOSED ACTION</b>
<p><b>RECYCLING TARGET OF 50%</b> Some Members considered that this target was too low, and should be set to levels being achieved by some European countries.</p>	<p>The Council's initial target of 50% was set as part of the waste tonnage modelling exercise carried out in 2017. This was largely based on estimates of the potential tonnages of the various waste streams, the results of waste audits of the green-lidded and black bins, as well as comparisons with "good practice" recycling services elsewhere in Kent and around the country.</p> <p>Initial indications are that this target may be exceeded in the first full year of the new collection services, but won't be achieved in 2019/20 due to the first six months delivering the old collection service.</p> <p>In 2018/19 the highest recycling rate in Kent was Ashford BC with 53.4% (with service similar to the NOM), and the lowest in Dartford BC with 25.9%. The England average was 47%. <b>TMBC's targets will be reviewed regularly, reported to the Board, and revised accordingly should performance exceed current targets. Annual setting of targets to be reported to future meetings of the Board.</b></p> <p>It is anticipated that recycling rates will also improve once public confidence is restored in the new services and Urbaser's performance improves still further. It was also noticed that a balance needs to be struck between increased recycling rates and the environmental sustainability of transporting &amp; disposing of the various materials. TMBC benefit from very local facilities such as Blaise Farm for food waste &amp; garden waste; Allington energy-from-waste plant for black</p>

	bin waste; and Smurfitt in Snodland for paper & card.
<p><b>CONTAINER PLACEMENT FOLLOWING COLLECTIONS</b>  Currently one of the main causes for complaint is the placement of bins &amp; boxes following collection. Some crews were not returning bins to the presentation point; leaving bins blocking pavements &amp; driveways; and throwing food bins and boxes without any care or attention.</p>	<p>Within the Board report it was noted that now delivery of the core collection services has significantly improved, <b>focus is now turning to the quality of the service delivery, including actions to address this issue. There are targets within Urbaser's Action Plan to improve crew training; employ more permanent staff (thus reducing the dependence on temporary agency staff), and increased supervision of collection crews.</b> These actions should all help to improve the situation and reduce the level of complaints about this aspect of the service. Any specific issues should continue to be reported to Waste Services for remedial action. <b>Issue to be monitored via analysis of complaints.</b></p>
<p><b>ASSISTED COLLECTIONS ("PULL OUTS")</b>  Members reported a common complaint from residents was that assisted collections were not being actioned by the contractor.</p>	<p>Where residents - due to frailty, infirmity or disability - are unable to move their containers to and from their property boundary for collection, they can request a "pull out" service. Collection crews will then take the containers from a previously agreed collection point and return them to that point once emptied.</p> <p>Reports were still being received where some crews were either not returning the containers when emptied, or were not collecting them in the first place. <b>This has been identified for action &amp; monitoring within Urbaser's Action Plan, and any repeat properties are being closely monitored by Officers in order to reduce the number of these occurrences.</b></p> <p><b>Issue to be monitored via analysis of complaints.</b></p>
<p><b>COMMUNAL BIN RECYCLING SERVICE</b>  Concern was raised about the further deferral of the roll-out of recycling bins for the new service to flats and other properties who use communal refuse bins.</p>	<p>Whilst it is disappointing that <b>this has been deferred to start in April 2020</b>, there was acknowledgement that the delivery of the core collection services had to be stabilised before the roll out. Although significant improvements had been made in this area, it was recognised that roll-out the new service to over 450 bin store areas was a large</p>

	<p>project in itself, and could not be allowed to detract from current controls &amp; supervision of core collections.</p> <p><b>A decision has also been taken to keep all of the current bring sites in place until the roll out of the communal recycling has been completed in order for those resident to still be able to recycle their glass, plastics, etc.</b> All communal bin stores had already been surveyed &amp; the required containers have been ordered &amp; received. Once the detailed delivery plan is in place it will be circulated to the relevant local Members for each area for awareness and potential support.</p> <p>Detailed communications have also been prepared for each property and this will be sent out prior to any changes being made in their bin stores, as well as posters &amp; bin stickers that will be installed as the bins are changed.</p> <p>It is also planned that some form of food waste collections will be provided for communal properties at some stage, with a trial likely to take place first in order to establish the most suitable type of container that would reduce problems with contamination, spillages, etc. This is because most bin stores would not have room for individual orange-lidded bins. Members will be kept updated with progress reports on this issue reported to the Board.</p> <p><b>Performance to be judged against the introduction of the new service in accordance with agreed target dates.</b></p>
<p><b>FOOD WASTE COLLECTIONS</b> Some confusion was being experienced by some residents who had seen food waste bins being emptied into black wheeled bins.</p>	<p>Urbaser crews have previously been issued by the Council with bright orange bins so that it was clear to residents that their food waste was being kept separate from refuse or recycling when being emptied into the collection vehicle.</p> <p><b>Urbaser has been reminded of the importance of using the orange bins in order to restore public confidence in the service, and to reduce confusion about what was happening with the food waste.</b></p>

	<p>Food waste is currently being reprocessed at the in-vessel composting facility at Blaise Farm, near Kings Hill. <b>An application has been made for the development of an anaerobic digestion plant near to the composting facility. This would be able to reprocess food waste into a form of fuel.</b> The Environment Agency consultation on permitting such a facility ended on 31 January and comments are currently being reviewed:</p> <p><a href="https://www.gov.uk/government/news/blaise-biogas-anaerobic-digestion-facility-seeks-new-environmental-permit-for-blaise-farm-operations">https://www.gov.uk/government/news/blaise-biogas-anaerobic-digestion-facility-seeks-new-environmental-permit-for-blaise-farm-operations</a></p> <p><b>Performance to be judged against number of complaints received.</b></p>
<p><b>CONTAINERS FOR PAPER &amp; CARD</b> Some Members felt that the current use of open boxes for paper &amp; card was unsuitable, mainly due to the contents being blown out of the boxes or the boxes splitting during collections and causing a litter problem.</p>	<p>This system of collection for paper &amp; card had been used for some years both in TWBC and other local authorities around the country. It was adopted as part of the NOM due to being able to utilise the existing green boxes and because it was felt that a further wheeled bin would not be acceptable to the majority of residents, for whom storage space may be an issue.</p> <p>In TWBC, the main problem had arisen from its use of green boxes for plastics &amp; tins, which had caused far more of a litter problem than paper &amp; card. <b>Any spillages caused by the collection crews should be being cleared by them at the time of collection. Paper &amp; card can also be presented in a large cardboard box if the green box was full. Additional green boxes are also available should one not be sufficient capacity.</b> Residents were encouraged to place something heavy on top of their paper &amp; card to help prevent windblown litter.</p> <p><b>Officers will review the situation in the future and look into options should this continue to be a significant problem, bearing in mind that an additional bin may not be an acceptable – or feasible – option for many residents.</b></p> <p><b>Future report to Board for consideration.</b></p>
<p><b>GARDEN WASTE COLLECTIONS</b></p>	

<p>Concerns had been raised by residents about incorrect deliveries of brown bins, and measures that were in place to ensure non-subscribers were not getting a free service.</p>	<p>Garden Waste collection crews have in-cab tablets which list the properties who have subscribed and how many bins they have paid for. <b>Any brown bins presented by properties that have not subscribed will not be emptied and will be reported to TMBC to arrange removal of those bins.</b></p> <p><b>The initial subscription &amp; payment process was managed in-house by TMBC, as will be the renewal subscription process each year.</b></p> <p><b>Issue to be monitored by Council Inspection staff undertaking regular checks.</b></p>
<p><b>TEXTILE, ELECTRICALS &amp; BATTERY COLLECTIONS</b>  Reports were still being received about non-collection of these items, and allegations that Waste Services were advising residents to put them in their black bin.</p>	<p><b>Urbaser should still be collecting these items as scheduled, and any missed collection reports received should be logged as per any other material stream. Waste services would only advise on suitable alternative methods of disposal, such as batteries at supermarkets or textiles at bring sites, should the resident either not want Urbaser to return specifically for those items, or not want to wait for them to do so.</b></p> <p><b>Data on tonnages of all material streams, including these, will be included in update reports to future Boards.</b></p>
<p><b>STREET CLEANING</b>  Complaints were raised about the quality/frequency of street cleansing in some areas of the Borough.</p>	<p><b>This issue is being addressed through the Urbaser Action Plan. Greater attention will now be given by the Waste &amp; Street Scene team to ensure the street cleansing schedules are delivered fully in accordance with the contract specification. "Grot spot" areas are being targeted and the increased supervision by Urbaser will also aid to improve this service area.</b></p> <p>A specific concern around leaf fall was raised. A separate resource for the leafing season is employed by Urbaser over &amp; above the regular cleaning works. These target areas of heavy leaf fall assist in reducing the risk of drains &amp; gullies becoming blocked over the winter months.</p>

	<p><b>Performance to be monitored through ‘grading’ scores achieved in Inspection reports.</b></p>
<p><b>SOCIAL MEDIA</b>  Various issues are regularly discussed on numerous social media channels, with some messages being either misleading or simply untrue.</p>	<p>Officers cannot monitor every social media channel within the Borough in order to try to identify &amp; rectify any misinformation being discussed. However, many Council Members are active on their local social media accounts.</p> <p><b>Members are encouraged to bring any such messages to our attention, in order that we can advise on how best to respond.</b> Generally, we would ask that any such messages are responded to, if appropriate, either with the accurate information should you feel comfortable doing so or with a referral to Waste Services, particularly if there has been a failure in service.</p> <p>When appropriate, we can also <b>clarify matters by posting on TMBC’s own social media accounts.</b></p>
<p><b>CONTACTS</b>  Members asked how to deal with residents raising concerns direct.</p>	<p>We would encourage residents Waste Services direct for any issues regarding collections or street cleaning. If you receive any reports or requests from your residents, please report them Waste Services so that the issue can be logged and actioned. You can either use the relevant online form, email them, or phone them, whichever is most convenient for you.</p> <p>Most issues can be resolved by the Waste Service Admin team who will liaise direct with the contractor.</p> <p>Waste Services:</p> <p>Web: <a href="http://www.tmbc.gov.uk/waste">www.tmbc.gov.uk/waste</a>  Email: <a href="mailto:waste.services@tmbc.gov.uk">waste.services@tmbc.gov.uk</a>  Phone: (01732) 876147</p> <p>Should the Admin team not be able to resolve the issue, or should the problem require escalation, they will raise it with one of the three Waste &amp; Enforcement Officers, who each cover a specific geographical area within the Borough.</p>

**Community Warden –**  
**Wouldham Parish Council Report –**  
**March '20**

- Carried out reassurance visits, giving advice & checking on welfare.
- Continued to support the school as & when I can – in particular by attending: -
- “Breakfast Club and Meet & greet duties” at the beginning of the school day.
- Assisted with the “part Boundary Walk” – which was lovely to see the older years’ children out in nature & appreciating our beautiful countryside surroundings. As per our typical weather of late, due to the rainfall that day; we all got very wet!
- Attended the school’s first “Eucharist/Family Service” which is part of the school being a Church of England school. This is as part of the school’s commitment to the local community to continue to reach out into the community, provide an informal place for worship & in partnership with our ‘All Saints Church, Wouldham’.
- The school have also celebrated two years in their new building, doesn’t time fly!
- Inspected & urgently reported a fence down, as this was presenting a danger to all road users on the border of Wouldham & Borstal.
- Pot holes reported.
- There are more clubs/activities in the village than time physically allows me to attend as I have such a vast area to cover; however, I managed to get to three new clubs this past month so I am pleased, this enables me to continue to reach out more within the community to give support & advice & to help keep as many people as safe as possible.
- I am delighted to have started my project in partnership with “North West Kent Citizens Advice Bureau, with their Energy Champion”. Their Energy Champion attended a few clubs with me & he has given a presentation on ‘How to save money on energy & how to be more energy efficient’.

I have assisted my colleagues when the need has arisen.

I have also had time out for advanced professional training.



There has been a flurry of "Scam reports" come through within the month, for those that do not have the internet my best advice would be: -

- DO Not Answer your door to any unknown persons.
- Do No Answer telephone calls from unknown number's, if you do accidently answer the phone to unknown people do not engage in conversation about your utility bills, Amazon, Amazon Prime, HMRC, your Bank acc etc. etc. etc. – The official companies will not ring you to discuss your account; if they need to contact you, they will do this by official means – by writing to you.
- If you need to check the authenticity of someone that has rung, purporting to be from an official company – put the phone down – use another phone so you are not using the same phone line & ring the utility/company direct to check out the authenticity of the call & if indeed there is any change to the service provided or whatever you were being told.
- If there is an answerphone message telling you that you have paid or have got to pay a bill such as HMRC for £650 – press 1 on your telephone keypad to pay/cancel the payment – delete the message & put the phone down – Do Not press 1.
- Do Not Click on any links within emails again purporting to be from service providers – again contact the service provider direct.
- HMRC or any other service provider will not ask you to buy "Amazon vouchers" to pay your outstanding bill – this is a SCAM.
- There is also the "Cheque Refund Scam" where cheques from say HMRC or Sky or other utility companies are being sent out – a couple of days later the residents are contacted & informed that they have been overpaid & are being given bank account details to transfer the overpayment into to – once the overpayment has been received the cheque bounces – This is a SCAM. If anybody needs advice regarding this, please contact your bank direct or to report a crime please contact Kent Police on 101.
- TV Licencing – There are threatening Scam emails being sent to elder residents with links in to input your bank details to update your TV Licence subscription or Debt Collectors will be sent – again this is a SCAM. Do Not Click on the link or input your bank details. Seek advice or help if needed.

For advice or to report issues, please call: -

**Action Fraud Helpline: 0300 123 2040**

**KCC Trading Standards through Citizens Advice Consumer Helpline: 0808 223 1133**

**Kent Police on 101 for Non-urgent & 999 for emergencies only**

**For anyone wishing to report anything anonymously – please report to: -**

**CrimeStoppers 0800 555 111**

For those of you online, you can get all the KCC Trading Standards alerts on 'scams, doorstep criminals & doorstep sellers' through KCC Consumer Alerts & sign up for all the up-to-date scam alerts information via this link: -

<https://www.kent.gov.uk/leisure-and-community/community-safety/consumer-alerts>

**“How to Spot the Signs of Financial Abuse – Doorstep Crime is Financial Abuse”**

Help us prevent vulnerable people from becoming victims of doorstep crime and financial abuse. Watch the video and learn to spot the signs of doorstep crime and financial abuse. Please help to protect your family members, neighbours and friends.

Here is the link to KCC Trading Standards Public Protection You Tube channel, **How to spot the signs of Financial Abuse video**: -

<https://www.youtube.com/channel/UCtdaM7bkuOsbFpd8CzFnyhw>

I attended a meeting held on 26<sup>th</sup> February held at Snodland Town Hall. This is a quarterly meeting regarding Securing the Landscape. There were officers from TMBC, KCC, Shirley Boards (Trenport) Mark Heeley (Tarmac) Kim the PCSO

Kim reported that the damage and activity was the worst it has been for many years, although Buckmore Scouts and members of the public have reported many issues of fly tipping etc. There had been an increase in organised crime leaving burn out vehicles after parts had been taken. There are organised crime groups working in Burham and Wouldham areas. The fly tipping in N. Kent has now moved over to Snodland an Haling areas.

I mentioned Fly tipping at Borstal Cricket /Bowls Club that gates had been put in place to stop this and also to stop cars doing doughnuts on the cricket ground. I also mentioned that one Sunday recently, a number of motorbikes went through Wouldham/Peters Village and 2 youngsters gave the impression someone was chasing them, because of their speed. I also asked about the bollards – TRO will be done, but it might not be until later in the year, but it will be this year. The Breach in the Sea Wall TRO- have spoken to the Gores to see what can be done. MR1 does not follow the sea wall so technically it is not a footpath. As a footpath it is not useable, and has never in fact been useable. David stated there is a problem because of the break in the footpath. They now have a problem as the signs have been moved and this has invalidated the TRO, so David will go and see about resiting them. The blocked sluice gates at Hall Road were mentioned.

Alison Finch asked if the increase in fly tipping could be as a result of the change Medway have implemented.

Kim continued to say The Gores were getting funding for new planting of Hedgerows. There has been an increase of motorbikes in the woods, and wildlife cameras will be put up ( no notification is required if on private land) 8 wildlife cameras have been offered. Shirley mentioned that on the otherside of the river the cameras were shot out. Kim confirmed the wildlife cameras would be concealed, but at night red dots glow and therefore show where they are positioned. At present there are a lot of younger bikers who are causing damage although most older motorbike users respect and report any problems when they see Kim. Shitley asked about putting police on motorbikes, but Kim informed the meeting this would not be likely to happen as they now use drones. Kim confirmed she could ask for drones to be used at weekends but

has to put in a request and await agreement. People with permits all have codes to the gates and Kim does ask to see their permits, insurance, licenses etc when out. However, permits do not include registration number of vehicle as permits can cover a number of vehicles on each one. At Hatchill some "DO NOT CROSS" police tape was put up and no one seemed to cross this tape. Locks have been fixed at Hollyhill and Bucklands. Kim also mentioned seeing a car known to be involved in drug dealing, but as there was no smell of drugs she could not do anything. Alison confirmed she would mention the organised crime at her meeting tomorrow (Thursday).

Noel asked if Kim had a dashcam and she confirmed she did as well as a bodycam. Shirley stated the Steve Rimington and Adam are working hard in Peters Village on the Neighbourhood watch, and they had funded the jackets etc. Shirley also mentioned there had been damage on the crop field at Church Street and the farmer wanted to put in trenches. It was also hoped that Barriers at Church Street would help in this matter. There had also been a lot of fly tipping at the old church in Burham. Concrete blocks have been put in on MR10 as agreed with KCC. New gates have now caused a problem as motorbikes can now get through to Maidstone.

David stated the problems are county-wide but it is because more access has been given with the resurfacing which had taken place at Hollyhill. This had to be carried out because it was dangerous for horses and walkers.

It was mentioned that Kim's vehicle was not insured for her to drive. The vehicle was on loan to her by David (KCC). However, KCC insurers' will not acknowledge the police are KCC officers, so in theory a KCC officer should be driving the vehicle. It now has to be returned by 9<sup>th</sup> March to KCC, and it is hoped that by then this insurance problem will be sorted out.

It was mentioned that at Boxley, motorbike tracks have become apparent and it looks as if people are trying to move in. After discussions with landowner, trees were felled and put in gateways, but there is also encroachment regarding grazing in this area too.

Pilgrims Way. It was stated gates could not be put in here as there was an issue regarding a horse and cart wishing to use this access.

Downs Funding Plan. No one has applied and it was felt if Parish Councils would like to put a request in (ie wildlife cameras, fencing, gates etc) then Peter would collate the request as a much broader request would be more likely to be funded than individual ones.

Peter is working on a "Toolkit" with useful hints regarding fly tipping reporting and who is liable for clearance of it, placing of wildlife cameras etc.

Date of next meeting Wednesday 20<sup>th</sup> May at Snodland Town Hall commencing 10am