



## Overview Scrutiny Committee

Members of the **Overview Scrutiny Committee** of **Gravesham Borough Council** are summoned to attend a meeting to be held at the Council Chamber, Civic Centre, Windmill Street, Gravesend DA12 1AU on **Thursday, 13 October 2022 at 7.30 pm** when the business specified in the following agenda is proposed to be transacted.

S Walsh  
Service Manager (Communities)

### Agenda

#### Part A

#### Items likely to be considered in Public

1. Apologies for absence
2. To sign the minutes of the previous meeting (Pages 3 - 8)
3. To declare any interests which members may have on the items contained on this agenda. When declaring an interest members must state what their interest is.
4. To consider whether any items in Part A will be considered in private or any items in Part B in public
5. Scrutiny Topic Review Report - Review of Street Cleanliness, Littering, and Fly-tipping throughout the Borough (Pages 9 - 24)
6. Any other business which by reason of special circumstances the Chair is of the opinion should be considered as a matter of urgency.
7. Call ins  
No call ins.

## 8. Private Items

To move, if required, that pursuant to section 100A (4) of the Local Government Act 1972 that the public be excluded from any items included in Part B of the agenda because it is likely in view of the nature of business to be transacted that if members of the public are present during those items, there would be disclosure to them of exempt information as defined in Part 1 of schedule 12A of the Act.

## **Part B**

### **Items likely to be considered in private**

## 9. Call Ins

No call ins.

## **Members**

Cllr Jordan Meade (Chair)

Cllr Baljit Hayre (Vice-Chair)

Councillors:           Gurjit Kaur Bains  
                              Gurdip Ram Bungar  
                              Sarah Gow  
                              Leslie Hills  
                              Lyn Milner  
                              Emma Morley  
                              Diane Morton

Substitutes:           To be notified

**Overview Scrutiny Committee****Thursday, 9 June 2022****7.30 pm****Present:**

Cllr Jordan Meade (Chair)

Councillors: Gurdip Ram Bungar  
John Caller  
Sarah Gow  
Leslie Hills  
Leslie Hoskins  
Lyn Milner  
Emma Morley  
Diane Morton

Darren Everden	Assistant Director (Transformation & IT)
David Herrington	Service Manager (Digital & IT)
Chris Wakeford	Committee Services Officer - Scrutiny (Minutes)
Chloe Taylor	Committee Services Officer

**1. Apologies**

Apologies for absence were received from Cllr Gurjit Bains and Cllr Baljit Hayre; Cllr Leslie Hoskins and Cllr John Caller appeared as their respective substitutes.

**2. Minutes**

The minutes of the meeting of the Overview Scrutiny Committee held on 31 March 2022 were signed by the Chair.

**3. Declarations of interest**

No declarations of interest were made

**4. IT and Digital Strategy 2022**

The Assistant Director (Transformation & IT) and Service Manager (Digital & IT) informed members of the new Information Technology and Digital Strategy covering the period 2022-2026 and highlighted the following:

- The two strategies were separate but due to the fact they compliment each other it was decided to bring the two together.
- The overall aim of the strategy is to provide a clear direction of travel for the IT and Digital Teams in order to deliver the technology platforms required by the council.
- This direction is articulated via a number of Ambitions, Principles and Objectives.

- The contents of the strategy has taken into account the changes in working environment brought about by the Covid-19 pandemic, increasing expectation by our customers for technology focussed services, the impacts of our activity on climate change, improving resilience to a cyber-attack, and the move to new office accommodation in 2025/2026.
- During the life of the strategy, investment in IT and Digital will be required. Individual business cases will be built which will describe the changes in greater detail and identify sources of funding, any impacts on the Medium Term Financial Plan and IT Reserve.
- Provision of Member equipment will be reviewed ready for the Member induction in May 2023.
- A training session for Members on the IT and Digital Strategy has been arranged for 28 June 2022.
- The portfolio holder for Digital and IT is the Leader of the Executive. The monitoring and reporting of our progress against the strategy will be regularly taken through the Corporate Management Team to the Leader of the Executive, Cabinet, and other committees where there is an overlap of interest (such as the Finance and Audit Committee, and the Performance and Administration Committee).
- In addition to this, council members will be briefed on the progress of implementing the strategy via annual training sessions.

Following questions from the Committee, The Assistant Director (Transformation & IT) and Service Manager (Digital & IT) highlighted the following:

- Hybrid meetings are referenced in the strategy, and this is the direction of travel that the Council is moving towards.
- The strategy does touch on climate change and the net zero target of 2030 but the majority of information on this matter is being captured separately under the Climate Change Delivery Plan. The Assistant Director (Transformation & IT) noted the suggestion by the Chair that it should be referenced in the strategy that the information on climate change is being captured elsewhere.
- The IT and Digital Strategy is not seeking to replace access to officers / services by non-digital means. Working remotely is subject to the needs of the business of the Council. The new telephony platform can be accessed externally or internally but departments still need adequate resources to answer the calls.
- The Council Tax rebate is quicker to process for residents who already have a direct debit set up with the Council; the process takes a little longer for those who are not already set up on the system as bank details need to be obtained and checks need to be made.
- Technology has really increased staffs remote working capabilities. The Council has also got a lot better visibility on the productivity of staff; evidence is based on performance.
- The Chair suggested that the impact of working from home might be a good scrutiny topic review.
- Member IT equipment (iPads) were issued to cover the lifespan of the current administration; this will be reviewed going forward with the aim to provide a wider range of technology for Members to choose from. This matter will be discussed further at the training session on 28 June 2022 and at future sessions ahead of the May Election.

- The Council understands people's expectations and the importance of having access to online services when they want to use them. The team work hard to make the systems as accessible as possible.
- The Queen's speech did not contain anything that would impact the delivery of the IT and Digital Strategy.
- Cyber preparedness is in the strategy and is an area that is constantly evolving to keep up with the threats. The Council has access to good support networks and receive very useful intelligence information, as well as liaising with Local Authorities who have been victims of cyber-attacks and understanding the key learning points from their experience. The Council regularly carry out training with staff on phishing attacks / simulations, password hygiene, Cyber security audits and scanning of systems.
- The Council has signed up to government funded cyber training for its IT staff.
- Discussions are underway with the Strategic Policy Manager on future Key Performance Indicators and these will be introduced for the next corporate monitoring period.
- It is hard to have an overall metric for 'value for money' with regard to the strategy but some areas could be captured in Key Performance Indicators.
- The strategy does not contain the use Artificial Intelligence; the Council uses data to aid understanding and make sure it is providing the best service.

Some Members of the Committee expressed their concern and frustration over the current IT provision for Councillors and made the point that it is essential that Members have the proper equipment to deal with casework.

Members also requested that residents' levels of IT literacy be considered when moving forward with the strategy.

The Chair commended the good work the IT & Digital Teams have done around cyber security.

**Resolved** that the Committee noted the report on the IT and Digital Strategy 2022

## **5. Member Training 2021-22 - Annual Report**

The Committee Services Officer (Scrutiny) provided the Overview Scrutiny Committee with a summary of the training that had taken place for all elected Members during the 2021-22 municipal year.

The Committee Services Officer (Scrutiny) highlighted the follow:

- During 2021-22, eleven training sessions have been provided to Members on a wide range of topics
- Overall, the feedback received for the training sessions was positive, with the majority of Members finding the sessions useful and informative. Members also highlighted that the content of some of the sessions had been a lot to consume in one sitting and would benefit from being spread out over two sessions. Members also suggested that it would be beneficial to receive some of the information / text in advance of the session to equip attendees with a good background knowledge.

This information has been fed back to officers / trainers to assist improvements in training provision going forward.

- Members will continue to receive training throughout 2022-23 on an ad hoc basis as required and work has already begun on the Member Induction Programme 2023-24 which will be delivered in the wake of the Borough Elections scheduled for 4 May 2023, further details on the Member Induction Programme will be shared with Members in due course.

The Committee Services Officer (Scrutiny) noted a couple of typos in the Appendix to the report that would be corrected.

Members of the Committee raised the following matters:

- The following training topics would be beneficial to Members:
  - Scrutiny
  - Councillor Safety / Lone worker
  - Safeguarding
  - Health agenda (mental health, suicide prevention)
  - GBC day to day procedures / best officer contact routes for Councillors
  - First aid at work
- More training during the day, if possible
- Try and keep the training to one hour in length
- Provide PowerPoint presentations / information before the training session to aid knowledge.
- More online / virtual training that can be recorded and stored in an information library for all Members to access.
- Streamline the feedback forms and make them digital
- Create a forward plan of all training sessions.

**Resolved** that the Committee noted the Member Training attendance statistics and feedback for the 2021-22 municipal year.

## 6. Oral Update from the Sub-Group Chair on the progress of the Scrutiny Topic Review

In the absence of Cllr Baljit Hayre, The Committee Services Officer (Scrutiny) provided the following update on the Scrutiny Review of Street Cleanliness, littering, and Fly-tipping throughout the Borough:

- The last meeting was held in March, were the sub-group met with four Street Champions in the Council Chamber.
- This was followed up with a school visit to Cecil Road in April to see the Council's talk on refuse and recycling.
- The sub-group will meet Street Cleansing Operatives at the Brookvale Depot on Wednesday 22 June at 6:45am.
- One more meeting will be held after the above mentioned meeting and the group hope to publish the full review report by the end of July / first week of August.

The Committee noted that Cllr Peter Scollard was no longer a member of the Overview Scrutiny Committee and clarity would be sought on the future membership of the sub-group for the Scrutiny Review of Street Cleanliness, littering, and Fly-tipping throughout the Borough.

The Committee noted the progress of the Scrutiny Review of Street Cleanliness, littering, and Fly-tipping throughout the Borough.

### **Close of meeting**

The meeting ended at 8.30 pm

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**Classification:** Public

**Key Decision:** No

### Gravesham Borough Council

**Report to:** Overview Scrutiny Committee

**Date:** 13 October 2022

**Reporting officer:** Stuart Alford - Assistant Director (Operations)

**Subject:** Scrutiny Topic Review Report - Review of Street Cleanliness, Littering, and Fly-tipping throughout the Borough

#### Purpose and summary of report:

To present Members with the Topic Review report for the Street Cleanliness, Littering, and Fly-tipping throughout the Borough for approval and subsequent submission to Cabinet.

#### Recommendations:

1. Members are asked to approve the topic review report at appendix one and agree to its submission to Cabinet for further consideration.

<b>Key Implications:</b>	
<b>Item</b>	<b>Implications</b>
<b>Legal</b>	There are no legal implications resulting from this report. The Constitution sets out the roles and responsibilities of the Overview Scrutiny Committee and the activities set out within this report are in line with this.
<b>Finance and Value for Money</b>	There are a couple of recommendation which will need to be included in the Council's MTFP, these include; <ul style="list-style-type: none"> <li>• Funding of Days of Action Programme - £5,000</li> <li>• Business Scheme Champions Scheme - £3,000 (one off)</li> </ul> These costs can be met from existing budgets on G318 and G951
<b>Corporate Plan</b>	The work of the Scrutiny Topic review sub-group in relation to the Street Cleanliness, littering, and Fly-tipping throughout the Borough assists in the delivery of the following Corporate Plan Objectives: <ul style="list-style-type: none"> <li>• #1 People – Protected Environment (create cleans, welcoming neighbourhoods and parks and an attractive town centre)</li> <li>• #1 People – Protected Environment (Actively enforce environmental standards)</li> <li>• #1 People – Protected Environment (Create stronger neighbourhoods)</li> </ul>

	<ul style="list-style-type: none"> <li>• #3 Progress (Deliver a more resilient, creative and cost-effective council)</li> </ul>
<b>Climate Change</b>	There are a number of positive actions detailed within the review which help to meet the Council's Net Zero commitment including the installation of ROTG (Recycling On The Go) bins across the borough and the recycling of litter collection by Street Champions

**1. Introduction**

- 1.1 Members will recall that at the meeting of the Overview Scrutiny Committee in September 2019, Members selected the subject of Street Cleanliness, Littering, and Fly-tipping throughout the Borough for a topic review.
- 1.2 The membership of the sub-group for the review was as follows:
  - 1.2.1 Cllr Baljit Hayre (Chair), Cllr Lyn Milner (replacement for Cllr Peter Scollard), Cllr Gurjit Bains, Cllr Diane Morton and Cllr Sarah Gow
- 1.3 The review was delayed due to the Covid pandemic and commenced at the start of 2022. A number of meetings and visits by the sub-group have been held in order to progress the review and identify possible recommendations or options for consideration by Cabinet.

**2. Review Findings**

- 2.1 The draft report for the Street Cleanliness, Littering and Fly-tipping review is attached at appendix one to this report and sets out three recommendations for consideration by Cabinet:
  - 2.1.1 Introduction of a business scheme similar to Street Champions.
  - 2.1.2 Roll out the digital version of Duty of Care Training
  - 2.1.3 Funding for Days of Action Programme
- 2.2 The detailed information to support these recommendations is contained within the main body of the Street Cleanliness, Littering and Fly-tipping review report.

**3. Appendices**

- 3.1 The following documents are to be published with the report:
  - 3.1.1 Draft Street Cleanliness, Littering and Fly-tipping review report

**4. Background Documents**

- 4.1 The following background documents were used:
  - 4.1.1 Member Information Pack – February 2022.

**Lead Officer:** Stuart Alford – Assistant Director (Operations)

**Email:** Stuart.alford@gravesham.gov.uk

<b>Secondary Implications</b>	
<b>Risk Assessment</b>	There are no risks associated with this report
<b>Data Protection Impact Assessment</b>	<i>A data protection impact assessment (DPIA) should be carried out at the start of any major project involving the use of personal data or if you are making a significant change to an existing process.</i>
	a. Does the project/change being recommended through this paper involve the processing of <a href="#">personal data</a> or <a href="#">special category data</a> or <a href="#">criminal offence data</a> ? A definition of each type of data can be found on the Information Commissioner's Office website via the above links. No
	b. If yes to question a, have you completed and attached a DPIA including Data Protection Officer advice? NA
	c. If no to question b, please seek advice from your nominated DPIA assessor or the Information Governance Team at <a href="mailto:gdpr@medway.gov.uk">gdpr@medway.gov.uk</a> . NA
<b>Equality Impact Assessment</b>	a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community? If yes, please explain answer. No
	b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality? If yes, please explain answer. No
	<i>In submitting this report, the Chief Officer doing so is confirming that they have given due regard to the equality impacts of the decision being considered, as noted in the table above</i>
<b>Crime and Disorder</b>	There are no implications in respect of crime and disorder
<b>Digital and website implications</b>	There are no implications in respect of Digital and Website interactions
<b>Safeguarding children and vulnerable adults</b>	There are no implications in respect of safeguarding children and vulnerable adults

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# **Overview Scrutiny Committee**

## **Review of Street Cleanliness, Littering and Fly-tipping throughout the Borough Topic Review**

**Report - September 2022**

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## Foreword

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The Overview Scrutiny Committee felt it would be beneficial to explore the Street Cleansing and Enforcement Services following increased funding and improvements made to the Street Cleansing Service and the setting up of a new Environmental Enforcement Team in the past two years.

The Committee wanted to understand where the resources were being directed and whether the current resource level was sufficient to provide what is a core service to residents of the borough.

This topic review has identified a number of potential improvements that could be made to the way in which the services are delivered across the borough.

We would like to take this opportunity to thank the officers involved in the review for their time and assistance in providing comprehensive information which has enabled Members to discuss, debate and identify potential improvements for consideration.

Cllr Baljit Hayre

Chair of the Sub-group

## 1. Introduction and Summary of Recommendations

- 1.1 In September 2019, the Overview Scrutiny Committee selected the subject of Street Cleanliness, Littering, and Fly-tipping for a topic review. The terms of reference for the review focused on:
- reviewing and understand education, prevention & communication
  - detection & enforcement
  - removal & cleansing
  - quality assurance / quality control
- 1.2 Due to the COVID-19 pandemic, the start of the review was delayed. In the meantime both the Street Cleansing and Enforcement functions have developed significantly since the original review was commissioned
- 1.3 Throughout the review, Members of the sub-group have been provided with a substantial amount of information to review and analyse. The information provided prompted numerous questions from Members and in-depth discussion about the way in which elements of the Street Cleansing and Fly-tipping Enforcement services are provided across the borough.

### Summary of Recommendations

- 1.4 In summary, the Scrutiny Topic review of Street Cleanliness, Littering, and Fly-tipping has identified three recommendations for Cabinet consideration

RECOMMENDATION	Report page
<p>1. Introduction of a business scheme similar to Street Champions – Establish a scheme similar to the Street Champions programme, so assisting businesses to keep the road/pavement outside their business clean. The Council would provide information, equipment and bags for the project.</p> <p>There will be a one-off cost of £3,000 to set up this project.</p> <p><i>Timeframe for Actions</i></p> <ul style="list-style-type: none"> <li>• October 2023</li> </ul>	7
<p>2. Roll out the digital version of Duty of Care Training – A digital version of Duty of Care Training for businesses is available. The training could be rolled out to all businesses across the borough so they properly understand their responsibilities for waste disposal. This should lead to a</p>	7



	reduction in fly-tipping cases.	
	<i>Timeframe for Actions</i>	
	<ul style="list-style-type: none"><li>• October 2023</li></ul>	
<b>3.</b>	Funding for Days of Action - The Days of Action programme is critical to identifying rogue waste carriers. There is currently a funding gap of about £5,000 per Kent Council. It is recommended that the Council allocates £5,000 for future years to fund this critical project.	<b>8</b>
	<i>Timeframe for Actions</i>	
	<ul style="list-style-type: none"><li>• April 2023</li></ul>	

- 1.5 Further information to support these recommendations is contained within the body of the report.

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## 2. Review Findings

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### WORKSTREAM 1 - EDUCATION, PREVENTION & COMMUNICATION

- 2.1 Members of the Overview Scrutiny Topic Review Group were provided with an update on the education and communications work that has been done over the past three years. Examples were provided on the education and communication work undertaken to educate residents and visitors around litter prevention.
- 2.2 The review group were shown examples of the Council's long running 'No More Litter' campaign which is used to communicate key messages about littering and street cleanliness. Targeted campaigns have also been used for different parts of the borough to better encourage behavioural change and get residents to take more pride in these areas.
- 2.3 Members of the Group were introduced to the Street Champions programme that was introduced in March 2020. The programme encourages residents to adopt a street or area to keep clean and enable them to encourage other residents to take pride in their area.
- 2.4 The Street Champions programme was awarded a Certificate of Excellence 2022 for Community Engagement at the Public Sector Transformation Awards this year.
- 2.5 The review group was interested in speaking to some of the Street Champions. A meeting was held on 3<sup>rd</sup> March 2022 with some of the Street Champions who were invited to discuss the programme which included responses to the following questions;
- 2.5.1 How do the Street Champions stay in touch with the Council?
  - 2.5.2 Do you report other problems such as fly-tipping?
  - 2.5.3 Ideas on how to attract more Street Champions?
  - 2.5.4 Do you go out individually or as a group?
  - 2.5.5 How often to you go out?
  - 2.5.6 Are you contact with your local councillors.?
- 2.6 Members of the review group were interested in how businesses could be encouraged to keep the area around their shops clean and tidy in a similar way to the Street Champions. The opportunity to introduce a business scheme similar to Street Champions was raised by the Group.

**RECOMMENDATION**

Introduction of a business scheme similar to Street Champions – Establish a scheme similar to the Street Champions programme, so assisting businesses to keep the road/pavement outside their business clean. The Council would provide information, equipment and bags for the project.

- 2.7 Members of the Group discussed how the younger generation could be educated to take pride in their local environment, including the proper disposal of litter and moving towards net zero. The group were provided an update on recent visits carried out by the Communications Manager and the Waste Projects and Compliance Officer to a number of schools to discuss these issues.
- 2.8 The Review Group visited Cecil Road School on 25<sup>th</sup> April 2022 to witness the schools visits in person.
- 2.9 Duty of Care Training - Funded from the KCC fly-tip fund, the last round of duty of care training for businesses in Gravesham took place in February 2020, attracting 70 attendees, the highest in Kent. An e-learning package has been developed by KCC to be used to educate local businesses about their duty of care.

**RECOMMENDATION**

Roll out the digital version of Duty of Care Training – A digital version of Duty of Care Training for business is available. The training could be rolled out to all business across the borough so they properly understand their responsibilities for waste disposal. This should lead to a reduction in fly-tipping cases.

**WORKSTREAM 2 - DETECTION & ENFORCEMENT**

- 2.10 It was explained to the review group that in September 2020 a new Environmental Enforcement Team was established to tackle fly-tipping and enviro crime across the borough. In the past there was a gap between reporting and removal of fly-tipped waste which meant offenders of fly-tipping were not identified and prosecuted.
- 2.11 The review group was provided with examples of where enforcement action has been taken whether that be a fixed penalty notice or by a full prosecution. The work carried out by the Environmental Enforcement Team has led to a drop in the number of fly-tipping incidents across the borough.

- 2.12 The other type of enforcement actions such as Community Protection Notices which are available to the Environmental Enforcement Team were explained to the review group.
- 2.13 The work of the Environmental Enforcement Team is not just enforcement, they have an education role where they provide advice to residents and businesses on how they should deal with their waste. This is done in cases where it is felt an enforcement penalty is not required.
- 2.14 It was explained that the Environmental Enforcement Team work closely with partners such as the Environment Agency and other Councils through the Kent Resource Partnership. This includes the sharing of best practice, sharing of enforcement information leading to joint prosecutions and carrying out vehicle checks with the Police to identify rogue waste carriers.
- 2.15 The 'Days of Action' programme that is run under the Kent Resource Partnership is where enforcement agencies such as the Police and District Enforcement Teams carry out stop and searches of vehicles which are carrying waste to establish whether they are road legal and carrying the correct waste documentation.
- 2.16 The Days of Action programme is run across the whole of Kent and is essential to removing rogue waste carriers from the industry. Generally, these rogue waste carriers are the ones who dump the large loads of waste across the County especially in the rural settings which in some cases can cause a lot of disruption by blocking the roads.
- 2.17 The programme was previously funded by KCC, however this funding has now stopped. It has been agreed that the funding for the programme for 2022/23 will be covered from the Kent Resource Partnership Project Fund, however there needs to be a long-term solution for this extremely important programme to continue.
- 2.18 Discussions have been held between the Partnership and the Police. To fund the project and to allow for the police to have dedicated officers to carry out the stops and searches, the cost would be approximately £5,000 per district per year. The risk of not continuing the programme is that without checks these rogue waste carriers will continue to operate and dump waste across the County so increasing fly-tipping incidents and increasing costs to the taxpayer for its removal.

#### **RECOMMENDATION**

Funding for Days of Action - The Days of Action programme is critical to identifying rogue waste carriers. There is currently a funding gap of about £5,000 per Kent Council. It is recommended that the Council allocates £5,000 for future years to fund this critical project.

### WORKSTREAM 3 - REMOVAL & CLEANSING

- 2.19 The Members of the review group were provided with a summary of the current hours of operation for the Street Cleansing service, which have been extended in recent years to provide better service coverage and provisions. The current working hours are;

Monday to Thursday – 7.00am to 3.30pm

Friday – 7.00am to 2.30pm

- 2.20 The main changes to the working hours have been in the town centre where there are staff working from 7.00am to 6.00pm, seven days a week. It was explained to the group that the increased hours in the town centre, especially at the weekend has led to a significant improvement in the cleanliness of the town centre.
- 2.21 The change in working practices and equipment was discussed by the group and it was agreed that the street washing machine and new mechanical sweeper have led to significant improvements in the cleanliness of the streets within the borough in the last couple of years.
- 2.22 The review group commended officers on the improvements which have been made to the cleanliness of the borough in recent years and the noticeable improvements that the new equipment has made on the borough's street scene
- 2.23 Members of the group were keen to speak to the Street Cleansing Staff to get their view on the service. A meeting was held on 22<sup>nd</sup> June 2022.
- 2.24 A number of issues were raised by the operational staff
- 2.24.1 Fly-tipped Hazardous Waste Removal – There are set procedures in place for the identification and removal of hazardous waste which has been fly-tipped. The procedures have been reviewed in consultation with the staff following the comments at the meeting and have been updated. These procedures have always included the use of a specialist removal company when there are unknown chemicals which have been dumped. Updated asbestos awareness training was carried out on 21 September 2022, this is part of the yearly Health & Safety Training Programme.
- 2.24.2 New Uniform – The Waste Management Service are moving to an orange uniform from the 1 November 2022. The staff have been consulted on the move to a fully orange uniform and are supportive. The provision of gloves and boots is continually under review and staff are consulted on any changes that are made.
- 2.24.3 Collection of excess black sacks – When the non-collection of excess waste policy was re-introduced in early 2022, there were increased incidents where the Street Cleansing Staff had to collect black sacks from outside properties due to the refuse service not collecting the sacks. There has been a procedure in place for a number of months where residents are contacted if

they have excess waste, this intervention has led to a large decrease in the incidents when the Cleansing Team have to collect excess black sacks.

2.24.4 Lockers and Showers – The welfare facilities at Brookvale Depot are currently being reviewed, this review will include the provision of updated lockers and showers.

2.24.5 Work related vaccinations – There had previously been a programme of offering certain worked related vaccinations to front line staff. The re-starting of this programme is currently being investigated by the Council's HR Team.

2.24.6 Phones and Tablets – The Waste Management Service is currently in the process of introducing tablets to the Street Cleansing Team for mobile working, replacing the current paper-based system. These tablets will allow staff to communicate with Managers during the working day.

2.25 The staff were positive about the service and the Members of the group present were encouraged with the enthusiasm and dedication showed by the staff to their roles.

2.26 The review group were interested in the provision of litter bins. It was explained that a litter bin policy has been approved in February 2021, to allow for there to be uniformity of litter bins across the borough.

2.27 A summary of new litter bin provision was provided to the review group, this has included new 'recycling on-the-go' bins being placed at Woodlands Park, Riverside Leisure Area, St Andrews Gardens and every shopping parade across the borough. These new bins have been very successful especially at encouraging residents & visitors to recycle the litter. To help with the implementation of the programme, the Council received £13,180 following a successful bid to the WRAP Binrastructure – The right bin in the right place Fund

2.28 At some of the main open spaces such as Woodland Parks, Riverside Leisure Area and Camer Park, there have been large bulk bins installed at strategic locations to increase the bin provision during the busy periods.

2.29 The litter bins across the borough are emptied at different frequencies dependant on their location and usage. It was explained to the group that a lot of work had been done on reviewing the empty schedule for each bin, this had led to a large drop in reports of overflowing bins.

2.30 The group were informed that a trial is currently being undertaken using bin sensors which monitor the fill rate of litter bins and use smart technology to produce an emptying schedule for the crews. These sensors are being used in the rural areas to see whether they can reduce the crew mileage so reducing carbon emissions. The trial is due to end in January 2023.

2.31 The review group was interested in the joint working especially with Kent County Council. There is joint working with KCC on removal of fly-tipping, cleaning of high speed roads and weed removal. Although these areas are a good start, it was felt

that stronger relationships and joint working could be established with KCC for the betterment of the borough especially the faster removal of fly-tipping which is blocking roads.

#### **WORKSTREAM 4 - QUALITY ASSURANCE / QUALITY CONTROL**

- 2.32 The review group were interested in the process for the reporting of fly-tipping. It was explained that fly-tipping requests were reported through the website for residents and staff. The fly-tipping requests go to the Enforcement Team to review so they can establish whether an investigation should be carried out. Once they have finished, the request is then passed to the Waste Management Team to remove the waste.
- 2.33 To identify and arrange the quick removal of fly-tipping, a number of officers now report fly-tipping through the website, whether that be the enforcement officer, waste management team or housing officers. It is essential that all fly-tipping is reported through the website to establish the full extent of fly-tipping and to assist in the identification of hotspots.
- 2.34 The reporting system is set up so the reporter of the fly-tipping is kept up to date at each step of the process. This recent addition has been well-received by members of the public.
- 2.35 It was explained to the group that the Street Cleansing Team is in the process of moving away from paper-based system to a digital platform. In recent years the waste and recycling service has used a digital platform, which has been very successful.
- 2.36 The new system allows for fly-tipping removal work to be routed more efficiently to enable the operatives to close down jobs whilst on site and to take photos of work before and after collection.
- 2.37 All the current litter and dog bins have been mapped and are being uploaded to the system. Again, the operatives will log when the bins are emptied so providing better management information.
- 2.38 The review group asked whether the work carried out by the Street Cleansing Team is monitored. The monitoring of work is carried out by the Street Cleansing Manager, who checks all the staff on regular basis and carries out pre/post work checks. A WhatsApp group is used to enable operatives to post photos of the work they have carried out.

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