

This Report will be made public on 19 July 2021.

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**To:** Overview and Scrutiny Committee  
Task & Finish Group

**Date:** 26 July 2021

**Status:** Non Key

**Responsible Officer:** Ewan Green, Director of Place

**Cabinet Member:** Councillor Stuart Peall, Cabinet Member for Enforcement, Regulatory Services, Waste and Building Control

**SUBJECT:** REVIEW OF WASTE AND STREET CLEANSING CONTRACT

**SUMMARY:** This reports presents a range of information as background and evidence to support the Task and Finish Group to review of the Council's Waste and Street Cleansing Contract.

**RECOMMENDATIONS:**

1. To receive and note the report.
2. To review the information provided as preparation for the Task and Finish Group meeting on 26 July 2021.

## 1. BACKGROUND

- 1.1 As part of delivering the new waste contract it was agreed that Veolia would introduce new refuse and recycling rounds in order to provide a more efficient and cost effective service. The new routes would take effect from 10th May 2021.

The previous collection rounds have largely remained unchanged since 2010 and it was recognised that there have been several localised changes that required the review (including for example, new homes, new road layouts, and, in particular, the closure of Hawkinge Waste Transfer Station which now requires tipping at facilities in Ashford to be used instead).

- 1.2 Changes to collection routes were devised via a route optimisation exercise carried out by Veolia. The key principle underpinning the optimisation process was that new routes will be fewer in number and more efficient, resulting in better use of the new vehicle fleet.

This in turn would mean that the service will be more cost effective and deliver reductions in vehicle carbon emissions (notably from the more compact routes and by fewer vehicles travelling to Ashford twice per day to tip). Scaled-up over the contract term the new routes would deliver a much greener service, which was a major objective when the new contract was procured.

- 1.3 In operational terms the route optimisation resulted in 48% of kerbside collections (17,261 properties) and 2000 communal properties having changes to day, week or a combination of both.

The table below provides an overview of the scale of the changes:

<b>Folkestone</b>	<b>Properties</b>	<b>Percentage</b>
No change	18491	52%
Day change only	6138	17%
Week change only	3273	9%
Day and Week change	7850	22%

- 1.4 Whilst the day/weeks changed the following remained unchanged:

- 52% of current routes.
- Collections will continue to take place fortnightly for refuse and recycling and weekly for food.
- No changes to the bins and containers and what can be put in them.
- Garden Waste collection days/dates will remain the same as they are currently

- 1.5 Contingency arrangements were put in place to ensure that missed collections were recovered as quickly as possible.
- 1.6 A new street cleansing regime aimed at focusing activity on hot spots and providing an improved response at peak times was introduced from April 2021.
- 1.7 Following a request from the Cabinet Member for Enforcement, Regulatory Services, Waste and Building Control and the Chairman of the Overview and Scrutiny Committee, this Task and Finish Group has been established to review issues arising from the operation of the new Waste and Street Cleansing Contract.
- 1.8 The scope of the Task and Finish Group review is set out below:
  1. To review the operation of the new Waste and Street Cleansing Contract with a focus on the route optimisation project (new collection routes started on 10/5/21).
  2. To invite Veolia Senior Management to the Task & Finish Group meeting to be set up during July 2021.
  3. For Veolia to present detailed plans to recover service levels to the contracted standards for:
    - a. Refuse/Recycling/Food Collections
    - b. Assisted Collections
    - c. Communal Bin Collections
    - d. Garden Waste Collections
    - e. Street Cleansing

## 2. KEY LINES OF ENQUIRY

- 2.1 A number of suggested Key Lines of Enquiry (KLoE) have been developed to support the Task and Finish Group's review:
  1. **Rationale & Planning** - including the basis for the route optimisation project and expected outcomes, planning, governance, communications and risk mitigation.
  2. **Current Position** - including performance pre and post route optimisation changes, impacts on collection service delivery for customers, impacts on Council services.
  3. **Recovery** - based on Veolia's Folkestone & Hythe Action Plan detailing interventions to recover service levels for waste collection and street cleansing.
  4. **Council Response** - including contract management (actions taken, management escalations, performance monitoring), customer services and complaints handling.

### **3. Background Information and Evidence**

- 3.1 In order to support the Task & Finish Group's considerations, both in general and in relation to specific Key Lines of Enquiry, the following information has been provided as appendices to this report:

<b>Title</b>	<b>Link</b>
Appendix 1 Cabinet Report (July 2020) Contract Award	General
Appendix 2 Cabinet Report (Dec 2020) Joint Working Agreement	KLoE1
Appendix 3 Veolia Route Optimisation Project Plan	KLoE 1
Appendix 4 Contract Performance Information	KLoE 2
Appendix 5 Daily Collection Status Table	KLoE 2
Appendix 6 Customer Contact Statistics	KLoE 2
Appendix 7 Folkestone & Hythe Action Plan - Veolia June 2021	KLoE 3
Appendix 8 Contract Management Chronology	KLoE 4

- 3.2 Members are invited to review the information provided as preparation for the Task and Finish Group meeting on 26 July 2021. Council officers and Veolia representatives will be present at the meeting to respond to questions from the group.

### **4. RISK MANGEMENT**

- 4.1 There are no risk management implications in this report.

### **5. LEGAL/FINANCIAL AND OTHER CONTROLS/POLICY MATTERS**

#### **5.1 Legal Officer's Comments**

There are no legal implications in this report.

#### **5.2 Finance Officer's Comments**

There are no financial implications in this report.

#### **5.3 Diversities and Equalities Implications**

There are no diversities and equalities implications in this report.

### **6. CONTACT OFFICERS AND BACKGROUND DOCUMENTS**

Councillors with any questions arising out of this report should contact the following officer prior to the meeting

Ewan Green, Director of Place  
Telephone: 07783659864  
Email: [ewan.green@folkestone-hythe.gov.uk](mailto:ewan.green@folkestone-hythe.gov.uk)

The following background documents have been relied upon in the preparation of this report:

***(Note: only documents that have not been published are to be listed here)***

### **Appendices**

- Appendix 1 Cabinet Report (July 2020) Contract Award (redacted)
- Appendix 2 Cabinet Report (Dec 2020) Joint Working Agreement
- Appendix 3 Veolia Route Optimisation Project Plan
- Appendix 4 Contract Performance Information
- Appendix 5 Daily Collection Status Table
- Appendix 6 Customer Contact Statistics
- Appendix 7 Folkestone & Hythe Action Plan - Veolia June 2021
- Appendix 8 Contract Management Chronology