

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE MEETING

Date: Tuesday 17 March 2020
Time: 7.00 pm or at the conclusion of the Communities,
Housing and Environment Committee Acting as the
Crime and Disorder Committee Meeting whichever
is the latter
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors M Burton, Joy, Khadka, Mortimer (Chairman), Powell (Vice-
Chairman), Purle, D Rose, M Rose and Young

The Chairman will assume that all Members will read the reports before attending the meeting. Officers are asked to assume the same when introducing reports.

AGENDA

Page No.

1. Apologies for Absence
2. Notification of Substitute Members
3. Urgent Items
4. Notification of Visiting Members
5. Disclosures by Members and Officers
6. Disclosures of Lobbying
7. To consider whether any items should be taken in private because of the possible disclosure of exempt information.
8. Minutes of the Meeting Held on 11 February 2020 1 - 6
9. Presentation of Petitions (if any)
10. Questions and answer session for members of the public (if any)
11. Questions from Members to the Chairman (if any)
12. Committee Work Programme
13. Reports of Outside Bodies

Issued on Monday 9 March 2020

Continued Over/:

Alison Broom

Alison Broom, Chief Executive

PUBLIC SPEAKING AND ALTERNATIVE FORMATS

If you require this information in an alternative format please contact us, call **01622 602899** or email committee@maidstone.gov.uk.

In order to speak at this meeting, please contact Democratic Services using the contact details above, by 5 p.m. one clear working day before the meeting, i.e. by 5 p.m. on Friday, 13 March 2020. If asking a question, you will need to provide the full text in writing. If making a statement, you will need to tell us which agenda item you wish to speak on. Please note that slots will be allocated on a first come, first served basis.

To find out more about the work of the Committee, please visit www.maidstone.gov.uk.

Should you wish to refer any decisions contained in these minutes to the **Policy and Resources Committee**, please submit a Decision Referral Form, signed by **three** Councillors, to the **Head of Policy, Communications and Governance** by: **26 February 2020**

MAIDSTONE BOROUGH COUNCIL

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE

MINUTES OF THE MEETING HELD ON TUESDAY 11 FEBRUARY 2020

Present: Councillors Adkinson, Brindle, M Burton, Joy, Khadka, Mortimer (Chairman), Powell and Purle

Also Present: Councillor McKay

79. APOLOGIES FOR ABSENCE

Apologies for absence were received from:

- Councillor D Rose
- Councillor M Rose

80. NOTIFICATION OF SUBSTITUTE MEMBERS

It was noted that the following Substitute Members were present:

- Councillor Brindle for Councillor D Rose
- Councillor Adkinson for Councillor M Rose

81. URGENT ITEMS

There were no urgent items.

82. NOTIFICATION OF VISITING MEMBERS

It was noted that Councillor McKay was present as a Visiting Member for Agenda Item 10 – Questions and Answer Session for Members of the Public.

83. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members or Officers.

84. DISCLOSURES OF LOBBYING

There were no disclosures of lobbying.

85. EXEMPT ITEMS

RESOLVED: That all items be taken in public as proposed.

86. MINUTES OF THE MEETING HELD ON 14 JANUARY 2020

RESOLVED: That the minutes of the meeting held on 14 January 2020 be approved as a correct record and signed.

87. PRESENTATION OF PETITIONS

There were no petitions.

88. QUESTIONS AND ANSWER SESSION FOR MEMBERS OF THE PUBLIC

Ms Dee Bonnet asked the following question of the Chairman:

"Why does the current Pet Policy In Temporary Housing at Maidstone Borough Council and my request to change the Clause, so that those who are now residing in Temporary Accommodation with their Pets, SHOULD remain there until Permanent Accommodation can be found, have any bearing to the recent Government Guidelines regarding Landlords, Tenants and their Pets and is not on the works programme for this year for the Communities, Housing and Environment Committee? There is nothing stopping Maidstone Borough Council introducing or amending their current policy as it stands, if it wishes, as this was already implemented in July 2018 and inspired by the tragic Suicide of my very best friend John Chadwick. It is indeed the clause as it currently stands, that needs to be changed, as it is placing those at their most vulnerable, at risk of facing sanctions, if a permanent offer is given with a no Pet Policy. The Government is clear there should be a balance with responsible Pet owners, who should not be penalised and a more flexible approach to be taken by Landlords. As it stands the clause I have requested to be changed, is helping those at their most vulnerable, halfway up the ladder, and then they could be forced to choose between "Giving Up Their Pets or Their Home?" I would like to further remind, that my very best friend John Chadwick, was separated from his Pets, his fur babies, to reside in Temporary Accommodation as homeless and died by suicide 10 days later, after being told he had to take the ONE OFFER ONLY of permanent accommodation, otherwise he would have made himself intentionally homeless. I had set the motion in place to fight his case, but this was tragically never to be..."

The Chairman responded to the Question.

Miss Dee Bonett asked the following supplementary question:

"It was previously mentioned that there would be a meeting held with myself to discuss a way forward, is this still something that's going to be considered?"

The Chairman responded to the supplementary question.

To view the full responses from the Chairman of the Committee, please use the below link to access Webcast:

<https://www.youtube.com/watch?v=OSHgLjOqNjc>

89. QUESTIONS FROM MEMBERS TO THE CHAIRMAN

There were no questions from Members.

90. COMMITTEE WORK PROGRAMME

The Committee considered the Committee Work Programme and made the following comments:

- That a date be attributed to the report on Guidance for Fireworks and that this be extended to NSPCC as well as RSPCA as some children are frightened of fireworks; and
- That the Crime and Disorder Committee be held on the same date as the Communities, Housing and Environment Committee on 17th March.

RESOLVED: That the changes to the Committee Work Programme be agreed.

91. CHE Q3 BUDGET & PERFORMANCE MONITORING 19-20

The Committee considered the report of the Director of Business Improvement and the Data Intelligence Officer which set out the 2019/20 financial and performance position for the services reporting to the Committee in Quarter 3 and outlined the following points:

- There was an under spend of £216,000 projected for the year against the annual revenue budget of £8.473 million; and
- There was an anticipated slippage on the capital programme of £4.165 million into 2020/21.

In response to questions from Members, the Officers present advised that:

- The savings on Recycling related to savings from the purchase of wheeled bins;
- The underspend on the Guaranteed Rent Scheme was due to an increase in popularity of the other two schemes in operation. The Guaranteed Rent Scheme was to be closed to concentrate on the alternative schemes;
- The surplus for Homelessness Outreach was caused by the time between provision of the grant and the Council's ability to recruit staff. It was confirmed that the grant money would be carried over; and
- Acceptable levels of litter were calculated using guidance provided by Defra.

RESOLVED: That;

1. The Revenue position as at the end of Quarter 3 for 2019/20, including the actions being taken or proposed to improve the position, where significant variances have been identified, be noted;
2. The Capital position at the end of Quarter 3 be noted; and
3. The performance position as at Quarter 3 for 2019/20, including the actions being taken or proposed to improve the position, where significant issues have been identified, be noted.

92. ACCESS TO SERVICES REVIEW

The Equalities and Corporate Policy Officer presented the report noting that the report was created in response to a member request, made at the end of the last municipal year.

The Scrutiny Review report recommendations and the record of implementation from 2005/06 had been reviewed. Since 2005/06, the 2010 Equalities Act had been introduced and the Council had ensured that they had robust strategies in place to adhere to this legislation. Upon reviewing the existing key strategic documents and current work-streams, the Officer recommended the creation of a Task and Finish Group to oversee a review of access to services.

RESOLVED: That;

1. The scope at appendix 1 and discussed at paragraph 1.3 (onwards) be agreed; and
2. The Head of Policy, Communications and Governance, in consultation with the Chairman and Vice Chairman, be given delegated authority to form a Task and Finish Group and timetable a review, reporting back to the Committee at its next available meeting.

93. HOUSING ALLOCATION SCHEME REVIEW

The Home Choice and Strategy Team Leader introduced their report, with particular focus given to the following points:

- The report summarised the consultation process which had taken place for 8 weeks from mid-November;
- Kent County Council, the Citizens Advice Bureau and all relevant stakeholders were consulted during this process; and
- Following the report, the 840 households currently on the housing register would be notified of their new banding, in effect from 01 April 2020.

In response to Member's questions, the Team Leader confirmed that Band R – Reasonable Preference, fulfilled the Council's statutory requirements within Section 6 of the Housing Act 1996. The term 'Reasonable' had been chosen to include the multitude of situations which Householders may have faced in being placed on the housing register.

It was confirmed that the Pet Policy provisions were covered by the Temporary Housing Strategy rather than the Housing Allocation Scheme.

RESOLVED: That;

1. The Committee agrees the proposed changes to the Council's Allocation Scheme as stated in paragraphs 3.2 to 3.11 of this report; and

2. In accordance with the paragraph 24.2 of the Allocation Scheme, that the Committee agrees to amend the quota of the percentage of properties allocated to each band to those stated in paragraph 3.8 of this report.

94. WATER RE-FILL SCHEME

The Water Refill Scheme report was introduced to the committee following a Member request for further information at the previous meeting on 14 January 2020.

The Head of Environment and Public Realm highlighted the following points:

- The request was for £15k for three units, subject to the required exploratory and procurement exercises, as part of the Waste Strategy 2018-2023 as agreed by the Committee;
- Each unit would cost approximately £3k, with an annual maintenance cost of approx. £120 on a three- or five-year agreement;
- Free installation of the units may occur, dependent on continued correspondence with South East Water;
- An estimated £4k would be used for marketing the scheme;
- Purchase of the re-fill units was relevant given the increased awareness of environmental concerns within society and the movement against single use plastics; and
- Installation of the units would coincide with the 18 businesses in Maidstone that have already signed up to refill plastic bottles upon request.

It was confirmed that the units have an expected lifespan of eight years, after which they can be refurbished and that maintenance packages were only available for three to five years at a time. The funding for this would come from the spare capacity within the recycling budget.

The Committee expressed interest in how the success of the scheme would be measured, with Officers stating that water meters would be installed at each unit and that businesses would be contacted to consult on how often they were asked to refill bottles. It was requested that the Committee be updated on the progress of the scheme.

RESOLVED: That;

1. The Committee agrees the investment of £15k allocated from the Capital Programme for the installation of three water refill stations, two in the Town Centre and one at Mote Park; and

2. The Committee agrees that the Council should sign up to and promote the existing Refill Scheme to offer free tap water to visitors.

95. DURATION OF MEETING

6.30 p.m. to 7.43 p.m.

Communities, Housing and Environment Committee

Tuesday 17 March 2020

Waste Services Update

Final Decision-Maker	Communities, Housing and Environment Committee
Lead Head of Service	William Cornall, Director of Regeneration and Place
Lead Officer and Report Author	Jennifer Shepherd, Head of Environment and Public Realm Graham Gosden, Waste Manager
Classification	Public
Wards affected	All

Executive Summary

The Mid Kent Waste Contract has been operational since 2013, however in late 2019 experienced notable service failures due to problems with vehicle reliability and access issues. This report outlines the work undertaken to improve performance over the past few months as well as a revised document offering guidance to developers to ensure waste provision is given more consideration in the future.

Purpose of Report

For noting.

This report makes the following recommendations to this Committee:

1. That improvement in performance of the waste collection contract be noted; and
2. That the revised waste information for developers be noted.

Timetable

Meeting	Date
Corporate Leadership Team	Tuesday 3 March 2020
Communities, Housing and Environment Committee	Tuesday 17 March 2020

Waste Services Update

1. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	<p>The report highlights the contractor’s performance levels in relation to services provided across the borough. These services play an important role in supporting the Safe, Clean and Green aims.</p> <p>The reworded guidance on waste collection reinforces the alternate weekly collection system and provides improved guidance for the location and construction of communal bin stores. This takes into account a trend for flats to have more bedrooms, therefore more occupants leading to more waste. The guidance should lead to improved access for our contractor. The guidance supports the Councils clean and green aims with the better conditions encouraging recycling.</p>	Waste Manager
Cross Cutting Objectives	Services include the collection of recycling and garden waste from properties. These materials are recycled and substantially reduce the environmental impact of waste collection, so supporting the aims of Environmental Sustainability.	Waste Manager
Risk Management	This report is for noting only. No new risks have been identified relating to the performance of the waste contract for the remaining 3 and a half years of the contract term.	Head of Environment and Public Realm
Financial	The proposals set out in the recommendation are all within already approved budgetary headings, no additional funding required.	Maxine Mahon – no issues
Staffing	No staffing implications within this report.	[Head of Service]
Legal	The continued contract monitoring and improved guidance will support the Council’s duties to provide a regular domestic waste collection services, as required under Environmental Protection Act 1990 Sec 45.	Robin Harris – no issues

Privacy and Data Protection	No additional implications identified	Equalities and Corporate Policy Officer
Equalities	The contract allows for service standards to be adjusted to reflect equalities needs. Maintaining the standards of assisted collections is key to providing the service to some of our more vulnerable residents. No changes are proposed.	Equalities and Corporate Policy Officer
Public Health	Regular waste collection is a prerequisite to maintaining public health. The continued monitoring of the contract will help to maintain service standards and promote good health within the local population.	Waste Manager Paul Clarke – no issues
Crime and Disorder	No impact identified	Waste Manager
Procurement	No impact identified	Waste Manager

2. INTRODUCTION AND BACKGROUND

2.1 In 2013, the Council entered into partnership with Ashford and Swale Borough Councils as well as Kent County Council to let a 10-year contract for the collection of household waste and for some street cleansing services to Biffa Municipal Ltd.

2.2 This contract delivers all of Maidstone's frontline waste collection services including:

- Refuse collection (£1 million)
- Mixed recycling collection (£900k)
- Food waste (£500k)
- Garden waste (£300k)
- Bulky waste (£100k)
- Clinical waste (£10k)
- Textiles and WEEE (waste electrical and electronic equipment)

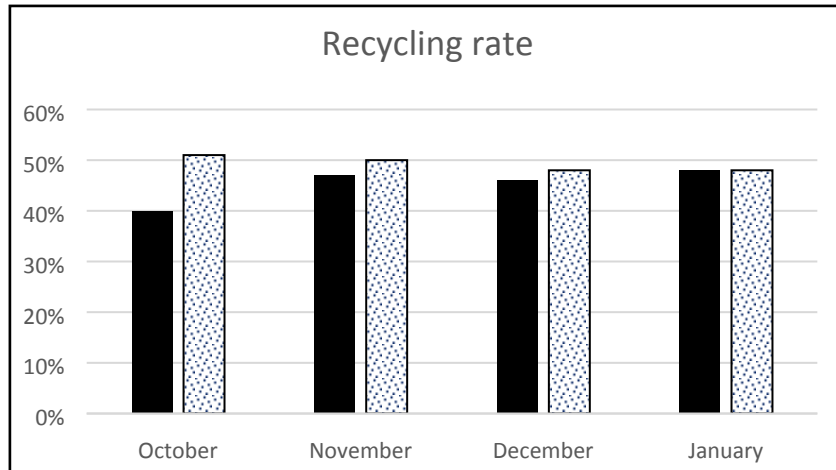
The approximate cost is shown against each service.

2.3 The Mid Kent Waste Contract has delivered over £1million in savings per year for Maidstone with the cost of the service falling to around £34 per household. The contract currently costs the Council £2.8 million per year which is funded from Council Tax, support from Kent County Council and external income such as garden waste subscriptions.

- 2.4 Waste and recycling collection is a primary public service, provided to every domestic household every week. Standards of service impact regularly on every resident. Therefore, any reduction in standards will directly affect the wider public perception of the authority.
- 2.5 Last Autumn/Winter (Nov 2019), there were considerable service issues, primarily caused by continual vehicle breakdowns. This caused delays in areas across the Borough in collecting waste or recycling from properties. This also resulted in an increase in collection issues. The contractor was required to operate a catch-up service on most weekends over this period. MBC officers utilised the performance mechanism within the contract as well as working closely with the contractor's local management team, to resolve the issues and provide updates to residents.
- 2.6 In addition to vehicle maintenance problems, there were a high number of problems gaining access into issues roads due to parked cars, particularly on corners and at junctions. This resulted in the contractor having to repeatedly reattempt collections, putting a further strain on the resources available.
- 2.7 During late November there were changes to the contractor's management team, with the new manager initiating a number of actions to improve performance and resolve the high vehicle downtime. Officers worked with the company in improving the standards of service. The main aim being to ensure we were suitably prepared to operate over the busy Christmas and New Year period. Officers continued to utilise the performance default mechanism where appropriate.
- 2.8 In December the Council issued a statement to apologise to residents for the disruption to service over the previous couple of months. This was widely reported on social media and resulted with an interview on radio Kent.
- 2.9 The purpose of this report is to provide Members with a summary of progress over the recent months, to highlight measures of performance from October to January/February. Information has also been included on headline recycling performance on a month by month basis and a running average for the year.
- 2.10 For Members information key Environmental and service performance data is included as follows:

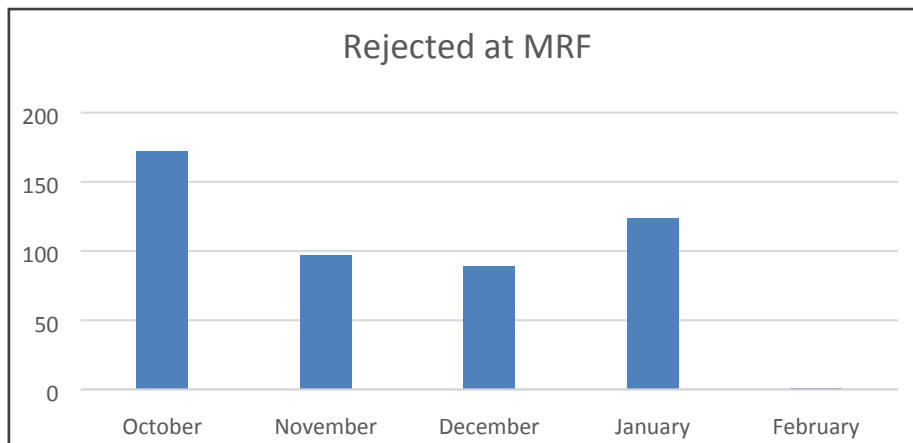
Environmental Performance

- 2.11 The recycling rate is running at nearly 50% for the current financial year. Members will note a dip in monthly performance over the winter (indicated by solid bar), this is usual seasonal variation due to the reduction in the amount of garden waste collected. This is expected to recover during February/March.



Solid bar – monthly figure
Dotted bar – annual running total

2.12 The decrease over this period has been slightly exaggerated due to contamination of the dry mix recycling, which is discussed below.

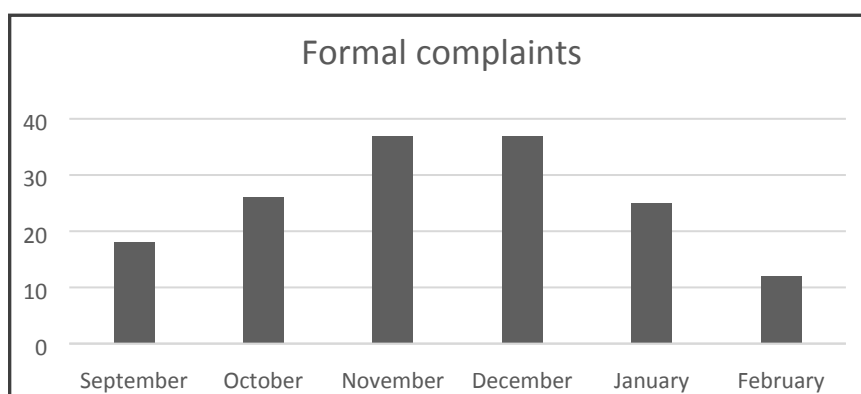


2.13 This is material which has been collected from residents and delivered to the sorting contractor. On delivery the load has failed to meet the required input specification and is therefore rejected and is disposed of as waste.

2.14 Reducing contamination of dry mix recycling is a partnership, even country wide issue.

2.15 The collection system in Maidstone has operated reasonably well for a number of years. In some cases, contamination is nearly a deliberate act, in other cases it's down to a lack of information. This will be addressed by a communications push on improving recycling quality, and extra crew training allowing them to reject contaminated bins at the kerbside.

Standard of service performance



- 2.16 To clarify, these are formal complaints logged by Complaint/FOI team, which are reported to waste department for further attention and written response.
- 2.17 Not all complaints relate to service standards, they can be about the cost of services, Christmas round changes or even the method of collection provided. The number recorded is a measure of public view of service standards.
- 2.18 In addition to these records the contract includes a formal performance mechanism, used to notify the contractor of service issues, these notices fall into three brackets and described as follows:

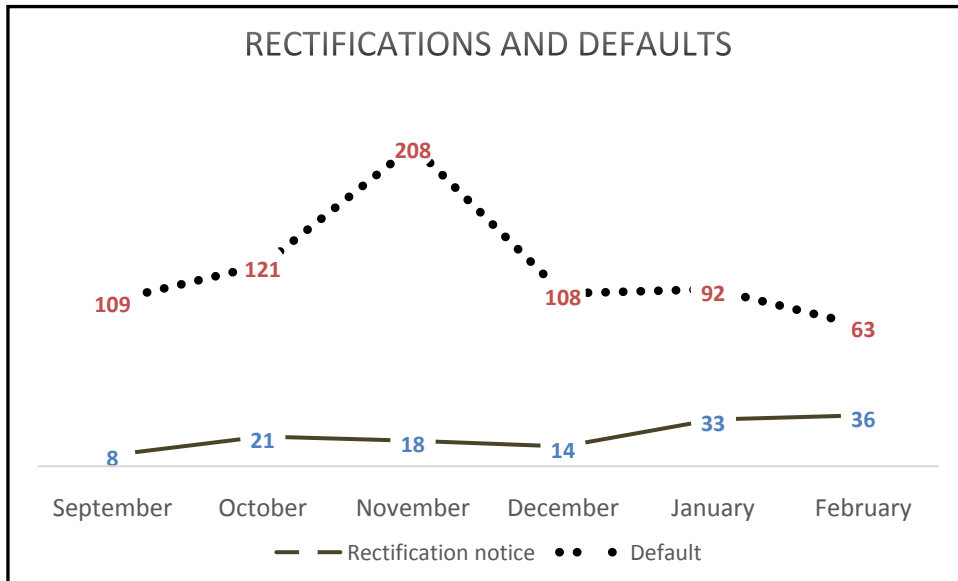
Rectification notices – would be used to formally advise the contractor of a service issue that he is not aware of.

Default notice – would be used when he has failed to respond to the rectification within required timeframe.

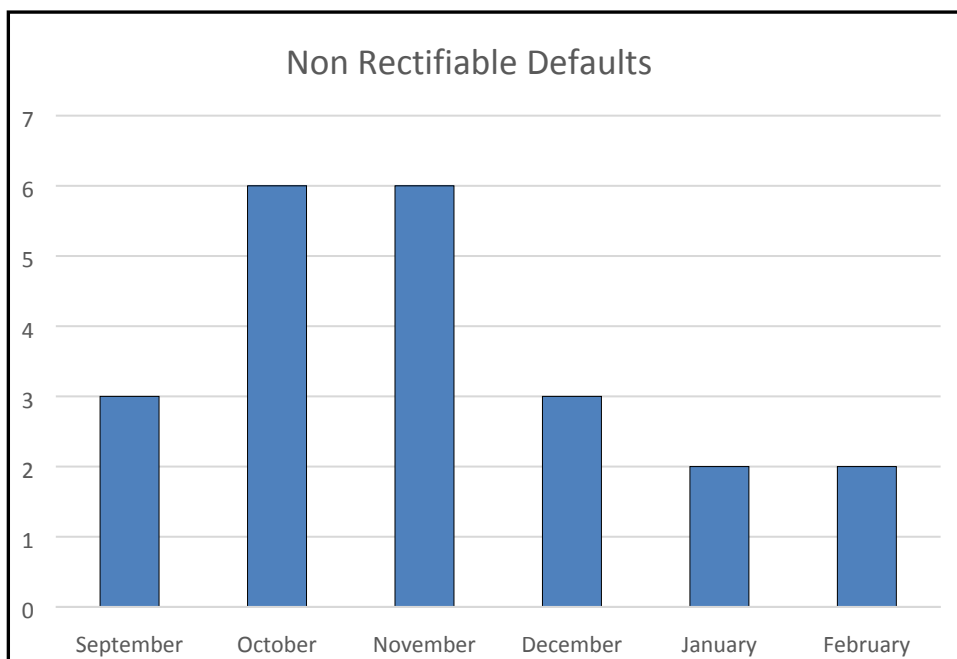
Non rectifiable default notice – used for the failure to remedy a default notice, or other serious failure event.

- 2.19 The data for the period is summarised in table 1.

	Rectification notice	Default	Non rectifiable default
September	8	109	3
October	21	121	6
November	18	208	6
December	14	108	3
January	33	92	2
February	36	63	2



- 2.21 The graph demonstrates a steep rise defaults during the Autumn peaking in mid-November, then settling over December / January. This indicates that during November the contractor was unable to keep up with the service issues notified but has over December and January got that situation under control.
- 2.22 There is a slight rise in rectification notices over this time, this is where issues are noted by Officers during inspections or the public have advised Waste Services of problems direct, without going through the call centre.



- 2.23 Non rectifiable defaults have also peaked in November and tailed back to a reasonable. This again shows where the contractor struggled to keep up with client demands during October/November.
- 2.24 This is a very blunt measure but does tend to show improvement recently.

Going Forward

- 2.25 Officers take the opportunity to highlight actions taken by the contractor over the recent months.
- 2.26 They have raised the importance of vehicle maintenance to Director level at the Contractor, involving their local managers in those conversations and placing a higher demand on their contractor. To date this has improved vehicle resilience.
- 2.27 They have provided completely new management at Maidstone. A new Operations Manager – responsible for day to day scheduling, staff issues, and a new Business Manager – responsible for overall financial control and external contractual issues, have been introduced.
- 2.28 In addition, across the whole partnership (which includes Swale and Ashford Councils) we have a new General Manager and the contract is being overseen in more detail at Company Director level.
- 2.29 These changes confirm a complete management revamp over the last five months. Fundamental service issues being raised by the client Councils are being considered and actioned at a much higher level within the Contractors organisation.

Development Waste Guidance

- 2.30 Waste Services provide a guidance document for local developers. This does not form a formal part of planning consent which is agreed to local and national standards, the guidance helps developers design the property to suit local waste collection services.
- 2.31 A number of conversions or developments have recently been found with insufficient space for our standard waste and recycling services. In some cases, the lack of space has resulted in a restriction of our recycling collection services, in extreme cases we've had to increase collection frequency and/or change the methodology of collection. In the light of these the guidance has been reviewed.
- 2.32 The revised guidance document looks to provide more explicit advice to developers about the existing requirements to deliver successful waste and recycling collection services to residents. The guidance has not substantially changed but looks to improve uniformity in the waste and recycling provision in new developments by offering clear expectations on the requirements for the service.
- 2.33 The attached document has increased the size of the bin stores, improved ventilation, lighting and clarified suitable locations for both collection staff

and residents. Importantly the guidance seeks to improve crew access by insisting on a standard type key arrangement, rather than each having to carry a lot of different keys.

- 2.34 The revised document also acknowledges that over time occupation rates for flats have increased. They are now regularly built as two or even three-bedroom units. The additional living accommodation results in additional residents and therefore additional waste. The revised calculation acknowledges changes and increases the allowance per property, to mirror that for regular houses.
- 2.35 The updated guidance is attached at Appendix 1.
- 2.36 It is intended that this guidance is used as the foundation for future discussions with Planning to introduce statutory planning requirements for the waste management of new developments.

3. AVAILABLE OPTIONS

- 3.1 There are no matters for decision in this report. The Committee is asked to note the contents but may choose to take further action depending on the matters reported here.

4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 4.1 In considering the action taken to improve performance following the period of disruption as well as the revised guidance for new developments, it is recommended that the Committee note the information.
- 4.2 Current performance has significantly improved, and the contract continues to deliver significant savings to the Kent Taxpayer. It is therefore not recommended that any further action is taken about the delivery of the current contract, but the information is used to inform the future contract post 2023.
- 4.3 A further report will be brought to the Committee next month outlining the next steps for consideration regarding the retendering the Mid Kent Waste Contract including initial findings from a recent modelling exercise of potential costings for alternative delivery models.

5. RISK

- 5.1 This report is presented for information only and has no direct risk management implications.
- 5.2 The Council continues to monitor the performance of the waste contractor and where appropriate uses the Performance Mechanism to recover costs.

6. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

- 6.1 In February 2019, a report was presented to the Committee on performance at the mid-point of the 10-year contract. This report seeks to update the Committee on progress following a period of disruption.
- 6.2 Customer satisfaction with the service is measured through the biannual residents' survey and historically has shown high satisfaction with the services offered.
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7. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 7.1 The waste team will continue to monitor the contract and take appropriate steps to manage contractor performance. In addition, during the coming year they will take steps to promote recycling participation, reduce contamination and therefore maintain the overall recycling rate.
- 7.2 The revised waste guidance will be posted online on the Councils web site and made available to developers through the Council's planning team.
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8. REPORT APPENDICES

Appendix 1: Developers Guidance for Waste Services

9. BACKGROUND PAPERS

N/A

Refuse and Recycling Requirements for Developers Prior to Submitting Plans

Maidstone Borough Council (MBC) operates a fortnightly refuse and recycling service and a weekly food waste collection service.

- 1. Introduction**
- 2. New houses**
- 3. Flats**
- 4. Internal design considerations**
- 5. Vehicle Access**
- 6. Collection problems**
- 7. Cost of bins**
- 8. Eurobin dimensions**
- 9. Vehicle dimensions**

1. Introduction

All new build property must permit residents (or the managing agent) to store sufficient containers, enabling them to use all of our statutory waste and recycling collection services.

2. New Houses

All collections are made from the front boundary of the property.

Our standard service requires residents to use 1 x black refuse bin (180l), 1 x green recycling bin (240l) and 1 x black/orange food waste bin (23l).

We also offer an 'opt-in' garden waste service and this is collected by means of a 240l wheeled bin (usually brown in colour). The take up of this service is extremely high therefore space should also be allocated to accommodate an additional bin.

Developers are required to pay MBC to provide the standard service containers (wheeled bins) meeting standard EN840.

For information the approximate dimensions for 240 litre bins are as follows: 1070mm height, by 550mm width, by 720mm depth. (Exact details subject to manufacturer)

23 litre containers are approximately 360mm high and 350mm by 300mm - subject to specific manufacturer.

There are occasions where we provide a larger 240 litre waste bin, therefore all individual houses must have a clearly identified flat storage area to accommodate 3No x 240 litre bins and 1No 23 litre container.

The occupier must be able to use the bins whilst they are situated in the storage area, be able to open the lids fully and be able to move one bin without moving another.

Overall we expect the storage area to be approximately 2000mm wide by 780mm deep, with the bins not being visible from the road. This could be simply ensuring space in the rear yard or garden (with suitable side access) or providing covert / shielded storage facility at the front of the property.

In all cases developers must be mindful of the need to allow access and ease of use for the resident and consider nearby properties, with respect to intrusion of odours.

The bin storage area is not the presentation point.

The point of presentation is an area used when the resident presents bins for servicing. This will be at the front of property where the property immediately abuts the public highway. It should be as close as possible to where the vehicle passes but no more than 25m from vehicle to point of presentation.

The developer is required to ensure the point of presentation is clearly stated to new residents and that there is nothing preventing the resident from moving bins from the storage area to the presentation point.

All houses are required to have an individual collection and must not be provided with communal collection arrangements.

3. Flats

Flats are generally serviced by communal bin stores. Bin stores should be large enough to accommodate and manoeuvre sufficient 1100 refuse Eurobins and 240 litre bins, for the number of dwellings.

To permit use of all waste collection and recycling collection services, the total overall provision for allocated users of each bin area, needs to be calculated, as follows:

Flats, basic requirement per property type.

No of bedrooms	Refuse litres	Recycling litres	Food
1	180	180	140 litres for every 10 flats -regardless of bedroom numbers
2	180	240	
3	180	240	

It is common for a large development to have more than one bin area, however the allocated users for each bin store must be clearly identified, in terms of specific flat numbers and property type.

This specific detail facilitates the calculation of capacity required for each single bin area and will assist the landlord or property management company, once the property becomes occupied.

Site details and calculations must be submitted by the developer prior to ordering the purchase of bins.

Note. for bin stores serving 4 or less flats each dwelling should be provided with their own designated bins.

The Council will not be responsible for the maintenance of the bin store, which must be;

- Easily accessible from the public highway
- Its location must be carefully considered, so as to not cause intrusion of odours or other issues, to adjoining properties or residents
- Have adequate ventilation – ventilation area to be 1/10th of total floor area, placed at high level and split flow through if practicable.
- Sufficient room to move bins around and access all bins
- Lockable doors wide enough to permit easy removal and replacement of the bins. 2m width overall opening minimum.
- Doors must prevent litter escaping from the bin store and be capable of being secured in the open position, to facilitate bin servicing.
- Lighting with secure cables
- Access must be restricted by use of key lock FB1 or FB2
- If access onto the site is restricted by remote control gates, there must be a trade access option. The Authority will not accept key lock or remote fob type access systems.

The distance that residents must travel to use the bin store must be less than 30m (property exit to bin store entrance), excluding vertical distance.

Collection vehicles must be able to park within 10m of the bin store.

There must be a clear identified route to move the bins to the vehicle parking location from the bin store, this must be level, smooth, suitable for purpose with no steps, gradient of less than 1 in 12. Drop kerbs into the road are mandatory.

In order to guarantee access and bin movement, parking must be prevented immediately in front of the bin store and on the route between store and collection vehicle. Developers should be mindful of pavement overhang when cars park.

A minimum free height of 5.200 m must be observed at the designated vehicle parking point.

4. Internal design - practical considerations

There is a general requirement in modern waste collection systems, for householders to separate types of waste, at a minimum this is non-recyclable and the usual recycling streams.

Occupiers are most likely to need these temporary facilities at the point of arising, so avoiding repeated trips to an external storage area.

Integrating suitable space into the design of cabinets in the kitchen or other appropriate areas, can make more efficient use of space and prove less obtrusive than leaving householders to acquire free standing bins at a later date.

5. Vehicle Access

Reversing refuse trucks can be hazardous so where possible, the road layout should include sufficient space for vehicles to drive in and turn around keeping reversing manoeuvres to a minimum.

Road design or parking limitations must also allow for access by large 26 tonne vehicle (see general dimension as below) special attention needs to be taken at junctions, bends in roads, pinch points etc. If vehicles cannot gain access it will impact on bin servicing and could also have implications for emergency services.

Developers whose construction includes archways, flying freeholds, building overhangs etc, should also consider the height of these vehicles.

6. Collection problems communal bin stores

The Council or its contractor will visit the site to service bins on an agreed schedule. If at that time, we are unable to gain access or safely move the bins to the vehicle, the collection will not be completed and the managing agent will be required to manage the waste / recycling until the next scheduled visit.

The Council will not be responsible for removing any side waste, should side waste prevent normal bin emptying, the bins will not be emptied on that visit. The managing agent is required to actively manage and monitor the use of the bin area.

7. Cost of Bins

Developers are required to pay for the provision of all bins required for new developments. The costs are as follows (2020 subject to annual review).

Black 180L wheeled bin for refuse:	£25
Green 240L wheeled bin for recycling:	£25
Food waste bin 23L	£8
Communal Food waste bin 140L	£25
1100 L bin standard waste	£320 + VAT + Delivery

Developers are welcome to purchase their own 1100L bin(s) however it must comply with EN840 be metal construction with plastic locking lid and comply with the dimensions below.

The Council / its contractor, will not service bins that fail to meet the criteria.

All other containers: domestic wheeled bins (180 and 240 litre) and 23 litre caddies, must be purchased directly from the council.

Developers need to make these arrangements early ensuring that bins are installed before letting properties to new occupiers, so avoiding the situation of the householder having no-where to store their waste / recycling.

Where developers permit uptake of residence before bin delivery has been completed, the developer will be required to make arrangements for waste removal.

Where residents have started to move onto a new development and access is restricted due to scaffolding, material storage, contractor parking etc. The council / contractor will make collections from an agreed location that we can access on a temporary basis, the developer needs to ensure the bins are already on site and these temporary arrangements are in place, before allowing uptake of residence.

Where a developer is aware of the details of the Managing Agent for a communal building, this information must also be provided to the Council as soon as practicable.

8. Eurobin dimensions

W: 1250cm

D: 980cm

H: 1370cm

9. Vehicle Dimensions

Length: 11.5m

Height: 3.32m

Width: 2.5m

Turning circle of vehicle: 33m