

The Council's Performance against the Waste and Recycling Strategy, 2018- 2023

December 2022



A review conducted by the Maidstone Borough
Council Overview and Scrutiny Committee

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Introduction

In October 2022, the Council's Overview and Scrutiny Committee (the Committee) agreed to review the Council's Performance against the Waste and Recycling Strategy 2018 – 2023 (The Strategy), ahead of the strategy's refresh in 2023. The review was scheduled for November 2022.

This report outlines the review timeline and resulting recommended actions produced by the O&S Committee.

Rationale

The review topic was originally put forward by the Head of Environmental Services and Public Realm and arose from the Wider Leadership Team workshop on Overview and Scrutiny, held early in the 2022/23 municipal year.

In considering the proposed review topic, the Committee expressed that waste collection services were an important service to Local Residents; the aim of the review would be to identify positive improvements to the service ahead of the Strategy's refresh in 2023.

It was further hoped that the review would increase both Member and Public knowledge of the service provided, facilitate service improvements, and highlight the importance of communicating the service's provision.

The lines of enquiry were agreed as follows, to reflect the key considerations of the service's provision:

- a) Assess customer satisfaction with the service, including interaction with customer services and educational communications, to identify improvements;*
- b) To identify which actions within the Waste Strategy correspond with actions within the Biodiversity and Climate Change strategy, and make recommendations to improve their shared achievement;*
- c) Explore options for increasingly recycling rates through assessing the best practice of other Local Authorities with similar waste collection service. This will also include reducing overall waste; and*
- d) To review the impact of shared waste collection facilities within/from new Housing Development on the achievement of Waste Strategy targets.*

Methodology and Approach

The Committee agreed to hold additional Committee meetings to facilitate the review, which was better suited to Member availability as the Committee meets in the evening. The review took place across two meetings, in quick succession to support and maintain the momentum of the review.

The meetings were held on 2 and 3 November 2022, with the below written information provided to support and provide contextual background to the review. It also provided an evidence base from which the attending witnesses could be questioned.

Written information supplied:

- The Council's Waste and Recycling Strategy, 2018-2023
- Recycling Data across the period 2018-2022
- Relevant excerpt from the Council's Biodiversity and Climate Change Action Plan
- Summary of Waste Services related Communications from January 2021-October 2022
- Data on Stage 1 and 2 complaints relating to Waste Services
- Relevant excerpt of the results from the Residents Survey 2022 – Waste & Recycling Summary
- Table of Top Performing Local Authorities 2020/21 (with similar waste collection services to those provided at the Council)
- Information relating to developments with Shared Waste Collection Facilities

(See Appendix 2 to this report for the links to access this information)

To support the review, the meetings were structured to enable the Committee to consider the lines of enquiry from an 'internal' and 'external' perspective. This allowed the Committee to receive verbal evidence in a focused manner.

Internal – 2 November 2022

- a) Assess customer satisfaction with the service, including interaction with customer services and educational communications, to identify improvements;*
- b) To identify which actions within the Waste Strategy correspond with actions within the Biodiversity and Climate Change strategy and make recommendations to improve their shared achievement.*

Attending Witnesses:

Officers

Louise Goodsell, Customer Services Manager

Julie Maddocks, Communications Manager

James Wilderspin, Biodiversity and Climate Change Manager

Graham Gosden, Waste Crime Manager

Jennifer Stevens, Head of Environmental Services and Public Realm

Members

Councillor Lottie Parfitt-Reid, Lead Member for Communities and Public Engagement

Councillor Martin Round, Lead Member for Environmental Services

External – 3 November 2022

a) Explore options for increasing recycling rates through assessing the best practice of other Local Authorities with similar waste collection services. This will also include reducing overall waste; and

b) To review the impact of shared waste collection facilities within/from new Housing Development on the achievement of Waste Strategy targets.

Attending Witnesses:

Officers

Jennifer Stevens, Head of Environmental Services and Public Realm

Austin Mackie, Major Projects Team Leader

Members

Councillor Martin Round, Lead Member for Environmental Services

It should be noted that external attendees were invited to attend, however due to unforeseen circumstances and limited availability, these representatives were unable to attend the meeting. The external considerations of the review were therefore considered in discussion with the internal attendees.

Recommended Actions and Intended Outcomes

The Committee's recommended actions and intended outcome for each action are listed below. These are categorised by the relevant decision-maker, Council body or Officer as applicable. The Lead Officer for the actions, where applicable, has also been included.

The direct link to a specific evidence base, where relevant, has been included in addition to the intended outcomes. This will assist in demonstrating the Committee's evaluation of the evidence provided in formulating the recommended actions. A summary of the witnesses' evidence to the review is provided in the next section of the report, with a table of the recommended actions in appendix 1.

RECOMMENDED ACTIONS FOR THE LEAD MEMBER FOR ENVIRONMENTAL SERVICES

1. To lobby local manufacturers and retailers to reduce the amount of waste they produce.

Intended Outcomes

The Committee felt that local manufacturers and retailers should be lobbied to reduce the amount of waste they produced, with one example given relating to the amount of plastic packaging and/or wrapping used in products.

2. To promote of waste collection facilities, waste minimisation and the implementation of the national deposit scheme, as a topic for review at the next Local Government Association Conference.

Intended Outcomes

The Committee felt that this action would increase the visibility and importance of the issue, using a platform that is widely accessible and has close links to local and central government. This action would also coincide with, and support, the action above in lobbying at a local level.

The statements made by the Lead Member for Environmental Services in relation to the importance of partnership working and lobbying contributed to this recommended action. This took place during the evidence collection (2 November 2022) process.¹

3. That when available, the data concerning recycling rates including good and poor performance across the borough, be presented to the Committee to ensure it remains informed following the review's conclusion.

Intended Outcomes

During the evidence collection process (2 November 2022), the Committee were advised by the Head of Environmental Services and Public Realm that the waste collection service's contract re-procurement would include improved technology. This technology would allow for improved data on waste collection across the borough, that would allow for a direct, targeted communications approach in the future. Further, this would reflect the importance of ensuring that the Committee remained informed of the increased data available and the service's performance following the review.²

Lead Officer: Head of Environmental Services and Public Realm

¹ See Minutes of the Meeting held on 2 November 2022, p. 4. See Appendix 2 for access link.

² See Minutes of the Meeting held on 2 November 2022, p. 4. See Appendix 2 for access link.

4. To measure the volume of waste produced, including per person, alongside the monitoring of recycling rates.

Intended Outcomes

The Committee felt that this would ensuring the amount of overall waste produced is being monitored, alongside the monitoring of recycling rates.

Lead Officer: Head of Environmental Services and Public Realm.

5. To include questions on the types of actions that would and would not assist in increasing recycling rates within the Residents Survey.

Intended Outcomes

The Committee felt that this action would help the Council in ascertaining which types of actions residents would find beneficial in supporting an increase in recycling rates.

Lead Officer: Head of Environmental Services and Public Realm

6. To promote improved communication between Kent County Council and the Council on highway maintenance, with particular reference to the Statutory Undertakings Team at the former.

Intended Outcomes

The Committee felt that this would make sure that the issues are appropriately addressed through the Lead Members involvement in the Kent Waste Form, minimise any impacts to waste collection routes during times of highway maintenance, as Kent County Council (KCC) is the local highways authority and provide for improved communication between the two local authorities.

During the evidence collection process (3 November 2022), the Head of Environmental Services and Public Realm outlined the good level of co-operation between KCC and the Council in avoiding waste collection routes, with the majority of issues arising from unexpected road closures. The Committee felt that increased communications between the authorities would help ensure that service delivery was not affected by road closures.³

Lead Officer: Head of Environmental Services and Public Realm

³ Minutes of the Meeting held on 2 and 3 November, p. 3 and 3 respectively. See Appendix 2 of the report for access link.

7. To consider methods to provide information relating to waste collection to Ward Cluster meetings similarly to that provided within the Town Centre Street Scene Meetings.

Intended Outcomes

During the evidence collection process (3 November 2022), the Committee were advised by the Head of Environmental Services and Public Realm that it was possible for information relating to waste collection service to be reported to the Ward Cluster Meetings. The Committee felt that this would assist in replicating the positive performance and information shared of the street scene meetings and could lead to increased communications on waste collection across other areas of the borough.⁴

Lead Officer: Head of Environmental Services and Public Realm

8. For Officers to be requested to review the public realm design guide and include specific reference to Policy CSW 3 (Kent Waste and Minerals Local Plan 2013-2030), as part of the Design & Sustainability Development Plan Document, in relation to the provision of public waste collection facilities.

Intended Outcomes

The Committee felt that a review of the documents would support waste collection services and improved recycling rates from publicly accessible facilities, by ensuring that these were fit for purpose.

During the evidence collection process (3 November 2022), the Major Projects Team Leader advised that this was an example of how public spaces could be improved, given that residents were now spending an increased amount of time in their local areas. The Head of Environmental Services and Public Realm gave an example where the Council's Street Cleansing Team had previously had to replace inadequate public collection facilities.⁵

Lead Officers: Head of Environmental Services, Interim Local Plan Review Director/Head of Spatial Planning and Economic Development as applicable.

⁴ Minutes of the Meeting held on 3 November, p. 4. See Appendix 2 of the report for access link.

⁵ Minutes of the Meeting held on 3 November, pp. 2-3 see Appendix 2 of the report for access link.

9. To publicise the Council's enforcement action taken against those that seriously and/or recurrently breach the Council's rules on recycling and waste disposal.

Intended Outcomes

To publicise and highlight the positive enforcement action taken by the Council against those individuals that breach the Council's rules on recycling and waste disposal. The communications produced in relation to fly-tipping were used as a comparative example.

Lead Officers: Communications Team in consultation with the Waste Collection Team.

RECOMMENDED ACTIONS FOR THE LEAD MEMBER FOR COMMUNITIES AND PUBLIC ENGAGEMENT

10. See Recommendation 1 for the Lead Member for Environmental Services, as the recommended action cuts across both Lead Members portfolios and areas of responsibility.

11. The production of further recycling focused communications, that are accessible with inclusive language, with the use of descriptive pictures.

Intended Outcomes

To assist in both the maintenance and improvement of the Council's recycling rates, by ensuring that the Council's communications were accessible and inclusive to all of the borough's residents.

Lead Officers: Communications Team in consultation with the Waste Collection Team.

12. The production of further communications on food storage.

Intended Outcomes

The Committee felt that additional food communications on food storage would prevent unnecessary food wastage and provide helpful tips for residents. The previous food-related initiatives provided by the Council were highlighted to the Committee during the evidence collection process (2 November 2022).⁶

Lead Officers: Communications Team in consultation with the Waste Collection Team

⁶ Minutes of the Meeting held on 2 November 2022, p. 1. see Appendix 2 of the report for access link

13. Increased messaging from the Council on shared waste collection facilities, including within flats.

Intended Outcome

The Committee felt that increased messaging from the Council in this area would assist in improving the use of shared waste collection facilities, including within flats, to in turn increase the recycling rates of those facilities. This was highlighted by the Committee in the context of the ongoing work between the Council and Housing Associations to support this aim, which was highlighted by the Waste Manager during the 2 November 2022 meeting.⁷

Lead Officers: Communications Team in consultation with the Waste Collection Team

14. To introduce a webpage on the Council's website that outlines which materials can be recycled, and at which locations.

Intended Outcomes

The Committee felt that this would provide easily accessible information to residents on which materials can and cannot be recycled, and where those materials can be recycled.

During the evidence collection (2 November 2022) the importance of helpful communications in maintaining and improving the service's performance was highlighted. The Head of Environmental Services and Public Realm further advised that the Council would assist in the promotion of alternative recycling facilities.⁸

Lead Officers: Communications Team in consultation with the Waste Collection Team

15. That the Overview and Scrutiny Committee be provided with Customer Services Complaints data (relating to Waste Services) on a quarterly basis.

Intended Outcomes

The Committee felt that this would enable it to ascertain whether there were any particular issues and investigate solutions to those issues, as a direct link to line of enquiry A for the review.

⁷ Minutes of the Meeting held on 2 November 2022, p. 3. see Appendix 2 of the report for access link

⁸ Minutes of the Meeting held on 2 November, p. 3 see Appendix 2 of the report for access link.

16. See recommended action 9, as this cuts across both portfolios for the Lead Members for Communities and Public Engagement and Environmental Service.

RECOMMENDED ACTIONS FOR THE PLANNING COMMITTEE

17. That the Planning Committee Members receive training in accordance with recommendation two of appendix 8 of the written information provided to the committee in conducting the review.

Intended Outcomes:

To increase Planning Committee Member's knowledge in relation to Policy CSW 3, to assist in ensuring that waste collection and waste collection facilities are appropriately considered.

This was an action proposed by the Major Projects Team Leader during the evidence collection process (3 November 2022).⁹

The training would cover, for example:

- The importance of applying the waste hierarchy (as part of the wider 'sustainability circle') when assessing relevant planning applications
- The wider value of planning officers adopting a positive role in terms of aligning with Corporate approaches
- The national policy context
- Existing local MBC/KCC policy and guidance
- The scope of waste related consideration that can be material to the consideration and determination of a planning application

18. That Consideration be given to implementing additional conditions, where appropriate, concerning the waste collection facilities from commercial establishments that may generate high levels of waste.

Intended Outcomes:

The Committee felt that this would support the Planning Committee's consideration of applications where high levels of waste may be generated from the site to the benefit of the local surroundings and to support the Council's waste collection services and overall strategy.

⁹ Minutes of the Meeting held on 3 November, p. 3 See Appendix 2 of the report for access link.

RECOMMENDED ACTION FOR THE LEAD MEMBER FOR PLANNING AND INFRASTRUCTURE

- 19. See recommended action 8, as this cuts across both portfolios for the Lead Members for Planning and Infrastructure and Environmental Services.**

That the Lead Member for Planning and Infrastructure recommend that the Head of Development Management be recommended to:

- 20. Give consideration to recommended action 18, as applicable to the consideration of planning applications.**
- 21. Amend the Development Management Officer report templates used for Planning Committee agendas to include a prompt on waste considerations, as soon as possible.**

Intended Outcomes

To ensure that Officers due consideration to waste collection facilities when presenting reports to the Planning Committee.

This supports the below recommendation on training provision and was an action suggested by the Major Projects Team Leader during the evidence collection process (3 November 2022).¹⁰

Additional Lead Officer: Major Projects Team Leader

- 22. Initiate a design review process in accordance with recommendation one of appendix 8 of the written information provided to the committee in conducting the review, alongside any supplementary planning guidance as required.**

Intended Outcomes

The Committee felt that this action would ensure that waste management is considered as part of any design review, where appropriate, with a formal process initiated as these reviews are currently carried out on an ad-hoc basis. This would be supplemented with planning guidance as required to support the process.

This was an action proposed by the Major Projects Team Leader during the evidence collection process (3 November 2022).¹¹

Additional Lead Officer: Major Projects Team Leader

Design Review Process to be initiated for the relevant schemes, to include waste management.

¹⁰ Minutes of the Meeting held on 3 November, p. 4 See Appendix 2 of the report for access link

¹¹ Minutes of the Meeting held on 3 November, p. 3 See Appendix 2 of the report for access link.

23. Give higher prominence to Policy CSW 3 of the Kent Minerals and Waste Plan within the assessment of planning applications.

Intended Outcomes

The Committee felt that this would promote the policy's consideration within planning applications to improve waste collection services. During the evidence collection process (3 November 2022), the Major Projects Team Leader advised that this policy could be considered where applicable, during the Council's assessment of planning applications.¹²

Additional Lead Officer: Major Projects Team Leader

24. That the Development Management Officers receive training in accordance with recommendation two of appendix 8, of the written information provided to the committee in conducting the review

Intended Outcomes:

To increase Planning Committee Member's knowledge in relation to Policy CSW 3, to assist in ensuring that waste collection and waste collection facilities are appropriately considered.

This was an action proposed by the Major Projects Team Leader during the evidence collection process (3 November 2022),¹³ and is linked to the above action.

Additional Lead Officer: Major Projects Team Leader

The training would cover, for example:

- The importance of applying the waste hierarchy (as part of the wider 'sustainability circle') when assessing relevant planning applications
- The wider value of planning officers adopting a positive role in terms of aligning with Corporate approaches
- The national policy context
- Existing local MBC/KCC policy and guidance
- The scope of waste related consideration that can be material to the consideration and determination of a planning application

¹² Minutes of the Meeting held on 3 November, p. 3 See Appendix 2 of the report for access link.

¹³ Minutes of the Meeting held on 3 November, p. 3 See Appendix 2 of the report for access link.

RECOMMENDED ACTIONS FOR EXTERNAL ORGANISATIONS

One Maidstone:

- 25. That One Maidstone be recommended to include street cleaning provisions within their next bid (concerning town centre management)**

Intended Outcomes

The Committee noted that this is an existing service provided by One Maidstone in their management of the town centre. The Committee recommended that this function be retained by including it within the organisation's next bid (if applicable) for the town centre's management.

Kent County Council:

- 26. That Kent County Council be recommended to provide a substitute representative when their initial representative is unable to attend a meeting of the Committee.**

Intended Outcome

The Committee felt that a representative of Kent County Council should attend a meeting of the Committee. At the commencement of the 3 November 2022 meeting, the Democratic Services Officer advised that a KCC representative was unable to attend the meeting, but that an informal offer of engagement had been received.

RECOMMENDED ACTION FOR THE OVERVIEW AND SCRUTINY COMMITTEE – POST REVIEW EVALUATION

- 27. That pending the receipt of data relating to waste collection services following the new contract's commencement, the Committee consider whether any further public information and/or amendment to Council policy should be recommended.**

Intended Outcome

This would support the Committee in considering whether any further public information should be produced, or if any other Council policies should be amended post-review.

The above recommended could be considered as part of a future evaluation into the review's impact and is reflective of good practice in reviewing the Overview and Scrutiny Committee's functionality, benefit, and areas for improvement.

Summary of Verbal Evidence from Witnesses

The below summaries have been produced from the Minutes of the meetings held on 2 and 3 November 2022.

Louise Goodsell, Customer Services Manager

The Communications manager attended the meeting held on the 2 November 2022 to support the Committee in its review.

Julie Maddocks, Communications Manager

The Communications manager provided a written summary of Waste Services related Communications from January 2021-October 2022, for the Committee to consider ahead of the review as part of its agenda papers.

At the meeting, the Committee questioned the Communications Manager on the waste-related communications produced. The Communications Manager outlined the some of the waste-related communications produced, such as the 'Insider Waste Tips', Gov Delivery Stay Connected Newsletter and the proactive approach taken by the Communications Team to provide updates to residents. This included the text messaging system available to residents. This link between the Communications and Customer Services Teams was outlined, as the latter would ask residents if they would like to sign up to the text messaging system when reporting an initial issue.

The Committee recognised that the Communications produced were helpful and made recommendations on further communications to contribute to the maintenance and improvement of the service's good performance.

James Wilderspin, Biodiversity and Climate Change Manager

The Biodiversity and Climate Change Manager provided an updated excerpt of the Biodiversity and Climate Change Action Plan for the Committee to consider ahead of the meeting as part of its agenda papers.

During the meeting, the Biodiversity and Climate Change Manager identified the communication and engagement support provided to the applicable Council Teams and highlighted the benefits of direct engagement in this area.

Graham Gosden, Waste Manager

The Waste Manager provided a written summary of the Council's recycling rates for the Committee to consider ahead of the review as part of its agenda papers.

At the meeting, the Committee questioned the Waste Manager on the Waste collection services provided, the various actions taken by the Council and with

external organisations to improve the service's provision and increase recycling rates and the limits of data analytics within the current service provision.

Austin Mackie, Major Projects Team Leader

The Major Projects Team Leader provided a written summary of the considerations across Development Management and Waste; the document was referenced extensively by the Committee in interviewing the Major Projects Team Leader on the 3 November 2022.

In response to questions from the Committee, the Major Projects Team Leader provided information and advice on the potential actions that could be taken to promote and improve waste collection services. Examples included reference to the ongoing Regulation 18A public consultation on the proposed Design and Sustainability Development Plan Document, the determination of planning applications in relation to vehicle turning circles and the requirement for conditions to a planning consent to be reasonable, increased training for both Officers and Members and amendments to the planning committee report template.

Jennifer Stevens, Head of Environmental Services and Public Realm

As the relevant Head of Service, this officer contributed significantly to the review. The Head of Environmental Services and Public Realm provided written evidence within the Committee's agenda papers for the review meetings and attended both meetings.

In response to questions from the Committee, the Head of Environmental Services and Public Realm provided a wide range of information relating to waste collection services. This included information on the service's delivery, oversight, communications, actions taken with partners and other organisations, including Kent County Council as the Highways and Waste Disposal Authority, enforcement action taken by the Council, and how service disruptions were managed.

Thanks to Witnesses

The Overview and Scrutiny Committee would like to extend its thanks to those Officers and Members that supported the review, either through providing written evidence and/or attending a meeting of the Committee.

These individuals are listed below:

Louise Goodsell, Customer Services Manager

Julie Maddocks, Communications Manager

James Wilderspin, Biodiversity and Climate Change Manager

Graham Gosden, Waste Manager

Austin Mackie, Major Projects Team Leader

Jennifer Stevens, Head of Environmental Services and Public Realm

The Information Governance and the Policy, Communities and Engagement Teams

Councillor Lottie Parfitt-Reid, Lead Member for Communities and Public Engagement

Councillor Martin Round, Lead Member for Environmental Services

APPENDIX 1 – TABLE OF RECOMMENDED ACTIONS

The below table outlines the list of recommended actions and intended outcomes as put forward by the Committee as a result of the review.

Please note: The intended outcomes of each action have been included in the body of the report, and where required, the wording has been slightly amended to allow for sufficient explanation of the intended outcomes alongside the evidence presented to the Committee. The sentiments of the intended outcomes have not been amended.

Recommended Actions (Action No. in body of report)	Relevant Lead Member/Committee and Council Officers (as applicable)	Intended Outcome
To lobby local manufacturers and retailers to reduce the amount of waste they produce. (RA 1 & 10)	Lead Member for Environmental Services and Lead Member for Communities and Public Engagement.	To reduce the amount of waste produced locally.
The promotion of waste collection facilities, waste minimisation and the implementation of a national deposit scheme, as a topic for review at the next Local Government Association Conference. (RA 2)	Lead Member for Environmental Services.	To increase the visibility and importance of the issue, using a platform that is widely accessible and has close links to local and central government.
When available, the data concerning recycling rates including good and poor performance across the borough, be presented to the Committee to ensure it remains informed following the review's conclusion. (RA 3)	Lead Member for Environmental Services Head of Environmental Services and Public Realm.	The Committee were advised that the contract's re-procurement would include improved technology. The technology would allow for improved data on waste collection across the borough, that would allow for a direct, targeted communications approach in the future. Further, this would reflect

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		the importance of ensuring that the Committee remained informed of the increased data available following the review.
<p>To measure the volume of waste produced, including per person, alongside the monitoring of recycling rates.</p> <p>(RA 4)</p>	<p>Lead Member for Environmental Services.</p> <p>Head of Environmental Services and Public Realm</p>	<p>To ensure that the amount of overall waste produced is being monitored.</p>
<p>The residents survey includes questions on the types of actions that would and would not assist in increasing recycling rates.</p> <p>(RA 5)</p>	<p>Lead Member for Environmental Services and Lead Member for Communities and Public Engagement</p> <p>Head of Environmental Services and Public Realm.</p>	<p>To find out which types of actions residents would find beneficial in increasing recycling rates,</p>
<p>Improved communication between Kent County Council and the Council on highway maintenance, with particular reference to the Statutory Undertakings Team at the former.</p> <p>(RA 6)</p>	<p>Lead Member for Environmental Services</p> <p>Head of Environmental Services and Public Realm.</p>	<p>To minimise the impact to waste collection routes during times of highway maintenance and provide improved communication between the two local authorities.</p>

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<p>To consider methods to provide information relating to waste collection to Ward Cluster meetings, similarly to that provided within the Town Centre Street Scene meetings.</p> <p>(RA 7)</p>	<p>Lead Member for Environmental Services</p> <p>Head of Environmental Services and Public Realm.</p>	<p>Replicating the positive performance and information sharing of the street scene meetings could lead to increased communications on waste collection across other areas of the borough.</p>
<p>Officers be requested to review the public realm design guide, as part of the Design & Sustainability Development Plan Document, in relation to the provision of public waste collection facilities.</p> <p>(RA 8 & 19)</p>	<p>Lead Member for Planning and Infrastructure, Lead Member for Environmental Services</p> <p>Head of Environmental Services and Interim Local Plan Review</p> <p>Director/Head of Spatial Planning and Economic Development as applicable.</p>	<p>To support waste collection services and improved recycling rates from publicly accessible facilities, to ensure that these are fit for purpose.</p>
<p>To publicise the Council's enforcement action taken against those that seriously and/or recurrently breach the Council's rules on recycling and waste disposal.</p> <p>(RA 9 & 16)</p>	<p>Lead Member for Communities and Public Engagement, Lead Member or Environmental Services.</p> <p>Communications Team in consultation with the Waste Collection Team</p>	<p>To publicise and highlight the positive enforcement action taken by the Council against those individuals that breach the Council's rules on recycling and waste disposal.</p>
<p>The production of further recycling focused communications, that are accessible with inclusive language, with the use of descriptive pictures.</p> <p>(RA 11)</p>	<p>Lead Member for Communities and Public Engagement</p> <p>Communications Team in consultation with the Waste Collection Team.</p>	<p>To assist in both the maintenance and improvement of the Council's recycling rate.</p> <p>To promote the re-use of items where possible and reduce the amount of waste produced.</p>

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<p>The production of further communications on food storage.</p> <p>(RA 12)</p>	<p>Lead Member for Communities and Public Engagement</p> <p>Communications Team in consultation with the Waste Collection Team.</p>	<p>To prevent unnecessary food wastage and provide helpful tips for residents.</p>
<p>Increased messaging from the Council on shared waste collection facilities, including flats.</p> <p>(RA 13)</p>	<p>Lead Member for Communities and Public Engagement</p> <p>Communications Team in consultation with the Waste Collection Team.</p>	<p>To assist in improving the use of shared waste collection facilities.</p> <p>To increase the recycling rates of shared collection facilities, particularly given the ongoing work between the Council and Housing Associations to support this aim.</p>
<p>The introduction of a webpage on the Council's website outlining which materials can be recycled, and where.</p> <p>(RA 14)</p>	<p>Lead Member for Communities and Public Engagement</p> <p>Communications Team in consultation with the Waste Collection Team.</p>	<p>To provide easily accessible information to residents on which materials can and cannot be recycled, and where those materials can be recycled.</p>
<p>The Committee be provided with Customer Services Complaints data (relating to Waste Services) on a quarterly basis.</p> <p>(RA 15)</p>	<p>Lead Member for Communities and Public Engagement</p> <p>Customer Services Manager</p>	<p>To enable the Committee to ascertain whether there were any particular issues and investigation solutions to those issues, as a direct link to line of enquiry A for the review.</p>

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<p>The Development Management Officers and Planning Committee Members receive training in accordance with recommendation two of Appendix 8 to the report.</p> <p>(RA 17 & 24)</p>	<p>Head of Development Management and Planning Committee</p>	<p>To increase the knowledge of Development Management Officers and Planning Committee Members in relation to Policy CSW 3, to assist in ensuring that waste collection and waste facilities are appropriately considered.</p>
<p>Consideration be given to implementing additional conditions, where appropriate, concerning the waste collection from commercial establishments that may generate high levels of waste.</p> <p>(RA 18 & 20)</p>	<p>Head of Development Management and Planning Committee (linked to above recommendation)</p>	<p>To support the Planning Committee's consideration of applications where high levels of waste may be generated, to the benefit of the site's local surroundings and to support the Council's waste collection services and overall strategy.</p>
<p>To amend the Development Management Officer report templates used for Planning Committee agendas, to include a prompt on waste collection considerations.</p> <p>(RA 21)</p>	<p>Head of Development Management</p>	<p>To ensure that Officers give consideration to waste collection facilities when presenting reports to the Planning Committee.</p>
<p>The initiation of a design review process, in accordance with recommendation one of Appendix 8 to the report, alongside any supplementary planning guidance as required.</p> <p>(RA 22)</p>	<p>Head of Development Management</p>	<p>To ensure that waste management is considered as part of any design reviews, where appropriate, with a formal process initiated as these reviews are currently carried out on an ad-hoc basis.</p>

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<p>Policy CSW 3 of the Kent Minerals and Waste Plan be given higher prominence within the assessment of planning applications, as advised by the Major Projects Team Leader.</p> <p>(RA 23)</p>	<p>Head of Development Management</p>	<p>To promote the policy's consideration within planning applications to improve waste collection services.</p>
<p>One Maidstone be recommended to include street cleaning provisions within their next bid.</p> <p>(RA 25)</p>	<p>One Maidstone</p>	<p>This is an existing service provided by One Maidstone in their management of the town centre; it is recommended to retain this function by including it in the organisations next bid.</p>
<p>Kent County Council be recommended to provide a substitute representative when their initial representative is unable to attend a meeting of the Committee.</p> <p>(RA 26)</p>	<p>Kent County Council (via their Democratic Services Team).</p>	<p>To encompass the Committee's view that a representative of Kent County Council should attend the meeting when requested to.</p>
<p>Pending the receipt of data relating to waste collection services following the new contract's commencement, the Committee consider whether any further public information and/or amendment to Council policy should be recommended.</p> <p>(RA 27)</p>	<p>Overview and Scrutiny Committee; Future evaluation of the review's impact.</p>	<p>To support the Committee in considering whether any further public information should be produced, or if any other Council policies should be amended.</p> <p>This could be considered as part of a future evaluation of the review's impact.</p>

Written Information

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 6 October 2022: [Your Councillors - Maidstone Borough Council](#)

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 2 November 2022: [Your Councillors - Maidstone Borough Council](#)

The agenda for this meeting contained the information relevant to the 23 November 2022 Meetings. The list of evidence supplied was as follows:

- The Council's Waste and Recycling Strategy, 2018-2023
- Recycling Data across the period 2018-2022
- Relevant excerpt from the Council's Biodiversity and Climate Change Action Plan
- Summary of Waste Services related Communications from January 2021-October 2022
- Data on Stage 1 and 2 complaints relating to Waste Services
- Relevant excerpt of the results from the Residents Survey 2022 – Waste & Recycling Summary
- Table of Top Performing Local Authorities 2020/21 (with similar waste collection services to those provided at the Council)
- Information relating to developments with Shared Waste Collection Facilities

Minutes for the Overview and Scrutiny Committee Meeting held on 3 November 2022: [Your Councillors - Maidstone Borough Council](#)

Agenda and Minutes for the Overview and Scrutiny Committee Meeting held on 22 November 2022:

Committee Membership during the Review

Councillors:

English (Chairman), Cannon (Vice-Chair), Blackmore, Brice, Cleator, Conyard, Garten, Hastie, Hinder, Jeffery, Knatchbull, McKenna and T Wilkinson.

Contact details for the Committee can be found here:

[Your Councillors - Maidstone Borough Council](#)