

OVERVIEW & SCRUTINY COMMITTEE MEETING

Date: Tuesday 20 December 2022
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

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

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.

<u>AGENDA</u>	<u>Page No.</u>
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 22 November 2022	1 - 5
9. Presentation of Petitions (if any)	
10. Question and Answer session for Members of the Public (if any)	
11. Questions from Members to the Chairman (if any)	
12. Committee Work Programme	6 - 7
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Issued on Monday 12 December 2022

Continued Over/:

Alison Broom

Alison Broom, Chief Executive

INFORMATION FOR THE PUBLIC

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If your question is accepted, you will be provided with instructions as to how you can access the meeting.

In order to make a statement in relation to an item on the agenda, please call **01622 602899** or email committee@maidstone.gov.uk by 5 p.m. one clear working day before the meeting (i.e. by 5 p.m. on Friday 16 December 2022). You will need to tell us which agenda item you wish to speak on.

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MAIDSTONE BOROUGH COUNCIL

OVERVIEW & SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD ON TUESDAY 22 NOVEMBER 2022

Attendees:

Committee Members:	Councillors Councillor Clive English (Chairman), English, Cannon, Mrs Blackmore, Brice, Cleator, Conyard, Garten, Hinder, Jeffery, Knatchbull and McKenna
Lead Members present as Witnesses:	Councillor Martin Round (Lead Member for Environmental Services)
Visiting Members:	Councillor Harper

27. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Hastie.

28. NOTIFICATION OF SUBSTITUTE MEMBERS

There were no Substitute Members.

29. URGENT ITEMS

There were no urgent items.

30. NOTIFICATION OF VISITING MEMBERS

Councillor Harper was in attendance as a Visiting Member for Item 14 – Receipt of a ‘Call-In’ – Proposed Change to Maidstone AQMA and Request to Consult on New Air Quality Action Plan.

Councillor Round was in attendance as the representative of the Executive to Item 14 - Receipt of a ‘Call-In’ – Proposed Change to Maidstone AQMA and Request to Consult on New Air Quality Action Plan and as a Visiting Member for Item 15 – The Council’s Performance against the Waste Strategy – Recommended Actions.

31. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members and Officers.

32. DISCLOSURES OF LOBBYING

Councillors Brice and Cannon had been lobbied on Item 14 - Receipt of a ‘Call-In’ – Proposed Change to Maidstone AQMA and Request to Consult on New Air Quality Action Plan.

33. EXEMPT ITEMS

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

34. MINUTES OF THE MEETING HELD ON 2 NOVEMBER 2022

RESOLVED: That the Minutes of the Meeting held on 2 November 2022 be approved as a correct record and signed.

35. MINUTES OF THE MEETING HELD ON 3 NOVEMBER 2022

RESOLVED: That the Minutes of the Meeting held on 3 November 2022 be approved as a correct record and signed.

36. PRESENTATION OF PETITIONS

There were no petitions.

37. QUESTION AND ANSWER SESSION FOR LOCAL RESIDENTS

There were no questions from Local Residents.

38. QUESTIONS FROM MEMBERS TO THE CHAIRMAN

There were no questions from Members to the Chairman.

39. OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

In response to concerns raised about the number of Committee meetings held in early November 2022, the Chairman stated that efforts would be made to limit the number of Committee Meetings held in a short space of time.

RESOLVED: That the Committee's Work Programme be noted.

40. RECEIPT OF A 'CALL-IN' - PROPOSED CHANGE TO MAIDSTONE AQMA AND REQUEST TO CONSULT ON NEW AIR QUALITY ACTION PLAN

The Democratic Services Officer introduced the report and stated that the Committee was being asked to consider the call-in request received against the Executive decision made which were shown respectively at Appendices 1 and 2 to the report.

The options available to the Committee were to agree that no further action was required, recommend an alternative decision to the Executive or recommend the decision's review by the full Council.

Councillors Cleator, Harper and Jeffery were invited to address the Committee as the Members that had called-in the decision. The issues raised were that the data provided to support the proposal was inaccurate, which included that several areas within the previous Air Quality Management Area (AQMA) had not been consistently monitored and that at least three years of compliance data to support a reduction in the overall AQMA had not been evidenced. This was perceived to be against the guidance produced by the Department of Environment Food and Rural Affairs (DEFRA).

The age of the local bus fleet and the increased pollution generated from the vehicles was highlighted, with reference made to the reports presented to the Executive and Communities, Housing and Environment Policy Advisory Committee (CHE PAC) whereby Kent County Council had identified that government funding would be needed to improve the service's provision, for example through electric vehicles. It was felt that given the financial difficulties being experienced by KCC the identification of future funding opportunities was unlikely. It was further mentioned that the prevalence of congestion within certain areas of the previous AQMA supported the need to retain the pre-existing AQMA.

The Lead Member for Environmental Services addressed the Committee and stated that the Executive decision made was taken based on the supporting evidence provided, and that the evidence was trusted.

The Senior Scientific Officer explained that the purpose of an AQMA was to define the areas where the statutory limit of 40 microgram per m³ of nitrogen dioxide was exceeded, with an Air Quality Action Plan (AQAP) developed to target improvements to the AQMA. A larger AQMA than was necessary would make it difficult to focus the plan on the specific areas where the 40 microgram per m³ limit was exceeded. In response to concerns on the collection of air quality readings across the previous AQMA, it was confirmed that over 150 locations had had diffusion tubes installed. Once an air quality within an area was compliant with regulations, the tubes would be moved to an alternative area.

The Senior Scientific Officer stated that the data used to support the Executive decision made had been reviewed by experienced and reputable air quality consultants, who had recommended that the AQMA be changed in size; this had been supported by DEFRA. It was stated that any changes to the AQMA were reversible should there be a future concern.

In confirming the Council's compliance with the DEFRA guidance, the Senior Scientific Officer stated that the sites removed from the previous AQMA had demonstrated compliance with the statutory air quality limits for across the past five years. The guidance stated that in order to revoke an AQMA, an authority should normally have three years of compliance with air quality objectives, and that no decision should be made to revoke an AQMA based solely on 2020 data. The 2020 data could be considered as part of a trend, with the Council having three years of compliance with the objectives up to 2019, or five years of compliance inclusive of 2020 and 2021.

In response to questions, the Senior Scientific Officer stated that he had eighteen years' experience in local air quality management. It was confirmed that air pollution had been decreasing nationally since 2016, due to the increase in hybrid and electric vehicles and Euro-Six engines; this decrease was expected to continue. It was confirmed that an annual review of the areas to undergo air quality monitoring occurred, with consideration given as to whether there had been any significant developments or planning applications proposed for those areas. This included hermitage lane and fountain lane, where air quality monitoring was ongoing.

The Senior Scientific Officer stated any Member could report an area of concern to the Environmental Health Team and the team would attempt to conduct air quality monitoring within that area; an example given was the monitoring due to take place around Palace Avenue from 2023.

In responding to queries on the public consultation that had been agreed by the Executive on the AQAP, the Lead Member for Environmental Services stated that any measures submitted could be taken into consideration. The Lead Member for Environmental Services stated that whilst the reporting process was to be determined, the CHE PAC could receive updates on air quality to ensure they remained informed on the matter.

Ahead of the debate's closure, Councillor Jeffery addressed the Committee on behalf of the call-in co-signatories and reiterated their viewpoint that the decision was not based on a suitable level of evidence, including that the proposed AQMA does not take account of any changes in air quality to the areas since they were last monitored.

The Committee felt that the information given by the Senior Scientific Officer during the debate provided assurance to the quality of the evidence used to support the initial decision made by the Executive. It was felt that the original decision made was suitable and that no further action was required. Several Members of the Committee raised that further scientific data could have been provided within the reports to the Communities, Housing and Environment Policy Advisory Committee (CHE PAC) and the Executive.

The additional engagement mechanisms suggested by the Lead Member for Environmental Services to regularly update and engage with the CHE PAC in monitoring air quality were supported.

The Committee expressed their thanks to the officers for attending the meeting.

RESOLVED: That Option 1 of the report, to agree that no further action is required, be approved.

Note:

Councillor Knatchbull left the meeting at 7.16 p.m.

Councillors Cleator and Jeffery requested that their dissent with the decision made be recorded.

41. ADJOURNMENT OF THE MEETING

The Committee adjourned for a short break between 7.46 p.m. to 7.51 p.m.

42. THE COUNCIL'S PERFORMANCE AGAINST THE WASTE STRATEGY - RECOMMENDED ACTIONS

The Democratic Services Officer introduced the report that had been produced following the review into the Council's Performance against the Waste Strategy. The Committee's recommended actions and the intended outcomes of those actions had been included within Appendix 1 for comment. The contents would be used in the formal report to be presented to the Committee at its next meeting.

During the discussion, the following comments were made on Appendix 1 to the report:

- To reference flats alongside shared waste collection facilities within recommendation three;

- To reference the importance of ensuring the committee was informed of the increased data available on waste collection following the contract's re-procurement, within the reasoning for recommendation seven;
- To include an additional recommendation to measure the volume of waste produced, including per person, alongside the monitoring of recycling rates;
- To reference retailers within recommendation five;
- To reference waste minimisation and the implementation of a national deposit scheme, within recommendation six;
- To reference 'and other supplementary planning guidance' within recommendation eleven; and
- To include a recommendation on publicising the Council's enforcement action taken against those that seriously and/or recurrently breach the Council's rules on recycling and waste disposal.

Further comments were made to the Lead Member for Environmental Services on the importance of looking comparatively at the recycling services provided at other Local Authorities, and to consider alternative infrastructure measures to support waste collection services.

The Democratic Services Officer was thanked for their work.

RESOLVED: That the Committee's comments be reflected within the formal report drafted for presentation at its December 2022 meeting.

43. DURATION OF MEETING

6.30 p.m. to 8.06 p.m.

Note: The Committee adjourned between 7.46 p.m. to 7.51 p.m.

Maidstone Borough Council

Overview and Scrutiny Committee Work Programme 2022-23 Municipal Year

Review Title & Objectives	Expected Start Date & Method	Relevant Officer/s	Timetable
<p><u>The Council's performance against the Waste Strategy</u></p> <p>Review the Waste Strategy whilst considering best practice of other Local Authorities to identify innovative improvements</p>	November 2022.	<p>William Cornall, Director of Regeneration and Place</p> <p>Jennifer Stevens, Head of Environment and Public Realm</p>	<p>Evidence Collection - 2 & 3 November 2022.</p> <p>Recommended actions reviewed - 22 November 2022.</p> <p>(draft) formal report presented - 20 December 2022.</p>
<p><u>Safety & Enforcement</u></p> <p>Review existing measures and ascertain any changes needed, in consultation with stakeholders.</p> <p>Stage 1: Town Centre Safety & Night-Time Economy</p> <p>Stage 2: Council Enforcement</p>	<p>September 2022 (safety element)</p> <p>OSC acting as the C&D Committee Meetings</p>	<p>John Littlemore, Head of Housing and Regulatory Services</p> <p>Martyn Jeynes, Community and Strategic Partnerships Manager</p>	<p><u>Town Centre Safety</u></p> <p>External Evidence Collection – 18 October 2022.</p> <p>Internal Evidence Collection – 20 December 2022.</p> <p>Recommended actions reviewed 24 January 2023.</p> <p><u>Night-Time Economy (proposed)</u></p> <p>24 January 2022 – begin night-time economy evidence collection</p> <p>21 February 2022 – continue evidence collection/recommended actions agreed.</p>

			21 March 2022 – recommended actions agreed/formal report (safety & NTE) presented to committee for consideration.
<u>Water Management Cycle</u> Focus on: <ul style="list-style-type: none"> the supply and disposal of water; and disposal of sewage to identify improvements.	October 2022, Working Group.	Mark Green, Director of Finance and Business Improvement William Cornall, Director of Regeneration and Place Philip Coyne, Interim Local Plan Review Director	Ongoing; Estimated report presentation to Committee from March 2023.
<u>Health Inequality</u> Increased understanding of health inequalities across the borough and an overview of strategy and police across the relevant bodies.	Early 2023	Alison Broom, Chief Executive, John Littlemore, Head of Housing and Regulatory Services Jolanda Gjioni, Senior Public Health Officer	U/K.

Agenda Item 13

OVERVIEW AND SCRUTINY COMMITTEE

**20 DECEMBER
2022**

The Council's Performance against the Waste Strategy – Draft Committee Report

Timetable	
Meeting	Date
Overview and Scrutiny Committee	20 December 2022
Planning Committee	19 January 2023
Executive	8 February 2023
Council Officers (as applicable)	January 2023

Will this be a Key Decision?	No
Urgency	Not Applicable
Final Decision-Maker	Overview and Scrutiny Committee. Any agreed actions arising from the review will be presented to the relevant Decision Maker in January 2023
Lead Director	Angela Woodhouse, Director of Strategy, Insight & Governance
Lead Officer and Report Author	Oliviya Parfitt, Democratic Services Officer
Classification	Public
Wards affected	All

Executive Summary

A report supplemented by the draft Committee report to conclude 'The Council's Performance against the Waste Strategy' review. Once agreed, the report will be presented to the relevant decision makers from January 2023.

Purpose of Report

Decision

This report makes the following recommendations to the Committee

1. That the Committee consider the report attached at Appendix 1 and agree any amendments they wish to make to the report; and
2. That draft report attached at Appendix 1 to the report, amended by the Committee as appropriate, be agreed and submitted to the relevant decision makers.

The Council's Performance against the Waste Strategy – Draft Committee Report

1. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
<p>Impact on Corporate Priorities</p>	<p>The four Strategic Plan objectives are:</p> <ul style="list-style-type: none"> • Embracing Growth and Enabling Infrastructure • Safe, Clean and Green • Homes and Communities • A Thriving Place <p>We do not expect the recommendations will by themselves materially affect achievement of corporate priorities at this stage.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	<p>Director of Strategy, Insight & Governance</p>
<p>Cross Cutting Objectives</p>	<p>The four cross-cutting objectives are:</p> <ul style="list-style-type: none"> • Heritage is Respected • Health Inequalities are Addressed and Reduced • Deprivation and Social Mobility is Improved • Biodiversity and Environmental Sustainability is respected <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	<p>Director of Strategy, Insight & Governance</p>

Risk Management	See Section 5 of the report.	Director of Strategy, Insight & Governance
Financial	<p>The proposals set out in the recommendation are all within already approved budgetary headings and so need for new funding for implementation.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	Democratic Services Officer
Staffing	We will deliver the recommendations with our current staffing.	Director of Strategy, Insight & Governance
Legal	<p>In accordance with Part 1A of the Local Government Act 2000 (as amended by the Localism Act 2011) the Council is operating under Executive Arrangements. These arrangements must include provision for the appointment of one or more Overview and Scrutiny Committee to review and scrutinise the Executive Decisions made, or other actions taken relating to the exercise of Executive functions. – LGA 2000, Section 9F.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	Legal Team
Information Governance	<p>The recommendations do not impact personal information (as defined in UK GDPR and Data Protection Act 2018) the Council processes.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and</p>	Senior Information Governance Officer

	Scrutiny Recommendation Action and Implementation Plan (SCRAIP).	
Equalities	The recommendations do not propose a change in service therefore will not require an equalities impact assessment.	Equalities & Communities Officer
Public Health	<p>We recognise that the recommendations will not negatively impact on population health or that of individuals.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	Democratic Services Officer
Crime and Disorder	No impacts identified.	Director of Strategy, Insight & Governance
Procurement	No impacts identified.	Director of Strategy, Insight & Governance
Biodiversity and Climate Change	<p>The impacts of the Waste Strategy Review on Biodiversity and Climate Change have been considered and aligns with actions 4.1 to 4.5 of the Biodiversity and Climate Change Action Plan.</p> <p>Any actions agreed by the Committee as part of their review will be considered by the relevant Officers and Decision makers. This will take place via the presentation of the Committee's formal report and Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP).</p>	Biodiversity and Climate Change Manager

2. INTRODUCTION AND BACKGROUND

- 2.1 A review into the 'Council's Performance against the Waste Strategy' (Waste Strategy Review) was held at the 2 and 3 November 2022 meetings of the Committee. These meetings were attended by the relevant Council Officers and Lead Members, with the agenda papers and minutes for those meetings accessible through section 9 of this report.

- 2.2 Following those meetings, the actions identified by the Committee were presented for consideration and comment at its last meeting on the 22 November 2022.
- 2.3 The comments made by the Committee at that meeting have been included within the (draft) Committee report attached at appendix 1 to the report.
- 2.4 The Committee is asked to consider and approve the report for submission to the relevant decision-makers. The Committee should make changes to the draft report where it feels these are necessary.
- 2.5 The decision makers relevant to the recommendations contained within the (draft) Committee report attached at appendix 1 are:

Lead Member for Communities and Public Engagement
 Lead Member for Environmental Services
 Lead Member for Planning and Infrastructure
 Planning Committee
 Head of Development Management

Once agreed, the aspects of the report that are relevant to each decision-maker will be presented to them at their next public meeting. The timetable shown on the first page of this report has been included below:

Timetable	
<i>Meeting</i>	<i>Date</i>
Planning Committee	19 January 2023
Executive	8 February 2023
Head of Development Management	January 2023

3. AVAILABLE OPTIONS

- 3.1 Option 1 – Amend and/or Approve the (draft) Committee report as contained within appendix 1 to the report.
- 3.2 Option 2 – Do not amend and/or approve the (draft) Committee report as contained within appendix 1 to the report. This is not recommended, as this will prevent the Democratic Services Officer from formally submitting the Committee’s report (and recommendations) of the review to the relevant decision-makers. This will prevent the consideration of the Committee’s recommendations and prevent any subsequent actions from being taken.

4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 4.1 Option 1 as outlined in point 3.1 of the report.

5. RISK

5.1 The risks associated with this proposal, including the risks if the Council does not act as recommended, have been considered in line with the Council's Risk Management Framework. We are satisfied that the risks associated are within the Council's risk appetite and will be managed as per the Policy.

6. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

6.1 The timeline of the Committee's undertaking of the review is as follows:

Committee Meeting	Action
6 October 2022	The Committee agreed to undertake a review into the Waste Strategy.
2 and 3 November 2022	The Committee reviewed the Waste Strategy via formal Committee Meetings.
22 November 2022	The Committee considered and commented upon the 'List of recommended actions arising from the Waste Strategy Review'.

7. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

7.1 If agreed, the report will be presented to the relevant decision makers as outlined in point 2.5 of the report.

7.2 In receiving this Committee's report, those decision-makers will also be presented with an Overview and Scrutiny Recommendation Action and Implementation Plan (SCRAIP). This SCRAIP will contain comments from the relevant officers on any considerations and/or impacts arising from each of this Committee's recommendations. This will ensure that the decision-makers are presented with all the relevant, appropriate and applicable information before reaching a decision. This is standard practice and is reflective of good governance.

8. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix 1: (draft) Committee Report: The Council's Performance against the Waste Strategy.

9. BACKGROUND PAPERS

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](#)

Agenda and 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: [Your Councillors - Maidstone Borough Council](#)

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 (O&S 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.

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.

Relevant 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 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

Relevant 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 increase communications on waste collection across other areas of the borough.⁴

8. For Officers to 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.

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.

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.

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.

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

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

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

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. 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

16. 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

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.

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

- 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

17. 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.

RECOMMENDED ACTION FOR THE LEAD MEMBER FOR PLANNING AND INFRASTRUCTURE

18. 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:

19. Give consideration to recommended action 17, as applicable to the consideration of planning applications.

20. Amend the Development Management Officer report templates used for Planning Committee agendas to include a prompt on waste considerations.

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

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

21. 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.

22. 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

23. 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.

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

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

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

RECOMMENDED ACTIONS FOR EXTERNAL ORGANISATIONS

One Maidstone:

24. 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:

25. 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.

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

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

26. 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, Communications 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, Communications 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
The production of further recycling focused communications, that are accessible with inclusive language, with the use of descriptive pictures; (RA 11)	Lead Member for Communities and Public Engagement Communications Team in consultation with the Waste Collection Team.	To assist in both the maintenance and improvement of the Council’s recycling rate. To promote the re-use of items where possible and reduce the amount of waste produced.
The production of further communications on food storage; (RA 12)	Lead Member for Communities and Public Engagement Communications Team in consultation with the Waste Collection Team.	To prevent unnecessary food wastage and provide helpful tips for residents.
Increased messaging from the Council on shared waste collection facilities, including flats; (RA 13)	Lead Member for Communities and Public Engagement Communications Team in consultation with the Waste Collection Team.	To assist in improving the use of shared waste collection facilities. To increase the recycling rates of shared collection facilities, particularly given the ongoing work between the Council and Housing Associations to support this aim.

APPENDIX 1 – TABLE OF RECOMMENDED ACTIONS

<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>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 & 15)</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>To lobby local manufacturers and retailers to reduce the amount of waste they produce;</p> <p>(RA 1 & 10)</p>	<p>Lead Member for Environmental Services and Lead Member for Communities and Public Engagement.</p>	<p>To reduce the amount of waste produced locally.</p>
<p>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;</p> <p>(RA 2)</p>	<p>Lead Member for Environmental Services.</p>	<p>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.</p>
<p>When available, the data concerning recycling rates including good and poor performance across the borough,</p>	<p>Lead Member for Environmental Services</p>	<p>The Committee were advised that the contract’s re-procurement would include improved technology. The</p>

APPENDIX 1 – TABLE OF RECOMMENDED ACTIONS

<p>be presented to the Committee to ensure it remains informed following the review's conclusion;</p> <p>(RA 3)</p>	<p>Head of Environmental Services and Public Realm.</p>	<p>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 following the review.</p>
<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 include 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>

APPENDIX 1 – TABLE OF RECOMMENDED ACTIONS

<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>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 21)</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>
<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 22)</p>	<p>Head of Development Management</p>	<p>To promote the policy’s consideration within planning applications to improve waste collection services.</p>
<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 & 23)</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>

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<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 & 19)</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 20)</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>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 & 16)</p>	<p>Lead Member for Planning and Infrastructure, Lead Member for Environmental Services Head of Environmental Services and Interim Local Plan Review 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>One Maidstone be recommended to include street cleaning provisions within their next bid;</p> <p>(RA 24)</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</p>	<p>Kent County Council (via their Democratic Services Team).</p>	<p>To encompass the Committee’s view that a representative of Kent County</p>

APPENDIX 1 – TABLE OF RECOMMENDED ACTIONS

<p>when their initial representative is unable to attend a meeting of the Committee;</p> <p>(RA 25)</p>		<p>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 26)</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](#)