

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE MEETING

Date: Tuesday 17 July 2018
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors M Burton, Joy, D Mortimer (Chairman), Powell (Vice-Chairman),
Purle, Mrs Ring, Mrs Robertson, Rose and Webb

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

AGENDA

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| 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 19 June 2018 | 1 - 5 |
| 9. Presentation of Petitions (if any) | |
| 10. Questions and answer session for members of the public (if any) | |
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| 14. Waste and Recycling Strategy 2018 - 2023 | 22 - 33 |
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Issued on Monday 9 July 2018

Continued Over/:

Alison Broom

Alison Broom, Chief Executive

PART II

To move that the public be excluded for the items set out in Part II of the Agenda because of the likely disclosure of exempt information for the reasons specified having applied the Public Interest Test.

Head of Schedule 12 A and Brief Description

16. Provision of a Replacement CCTV System	Paragraph 3 – Information re financial/business affairs	46 - 51
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PUBLIC SPEAKING AND ALTERNATIVE FORMATS

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

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

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

MAIDSTONE BOROUGH COUNCIL

Communities, Housing and Environment Committee

MINUTES OF THE MEETING HELD ON TUESDAY 19 JUNE 2018

Present: Councillors Cuming, Harvey, D Mortimer (Chairman), Powell (Vice Chairman), Purle, Mrs Robertson, Rose, Springett and Webb

6. **APOLOGIES FOR ABSENCE**

Apologies for absence were received by Councillors Ring, M Burton and Joy.

7. **NOTIFICATION OF SUBSTITUTE MEMBERS**

The following Members were present as Substitute Members:

- Councillor Springett for Councillor Ring
- Councillor Cuming for Councillor M Burton
- Councillor Harvey for Councillor Joy

8. **URGENT ITEMS**

The Chairman informed the Committee that he had accepted an urgent update to item 13. Key Performance Indicator Update Quarter 4 2017/18. The reason for urgency was that the data within the urgent update was not available from Kent County Council at the time of publication.

9. **NOTIFICATION OF VISITING MEMBERS**

There were no visiting members.

10. **DISCLOSURES BY MEMBERS AND OFFICERS**

There were no disclosures by Members and Officers.

11. **DISCLOSURES OF LOBBYING**

There were no disclosures of lobbying.

12. **TO CONSIDER WHETHER ANY ITEMS SHOULD BE TAKEN IN PRIVATE BECAUSE OF THE POSSIBLE DISCLOSURE OF EXEMPT INFORMATION.**

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

13. **MINUTES OF THE MEETING HELD ON 17 APRIL 2018**

RESOLVED: That the minutes of the meeting held on 17 April 2018 are agreed as a correct record and signed.

14. MINUTES OF THE MEETING HELD ON 22 MAY 2018

RESOLVED: That the minutes of the meeting held on 22 May 2018 are agreed as a correct record and signed.

15. PRESENTATION OF PETITIONS (IF ANY)

There were no petitions.

16. QUESTION AND ANSWER SESSION FOR MEMBERS OF THE PUBLIC (IF ANY)

There were no questions from the public.

17. COMMITTEE WORK PROGRAMME

Mr Mark Green, the Director of Finance and Business Improvement, updated the Committee on its Work Programme. It was noted that the update on CCTV was scheduled for the July Committee meeting.

18. KEY PERFORMANCE INDICATOR UPDATE QUARTER 4 2017/18

Ms Anna Collier, Policy and Information Manager, presented the Committee's Key Performance Indicator Update for Quarter 4 of 2017/18.

Ms Collier highlighted the following from the report:

- Fly-tips cleared within 2 working days, and percentage of fly tips resulting in enforcement action had both performed particularly strongly. This was due to dedicated resources being assigned to these areas to address the issue of fly tipping in the borough.
- The percentage of household waste sent for reuse, recycling or composting during quarter 4 had been below target. This was due to the poor weather in March which meant that extra refuse collections were made and recycling questions were missed. This meant there was a lower tonnage of recyclable waste collected and a higher tonnage of refuse collected.
- The target for affordable homes completed had been exceeded for the year, and the number of homeless preventions made in quarter 4 had also been above target.

The Committee requested that the figures for tonnage figures of the different types of household waste collected be made available.

RESOLVED: That the summary of performance for Quarter 4 of 2017/18 for Key Performance Indicators be noted.

19. FOURTH QUARTER BUDGET MONITORING 2017/18

Mr Green introduced his report which gave the Committee an overview of budgets that the Committee was responsible for during the fourth quarter of 2017/18.

The Committee noted that:

- Overall, the budgets for this service had an underspend of £270,000.
- However this overall figure was made up of various over and underspends.
- Expenditure on homelessness was within budget, which was a great achievement given the pressures on Council services in this area.
- Street Cleansing had overspent due to overtime and contractor costs increasing to cover staff sickness.
- CCTV had overspent due to an income budget that was not met, a savings budget that was not met and unexpected expenditure during the year.
- A number of carry forwards had been identified, where resources had not been utilised during the financial year but were required to fund expenditure in future years.
- The significant items of spending within the Committee's capital budget were spend related to purchasing properties for use as temporary accommodation and housing developments at Union Street and Brunswick Street.

The Committee highlighted that there had been an overall underspend on homelessness, despite some areas within the service being underspent. Mr William Cornall, Director of Regeneration & Place, confirmed that the Service Managers and Head of Service managed budgets within the service to ensure that resources were directed to the areas that had the greatest need.

In response to a question from the Committee about commercial income from the Commercial Waste Service and the Commercial Grounds Maintenance Service, Mr Cornall confirmed that the financial performance of both of these services continued to be monitored by officers.

RESOLVED:

1. That the financial performance of the services within its remit for 2017/18 is noted.

2. That the revenue resources to be carried forward into the current financial year are noted.
3. The slippage within the capital programme in 2018/19 is noted.

20. HEATHER HOUSE COMMUNITY CENTRE

Mr Matt Roberts, Community Partnerships and Resilience Manager, presented a report regarding the Heather House Community Centre in Park Wood to the Committee. Mr Roberts recommended to the Committee that Heather House should remain open, but that if the building deteriorated significantly then this decision would need to be reviewed.

Mr Cornall updated the Committee on the progress on securing a replacement facility on the site. It was noted that the Royal British Legion, who were tenants on the site, had not demonstrated interest in redeveloping the site and the Clinical Commissioning Group had also not shown interest in becoming partners to any redevelopment. Mr Cornall requested that the ward members assisted officers with attempting to bring key stakeholders - most notably the Royal British Legion and the Clinical Commissioning Group - to the table to secure their participation in the desired redevelopment project.

Mr Green explained that as the building was coming to the end of its life, there was a risk of significant deterioration of the building. If significant deterioration occurred then it may not be cost effective to carry out repairs.

The Committee raised concerns that a full structural survey had not yet been carried out, and requested this took place to ensure that the safety of the users of the building could be guaranteed.

RESOLVED:

1. That Heather House remains open. Should there be a significant deterioration to the fabric of the building then a report be brought back to this Committee for consideration.

Voting: Unanimous

2. That officers, in conjunction with ward members, continue to work together to bring other partners to the table to work towards a replacement facility.

Voting: Unanimous

3. That a report be brought back to the Committee on the progress of alternative options in October.

Voting: Unanimous

4. That a full structural survey be undertaken of Heather House.

Voting: For - 8 Against - 0 Abstentions - 1

21. NOMINATIONS TO OUTSIDE BODIES - CHE

Mr Sam Bailey, Democratic and Administration Services Manager, outlined the nominations that had been made to the Outside Bodies which were the Committee's responsibility.

It was noted that the Council did not necessarily have to nominate a Councillor to the Cutbush and Corrall charity, and that Cutbush and Corrall had requested that Debbie Smith be appointed to their board.

RESOLVED:

- 1) That Cllr Clive English is nominated as the Council's representative on Maidstone Mediation.
- 2) That Debbie Smith be appointed as the Council's representative on the Cutbush and Corrall charity.

22. DURATION OF MEETING

6.33 pm to 8.03 pm

Report Title	Committee	Month	Lead	Report Author
Waste and Recycling Strategy 2018-2023	CHE	Jul-18	Jennifer Shepherd	Elizabeth Hazell
Public Toilets in Town Centre	CHE	Jul-18	Jennifer Shepherd	John Edwards
CCTV Update	CHE	Jul-18	John Littlemore	Matt Roberts
Revenue Outturn 2017/18 - Allocation of Underspend	CHE	Jul-18	Mark Green	Ellie Dunnet
Pets in Temporary Accommodation	CHE	Jul-18	John Littlemore	Rebecca Astin
Q1 Budget Monitoring 2018/19	CHE	Sep-18	Ellie Dunnet	Paul Holland
Q1 Performance Report 2018/19	CHE	Sep-18	Angela Woodhouse	Anna Collier
Housing Delivery Partnership	CHE	Sep-18	William Cornall	
Crime and Disorder Overview and Scrutiny Committee	CHE	Sep-18	John Littlemore	Matt Roberts
Environmental Services - Commercial developments	CHE	Sep-18	Jennifer Shepherd	Jennifer Shepherd
CCG Update - Local GP Provision	CHE	Sep-18	Alison Broom	
Environmental Health Annual Report	CHE	Sep-18	John Littlemore	Tracey Beattie
Strategic Plan 2019/20 - 2023/24 - Draft Strategic Plan Themes	CHE	Oct-18	Alison Broom	Angela Woodhouse
Homelessness Strategy Review	CHE	Nov-18	John Littlemore	Hannah Gaston
Q2 Budget Monitoring 2018/19	CHE	Nov-18	Ellie Dunnet	Paul Holland
Q2 Performance Report 2018/19	CHE	Nov-18	Angela Woodhouse	Anna Collier
Draft Medium Term Financial Strategy 2019/20 - 2023/24	CHE	Nov-18	Mark Green	Ellie Dunnet
Fees & Charges 2019/20	CHE	Jan-19	Mark Green	Ellie Dunnet
Strategic Plan 2019/20 - 2023/24 - Final	CHE	Jan-19	Alison Broom	Angela Woodhouse
Medium Term Financial Strategy - Budget Proposals 2019/20	CHE	Jan-19	Mark Green	Ellie Dunnet
Waste Contract Review	CHE	Jan-19	Jennifer Shepherd	Jennifer Shepherd
Safeguarding Policy Review	CHE	Feb-19	John Littlemore	Matt Roberts
Q3 Budget Monitoring 2018/19	CHE	Feb-19	Ellie Dunnet	Paul Holland
Q3 Performance Report 2018/19	CHE	Feb-19	Angela Woodhouse	Anna Collier
Litter Enforcement Review	CHE	Feb-19	Jennifer Shepherd	John Edwards / Jamie Duffy
Crime and Disorder Overview and Scrutiny Committee	CHE	Mar-19	John Littlemore	Matt Roberts
Adoption of the new Homelessness Strategy 2019-2024	CHE	Mar-19	John Littlemore	Hannah Gaston
Environmental Health Annual Report	CHE	Apr-19	John Littlemore	Tracey Beattie
CCG Local Care Hubs	CHE	TBC	Alison Broom	
Draft Medium Term Financial Strategy 2019/20 - 2023/24	CHE	Nov-18	Mark Green	Ellie Dunnet

Communities, Housing and Environment Committee

17 July 2018

Revenue Outturn 2017/18 – Allocation of Underspend

Final Decision-Maker	Policy and Resources Committee
Lead Head of Service/Lead Director	Mark Green, Director of Finance & Business Improvement
Lead Officer and Report Author	Ellie Dunnet, Head of Finance
Classification	Public
Wards affected	All

Executive Summary

As reported to the last meeting of this Committee, the Council ended 2017/18 with an overall underspend against its revenue budget, amounting to £185,000. Policy and Resources Committee will be considering the allocation of the underspend at its meeting on 24 July. Proposals are invited from all Service Committees as to the allocation of the underspend.

This report makes the following recommendation to this Committee:

1. That it identifies any one-off projects required to deliver Council strategic objectives, relating to functions within its remit, for which funding would not otherwise be available.
2. That Policy and Resources Committee approves allocation of the necessary funding from the £185,000 underspend for 2017/18.

Timetable

Meeting	Date
Communities, Housing and Environment Committee	17 July 2018
Policy & Resources Committee	24 July 2018

Revenue Outturn 2017/18 – allocation of underspend

1. INTRODUCTION AND BACKGROUND

- 1.1 The overall financial outturn for the Council for 2017/18 was a revenue underspend of £185,000. Within this underspend there were individual budget variances, both favourable and unfavourable. Explanations for variances within individual cost centres which exceed £30,000 have been provided in accordance with the Council's constitution and were considered by the relevant service committees in June 2018.
 - 1.2 Overspends have been offset against underspends to arrive at the overall underspend for the Council of £185,000. It is common practice to rely on underspends to offset overspends, while recognising that if a service is overspending persistently then there may be an underlying problem, requiring remedial action and/or an adjustment to the budget.
 - 1.3 Allocation of the £185,000 underspend falls to Policy and Resources Committee, given its financial remit. However, it is appropriate to seek the views of individual Service Committees on how this money is spent.
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2. AVAILABLE OPTIONS

2.1 Option 1

The Committee may wish to identify one or more one-off projects required to deliver Council strategic objectives, relating to functions within its remit, for which funding would not otherwise be available.

2.2 Option 2

The Committee may recommend that the underspend is added to revenue reserves. If employed in this way, the underspend would provide additional resources for the Council, to be called on as necessary in the future.

2.3 Option 3

The Committee may choose not to make any recommendation.

3. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 3.1 If there is a project or projects which are genuinely required in order to meet the Council's strategic objectives, and would not otherwise be funded, the Committee is recommended to choose Option 1 and give details of those projects. Otherwise it is recommended that Option 2 is chosen.
-

4. RISK

- 4.1 The Council has produced a balanced budget for both capital and revenue expenditure and income for 2018/19. The Council's reserves are considered to be adequate. The risk of using the underspend, rather than holding it in reserves, is not therefore considered to be excessive.

5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

- 5.1 No consultation has been undertaken in relation to this report.

6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 6.1 The overall outturn for the year ended 31 March 2018 will be reported as part of the Council's Statement of Accounts, which will be presented to the Audit, Governance and Standards Committee for approval at its meeting 30 July 2018. The Statement of Accounts will be audited and is due to be approved by 31 July 2018 at the latest.

7. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	The Council's budget is set in accordance with the Council's Medium Term Financial Strategy which is linked to the strategic plan and corporate priorities.	Director of Finance & Business Improvement
Risk Management	This has been addressed in section 4 of the report.	Director of Finance & Business Improvement
Financial	Addressed in report.	Director of Finance & Business Improvement
Staffing	None.	Director of Finance & Business Improvement
Legal	The Council has a statutory obligation to maintain a	Mid Kent Legal

	balanced budget budget. This report informs the committee of a revenue underspend for 2017/18 and recommends options that assist in maintaining a balanced budget for the current financial year	
Privacy and Data Protection	No specific issues arise.	Director of Finance & Business Improvement
Equalities	Equalities implications will be considered as part of each project identified for funding allocation in line with the Council's strategic priorities.	Equalities and Corporate Policy Officer
Crime and Disorder	No specific issues arise.	Director of Finance & Business Improvement
Procurement	No specific issues arise.	Director of Finance & Business Improvement

8. REPORT APPENDICES

None.

9. BACKGROUND PAPERS

None.

COMMUNITIES, HOUSING & ENVIRONMENT COMMITTEE

17TH July 2018

Pets Within Temporary Accommodation

Final Decision-Maker	Communities, Housing & Environment Committee
Lead Head of Service/Lead Director	John Littlemore Head of Housing & Community Services
Lead Officer and Report Author	Rebecca Astin
Classification	Public
Wards affected	All

Executive Summary

Maidstone Borough Council recognises the benefits of enabling homeless applicants to be able to keep their pets with them whilst being housed in accommodation under the Homelessness legislation.

This report outlines a proposal to create a policy that allows (where possible) pets to reside with the families whilst in temporary accommodation. Acknowledging the statutory limitations if the housing management team are unable to find suitable accommodation for households that present with a pet.

This report makes the following recommendations to this Committee:

1. That the Communities, Housing & Environment Committee approve the Pet Policy 2018 and agreement attached as Appendix A and B of this report.

Timetable

Meeting	Date
Communities, Housing & Environment Committee	17 th July 2018

1. INTRODUCTION AND BACKGROUND

- 1.1 Various studies have noted the importance and benefits of households who find themselves homeless of being able to retain their pets with them when they are homeless or threatened with homelessness.
- 1.2 Pets often provide companionship for many of the Council's applicants, particular those who have experienced periods of street homelessness who may also keep their pets to provide a degree of safety. These households and those with children often see their pets as an intrinsic part of the family, and therefore want to include them as part of their homeless application.
- 1.3 Unfortunately a number of housing providers, including some housing associations, exclude pets from certain types of accommodation e.g. flatted housing. In addition when the Council has to use emergency accommodation it is officers' experience that the proprietor is unlikely to permit pets.
- 1.4 Whilst the Homelessness Code of Guidance encourages pets to be accommodated with the household, the Code acknowledges that pets are not considered in law to be part of the household for the purpose of providing accommodation. This means that the inclusion of the pet is not a matter that is considered as to whether the offer of accommodation is suitable. The exception being where the pet provides a service e.g. a registered guide dog or medical condition alerting dog.
- 1.5 The separation of pet and owner can be a traumatic experience for the household. In addition if pets are not permitted at the accommodation the homeless households needs to make alternative arrangements. Sometimes friends or relatives can assist but where this cannot be achieved households have to make alternative arrangements for the pet. This can have financial impact on the income of the household in addition to the stress caused by being parted from their pet.
- 1.6 With the advent of the Council acquiring temporary accommodation in its ownership the opportunity has arisen to adopt a more considerate approach to the issue. To enable the Council to agree the roles and responsibilities with households being accommodated with their pets a set of principles is attached in the form of a policy document for applicants together with an agreement for both parties to sign. These are attached as appendices to the report.

2. AVAILABLE OPTIONS

- 2.1 Option 1. The Council could choose not to have a policy and exclude all pets from their temporary accommodation but to do so would have a detrimental

effect on households being separated from their pets. This blanket approach is not recommended as this causes unnecessary stress and possible financial burden.

- 2.2 Option 2. The Council could permit pets in property where it is suitable for pets to be kept. In order for this to be permitted a policy covering the roles and responsibilities is suggested to ensure that all parties are clear as to what is expected of them. This could be enshrined within an agreement between the household and the Council to assist with providing clarity and if necessary enforcement of the occupation conditions.

3. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 3.1 The preferred option is Option 2 as this will enable the Council to adopt a more humane approach to accommodating households with their pets whilst reducing the risk of nuisance or damage from pets being housed with the household.

4. RISK

- 4.1 There is a risk of increase nuisance or annoyance to neighbouring properties; and the potential for damage to the property owned by the Council. These risks will be mitigated through the sign-up procedure that will ensure the applicant is aware of their responsibilities and through the regular contact as part of the management of the temporary accommodation.

5. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 5.1 Once adopted, the policy will be implemented with immediate effect and applied to those properties as deemed suitable depending on the type of property and pet to be accommodated.

6. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	<ul style="list-style-type: none">We do not expect the recommendations will by themselves materially affect achievement of corporate priorities.	

Risk Management	Low risk and impact	Head of Housing and Community Services
Financial	<ul style="list-style-type: none"> The proposals set out in the recommendation are all within already approved budgetary headings and so need no new funding for implementation. 	Head of Housing and Community Services
Staffing	<ul style="list-style-type: none"> We will deliver the recommendations with our current staffing. 	Head of Housing and Community Services
Legal	<ul style="list-style-type: none"> Acting on the recommendations is within the Council's powers as set out within the homelessness legislation. 	Head of Housing and Community Services
Privacy and Data Protection	<ul style="list-style-type: none"> We do not expect the recommendations will by themselves materially affect this matter 	Head of Housing & Community Services
Equalities	<ul style="list-style-type: none"> The recommendations do not propose a change in service therefore will not require an equalities impact assessment 	Head of Housing & Community Services
Crime and Disorder	<ul style="list-style-type: none"> The recommendation will have a negative impact on Crime and Disorder. The Community Safety Team have been consulted and mitigation has been proposed 	Head of Housing & Community Services

Procurement	<ul style="list-style-type: none"> Not applicable 	Head of Housing & Community Services
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7. REPORT APPENDICES

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

- Appendix A: Pets in Temporary Accommodation Policy
- Appendix B: Pets in Temporary Accommodation Agreement

8. BACKGROUND PAPERS

Homelessness Code of Guidance for Local Authorities

https://assets.publishing.service.gov.uk/media/5a969da940f0b67aa5087b93/Homelessness_code_of_guidance.pdf

PETS IN TEMPORARY ACCOMMODATION POLICY

MAIDSTONE BOROUGH COUNCIL

JULY 2018

Maidstone Borough Council recognises that our homeless applicants may need to keep pets whilst being housed in accommodation under the Homelessness statute. Where possible Maidstone Council will endeavour to accommodate your household where it is suitable and permitted for pets. For the purpose of the homelessness legislation pets are not considered to be part of your household. If no properties are available where a pet is allowed to reside then the pet will not be taken into consideration when making a suitable offer of temporary accommodation. By way of explanation the Homelessness Code of Guidance states:

“Housing authorities will need to be sensitive to importance of pets to some applicant, particularly elderly people, rough sleepers who may rely on pets for companionship. Although it will not always be possible to make provisions for pets, the secretary of state recommends that housing authorities give careful consideration to this aspect when making provision for applicants who wish to retain their pet”

Whilst under this policy you have been permitted to have your pet(s) with you in your temporary accommodation. You may be offered accommodation to end the Council’s housing duty to you where the landlord is a housing association or private landlord. The housing provider is likely to have their own policy as to whether pets are permitted in their accommodation and the Council does not have the authority to overrule their decision. In normal circumstances if you were to be offered accommodation where pets are not permitted, the offer of accommodation would not be considered as an unsuitable offer on the basis that your pet could not join you.

This policy aims to clarify:

- What pets you can or cannot keep at your property
- How we expect them and your home to be looked after; ensuring the well-being of the pet and the community you live in.

Pets that (may be) permitted to stay:

- 1) Dogs
- 2) Cats
- 3) Fish
- 4) Caged Birds
- 5) Small caged animals (e.g hamsters/ rabbits).

Allowing your pet to stay in the temporary accommodation

The following rules apply to allow you to keep your pet in the property with you;

- You must not allow animals kept at a property to cause a nuisance to other people.
 - *Nuisance can be caused, although not exclusively, by noise, odour, fouling or lack of proper supervision and control. The latter may also result in injury to persons as well*

as damage to property. This can affect neighbours, council employees or contractors and other people in the locality.

- Sign the MBC pet's contract
- Pay a service charge which will assist Council in ensuring the protection of the condition of the property
 - *Those whose pet is for medical purposes and with confirmation of this will not be charged for this.*
- Any fouling caused by your pet must be cleaned up straight away.
- Pets will not be allowed in accommodation that is classed as shared accommodation. If permission is not given we will offer advice and support on possible rehousing.
- No farm animals (such as Pigs, Chickens) will be allowed to be kept in the accommodation.
- You must take all reasonable measures to ensure that their dog does not escape from your control.
- MBC expects applicants to take responsibility, not only for ensuring that the needs of any pets that are kept at the property are met, but also for making sure that their pets do not cause a hazard, nuisance or annoyance to other people, damage to property or injury to persons.
- Breeding of animals is not permitted.
- We would require cats are neutered and micro-chipped.
- **Dogs**
 - The dog wears a collar and tag with the owner's name and address and ideally a telephone number when in a public place and is micro chipped; (Micro chipping is a legal requirement from 6 April 2016 under The Micro chipping of Dogs (England) Regulations 2015). MBC will provide a new dog tag for your dog under its temporary accommodation address.
 - Vaccinations and treatment for fleas and worms are kept up-to-date.
 - The dog is not left alone for long periods, it is regularly exercised according to its needs and it does not bark continuously or at un-social hours.
 - The property and garden are kept clean and free of the dog's faeces by the frequent and hygienic removal of all animal waste.

- The dog is kept under proper control in your home, a private place such as a neighbour's house or garden and a public place, so that it does not: stray onto other people's property and/or more widely in the neighbourhood/locality; and/or cause damage to property or injury to a person, animal or pet.

Number of animals permitted:

We will allow you to have the maximum of:

- 1) One dog** and one cat, or two cats and no dog.
- 2) Two caged animals
- 3) Reasonable amount of caged birds

**No dog must be kept at the property which is of a breed that is banned under the 1991 Dangerous Dogs Act. This includes the Pit Bull Terrier, Japanese Tosa, Dogo Argentino and Fila Brasileiro

Animals we do not allowed to be kept under the policy.

We do not allow applicants to keep wild animals, livestock or farm animals, endangered species or any dogs identified in the Dangerous Dogs Act 1991, or any subsequent legislation. In addition, animals registered under the Dangerous Wild Animals Act 1976, which includes venomous snakes, certain types of spider and various breeds of monkey, are not permitted in Maidstone Council Properties.

Keeping Pets without Permission

If you keep a pet(s) in the emergency accommodation without first requesting permission from the Council it will be a breach of your licence. You will be issued with a warning and you must rehome your pet(s) within 14 days and failure to do so may mean that the Council will ask you to leave the accommodation.

If someone complains about your pet

If we receive complaints of nuisance behaviour about a pet or other animal living at any property, we will treat this as an anti-social behaviour complaint. We will first ask you to resolve any problems yourself. If you don't, we will consider withdrawing permission to keep the pet and take enforcement action to resolve the issue as a breach of licence conditions.

This includes any:

- Fouling staircases, walkways, courtyards, any communal areas or dwellings including your own property.
- Injuring or frightening anyone into thinking they might be injured (by the pet).
- Being out of control or a danger to other residents.
- Making a noise that causes or is likely to cause alarm, distress or harassment to others.

- Failing to comply with the terms of any dog control notice or similar notice issued by the relevant authority.
- Not keeping your home and surrounding areas in good condition.

If MBC withdraw permission for your pet to remain at the property and you do not remove it, your temporary accommodation will be cancelled and no further temporary accommodation will be offered to you.

Leaving your Accommodation

When leaving the temporary accommodation you must leave the accommodation in the condition that it was provided to you. All equipment relating to your animal (cages, kennels, and Litter trays) will need to be removed from the property. All carpets will need to be thoroughly cleaned. Ensure any litter trays, cages, or dog's faeces are disposed of hygienically.

If you are granted permission to keep a cat or dog at the Council emergency accommodation you will be responsible at the end of your stay for ensuring that all the carpets are professionally cleaned. You must give a receipt for this work to the Temporary Accommodation Officer when the keys are returned to the Council. Should this not be done, the Council will arrange a professional carpet clean and charge you for the full cost

Responsible Pet Ownership

A pet owner is responsible for the welfare of their animal by law and must take such steps as are reasonable in all circumstances to ensure that the needs of the animal for which he or she is responsible are met to the extent required by good practice (Section 9, Animal Welfare Act 2006). This includes the provision of a suitable environment for the animal, which maybe with or apart from other animals and ensuring that the animal has the ability to express normal behaviour which may include the provision of regular exercise e.g. dog walking. An appropriate diet must also be provided as well as protection from pain, suffering, injury and disease.

If we believe that a pet at the property has been neglected or abandoned, we will report the case to an appropriate animal welfare organisation.

Pet Owner Contract for Households in Temporary Accommodation

The Landlord Maidstone Borough Council has given permission for the named Licensee/Tenant (hereafter called the Occupier)

1.
2.

to keep the named pet(s) listed within this document at the property

Address:

The following pet owner's contract outlines the conditions under which residents may keep pets at the above named property:

1. The Occupier is responsible for the health and welfare of their pets in accordance with the Animal Welfare Act 2006. All owners have a duty of care to provide pets with a suitable diet, proper exercise and adequate health care.
2. The Occupier must ensure that their pets do not cause a nuisance to neighbours or visitors; this includes damage to the property or excessive noise.
3. We highly recommend that residents insure their pets, insurance will cover vets bills along with public liability (should your pets cause an accident or any damage).
4. The Occupier must not allow their pets to roam freely in any internal communal areas of the property.
5. The Occupier must look after the welfare needs of their pets, the accommodation you provide for your pet must be secure and suit the pets size/type and breed.
6. The resident is responsible for keeping all areas of the property clean and free from parasites, such as fleas.
7. Breeding of animals is not permitted.
8. If we believe that a pet at the property has been neglected or abandoned, we will report the matter to an appropriate animal welfare organisation.
9. Cats should be kept inside the property unless there is an exclusive garden. The Licensee must ensure that litter trays are regularly emptied and smells kept to a minimum.

If any of these regulations are broken we may withdraw permission to keep the pet(s) and the Occupier must find alternative accommodation for the pet. If the pet-owner fails to do this then it is likely that the terms of their occupation will have been breached.

I agree to abide by the terms of this agreement

.....
The Occupier

.....
On behalf of Maidstone Borough Council

Permission has been granted for the above Licensee to keep the pets listed on the Pet Information Form.

Pet Information:

Breed Species

Colour Sex

Microchip (Number)

Is the pet neutered? ☐ Yes ☐ No Photo

Details of Pet 2

Breed Species

Colour Sex

Microchip (Number)

Is the pet neutered? ☐ Yes ☐ No Photo

Details of Pet 3

Breed Species

Colour Sex

Microchip (Number)

Is the pet neutered? ☐ Yes ☐ No Photo

Agenda Item 14

Communities, Housing and Environment Committee

**Tuesday 17 July
2018**

Waste and Recycling Strategy 2018 - 2023

Final Decision-Maker	Communities, Housing and Environment Committee
Lead Head of Service/Lead Director	William Cornall, Director of Regeneration and Place
Lead Officer and Report Author	Jennifer Shepherd, Head of Environment and Public Realm Elizabeth Hazell, Environmental Improvement Manager
Classification	Public
Wards affected	All Wards

Executive Summary

Following previous consultation with the Communities, Housing and Environment Committee and a workshop with Members, a new Waste and Recycling Strategy has been drafted for approval. The proposed Strategy (Appendix 1) aims to align the Council's aspirations with its appetite for significant service changes.

The proposed Strategy focuses on achieving high quality recycling with a specific focus on the four target materials; Plastic, glass, paper & card and metals. The national picture is also taken into account with consideration for the reduction in single-use plastics, the introduction of a Deposit Return Scheme and the instability in the international markets.

The new 5 year Strategy will also enable the Council to take a more considered approach to the retendering of the Mid Kent Waste Contract and ensure future services offer the most cost effective solution for the Kent taxpayer.

This report makes the following recommendations to this Committee:

1. That the draft Waste and Recycling Strategy 2018 – 2023, as set out in Appendix 1, is adopted and the actions contained within it are implemented.

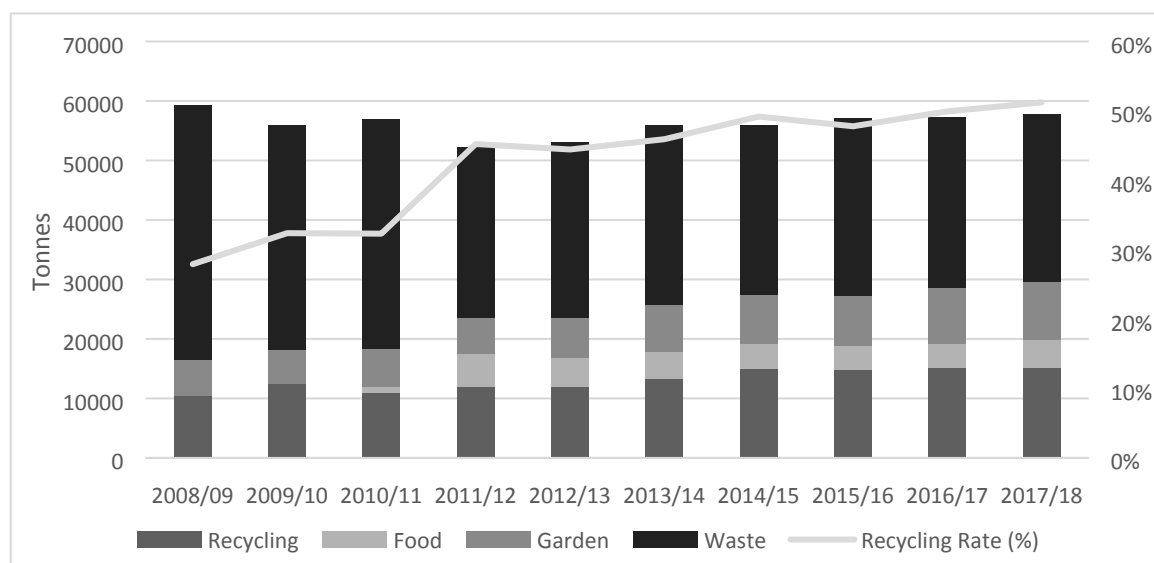
Timetable

Meeting	Date
Corporate Leadership Team	Tuesday 3 July 2018
Communities, Housing and Environment Committee	Tuesday 17 July 2018

Waste and Recycling Strategy 2018 - 2023

1. INTRODUCTION AND BACKGROUND

- 1.1 Maidstone Borough Council adopted its first waste and recycling strategy in 2010 to ensure the Services had a clear vision and stretching targets. Since then Maidstone has been at the forefront of service innovation in Kent and the Borough's performance has continued to rise significantly to over 50%.



- 1.2 The graph above shows the significant increase in recycling rate in 2011/12 when the Council introduced the weekly food waste service and fortnightly refuse collections. Since then the recycling rate has continued to increase slowly despite further enhancements to the recycling service, such as the inclusion of glass and the separate textile collections. Over the past 4 years the mixed recycling collections have remained static however small increases in garden waste and food waste have contributed to the slight increase in performance overall.
- 1.3 The gross cost for the household waste and recycling service is just under £4 million per year, which equates to almost 10% of the Council's gross budget. The services also generate over £1.3 million income to support the service delivery costs. This includes garden waste subscriptions, bulky waste income and disposal benefits from Kent County Council.
- 1.4 In 2017, a review of the existing Waste Strategy identified that the challenging targets could not be delivered without a more ambitious approach to service delivery. Therefore it was decided by the Communities, Housing and Environment Committee to explore future options and determine the Council's appetite for more contentious service changes such as three-weekly collections.
- 1.5 A Member workshop considered the national and local picture with input from the Local Authority Recycling Advisory Committee (LARAC) and the Kent Resource Partnership (KRP). The workshop considered what service

changes would be required to achieve higher recycling rates and at what level these would be acceptable.

- 1.6 The feedback strongly supported the maintenance of current performance and alternative collection frequencies, for example three or four-weekly collections, were deemed unacceptable at the present time. It was noted that without implementing significant and potentially unpopular service changes to drive up performance, the Borough's recycling rate is unlikely to rise far beyond 50%.
- 1.7 Alongside these local considerations, there are a number of challenges nationally which are impacting recycling performance and the stability of the recycling markets. It is important that Maidstone's waste and recycling strategy takes this into consideration and seeks to deliver a cost effective solution for the Kent taxpayer.
- 1.8 Waste reduction, particularly relating to single-use plastics, has also risen up the Government's agenda and new legislation is expected this year to impose bans and levys on specific materials. At the moment it is unclear how these proposals will impact local collections and targets, however it is important that Maidstone has an input into any changes and takes a proactive approach to their implementation.
- 1.9 Maidstone's waste and recycling services are currently provided through the Mid Kent Waste Contract by Biffa Municipal Ltd. There are five years remaining of this contract before the services will need to be retendered. Whilst services can be changed during the contract term, there is more flexibility as part of a new contract. Therefore the next five years provide an opportunity to explore alternative delivery models and ways to maximise the quality of recycling collected. Since the current contract was tendered, costs have increased significantly and therefore it is essential that action is taken to prevent a substantial increase in the contract value.

2. AVAILABLE OPTIONS

- 2.1 The Council could decide to adopt a new waste strategy with a clear vision which takes into account the uncertainty in the recycling markets and focuses on the target materials which have the greatest impact on our environment. The intention of this strategy would be to prepare the Council for a new waste contract in 2023 and enable difficult decisions to be considered in order to minimise the cost to the Kent taxpayers.
- 2.2 A draft strategy has been prepared (Appendix 1) which includes the following vision for the services:

For Maidstone Borough to be at the forefront of the national drive towards eliminating unnecessary waste, particularly single-use plastics and empowering our residents to live more sustainably and actively engage in the delivery of innovative waste reduction, recycling and collection services

The Council could decide to adopt this Strategy and the objectives set out within it.

- 2.3 Alternatively the Council could decide not to implement its own waste and recycling strategy and continue to operate a “business as usual” service which does not attempt to deliver an improvement to the current performance. Whilst current performance is greater than the national target, this is unlikely to be maintained without ongoing engagement with residents. With the ongoing instability in the recycling markets, failure to achieve good quality recycling will have a financial implication to the Kent taxpayer as the material value declines. The lack of a waste and recycling strategy is likely to result in an inconsistent and disjointed approach to waste management and the Council will not be prepared for retendering the Services.
- 2.4 The Council could decide to set a more ambitious strategy delivering significant improvements to performance through the implementation of service changes. In order to achieve higher recycling levels it would be necessary to further restrict the amount of non-recyclable refuse collected in order to drive continued behavioural change. This would need to be through a reduction in collection frequency or bin capacity. Whilst this has been implemented elsewhere in the Country, feedback from the workshop suggested this was not palatable in Maidstone at the current time. However the Council could decide to reconsider this and include this option within the Strategy for the next five years.

3. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 3.1 The preferred option is to adopt the draft Waste and Recycling Strategy 2018 – 2023 as set out in Appendix 1.
- 3.2 This draft Strategy considers both the national and local context and matches the Council’s aspirations with its appetite for implementing potentially unpopular service changes.
- 3.3 The Strategy continues to focus on waste reduction as well as high quality recycling through the delivery of a number of actions linking the national agenda with local opportunities. These include contributing to the debate on single-use plastics, Deposit Return Schemes (DRS) and working collectively across Kent on communication and engagement campaigns.
- 3.4 The Strategy acknowledges the importance of our relationships with the Mid Kent partners and Kent County Council as the waste disposal authority. The benefit of working together to deliver high quality recycling to local reproprocessors will only have a positive effect on the taxpayer, providing market stability and contributing to Kent’s circular economy.
- 3.5 Whilst the Strategy does not aim to deliver a significant increase to the Borough’s recycling rate, it still sets out some ambitious targets around waste reduction and recycling quality as well as looking beyond 2023 towards the new waste contract.

- 3.6 It is not recommended to set a more ambitious waste and recycling strategy without the commitment to restrict the amount of non-recyclable waste collected. The highest performing authorities in the Country operate similar services to Maidstone however do not have the number of communal collections. In order for Maidstone to achieve a recycling rate of over 55% it would be necessary to restrict the amount of waste collected to divert more material to recycling. The Members' workshop identified that reducing the non-recycling capacity through reduction in collections or bin capacity is not currently palatable.
-

4. RISK

- 4.1 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.
-

5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

- 5.1 The review of the previous waste and recycling strategy was discussed by the Committee in 2017 and it was agreed that it was no longer fit for purpose. The Committee agreed to a new strategy being developed and for a Member workshop to be carried out.
- 5.2 The workshop captured Members' views on the waste and recycling services and their aspirations for the services going forward. These views have formed the basis of the new draft strategy.
- 5.3 Informal feedback has also continued to be obtained from residents through roadshows. The services continue to receive positive feedback with high levels of customer satisfaction.
-

6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 6.1 If the Strategy is adopted, a public document will be produced and will be publicised through the Council's website, at events and through the press. It will provide structure to the service's communication plan and the annual service plan.
- 6.2 Implementation of the Strategy will start immediately through discussions with key stakeholders and an action plan will be produced.
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7. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
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Impact on Corporate Priorities	Accepting the recommendations will materially improve the Council's ability to achieve the priority of <i>Clean, Green and Safe Environment</i> as it looks to maintain a high level of recycling, reduce overall waste arisings and take enforcement action where necessary to deal with waste offences. We set out the reasons other choices will be less effective in section 2.	Head of Environment and Public Realm
Risk Management	No risks have been identified which are outside of the Council's risk appetite.	Head of Environment and Public Realm
Financial	The proposals set out in the recommendation are all within already approved budgetary headings and so need no new funding for implementation. The Strategy also looks to minimise future costs through careful forward planning and consideration of the available options.	Specialist Finance Manager
Staffing	We will deliver the recommendations with our current staffing.	Head of Environment and Public Realm
Legal	There is a statutory requirement to provide waste collection services under Part II of the Environmental Protection Act 1990. However as set out in the Act the Council can determine how and when waste is collected. The proposals within the Strategy are in line with this legislation and therefore there are no adverse legal implications arising from the recommendation.	Interim Team Leader (Corporate Governance) MKLS
Privacy and Data Protection	There are no specific privacy or data protection issues to address in connection with the	Interim Team Leader (Corporate

	recommendation.	Governance) MKLS
Equalities	The recommendations do not propose a change in service therefore will not require an equalities impact assessment	Equalities and Corporate Policy Officer
Crime and Disorder	There are no implications of this recommendation.	Head of Environment and Public Realm
Procurement	There are no procurement implications of this recommendation at the present time. However the Contract Procedures will be followed when required.	Head of Environment and Public Realm

8. REPORT APPENDICES

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

- Appendix 1: Draft Waste and Recycling Strategy 2018-2023

9. BACKGROUND PAPERS

Waste and Recycling Strategy 2014-2019

Waste and Recycling Strategy 2018 – 2023

Vision for 2018 - 2023

For Maidstone Borough to be at the forefront of the national drive towards eliminating unnecessary waste, particularly single-use plastics and empowering our residents to live more sustainably and actively engage in the delivery of innovative waste reduction, recycling and collection services.

Introduction

Since Maidstone first adopted a waste strategy in 2010, there have been huge changes within the industry, to EU and UK legislation and to the service provided to local residents. This has seen some significant improvements to performance but has also resulted in new challenges which need to be considered for the future.

Waste reduction and recycling remains a key priority for the Council and for the Country as a whole; however the drivers for change continue to evolve and the environmental movement as well as public focus has matured. Recycling is no longer a new concept and with that comes greater knowledge and understanding, as well as greater apathy. Recycling, for the majority, is part of our everyday lives. However our success is not guaranteed and there is significant uncertainty on the horizon.

This new Waste and Recycling Strategy looks to guide Maidstone through this period of uncertainty and instability in the market, to focus on high quality recycling and prepare it for a new collection contract in 2023.

The National Picture

The waste industry has evolved over decades to respond to changes in legislation, technology and environmental pressures driven by knowledge and cost. Now, more than ever, the need for change is being driven from all directions – from industry, from government and from the Public.

Most recently a successful driver has been the charge for single use carrier bags introduced in 2015 which resulted in 83% reduction in sales. Following Sir David Attenborough's Blue Planet 2 documentary which highlighted the impact of plastic on our oceans, there has been public outcry. More legislation is now expected to ban single-use plastics such as drinking straws and cotton buds from 2019. The Government is also consulting on a levy for disposable coffee cups and a deposit return scheme (DRS) for plastic bottles which it intends to launch later in the year.

However the biggest driver is most certainly the international market. The recent action taken by the Chinese Government to clean up the waste they import has already led to a significant shift in market prices. In July 2017, the Chinese Government told the World Trade Organisation the plan to ban certain imports of waste from December 2017. The initial focus has been on plastic and mixed paper, with instant bans on all unsorted material and a reduction in the contamination thresholds from 1.5% to 0.5% for paper. With 3.6 million tonnes

of paper exported from the UK to China last year, the stability and certainty of this market is hugely influential. In May 2018, China banned US waste paper exports for 1 month meaning this waste stream is likely to flood the Asian markets instead, placing greater competition for high quality recycling and potentially creating unwanted stockpiles of low grade material.

Whilst this may seem a world away from Maidstone, there is no doubt that the repercussions will be felt.

Maidstone's mixed recycling is sent to a local Material Recovery Facility (MRF) to be separated into the different materials and although the majority of the recycling remains in this country, the changes in China affects the market here. Tighter MRF regulations set out in the Code of Practice for England and Wales also has an impact on the value of material collected. There is a growing risk of recycling being rejected and sent for disposal if it does not meet these standards, which has financial implications for the Kent taxpayer as well as affecting our recycling performance. Maidstone as the Waste Collection Authority is required to deliver its waste as directed by Kent County Council, the Waste Disposal Authority. In Mid Kent, the County Council has retained ownership of the waste and recycling and therefore holds the risk and reward of the fluctuating markets. Currently there is a cost for the disposal and treatment of both waste and recycling, however with improved quality there is a greater opportunity to increase value of the material.

Alongside this, national targets for recycling are unlikely to go away. The Government has already indicated that the EU targets are to become part of UK law after the Country leaves the European Union in March 2019. The revised Waste Framework Directive (rWFD) sets out challenging targets of 55% by 2025, 60% by 2030 and 65% by 2035, although there is no indication yet of the implications if these are not achieved. It is also expected that separate targets for individual materials such as paper, plastic, metal and glass may also be set, which will apply even greater pressure on collection authorities such as ourselves.

A focus on specific materials is not new. At the start of the Mid Kent Contract there was significant uncertainty about the future of collection services with the requirement for all authorities to determine whether it was "necessary" to have separate collections of paper & cardboard, plastic, metals and glass to achieve high quality recycling. Whilst the Environment Agency has not taken action to change collection regimes and comingled collections are likely to continue, how to achieve the highest quality recycling and capture rates needs to be considered as part of a new collection contract. Therefore fully and partially separated collections need to be explored alongside the existing comingled service.

The national picture will undoubtedly have a huge impact on what we do next - a new waste revolution focused on single use plastics, ambitious new recycling targets and the delivery of a circular economy package as well as instability in the recycling markets will influence our services.

Maidstone's Story

Maidstone has been at the forefront of recycling improvements in Kent with the early introduction of separate weekly food waste collections, the successful reduction in non-recyclable waste and as the lead authority for the Mid Kent Contract delivering savings of over £1 million to the Kent taxpayer.

The amount of waste recycled in the Borough has increased from 30% in 2010 to over 50% now. Maidstone is now the second highest performer in Kent and unlike many authorities across the Country has maintained performance rather than seen decline. Declining recycling rates have mainly resulted from the drive to reduce plastic in packaging, known as light-weighting and the overall increase in waste which is often linked to economic conditions.

The last significant service change was in 2013 with the addition of glass to the kerbside recycling collection. Maidstone's last waste strategy focused on education and engagement as well as exploring the use of incentives to encourage residents to recycle food waste. This did not achieve the shift in behavior and increase in food waste recycling expected. The results mirrored many of the other trials taking place across the Country, indicating that low level financial motivation does not work and funding is better invested in simple communication.

A comprehensive recycling campaign including videos, social media, leaflets, roadshows and advertising has been carried out over the past couple of years. This has most certainly helped Maidstone to defy the national trend of decreasing performance.

With such an established recycling service, enforcement powers have been positively used to ensure landlords and managing agents take responsibility for the management of waste in their properties. Over 10% of Maidstone's households have communal bins so targeting these properties has been essential to improve recycling performance. Most of these now have communal food waste and recycling collections enabling a reduction in the amount of non-recyclable waste collected.

Objectives

In order to achieve the Council's priority for *A Clean, Green and Safe Environment* and deliver our Vision, we will

- Recycle, reuse or compost over 50% of household waste
- Deliver year on year reductions in the amount of contamination collected
- Maintain the low levels of household waste produced in the Borough, with zero waste sent to landfill
- Increase capture rates of the four target materials – paper & card, plastic, metals and glass
- Produce high quality recyclables which contribute to the circular economy within Kent
- Agree a New Inter-Authority Agreement (IAA) for Mid Kent aimed at delivering a cost effective service for Kent taxpayers
- Explore opportunities for the provision of the waste service from 2023

We will also continue to follow the principles of the waste hierarchy – with waste reduction, reuse and recycling being considered before energy recovery and disposal.

Reducing Waste, Reducing Cost

Reducing waste offers the best solution for everyone, as it can save us all money. Whilst this applies to all types of waste, we will primarily focus on food waste and plastic.

We will seek to contribute to the national discussions around prevention of single use plastics, both through our role in the Kent Resource Partnership and engaging directly with the Department of Environment, Food and Rural Affairs (DEFRA).

Through the Communities, Housing and Environment Committee, we will identify and work with key, local businesses to explore initiatives to reduce plastic packaging and single use plastics to put Maidstone at the forefront of the national waste reduction agenda.

We will continue to promote national and Kent-wide campaigns focused on reducing plastic and food waste – delivering these at a local level. This will include an early engagement with the Government's proposed Deposit Return Scheme.

We will continue to promote and deliver initiatives for the Love Food, Hate Waste campaign and will use our own data on the amount of food waste thrown away to encourage residents to think about what they buy.

We will look for an opportunity for capital investment in waste reduction initiatives which have a tangible effect on behavior and particularly reduce single use plastics.

We will start discussions with Kent County Council and Ashford and Swale Borough Councils to agree beneficial partnership arrangements post 2023.

We will also commission work from the industry to model the future costs of the service and to identify a preferred collection method which will deliver a cost effective service and achieve targets set by Government.

High Quality Recycling

The quality of the recycling we collect will dictate our costs and our performance, and will ensure we can respond to the challenges we face in the market.

We will carry out targeted communications based on the data we have about the waste we collect and the communities we serve. This will sit alongside the Kent-wide campaigns for specific materials, delivered by the Kent Resource Partnership. Our communications will include face to face, social media, videos and direct mail.

We will actively engage with developers through the planning process to ensure collection arrangements are considered and residents have the opportunity to

recycle. New residents will receive welcome packs so they start off on the right track.

We will carry out training for all our collection crews so they are able to help residents to recycle correctly and provide reasons why bins cannot be emptied.

Where appropriate we will use enforcement measures to require the separation of recycling in flats and for those who repeatedly misuse the recycling services.

We will seek to understand the barriers to capturing more recycling through engagement with residents, community groups and housing trusts.

We will support Kent County Council with the procurement of treatment and disposal contracts for Mid Kent's waste to ensure we can deliver material to achieve the highest value and contract performance. This will also include exploring collection options for materials as part of the new collection contract after 2023.

We will continue to explore opportunities to work with the 3rd sector in Kent to collect items for recycling and reuse locally, including furniture and textiles.

We will focus on the separate collection of textiles for reuse and recycling and reduce the amount disposed of unnecessarily and incorrectly in the waste and mixed recycling collections.

As a member of the Kent Resource Partnership we will also support the delivery of the Kent Joint Municipal Waste Management Strategy (KJMWMS).

A Borough we are proud of

Achieving a *Clean, Green and Safe Environment* is at the centre of everything we do.

We will take a zero tolerance approach to littering and will actively enforce against all areas of waste crime.

We will work with the Intel Analyst funded by the Kent Resource Partnership to ensure intelligence is shared across Kent to persistently tackle offenders.

We will continue to support community initiatives to carry out regular clean-ups and recognize the invaluable work they carry out.

Agenda Item 15

Communities, Housing and Environment Committee

**Tuesday 17 July
2018**

Town Centre Public Convenience Provision

Final Decision-Maker	Communities, Housing and Environment Committee
Lead Head of Service/Lead Director	William Cornall, Director of Regeneration and Place
Lead Officer and Report Author	Jennifer Shepherd, Head of Environment and Public Realm John Edwards, Street Scene Operations Manager
Classification	Public
Wards affected	High Street Ward

Executive Summary

Following the closure of both Fairmeadow and Brenchley Garden public conveniences and the subsequent review of the Community Toilet Scheme in 2017, the Communities, Housing and Environment Committee requested that options for a new Town Centre Public Convenience be considered.

There are five delivery models for the provision of a facility in the Town Centre; a purpose built pre-fabricated unit, an in-built facility within an existing unit, a temporary rental unit, reopening an existing facility or inclusion of a facility within a new development.

The key to a successful facility will be its location as this will ensure it is used and is safe and secure. This report outlines the costs and full appraisal for each of the delivery models and the potential locations for the Committee to consider and determine whether the provision of a Town Centre Public Convenience remains an aspiration and whether funding opportunities should be pursued.

This report makes the following recommendations to this Committee:

1. That the delivery models, locations and costs for a new public convenience within the Town Centre are considered;
2. That one of the four options set out in Section 2 is agreed.

Timetable

Meeting	Date
Communities, Housing and Environment Committee	Tuesday 17 July 2018

Town Centre Public Convenience Provision

1. INTRODUCTION AND BACKGROUND

- 1.1 The provision of public conveniences is usually a subject of much debate as although there is no statutory requirement to provide them, they can contribute to the public perception of an area and good quality facilities can have a positive impact on visitors. However maintaining good quality facilities which are not subject to vandalism and anti-social behaviour is a serious challenge.
- 1.2 In 2008, the Council reviewed public convenience provision across the Borough and this resulted in the closure of a number of facilities and the introduction of a community toilet scheme whereby local retailers offer the use of their toilets for public use. This significantly reduced the cost to the Council as cleaning alone cost in the region of £15,000 per block per year compared to the £300 contribution to retailers.
- 1.3 At that time two public conveniences were retained in the Town Centre; one at Fairmeadow by the River and the other in Brenchley Gardens. Unfortunately these were repeatedly vandalised and cleaning staff were vulnerable due to the growing anti-social behaviour particularly linked to drug and alcohol abuse. These facilities have both since been closed, although the public convenience in Brenchley Gardens is occasionally reopened to support events in the park. Fairmeadow public convenience has since been leased to a local business.
- 1.4 In 2017, the Community Toilet Scheme was reviewed with some businesses added and removed from the scheme to ensure those promoted offered good quality, clean facilities. At the time the Communities, Housing and Environment Committee requested that the provision of a new public convenience in the Town Centre be considered and the full costings be brought back to the Committee for debate.
- 1.5 There are some key considerations which need to be taken into account when designing a new Town Centre public convenience:
 - **Location** – this is the primary concern as the location needs to consider footfall, the impact on local businesses, utilities, visual appearance and security.
 - **Usage** – the likely usage will impact the size of facility needed, the cleaning and maintenance regime as well as viability for charging. The location is likely to have a significant impact on this.
 - **Cost** – the split between capital and revenue costs for providing the facility needs to be considered to take into account the full cost of providing the facility
- 1.6 There are four primary ways in which the Council could provide a Town Centre public convenience, aside from the existing Community Toilet Scheme which is not considered as part of this report.

Standalone facility

- 1.7 A new standalone facility could be purpose-built within the Town Centre. There is an increased use of pre-fabricated units with external cladding for public conveniences, as shown in the pictures below.



- 1.8 These facilities can be fully automatic including a self-cleaning function or semi-automatic which combines a higher quality facility with ease of cleaning. These can also incorporate charging mechanisms to generate a small revenue to support the operating costs.
- 1.9 Aside from the cost of providing such a facility the main barrier is finding a suitable location within the Town Centre. In order to identify a suitable location, the footfall, impact on surrounding businesses, visual appearance and security has to be considered.
- 1.10 Six locations have initially been highlighted as potential locations for a standalone facility purely due to space, however it is likely that many of these will not be deemed suitable given further consideration.
- Medway Street – redundant motorbike parking outside of the car park
 - Jubilee Square
 - Bottom of Gabriels Hill
 - Lower High Street
 - Side of Sessions Square
 - Brenchley Gardens (new facility)
- 1.11 Appendix 1 reviews each of these locations against a matrix of suitability. The only two sites which are likely to be feasible are Lower High Street and Medway Street, although this is not an area of high footfall.
- 1.12 Based on footfall in the Town Centre, it is likely that a DDA compliant unit plus 3 unisex toilets would be required. The footprint of this would be 6460mm by 2865mm. Alternative models are available or a smaller unit could be considered which may lower the capital cost.
- 1.13 The inclusion of a Changing Places unit could also be considered to increase the accessibility of the Town Centre to disabled adult visitors. However this

will significantly increase the footprint of the public convenience by 4000mm in length, which will have an impact on the viable locations.



- 1.14 The anticipated cost for a standalone facility is shown in the table below. This includes the capital investment needed for the facility as well as the annual running costs and potential income through “pay to use”.

	Capital Investment	Revenue Cost
Build Costs	£134,000*	
Rent		£0
Business Rates		£2,500
Utilities		£4,500
Cleaning / Maintenance		£66,600
TOTAL Cost		£73,600
Income		-£6,500
Net Cost	£134,000	£67,100

* For inclusion of a Changing Places unit the Capital investment is likely to increase by £20,000 to £40,000. If an attendants office and Changing Places unit is required the additional cost would be around £65,000.

- 1.15 The cleaning costs include an attendant based on a 7 day per week service with two members of staff working shifts. This could be reduced if the facility was only attended at specific times. An attendant would significantly reduce the risk of anti-social behaviour and vandalism which have previously be prevalent in the Council’s public conveniences.

In-build existing premises

- 1.16 There is also the opportunity to install facilities into an existing building within the Town Centre. This could be carried out through the installation of prefab units which enable easier cleaning and charging or a bespoke in-build.

- 1.17 The main issue with this is that there are very few buildings within the Town Centre which would be appropriate for conversion to a public convenience. It is unlikely that it would be acceptable for a retail unit to be used as this could have a negative impact on the neighbouring retailers and would significantly increase the revenue costs.
- 1.18 It is noted that there was a previous toilet within Market Buildings which could be considered for this option.
- 1.19 The table below shows the capital and revenue costs for an in-built in existing facilities. Whilst the capital cost is lower as the outer cladding and roof would not be needed, the annual running costs would be significantly higher due to annual rental costs.

	Capital Investment	Revenue Cost
Build Costs	£102,000	
Rent		£19,000
Business Rates		£7,500
Utilities		£4,500
Cleaning / Maintenance		£66,600
TOTAL Cost		£97,600
Income		-£6,500
Net Cost	£102,000	£91,100

- 1.20 Alternatively the unit could be fitted out with toilets, sinks and hand-driers by a building contractor. Similar work has recently been undertaken at the Vinters Park Crematorium and cost in the region of £60,000. However this did not include the disabled toilet or the ability to charge for use. Therefore a full refit for 3 toilets and a DDA toilet with charging mechanism is likely to be in the region of £90,000.
- 1.21 The main benefit of using prefab units are that they are specifically designed for easy cleaning and to reduce the costs of maintenance. The images below show the design of the prefab units which can easily be jet-washed clean.



Reopen existing facility

1.22 Within the Town Centre footprint there are two existing public conveniences – Brenchley Gardens and Fairmeadow. As already mentioned these have been subject to significant vandalism over the years and have attracted anti-social behaviour. Fairmeadow is in the process of being leased to a local business as a customer toilet and storage facility. Therefore is not currently available to bring back into use as a public convenience. Brenchley Gardens would require some refurbishment however could be reopened.

1.23 The main barrier to this is the location of the existing facilities as both are away from the areas of high footfall and during the hours of dark are particularly vulnerable to anti-social behaviour. Improved security and the presence of an attendant could be explored, however Brenchley Gardens is already a manned park and there are still concerns about security and anti-social behaviour. Reopening the public convenience is only likely to increase the appeal of the park for criminal behaviour and alcohol and drug abuse.

1.24 A full refit of the public convenience at Brenchley Gardens would be around £50,000. The running costs would be in the region of £12,300 per year including utilities, cleaning and business rates.

1.25 Therefore based on the location of the existing facilities it is not recommended that they are considered for reopening.

Rental Unit

1.26 Alternatively a temporary unit could be hired which would increase the revenue costs but removes the capital investment requirement.

1.27 The costs for the rental of temporary standalone facilities are included in the table below. Comparable prices have been included for the rental of a premium unit as shown in 1.7 and more basic portable units available for short-term rental.

	Premium DDA+3 Revenue Cost	2 x portable units Revenue Cost
Build Costs		
Rent	£37,631*	£22,000
Business Rates	£2,500	£2,500
Utilities	£4,500	£4,500
Cleaning / Maintenance	£66,600	£66,600
TOTAL Cost	£111,231	£95,600
Income	-£6,500	-£6,500
Net Cost	£104,731	£89,100

** this is the annual cost based on a 5 year contract and would reduce to £28,000 or £24,000 for 10 or 15 year contracts respectively*

1.28 Whilst the rental model offers a more flexible opportunity and removes the need for capital investment, the revenue costs are significantly higher and would cover the capital costs in 6 years.

1.29 A photo of the portable unit which could be installed is shown below.



Alternative delivery

1.30 In addition to these four direct delivery models, it is also important to consider what other developments and improvements are being implemented within the Town Centre that may deliver a new facility.

1.31 Although there are no specific plans as yet in the public domain, there are a number of proposed major developments including Maidstone East and the Bus Station which could result in new facilities being provided. The Mall has also recently refurbished its toilets and opened a baby changing facility. There are likely to be further developments within the centre which could include an opportunity for a Changing Places facility to be included.

2. AVAILABLE OPTIONS

- 2.1 The purpose of this report is for the Committee to review the potential costs for delivering a new Town Centre public convenience and determine whether, given the costs, there is a need to identify funding to deliver this. It is important to highlight that, at the present time, there is no funding available to provide a new facility.
- 2.2 **Option 1:** The Committee could decide that the need and aspiration for a new public convenience within the Town Centre warrants investment by the Council and that if funding can be identified, which would be the preferred delivery model. The provision of a good quality facility in the appropriate location will undoubtedly provide a benefit for Maidstone's visitors, however this comes at a significant cost and is not a statutory service. Funding would have to be sought through Policy and Resources Committee as this cannot be provided with the Committee's existing budget, unless savings are identified elsewhere within the Committee's budget.
- 2.3 **Option 2:** The Committee could decide that **Option 1** is preferable, however alternative locations or delivery models should be progressed instead.
- 2.4 **Option 3:** Alternatively the Committee could decide that although there is a desire to provide such a facility, the cost is prohibitive. Therefore the Council would continue to deliver the Community Toilet Scheme.
- 2.5 **Option 4:** The Committee could decide that as the provision of public conveniences is not a statutory requirement for the Council, a new facility should not be considered.

3. RISK

- 3.1 There are undoubtedly risks linked with a decision to provide a public convenience within the Town Centre, predominately around cost, maintenance and anti-social behaviour. However this report is intended to present the options to for debate and for the Committee to determine whether one or more of the options should be refined prior to being brought back to the Committee for decision.
- 3.2 The risks associated with the decision to provide a Town Centre public convenience will be included as part of that report and will be assessed against the Council's risk appetite.

4. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

- 4.1 Previously reports have been taken to the Communities, Housing and Environment Committee regarding the Community Toilet Scheme and as part of this there have been regular discussions about the provision of

facilities by the Council. Whilst the Committee took the decision to retain the Community Toilet Scheme, the potential for a publicly funded toilet continued to be raised by Members.

- 4.2 In 2017, the Committee requested that the options for a public convenience be fully explored and the costs considered. These are presented as part of this report.

5. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

- 5.1 If the Committee decides Option 1 is the preferred choice, a report will be prepared for Policy and Resources Committee to determine whether funding can be agreed to support the recommendation.

6. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
Impact on Corporate Priorities	We do not expect the recommendations will by themselves materially affect achievement of corporate priorities. However, they will support the Council's overall achievement of its aims as set out in section 3	Head of Environment and Public Realm
Risk Management	This is covered in Section 4.	Head of Environment and Public Realm
Financial	If the Committee decides to further explore one or more of the options to provide a public convenience within the Town Centre, this can be carried out within already approved budgetary headings and so needs no new funding. However the implementation of any subsequent decision to provide a facility will require significant capital and revenue funding which is yet to be identified. This will be need to be addressed before that decision can be implemented.	

Staffing	We will deliver the recommendations with our current staffing.	Head of Environment and Public Realm
Legal	The Council has no statutory duty to provide public conveniences.	
Privacy and Data Protection	There are no implications	
Equalities	The recommendations do not currently propose a change in service therefore will not require an equalities impact assessment. If a decision is taken to provide a public convenience, a full equality impact assessment will be carried out.	Head of Environment and Public Realm
Crime and Disorder	Should a decision be taken to provide a public convenience within the Town Centre, the Community Protection Team will be consulted on the impact of anti-social behaviour.	Head of Environment and Public Realm
Procurement	There are no procurement requirements at this time.	Head of Environment and Public Realm

7. REPORT APPENDICES

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

- Appendix 1: Location assessment for standalone facility

8. BACKGROUND PAPERS

None

Appendix 1 – Location review for Standalone facilities

Scoring: Higher score is positive

44	Location	Footfall	Impact	Visual appearance	Security	Other implications	Rating
	Medway Street	2 Low footfall Edge of retail Well used car park	4 No immediate impact on neighbouring businesses	4 Beside car park so could be incorporated into environment sympathetically	3 Risk of security impact as slightly remote from Town Centre Could draw anti-social behaviour to car park	4 Slope may result in additional groundworks	17 / 25
	Jubilee Square	5 Centre of town Very high footfall Retail crossroads	0 Directly outside businesses Any anti-social behaviour would negatively impact visitor perception Likely to be significant objection from local businesses	0 Although sympathetic cladding could be used would be negative visual impact on Square Negatively impact on appearance of Square – primary location in Town Centre	4 High profile location with greater visibility and presence from security agencies	1 Reputation as in high profile location Approval unlikely to be granted by KCC or MBC	10 / 25
	Lower High Street	2 Medium to low footfall Edge of retail	3 Directly outside businesses	3 Could be sympathetically blended with	3 Risk of security impact as slightly remote	4 Tight for space Could impact sightlines	15 / 25

	Route from Maidstone West Station	Possibility of obscuring properties	built environment	from Town Centre		
Gabriel's Hill	2 Medium to low footfall Edge of retail Near access to The Mall	2 Directly outside businesses Possibility of obscuring properties	3 Could be sympathetically blended with built environment	3 Risk of security impact as slightly remote from Town Centre	2 Tight for space Could impact sightlines Future development in area likely	12 / 25
Sessions Square	4 High footfall from Maidstone East Station Outside Kent County Council offices	2 Directly outside Kent County Council Key location in Town Centre	1 Although sympathetic cladding could be used it is unlikely KCC would agree to it being located outside offices	4 High profile location with greater visibility and presence from security agencies	1 Reputation as in high profile location Approval unlikely to be granted by KCC or MBC	12 / 25
Brenchley Gardens	3 Medium footfall from Maidstone East and visitors to park	4 Available space on edge of Park with little impact on neighbours or park users	4 Can be sympathetically blended with surrounding environment. Improvement to existing facility	1 Anti-social behaviour and vandalism prevalent at existing facility	2 Existing facility closed due to repeated vandalism. Risk to staff	14 / 25

Agenda Item 16

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted