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1. Project and strategy update

Green Waste/ Food Waste

The new disposal locations at Lowick and Theddingworth are in use and the green waste at Robinson Way depot has been removed and the area cleared. The Environment Agency have visited the site and confirmed that we have complied with their requirements. An arrangement has also been implemented with Mick George, at their Rushton site, to bulk and then transport the green waste onto Theddingworth. This is to mitigate the downtime on collections vehicles would experience driving to/from Theddingworth.

The food waste is being taken to Biogen at Rushton.

As these are interim arrangements we will continue to look at any other options that might become available and would offer us more efficient ways of working.

Route Optimisation

The refuse routes have now been finalised (subject to consultation) for both Corby and Kettering. The modelling was done as a combined exercise, however the proposed routes by the software actually left the routes in the two borough areas as this was the most efficient way to complete them. This is mainly due to the rural area between the two authorities. The only exception will be for some rural farms and lodges which will be combined with similar properties in Kettering to be collected on a smaller vehicle.

Recycling routes have now been modelled and are complete for Corby. The Kettering routes have proved more challenging as the collection methodology is slower due in part to the paper being collected separately. It has therefore been agreed before undertaking further work to complete an evaluation exercise on the viability of collecting paper separately.

The next stage of the process will be to consult with the Corby crews on the proposed rounds to identify any issues which due to their knowledge of the area may require altering.

We are currently targeting a date in Feb/March 2020 for implementation of the new rounds, subject to the consultations and other factors.

Harmonisation of Terms and Conditions for Refuse Staff

Consultation has been carried out with the refuse collection staff on a change to their terms and conditions to harmonise them with Kettering. This was the only service not to be fully harmonised at the start of the shared service. The harmonisation includes an earlier start at 6.30am (from 4th November 2019) and a four day working week (9 ¼ hours per day) over five days, from the implementation of the new optimised routes. Which is proposed from February/ March next year (subject to consultation).

Any changes will be covered with media/ press releases and updates to the council website to advise customers of these changes. Bank holiday collections will also be altered in Corby so that collections will take place on the bank holiday (except at Christmas and New Year). This will result in less disruption to households over changing collection days and provide consistency with the arrangements already operated in Kettering. The new optimised routes which start February/ March will have a full communications plan as this will affect more properties, information of which we will communicate at the next meeting.
1. Project and strategy update

Committee Reports

It is intended for a number of committee reports to be issued in the coming months;

Waste Collection Policies

Further reports will be taken to committee in December on the waste collection policies. This will bring together all the waste collection policies currently being operated across Corby and Kettering into one document that can be used by residents, officers and members to understand the service and standards we operate to and what level of service they can expect.

Commercial waste service – branding and bin colour’s

It is intended to implement a brand to the commercial waste collection service. This will involve a colour change to bins, to allow the brand to be recognised.

The colours options identified, were limited as we need to avoid a number of colours that we already use for bins and those that are used by private sector commercial waste collection companies. This colour will also be used to identify, the additional bins provided at households. The branding exercise will follow at a later stage, however, our intentions are to ensure that this can be used past the adoption of the unitary authority.

Clinical waste (domestic only)

The shared service board have agreed to remove the charges for the collection of clinical waste from domestic households in Kettering. This will allow the standardisation of arrangements across the Corby & Kettering shared service and going forwards with partners in the North Northamptonshire Unitary Authority area

Tree Policy

Currently neither Corby or Kettering have tree policies so the shared service have taken this opportunity to draw one up covering both boroughs setting out how we can protect the tree stock. The policy can also be published to assist in managing the public’s expectations in respect of the tree work we will undertake.

Tree report

This report will supply information and recommendations regarding tree management within the shared service. It will investigate the options of how the future maintenance of Corby’s trees could be carried out and the Investments required for it to be managed with a self-delivery model.

It is our intention to bring together reports which will go to Corby’s OCPC and Kettering’s Exec at the beginning of December covering both waste updates and tree updates.
Member information evening

A Member’s information evening is being arranged for mid-January to provide an update on the achievements over the first year of the shared service and to inform members of the projects planned over the next year, including information on the route optimisation and the proposed changes to the Refuse & Recycling services.

Fees and charges

It is intended to increase fees and charges by a minimum of RPI

- Commercial waste prices will be reviewed in line with the market and any increases in cost will be made as a result.
- The commercial clinical waste price may increase significantly above RPI as we are aware that NCC have incurred a significant increase in disposal costs which they have suggested they will pass onto us in annual increments. Subsequently our prices must increase to ensure we cover these increased disposal costs.
Coronation Park

The Kettering and Corby Shared Service have taken on a monumental change in a short space of time to overhaul the entire approach to Grounds Care across the board. Coronation Park has been central to this change and has rapidly become the jewel in the crown for Corby. The area has been transformed to a space now enjoyed and used by the community, demonstrated by much higher rates of footfall. Corby has been missing highly maintained formal areas of parkland and Coronation Park is now showing the way forward.

The plan for Coronation Park was ambitious, with extensive works implemented to remove some 60 dead, dying or diseased trees which had previously cluttered the skyline, blocked light and detracted from the overall landscape of the area. Shrub beds had gone untended and muddled sight lines, providing natural cover for anti-social behavior. Since removing the unchecked foliage from site, reports of anti-social behavior have significantly reduced, opening the park and improving the aesthetic of the area.

An essential element of the plan was to bring back seasonal bedding, hanging baskets and barrier planters; injecting color into the landscape. Both annual and perennial species were used to provide a strong first season impact, to demonstrate an about face approach to the park. Beds will be continually developed with changing planting scheme.

All the changes which have been implemented have come about with no increase of staffing numbers and within existing budgets by changing the way we work across the area of the Shared Service. The site is now used as a training hub for staff to up skill and enhance existing knowledge, allowing senior members of the team to impart practical knowledge and skills onto other keen horticulturalists who will be able to continue best practices into the future of the service delivery.

The results have been wonderful and have since drawn many compliments with the park now described as “making Corby look amazing again” whilst bringing “back memories of how the town used to look years ago”.

Residents have expressed great delight in these describing the effect as “lifting our spirits” and a “joy to see every day”. Events such as ‘Made in Corby’, ‘Grow Festival’ and the ‘Race for Life’ have been held in the park this year alongside the planting of the Marie Curie daffodil walk which runs around the entire perimeter of the park.
Rockingham Road Pleasure Park Green Flag Award

Rockingham Road Pleasure Park has been recognised by the Green Flag Award Scheme (2018/19) as one of the best in the country again. This international award, now into its third decade, is a sign to the public that the space boasts the highest possible environmental standards, is beautifully maintained and has excellent visitor facilities.

Its is the town’s primary destination park with very high footfall. The park has a comprehensive Management Plan and annually updated Action Plan which is based on the Green Flag format.

The park has 2 dedicated gardeners who maintain the bowls greens, crazy golf area and the wider park environs and also has a small Friends of Park group who run small local events based in the park.

The park has been used by the adjacent Park Infants & Juniors since it opened in 1897. We have created an outdoor classroom for the schools.
Hazel and Thoroughsale Woods in Corby has been recognised by the Green Flag Award Scheme as one of the very best in the world for the eight consecutive year. This international award, now into its third decade, is a sign to the public that the space boasts the highest possible environmental standards, is beautifully maintained and has excellent visitor facilities. Each flag honours the staff and volunteers who work tirelessly to maintain the high standards demanded by the Green Flag Award.

This project is delivered by the Corby Woodland Project and is supported by the volunteers of the 5 Friends Of groups within the borough.
Grounds Maintenance

2. Service area updates

Tree survey in Corby

Progress has been good on the tree survey in Corby. Work commenced at the beginning of April 2019 and we have now inspected in the region of 80% of all of the individual trees on Corby Borough Council and NCC Highways land. The focus was initially on all of the trees that used to be under CBC Environmental Services management, but the surveying has now moved on to look at trees on Culture and Leisure land.

Prior to April 2019 there were very minimal tree inspection records. The images below from Arbortrack (a dedicated tree surveying database maintained for Corby) show that there are now 13,566 records of individual trees and groups/areas, that have inspected to date. All inspections are audited for accuracy before works orders are issued.
Although three qualified temporary tree inspectors were initially engaged in the spring and summer months to carry out the bulk of the tree survey. This has now been reduced this to one tree inspector.

We have now moved the focus onto other areas of Council tree ownership and are inspecting the Woodlands for tree risk, assisted by Sarah Ransom the Woodland Ranger. Inspections are taking place in and around the edges of Thoroughsale Wood along all of the footpaths through the woodland and where the wood adjoins residents properties. We are also inspecting the Golf Course for any hazardous trees and to improve play working with the Golf Course manager Adam Smith.

Inspections are then planned for Hazelwoods, Kingswood and East Carlton Country Park.

Each colour dot or area on the above represents a tree that has been surveyed. For each of these a visual survey will have determined maintenance requirements and identified any risk of failure. This allows the prioritisation of work.

There is potential to expand the use of Arbortrack to the tree stock in Kettering if deemed appropriate.
Grounds Maintenance

2. Service area updates

Sports pitches

Improvements to the maintenance of sports pitches in Corby have commenced, in line with recommendations received. Earlier this year the Institute of Groundsmanship were engaged to undertake sampling of the sports pitches in both Corby & Kettering. The reports made a number of recommendations, which are to be delivered over a 3-year programme to improve the condition of playing surfaces.

Last year (2018) verti drainage was implemented on Kettering sports pitches, and verti drainage is now being implemented on Corby sports pitches this season.

This process punches 12-inch holes into the pitches, to allow space for root growth, where pitches have been compacted by intensive use.

We have recently had positive feedback from the FA, that pitches across Corby and Kettering are improved and above expected standards.

*Images for illustrative purposes only, the above is not our equipment.

Winter bedding

The locations across both borough’s in which summer bedding plants have been implemented, will be planted with winter plants throughout the month of November. These plants are currently being prepared.

These will be seen in places such as Kettering Town Centre, Manor Gardens and other locations across Kettering, and at The Cube, Coronation Park and the Corby Town Centre.

Corby Bonfire

Preparations are underway for the annual Bonfire and fireworks event in Corby. The grounds team have completed revised Risk Assessments and Method Statements and materials/ equipment are being sourced.
Street Cleansing

2. Service area updates

Longcroft Road

Corby and Kettering Borough Councils Shared Service have been working on building relationships with businesses to enhance both Boroughs. Tata Steel UK Limited have played a prominent role in working in the community within Corby and now in partnership with the shared service on this project.

One area targeted was Longcroft Road which neighbours land owned by Tata Steel and is close to the Little Stanion development. The area has parked lorries on a regular basis, and suffers with regular fly-tipping and littering. Local residents, Councillors and Tata Steel have worked together to tackle this hotspot area, regularly undertaking community clean ups as well as weekly visits from the shared service team. Further improvements have been made in partnership with Tata Steel by providing 8 new large capacity bins along this stretch of road.

Maintenance of the bins will be carried out by the shared service team on a frequent schedule, and regular monitoring to ensure the provisions are adequate and no other issues are highlighted.

(Shown above from left-to-right are Yvonne McLetchie MSc Property Manager & Surveyor Tata Steel, Cllr Chris J M Horsman Chairman Little Stanion Parish Council, Cllr Tesh Rai Little Stanion Parish Council, Wayne Woods Senior Street Cleansing Works Supervisor)

There are more locations in Corby where we intend to install further large capacity bins to tackle litter issues from lorries, when these are planned for installation members will be informed, so that they can be involved in any photo opportunities.
2. Service area updates

APSE Innovation Award

Corby & Kettering Street Cleansing Team

The Street Cleansing team have been shortlisted for the APSE Innovation awards, for the work being undertaken around the Fly mapper system.

The submission details how the system has brought together internal partners (such as Environmental Health and Housing) to tackle issues. The Fly mapper system works well as a communication tool, as well as a data recording and reporting tool, allowing us to easily to locate hotspots and identify trends throughout both Boroughs in order for us to manage and reduce fly tipping.

The awards ceremony is to be held on the 24th October 2019 at the Belfry, Nottingham.

The Fly mapper system has also been adopted in the Corby area, with all cleansing crews and Street Scene Enforcement Officers having access to the system. We will build on the learning taken from the use of the system in Kettering and expand this approach. The benefits of the system and the partnership approach will be adopted in Corby and should result in similar benefits.

Identifying hotspots of fly-tipping offences (to allow a targeted approach to tackling offenders) is a simple process when using Fly-mapper. As an example the below is all fly tips cleared from Corby across September 2019, illustrated in a heat map.

This information will now being used in Corby to target the work of our new Enforcement Officers.
Street Cleansing

Graffiti

Kettering have been experiencing some large scale graffiti in the town Centre, the team have been working hard to remove the graffiti as soon as possible and are working with Environmental Health colleagues and other agencies to identify offenders.
Corby Flats Update

As previously updated, the blocks of flats across Corby are being audited to assess the current refuse and recycling capacity and to identify improvements / changes needed in order to move the refuse collections from weekly to fortnightly and whilst maximising recycling efforts at these addresses.

The proposals for each location are then being discussed with landlords / managing agents. To deliver on this work we are utilising previous secured funding from the WCSS (Weekly Collection Support Scheme). To use this funding we must maintain at least one collection service on a weekly basis. We are therefore introducing weekly collections of food waste at the blocks, as we roll out the fortnightly collections of other waste streams.

Communal food waste bins will be located in bin storage areas, and residents will be issued with education leaflets and internal food waste caddies.

The communications leaflet for flats food waste have been updated (as below) and once approved, will be used for this project.
Refuse & Recycling

2. Service area updates

We now have the added benefit of possible funding from WRAP to promote the collection of Food Waste across the whole of Corby. This would enable us to promote the food waste collection service to all householders and flats as we implement the service.

WRAP can support with funding for the free supply of liners, a leaflet and a residual bin sticker. Similar campaigns have been run in the past and encouraged short term increases in participation. With an in-house service (and associated reduced missed collection issues) we should be able to maintain the increased participation levels by residents and hence tonnage collected.

The move to fortnightly collections at flats will enable the main collection crews to carry out the collections whilst they are in the area, this will free capacity from the current flats crew. This capacity can then be utilised to support the main crews which will reduce pressure and the need for overtime.

Christmas Waste Collections (2019/20)

The collection arrangements for Christmas are currently being planned in detail.

It is proposed that the collection of green waste would be removed over the Christmas / New year period. (Green waste tonnage collected at this time of year is greatly reduced.)

A number of collection services will be moved forward and back during this period. Bins will be tagged to notify the residents of the changes to their collections and information will be available on the website.
Kingswood Green & Clean project

We have selected the following streets within the Kingswood housing estate for the focus of an environmental improvement project; Culross Walk, Balmoral and Barnard Square.

These locations suffer from a high degree of anti-social behaviour and associated environmental issues such as graffiti, littering, fly tipping.

All service areas will be coming together to deliver this project through the week of Monday 18th November to 22nd November. The aim is to tackle the following:

- **Shrub beds**
  - Retain healthy shrubs for biodiversity and remove dead shrubs within this area
  - Grass and re-seed old shrub beds that are not being retained
- **Bulb planting (Kingswood primary school)** - as a part of operation spring bloom, crocus, daffodils, blue-bells, and Tete a Tete Daffodil bulbs will be planted.
- **Fly tipping removal** – monitoring and removal with area surveillance
- **Bins on streets** – tag bins, removal of unused and abandoned bins
- **Dog fouling** – clean up and enforcement
- **Cleansing**
  - Litter picking of the whole area and enforcement
  - Mechanical and hand sweeping of the area
- **Graffiti** – removal of graffiti on council and private properties
- **Alleyways**
  - Clearance of alley ways to allow better access for residents and bins
  - Hot wash of streets and alley ways – where applicable to improve the overall appearance
- **Sweeper naming and educational assembly (Kingswood primary school)** - Waste Development Team and Street Cleansing.

The project will give the area a much needed pre-winter clean and make the environment more appealing for the residents.

We will liaise with both Corby and Kettering Communications teams to promote the project before, during and after via press releases, social media and council websites.
People update

2. Service area updates

Recruitment

**Grounds**- Recently recruited 5 Gardeners to permanent positions

**Enforcement**— vacant Street Scene Enforcement Officer recruited to

**Fleet**- Fleet Manager post recruited to

**Refuse & Recycling**- Refuse and Recycling Supervisor post recruited to

**Admin Support**- 2 x Modern apprentice posts to be advertised. 1 to be based at Lammas Road depot and 1 to be based at Robinson Way Depot

**Engineers**—

Agency engineer, (KBC/ CBC) creating budget pressure

Further agency engineer to deliver capital projects (CBC)

Leavers

**Service development**-

Senior service development officer— LGR Secondment (2 years)

Senior service development officer— resigned from position

Training

**Grounds maintenance**-

Upskilling workforce

- Traffic management training (T1, T2 and T12 operative training ) being undertaken, to allow existing workforce to undertaken traffic management in-house.

- T7 supervisor training, already completed to allow supervision of the workforce.
## 3. Performance Information

### Waste and Recycling

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Joint Target 2019/20</th>
<th>Aug-19</th>
<th>Cumulative</th>
<th>RAG</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>NI 191</td>
<td>Residual waste per household (kg) - NI191</td>
<td>41kg per month (492kg per annum)</td>
<td>41.31</td>
<td>203.47</td>
<td></td>
<td>August 2019's figures are made up of 23.15% dry recycling, 24.22% green waste and 1.47% food waste. The validation of Q1 figures is currently being undertaken, the contamination (residual) rate at the MRF now being reported are significantly higher. As such these figures are being reworked and will be amended to reflect this change.</td>
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| NI 192 | Percentage of household waste sent for reuse, recycling and composting (green and food waste) - NI192 | 47.00%                                      | 48.84% | 51.67%     |     |                                                                                                                                                     |

| NI 193 | Household Waste - Landfilled                                                  | 53.00%                                      | 51.16% | 48.33%     |     |                                                                                                                                                     |

### Street Cleansing and Grounds Maintenance

<table>
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<tr>
<th></th>
<th>Description</th>
<th>Corby &amp; Kettering Target 2019/20</th>
<th>Jul-19</th>
<th>Aug-19</th>
<th>Cumulative</th>
<th>RAG</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAMS</td>
<td>Percentage of sites classed as acceptable (combined litter &amp; detritus) - LAMS</td>
<td>90.00%</td>
<td>96.58%</td>
<td>n/a</td>
<td>96.58%</td>
<td></td>
<td>Data provided bi-monthly. Figure is collective across St Cl and GM. GM = 96.73% St Cl=96.55 %</td>
</tr>
</tbody>
</table>

| LAMS | Percentage of sites classed as acceptable (litter)                           | 95.00%                                 | 97.80% | n/a    | 97.80%     |     | Data provided bi-monthly. Figure is collective across St Cl and GM. GM = 96.73% St Cl = 98.28%                                                                                                 |

| LAMS | Percentage of sites classed as Grade A (fly tipping)                         | 93.00%                                 | 83.63% | n/a    | 83.63%     |     | Data provided bi-monthly. Figure is collective across St Cl and GM. GM = 82.35% St Cl = 84.20%                                                                                                   |

| WDF  | Number of fly tips cleared                                                   | TBC                                    | 194    | 442    | 1364       |     |                                                                                                                                                     |

| LAMS | Percentage of sites classed as acceptable (graffiti)                         | 95.00%                                 | 100.00%| n/a    | 100%       |     |                                                                                                                                                     |

| LAMS | Percentage of sites classed as acceptable (grounds maintenance) - LAMS       | 90.00%                                 | 92.16% | n/a    | 92.16%     |     |                                                                                                                                                     |