

Thurrock - An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future

## **Cleaner, Greener and Safer Overview and Scrutiny Committee**

The meeting will be held at **7.00 pm** on **5 July 2018**

**Committee Room 1, Civic Offices, New Road, Grays, Essex, RM17 6SL**

### **Membership:**

Councillors Lynn Worrall (Chair), Angela Sheridan (Vice-Chair), Qaisar Abbas, Mike Fletcher, Ben Maney and Elizabeth Rigby

### **Substitutes:**

Councillors Alex Anderson, Leslie Gamester, Oliver Gerrish, Terry Piccolo and Gerard Rice

### **Agenda**

Open to Public and Press

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<b>1. Apologies for Absence</b>	
<b>2. Minutes</b>	<b>5 - 12</b>
To approve as a correct record the minutes of the Cleaner, Greener and Safer Overview and Scrutiny Committee meeting held on 22 February 2018.	
<b>3. Items of Urgent Business</b>	
To receive additional items that the Chair is of the opinion should be considered as a matter of urgency, in accordance with Section 100B (4) (b) of the Local Government Act 1972.	
<b>4. Declaration of Interests</b>	
<b>5. Linford Household Waste &amp; Recycling Centre - 12 month update following in-source</b>	<b>13 - 22</b>

<b>6.</b>	<b>Recycling - Current position and planned actions</b>	<b>23 - 36</b>
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Agenda published on: **27 June 2018**

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# DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF

Breaching those parts identified as a pecuniary interest is potentially a criminal offence

## Helpful Reminders for Members

- *Is your register of interests up to date?*
- *In particular have you declared to the Monitoring Officer all disclosable pecuniary interests?*
- *Have you checked the register to ensure that they have been recorded correctly?*

## When should you declare an interest *at a meeting*?

- **What matters are being discussed at the meeting?** (including Council, Cabinet, Committees, Subs, Joint Committees and Joint Subs); or
- If you are a Cabinet Member making decisions other than in Cabinet **what matter is before you for single member decision?**



Does the business to be transacted at the meeting

- relate to; or
- likely to affect

any of your registered interests and in particular any of your Disclosable Pecuniary Interests?

Disclosable Pecuniary Interests shall include your interests or those of:

- your spouse or civil partner's
- a person you are living with as husband/ wife
- a person you are living with as if you were civil partners

where you are aware that this other person has the interest.

A detailed description of a disclosable pecuniary interest is included in the Members Code of Conduct at Chapter 7 of the Constitution. **Please seek advice from the Monitoring Officer about disclosable pecuniary interests.**

**What is a Non-Pecuniary interest?** – this is an interest which is not pecuniary (as defined) but is nonetheless so significant that a member of the public with knowledge of the relevant facts, would reasonably regard to be so significant that it would materially impact upon your judgement of the public interest.

### Pecuniary

If the interest is not already in the register you must (unless the interest has been agreed by the Monitoring Officer to be sensitive) disclose the existence and nature of the interest to the meeting

If the Interest is not entered in the register and is not the subject of a pending notification you must within 28 days notify the Monitoring Officer of the interest for inclusion in the register

Unless you have received dispensation upon previous application from the Monitoring Officer, you must:

- Not participate or participate further in any discussion of the matter at a meeting;
- Not participate in any vote or further vote taken at the meeting; and
- leave the room while the item is being considered/voted upon

If you are a Cabinet Member you may make arrangements for the matter to be dealt with by a third person but take no further steps

### Non- pecuniary

Declare the nature and extent of your interest including enough detail to allow a member of the public to understand its nature



You may participate and vote in the usual way but you should seek advice on Predetermination and Bias from the Monitoring Officer.

## Our Vision and Priorities for Thurrock

An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.

1. **People** – a borough where people of all ages are proud to work and play, live and stay
  - High quality, consistent and accessible public services which are right first time
  - Build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
  - Communities are empowered to make choices and be safer and stronger together
  
2. **Place** – a heritage-rich borough which is ambitious for its future
  - Roads, houses and public spaces that connect people and places
  - Clean environments that everyone has reason to take pride in
  - Fewer public buildings with better services
  
3. **Prosperity** – a borough which enables everyone to achieve their aspirations
  - Attractive opportunities for businesses and investors to enhance the local economy
  - Vocational and academic education, skills and job opportunities for all
  - Commercial, entrepreneurial and connected public services

## Minutes of the Meeting of the Cleaner, Greener and Safer Overview and Scrutiny Committee held on 22 February 2018 at 7.00 pm

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- Present:** Councillors Roy Jones (Chair), Cathy Kent (Vice-Chair), Gary Collins and Terry Piccolo
- Apologies:** None
- In attendance:** Julie Rogers, Director of Environment and Highways  
Gavin Dennett, Environmental Health and Trading Standards Manager  
Beau Stanford-Francis, Environmental Protection and Contracted Services Manager  
Marcelle Puttergill, Project Manager, Environment  
Emma Harrington, Development Manager, Thames21  
Steve Catchpole, Grays Beachcombers  
Mark Kennor, Keep Britain Tidy  
Thomas Elghozi, Keep Britain Tidy  
Jenny Shade, Senior Democratic Services Officer
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Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

### **27. Minutes**

The minutes of the Cleaner Greener and Safer Overview and Scrutiny Committee held on the 14 December 2017 were approved as a correct record.

### **28. Items of Urgent Business**

No matters of urgent business were received.

### **29. Declaration of Interests**

No interests were declared.

### **30. Thames21 - Presentation**

Emma Harrington, Development Manager Thames21, and Steve Catchpole, Grays Beachcombers, provided Members with a history of Thames21 and how it was formed in 1998 to strengthen partnership working and to create collective responsibility for River Side Cleans undertaken in the borough. That now in 2018 there were 34 members of staff with a £1.5 million turnover. The four operational portfolios of projects are volunteering and community engagement, river improvements, education and training and public affairs.

Emma Harrington informed Members of the events undertaken since 2015 and how these had increased over the years. That working on the education of school children on how the water cycle worked and what damage pollution did to the borough's rivers was vital. Steve Catchpole updated Members on the events being held by the Grays Beachcombers and how these were organised. That the Great British Spring Clean scheduled for 2 and 3 March 2018 relied heavily on volunteers and encouraged local residents to get involved. That work had been undertaken by DP World to remove graffiti in the West Thurrock area and the issue of more bins for dog walkers were required in the Tilbury area. Emma Harrington thanked Members for giving Thames21 the opportunity to present and was keen to continue working with Thurrock and be involved in other projects.

Councillor Jones thanked Emma Harrington and Steve Catchpole for their presentation and on behalf of the Council and residents thanked them for their hard work and commitment.

Councillor Jones asked whether it was a challenge to find volunteers. Emma Harrington stated that although there were a lot of volunteers the concern was notifying them of the events. That posters on future events were now being displayed in 6 different languages and was proving effective. That it was not everyone's choice to pick up litter and stated that neither residents nor Thames21 were responsible for this rubbish, it was rubbish coming up from the Thames.

Councillor Collins echoed Councillor Jones appreciation of the work undertaken and had Thames21 contacted the Council with regard to getting more bins. Emma Harrington stated that contact had been made with the Council and that for sites in Tilbury there had been issues with land ownership. Julie Rogers asked Emma Harrington to contact her outside the meeting to discuss further and come to an agreement on the way forward.

Councillor Piccolo asked whether a money generated income could be made from the cans and bottles collected. Emma Harrington stated that Thames21 was more of a scheme that concentrated on education, training, recycling and reduction of landfill than income generation.

Councillor C Kent thanked Thames21 for their presentation and asked what the age range of school children were being targeted on the education of litter and plastic bottles. Emma Harrington stated that the school scheme concentrated on the open water cycle and how plastics could be recycled. That Thames21 would be keen to work with schools and development modules that could be used to talk and develop the knowledge of school children.

Councillor Jones asked how many events had been scheduled and how were these planned. Emma Harrington stated that the Grays Beachcombers set monthly dates, normally the first Sunday in the month, following conversations

with volunteers on where best to meet and what resources were available. Consideration on times would also be reliant on the times of the tides.

Councillor Jones thanked Thames21 and Grays Beachcombers for their hard work and asked that this was fed back to all volunteers.

### **31. Keep Britain Tidy - Presentation**

Mark Kennor, Keep Britain Tidy, presented to Members the methodology of Local Environmental Surveys and how these were undertaken. The three aims of Keep Britain Tidy were to reduce litter, improve local places and prevent waste. Mark Kennor briefed Members on the following:

- How the development of the Cleaning Monitoring and Local Environmental Quality Surveys had started in the 1990s and had evolved over time.
- That Monitoring provided an informed assessment of standards and led to recommendations for improvements.
- Monitoring had become more flexible with local authorities being able to compare scores.
- That the Standard Survey Structure allowed direct comparisons of standards across a borough.
- That Random Sampling Survey selected sites within a ward by using GIS software.
- That there are 10 land use classifications ranging from Main Commercial Areas to Recreation Areas.
- That a Transect was an area of relevant land that would be used as part of a sample.
- That Grading and Intermediate Grading detailed in the Code of Practice on Litter and Refuse would be used.
- Headline indicators of a survey are litter, detritus, graffiti and fly-posting and that recent leaf and blossom fall, weed growth, staining, dog fouling, fly-tipping and waste placed out are additional indicators used.
- That grading would also be used for these headline indicators.

Councillor Jones thanked Mark Kennor for the presentation and applauded him on his passion about Keep Britain Tidy.

Councillor Collins questioned what score Thurrock was given following their survey. Mark Kennor stated that there had been a general improvement between Tranche 1 and Tranche 2.

Councillor Piccolo questioned whether a sign that had large cable ties would be graded as fly-posting. Mark Kennor stated that this would probably be a health and safety matter and be reported as such.

Councillor Jones asked whether the final score annually was the accumulation scores of all three inspections throughout the year. Mark Kennor stated that all three individual scores made up the final annual score.

Councillor Jones asked how Thurrock rated with fly-tipping in comparison with other boroughs. Mark Kennor stated that overall Thurrock was a typical fairly average borough with nothing out the ordinary to report in comparison to other boroughs.

Councillor Jones thanked Mark Kennor again for the very impressive presentation.

*Emma Harrington left the committee room at 7.55pm.*

### **32. Fly Tipping of Alleys**

Gavin Dennett, the Environmental Health and Trading Standards Manager, introduced the report that focussed on the findings of the Fly-Tipping Review of private alleys within the borough. The Review Panel had consisted of Officers and Councillor C Kent with suggestions and recommendations received being incorporated into the report.

Councillor Jones questioned whether the Community Environment Development Funding process be made easier for residents to apply. Gavin Dennett stated that was the intention of the report and assistance for residents would be made available by providing a standard document template and guidance notes on how best to complete them.

Councillor Jones questioned whether Thurrock had looked at other Local Authorities on what their approach was on this subject. Gavin Dennett stated that APSE members had been contacted but no responses had been received.

Councillor Collins asked how straightforward the gating of alleyways would be to undertake. Gavin Dennett stated that the Community Environment Development Funding would benefit a collective of local people with the help of the Council to get private alley ways gated. Consideration would need to be given to access available and that the Fire Brigade would need to be consulted in some instances.

Councillor Piccolo stated that specific arrangements would still need to be put in place for those alley ways that were not gated.

Councillor Piccolo stated that Option D to install additional CCTV should be considered as a further means of gathering evidence on those offenders that dumped litter on a regularly basis. Gavin Dennett stated that CCTV was already being used but RIPA regulations had to be adhered to as to what level of surveillance could be used. Gavin Dennett reemphasised that the report tonight was to address fly-tipping in private alley ways.

Councillor Piccolo asked whether a list of companies that would collect local waste be added to the Council's web site. Gavin Dennett said that he would need to check the legalities of publishing company details on-line and that the publicity campaign could be used to advertise these services. Julie Rogers

stated company licences would need to be vetted and checked and that Thurrock Council could not rely on the Environment Agency vetting process.

Beau Stanford-Francis stated that the benefit of the Community Environment Development Fund meant that local people had to come together to apply for the scheme which would encourage buy in for the scheme. By putting in a small amount of money it would demonstrate their commitment to solve the fly-tipping problem in their area. The scheme could also encourage residents to report any incidents and provide witness statements that could be used to prosecute offenders.

Councillor C Kent questioned how those residents not in registered forums, groups or charities could apply for the funding. Beau Stanford-Francis stated that these were the details that residents could be advised and assisted on so that groups or forums could be formed or apply through existing organisations.

Councillor C Kent stated she was not in favour of recommendation v. and would be voting against it.

Councillor Piccolo stated that recommendation ii. should be looked into to understand if it would be feasible otherwise the recommendations would be pointless.

Julie Rogers stated that the Community Environment Development Fund process would provide advice and assistance to residents completing the application form, details of which are due to be published on Thurrocks website.

Councillor Piccolo stated that there were concerns on how local forums, charities or registered community groups could apply for the funding and until these were addressed the system would not work.

Julie Rogers stated that the Fly-Tipping of Alleys report would be presented at Cabinet in June 2018, so there was plenty of time to liaise with the Community Engagement Team and address any concerns that Members had. The Community Environment Development Fund was soon to be launched. Post Meeting Note: Julie Rogers has liaised with the Community Development Team and they have advised that funds must be paid to a constituted group. This does not have to be a registered charity. Groups of residents can apply through an existing group such as a local community forum, or through an umbrella group such as CVS. If residents wish to apply for the fund they have the opportunity to attend workshops, details of which will be on our website and issued through a press release, where information will be provided and further guidance and support offered.

In response to why the report only addressed fly-tipping in alley ways, Julie Rogers reminded Members that this report was responding to the Council Motion which solely focused on fly-tipping of private alley ways but that the Council took fly-tipping very seriously.

Councillor C Kent stated that the motion presented at Full Council in June 2017 focused on fly-tipping of private alley ways and not general fly-tipping in the borough, but recognised that this was also an issue in the borough.

Councillor Jones thanked Officers and Councillor C Kent for the work undertaken.

## **RESOLVED**

**That the Cleaner Greener Safer Overview and Scrutiny Committee recommend to Cabinet the following policy approach for dealing with the issue of fly-tipping in private alleyways:**

- i. That the Council launch a communications campaign to raise awareness of the responsibilities of all parties in relation to the clearance of alleys and providing information to facilitate resident organisation of and participation in community initiatives to combat fly tipped alleys.**

**That in instance where fly tipping in alley ways is identified, officers follow the following sequential approach:**

- ii. Signposting of concerned residents to the Community Environment Development Fund, to assist in target hardening or other measures such as gating to reduce the incidence of fly tipping in alleyways.**
- iii. Formally request that the occupiers of adjacent premises clear up their alleyway if concerns about non-hazardous alleyway accumulations persist.**
- iv. Offer a paid service to clean up alleyway accumulations on a cost recovery basis where the steps above do not result in the fly tipping being removed.**
- v. As a last resort, pursue enforcement action to ensure the removal of potentially hazardous accumulations against the occupiers of adjacent properties and to charge occupiers accordingly.**

### **33. Work Programme**

The Chair informed Members that no reports were scheduled for the 19 April 2018 Cleaner Greener and Safer Overview and Scrutiny Committee and proposed that this committee be cancelled.

## **RESOLVED**

**That the 19 April 2018 Cleaner Greener and Safer Overview and Scrutiny Committee be cancelled due to insufficient business.**

Councillor Jones thanked all Members and Officers for their support and contributions to the Cleaner Greener and Safer committees for this municipal year.

**The meeting finished at 8.30 pm**

Approved as a true and correct record

**CHAIR**

**DATE**

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Democratic Services at [Direct.Democracy@thurrock.gov.uk](mailto:Direct.Democracy@thurrock.gov.uk)**

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<b>5 July 2018</b>	<b>ITEM: 5</b>
<b>Cleaner Greener and Safer Overview and Scrutiny Committee</b>	
<b>Linford Household Waste &amp; Recycling Centre – 12 month update following in-source</b>	
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Non-key
<b>Report of:</b> Beau Stanford-Francis, Environmental Protection & Contracted Services Manager	
<b>Accountable Assistant Director:</b> Daren Spring, Assistant Director Street Scene & Leisure	
<b>Accountable Director:</b> Julie Rogers, Director Environment & Highways	
<b>This report is Public.</b>	

## Executive Summary

On the expiration of the management contract the Linford Household Waste & Recycling Centre was in-sourced in June 2017. Following the site returning to direct Council control a programme of improvement projects have been undertaken including a planning application for the site to be redeveloped. The purpose of this report is to provide an update on the progress and performance of the site in the first year and to detail the ongoing improvement and redevelopment programme.

### 1. Recommendation(s)

**1.1 Cleaner, Greener, Safer Overview and Scrutiny Committee are asked to note the content of the report.**

### 2. Introduction and Background

2.1 The Council has a statutory obligation under the Environmental Protection Act 1990 to provide residents with a facility for the disposal of bulky household waste. Thurrock Council currently provides a single site located in Linford. The site at present is not of a sufficient operational capacity to support throughput and will be inadequate in meeting the boroughs short to medium growth projections. In terms of layout and facilities the site is not in keeping with those at comparable modern facilities. This has a knock on effect of the sites efficiency, capacity and ease of use for staff and the public.

- 2.2 On 6 June 2017 the Council in-sourced the Linford Household Recycling Centre (HWRC) which had been operated by a private contractor. Initial discussions with the incumbent contractor and market testing determined that the site as-was would not meet the boroughs future requirements and if put out to tender would not deliver a solution that would deliver best value. In order to bring the site in line with modern facilities and meet the current and future demand the only viable option was to bring the site management under the control of the Authority.
- 2.3 In the 12 months since the in-source of the facility a number of site improvements have been implemented to improve the site user experience and efficiency in the period up to which redevelopment can take place. Site improvements implemented to date include:
- New site signage and markings
  - New site CCTV and security measures
  - Introduction of the new site operating plan
  - TUPE Transfer of existing staff and transfer of agency staff to permanent roles
  - Introduction of new waste disposal containers including revised paint containers, chemicals, co-mingled hard core and ceramics, acceptance of fluorescent light tubes, PVC bin
  - Extensive staff training to improve the site efficiency, health and safety and the customer experience
  - Introduction of a new uniform policy to make staff more visible
  - Introduction of new on-site material handler to improve efficiency
  - Introduction on commercial vehicle permit system to address capacity

### **3. Update regarding Commercial Vehicle Access Policy**

- 3.1 Following a report to Cleaner Greener Safer Overview and Scrutiny Committee in October 2017 a paper was put forward to Cabinet outlining the principles of a Commercial Vehicle Access (permit) Policy. The Policy was approved by Cabinet in December 2017.
- 3.2 Fundamental to the implementation of the policy were the results of an independent survey undertaken which identified that up to £250,000 of unauthorised waste was being disposed of on-site.

Aside from the financial impact this unauthorised waste represented a number of risks; the risk to the site environment permit, that accepting unauthorised commercial waste represented, and the tightening up of site access policies in the region which was having and had the further potential to result in unauthorised waste disposal from 'out of borough' at Linford.

- 3.3 In order to address the amount of unauthorised commercial and 'out of borough' waste a permit scheme was implemented for commercial vehicles. The permit scheme is free to all borough residents allowing 12 visits per year to deposit household waste in a commercial vehicle. Cars which represent the

bulk of all site traffic remain permit free with unlimited access for residents to deposit household waste.

- 3.4 In order to publicise the permit scheme a comprehensive communications campaign was put in place; including
- On-site security presence from November 2017 informing van users of the permit scheme. From February 2018 all vans accessing the site were handed a leaflet outlining the criteria, the application process and notified of licenced outlets for commercial waste.
  - Articles and press releases detailing the permit scheme. The Council website, social media and resident email updates all contained articles regarding the scheme. This communication activity started in December 2017 and included articles in local newspapers.
  - A leaflet was sent with Council Tax bills which included an article regarding the permit scheme.
- 3.5 The permit scheme went live on 3 April 2017. As of 31 May a total of 1,686 commercial access permits have been issued to borough residents. The Council are currently working to a commitment of a two week turnaround on the issue of permits, at present all permits have generally been issued within 10 days, some much quicker. Due to the site constraints, specifically absence of power and internet the current process is manual with physical permits being issued by post. Officers are currently working with IT colleagues to further automate the process in order to speed up fulfilment time.

Month	Permit Type			Month Total
	12 Month Permit	7 Day Permit	Replacement Permit	
Mar-18	252	2	1	255
Apr-18	869	12	1	882
May-18	532	10	7	549
				<b><u>1,686</u></b>

*In addition to the above a total of 155 permit applications were rejected during the time period specified. Rejections were as follows: duplicate applications, failure to provide adequate documentation and failure to meet borough residence requirement.*

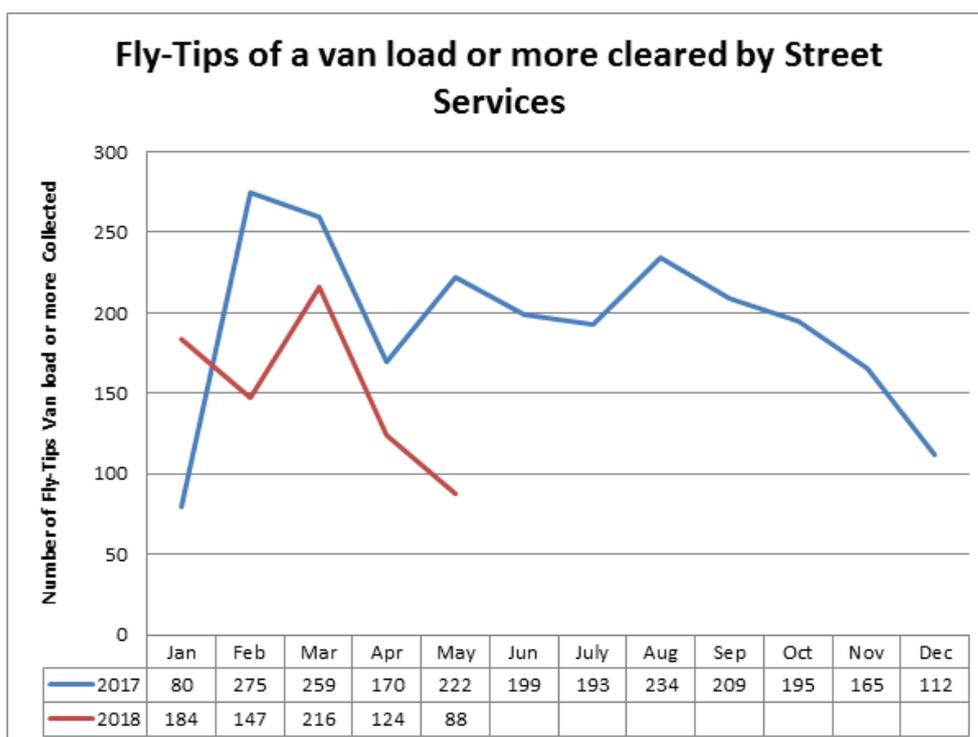
- 3.6 To date there have been 9 formal complaints regarding the permit scheme, none of which were upheld in favour of the complainant as they were broadly comments in relation to not liking the scheme, not being aware of the scheme and not being given enough notice of the schemes implementation. Anecdotally we are aware that a number of residents are unhappy with the permit scheme and this has been reflected in a number of articles in the local press. We are also aware that a number of commercial ventures that had been using the site have now had to source and pay for legitimate disposal of their waste and have vocalised their objections.

In response to feedback outlined above, a trial commenced in May 2018, whereby residents using vans who had not arranged permits for the site were allowed access on condition that they commenced the application process within 24 hours. The permit would then be issued retrospectively with the first visit clipped off, allowing 11 further visits. The trial was undertaken for a 7 day period. The site does not currently have internet access or electricity and therefore all records had to be taken manually on paper and later input, which was inefficient and unwieldy and contributed to on-site queues. During the 7 trial day period, 206 commercial vehicles were allowed on-site on the condition that they could provide Identification, proof of residence and that they applied for a permit within 24 hours. Of the 206 that entered on the trial scheme only 25 applied for a permit. Clearly from a process and compliance perspective the pilot proved not to be viable.

3.7 As mentioned previously the HWRC currently has no electricity or internet connectivity. Additionally, the focus of the staff at the site is to ensure the safe use of the facility and to ensure that materials are disposed of appropriately. These constraints have had to be considered in designing the permit process. It is however clear that the process that was implemented quickly to address abuse of the site, should be continually reviewed and adjusted to ensure that residents can receive permits as quickly as possible. Some of the actions being taken to address this are:

- An ANPR (Automatic Number Plate recognition) system for the site is being procured. This will help to ensure that we capture accurate data about the use of the site. It will also ultimately help to ensure that access to the site can be automated.
- There are currently a number of manual steps in the permit issuing process. Work has been initiated with ICT to review how these can be automated thereby reducing timeframes further.
- The timeframe for process of applications has been reduced and will continue to be reduced as each of the above processes are implemented. The site is scheduled to have broad band connectivity within the next 3 months.

3.8 To date, following the implementation of the permit scheme there has not been a significant increase in the amount of fly-tips reported by the public or collected by Thurrock Street Scene Teams. This will continue to be monitored closely.



3.9 In order to ascertain whether the permit scheme is working in reducing the level of unauthorised waste deposited on-site, year on year tonnage throughput figures for April and May across the core commercial waste categories have been compared. Broadly tonnages have reduced across a large number of waste types. The core commercial indicators have been summarised below. We expect to see a further reduction over the course of the year as the limit of 12 van visits per year feeds through into user behaviour and tonnage data.

Waste Type	Current Disposal Rate Per Tonne*	April & May 2017 Tonnage	April & May 2018 Tonnage	Year On Year Reduction Tonnes	Equivalent cost efficiency by waste type
Landfill Waste	£102.00	855	632.14	223	£22,779
Wood (low grade)	£35.00	702	547.92	154	£5,397
Garden Waste	£28.00	137	113.64	23	£653
Hardcore	£18.00	523	454.9	68	£1,228
					<b>£30,057</b>

\* Disposal costs do not take into account haulage and handling charges of £120 per load.

#### 4. Update regarding future site redevelopment

4.1 Following a report to Cleaner Greener Safer Overview and Scrutiny Committee in November 2017 a paper was submitted to Cabinet outlining the principles for redevelopment of the site at Linford. The proposed site redesign

principles and procurement delegated authority was approved by Cabinet in December 2017.

4.2 The current site is over capacity and the design is inefficient and is not in keeping with comparable sites. The key issues are as follows:

- Site Highway Access
- Size of the licenced/permitted area for waste operations
- Poor site layout and stepped access to containers
- Lack of services and all utilities; no mains power, water, sewerage or broadband
- Land Management Issues relating to landfill data specifically ground conditions, drainage and gas migration monitoring

4.3 Both Cleaner Greener Safer Overview and Scrutiny and Cabinet were asked to and approved the following design principles for the new site:

- Expand the site to include the 'unmade' area in site permit and operations.
- Introduce a split level site with step free access.
- Improve Highway Access including improving site lines and dedicated turn lanes.
- Connect the site to utilities and services; water, sewerage, power and broadband.
- Significantly increase in Recycling and Re-use facilities on-site.
- Introduce a dedicated charged commercial waste avenue to promote responsible waste disposal and generate income.

4.4 In order to start the planning process an outline site design has been completed supported by a consultation with key internal stakeholders such as highways and assets. This culminated in a planning pre-application letter being submitted to the planning department on the 6 of December 2017.

4.5 On the 9 of March 2018 a pre-planning meeting was held with Thurrock Planning Officers. This meeting was followed up with written outcomes from the meeting via a formal response letter on 4 of May 2018. This letter detailed a number of the elements of the redevelopment and design proposal that planning advise is required prior to seeking formal planning permission. In order to address the matters raised in the pre-planning application the following further pre-application work is required:

- Formal Traffic and Highways Assessment
- Land Quality/Contaminated Land Assessment
- Hydrology and Flood Risk Assessment
- Landscape Assessment
- Lighting Impact Assessment
- Alternative site evaluation

4.6 In order to proceed to a full planning application the assessments and evaluations detailed in 4.5 will need to be undertaken. This is estimated to be

completed by the end of August with a formal planning application being submitted in September 2018.

- 4.7 Upon receipt of planning consent, the previous Cabinet report gave delegated authority to procure contracts for the redevelopment of the site. This process is expected to take 3 month for advertisement, evaluation and award of contracts to take place. The successful bidder will be required to submit a build plan and timeline for the works to be completed including a phase plan to determine the viability of keeping part of the site operational whilst redevelopment takes place. Initial estimates are that the build depending on the phasing and requirement to maintain some level of operational capacity will take between 6 and 9 months.
- 4.8 Planning permission, the procurement process and the requirement to liaise with utility companies may all impact on the build timeline. Based on the timeline above a build programme could potentially look as follows:

<b>Task</b>	<b>Duration</b>	<b>Potential Date</b>
Pre Application Meeting		
Post Pre App Evaluation and Analysis Studies.	2 months	July to August 2018
Seek and obtain Planning Permission	1 month	September 2018
Procure Build and Project Management Contracts	3 months	October to December 2018
Undertake Build	6 - 9 months	January to September 2019
Project Completion		

**5. Consultation (including Overview and Scrutiny, if applicable)**

- 5.1 Site in-source; Cabinet March 2017.
- 5.2 Commercial Vehicle Access Policy & Site Redevelopment – Cleaner Greener Overview & Scrutiny October & November 2017; Cabinet December 2017.

**6. Impact on corporate policies, priorities, performance and community impact**

- 6.1 The redevelopment and enhancements to the HWRC support the Council’s priority of ‘Clean Environments that everyone has reason to take pride in’ and ‘High quality, consistent and accessible public services which are right first time’.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Laura Last**  
**Management Accountant**

The redevelopment of the site has been allocated for within the capital programme. Implementation of the permit scheme will contribute towards the reduction in waste disposal budgetary pressures.

### **7.2 Legal**

Implications verified by: **David Lawson**  
**Assistant Director Law & Governance**

The Council has a legal obligation under Section 51 of the Environmental Protection Act 1990 to provide a facility 'for persons in its area 'to dispose of household waste. The site Environmental Permit conditions prohibit the deposit of commercial waste at the site in order to satisfy the permit conditions measures need to be taken to ensure that controls on prohibited waste are in place and effective.

### **7.3 Diversity and Equality**

Implications verified by: **Rebecca Price**  
**Community Development Officer**

The redeveloped site will result in improved access to the site for those with accessibility requirements. The removal of stepped access to container and dedicated parking bays will resolve significant impediments that currently Severely restrict site access by disabled and elderly people. A full Equalities Impact Assessment will be required as part of any redevelopment.

### **7.4 Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

Both the act of unauthorised disposal of waste and knowingly allowing the unauthorised disposal of waste is a criminal offence under Section 33 of the Environmental Protection Act 1990.

## **8. Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- Procurement of Future Waste Disposal Contracts. Cabinet March 2017; Decision 01104412

- Linford Household Waste and Recycling Centre – Commercial Vehicle Access Policy and Future Site Redevelopment Cabinet December 2017 (Decision 0110450)

**9. Appendices to the report**

None

**Report Author:**

Beau Stanford-Francis

Environmental Protection & Contracted Services Manager

Environment & Highways

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<b>5 July 2018</b>	<b>ITEM: 6</b>
<b>Cleaner Greener and Safer Overview and Scrutiny Committee</b>	
<b>Recycling - Current position and planned actions</b>	
<b>Wards and communities affected:</b> All	<b>Key Decision:</b> Report for noting
<b>Report of:</b> Claire Harvey, Strategic Lead – Waste Services	
<b>Accountable Assistant Director:</b> Daren Spring, Assistant Director	
<b>Accountable Director:</b> Julie Rogers, Director Environment and Highways	
<b>This report is Public</b>	

## Executive Summary

Thurrock Council, like many other local authorities in the UK, is experiencing a decline in its levels of recycling. More stringent monitoring, by processors of recycled materials, as the global market prices decline has seen an increase in the levels of contamination being reported.

The recycling rate reported over the last five years has dropped 4% from 40.93% in 2013/14 to 36.97% in 2017/18. In the last 12 months however, the recycling rate has remained at the level in 2016/17 and demonstrates that the interventions being actioned by the council has impacted to mitigate the declines. The key focus of the activity has been an ongoing and dedicated communication programme across a number of channels.

Evidence and experience from other authorities has also confirmed that there are two key service changes which lead to improvements in recycling rates achieved: smaller residual bins for all residents and fortnightly residual waste collections. Thurrock Council remain committed to weekly collections and there are no plans for change.

The key approach for this coming year will focus on increasing recycling rates and improving the quantity and quality of dry recycling material by reducing the levels of contamination and targeting communications to poor performing areas.

- 1. It is recommended that Cleaner Greener and Safer Overview and Scrutiny Committee:**
  - 1.1 receive this report for information and comment;**
  - 1.2 and receive a report back on the proposed pilot scheme in due course**

## 2. Introduction and Background

- 2.1 Thurrock Council as a Unitary Authority has a statutory obligation under the Environmental Act 1990 to arrange for the collection and disposal of waste. The Council discharges these obligations by operating a weekly, in-house waste collection service for all streams.
- 2.2 Waste disposal is contracted to separate companies; general waste is sent to FCC Environment for Energy from Waste incineration, kitchen and garden waste is sent to Biffa for composting, wood waste from the HWRC is sent to SUEZ for processing and mixed dry recycling is sent to Bywaters for sorting and onward processing. The combined annual disposal cost to the Council is approximately £7.5million.
- 2.3 The Council has two options in managing the cost of disposal. The first is to reduce the overall volume of waste generated by each household and the second is to increase levels of recycling, re-use and composting. The table below details the current variations in gate fees for the three streams of kerbside collections:

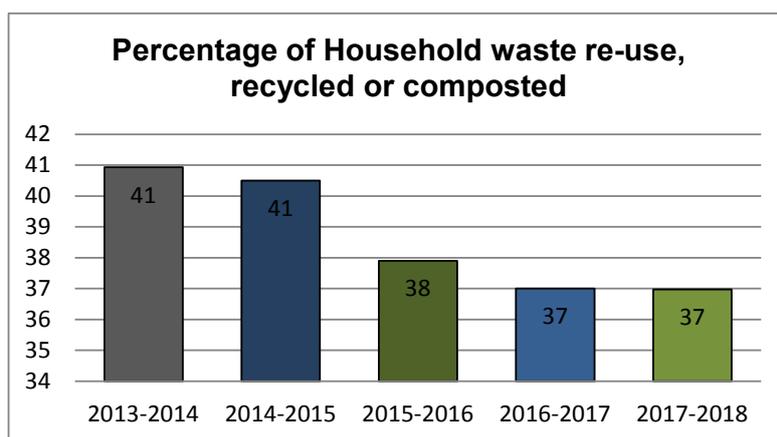
<b>Collection Stream</b>	<b>Cost per tonne*</b>
Residual Waste (grey/green bins)	£100
Dry Recycling (blue bins)	£72
Kitchen and Garden Waste (brown bins)	£60

*\*Gate fees listed above are indicative only. There are a variety of factors that influence the costs paid for disposal, particularly dry recycling, including commodity value and level of contamination.*

- 2.4 The Revised Waste Framework Directive 2011 set a 50% recycling target for waste from households. The Government Review of waste policy in England 2011 also stated *'To ensure England delivers its share of the UK target, Government must continue to work closely with local authorities.....'we want, and expect, recycling rates to continue to improve across the board it is not the intention to use the UK Waste Framework Directive target to set a 50% recycling benchmark for every local authority'*. There has been no subsequent change to this policy so this is the prevailing expectation.

Thurrock has set a target of 41% of all household waste to be recycled, re-used and composted in 2018-19 which is well below the 50% target and more needs to be done to improve Thurrock's performance.

- 2.5 The table below shows the change in recycling performance over the past 5 years. The decline in recycling rate over the 5 years is 4%, with performance in the last 12 months remaining at the level in 2016/17



### 3. Issues, Options and Analysis of Options

3.1 There are a number of contributing factors that have influenced the decline in recycling rates nationally. These include the Courtauld agreement which many manufacturers have voluntarily signed up to. This has resulted in significant reductions in the weight of packaging. Likewise, the increased use of technology has seen a massive decline in the purchasing of newspapers and magazines, which have inevitably impacted on one of the heaviest commodities, paper, being presented for recycling. In addition, there is anecdotal evidence that suggest householders have become complacent to recycling messages.

3.2 For a number of years the WRAP Recycling Tracker survey has identified confusion amongst householders on what can/can't be recycled. The 2016 survey highlights that:

- Two thirds of households (66%) express uncertainty about how to correctly dispose of one or more items.
- Almost half (49%) of UK households dispose of one or more items in the residual bin that are collected for recycling in their area.
- Just over two-thirds (68%) of UK households add one or more items to their recycling collection that are not accepted locally.
- Only one in eight households (12%) do not put any items in the residual bin that could be recycled, nor do they put any items in the recycling that are not accepted.

Overall the consumer testing undertaken by WRAP revealed a low level of awareness amongst householders of the many items that are currently not recyclable. It also highlighted how detailed and complicated recycling can be to householders. Significantly, householders revealed that Local Authorities provide too much information on what can and cannot be recycled. Their recommendation is that Council's should target their communications, focusing on materials of low capture, materials that are often incorrectly placed in recycling and behaviours that have the most beneficial impact.

3.3 It is important to note that the Council has been and will continue to take further proactive steps to actively encourage and educate residents to recycle more.

3.4 Activities that have been ongoing over the past 12 months that have aimed to increase recycling rates, but in effect have resulted in slowing decline, are:

- Recycling messages have been re-enforced and communicated to all residents with Council Tax information.
- The new fleet of refuse collection vehicles have all been fitted with boards, promoting recycling messages.



- Primary school children in the Borough were given an opportunity to enter the name a vehicle competition, the key theme being recycling, increasing awareness and encouraging family discussion.



- The winning pictures are displayed on the sides of the vehicles with the winning names on the front of each vehicle.

The success of this campaign was captured by Essex Radio and local media covering the story, again broadening the reach and reminding audiences of the importance of recycling.

Further success was observed through a number of the schools requesting that the Waste Service conduct “Recycling Assemblies” to further explore the topics and re-enforce the actions that everyone can take at home. The images below are from some of the winning entries:



- Through the “Next Top Boss” programme, schools participated in presenting promotional and marketing campaigns on the challenge of contamination in communal bin stores.
- On a weekly basis social media messages are published; this is part of an ongoing “Recycle It” campaign.

3.5 Key actions for this coming year will focus on increasing recycling rates and improving the quantity and quality of dry recycling material by reducing the levels of contamination and targeting communications to poor performing areas.

3.6 To minimise the impact of contamination, recycling collection loaders are currently required to undertake a visual inspection of the contents of the bin before it is emptied into the refuse vehicle. If there is found to be non-targeted items present the bin remains unemptied and the back office staff notified. When the customer contacts the Council to report a missed collection the householder is advised why the bin has not been emptied and what needs to be done to ensure a collection is made on the next scheduled visit.

3.7 Initiatives that have been or are in the process of being implemented and piloted are listed below:

- **Bin tagging** – In response to feedback from residents and Councillors, the below programme will be rolled out in phases from August, in line with technology implementation. In advance there will be communication of the scheme to all residents, reminding them of what materials should and should not be in their recycling bins and advising them of the process: -

Phase 1	<ul style="list-style-type: none"> <li>• Bins identified as contaminated, after a visual inspection, will be marked with “Oops!” stickers alerting residents that materials have not been disposed of in the appropriate bin, the main causes of contamination and links to the website for more detailed information.</li> <li>• This will be preceded by a clear campaign detailing the reasons for the stickers and confirming that bins with stickers will continue to be emptied where contamination is minimal.</li> </ul>
Phase 2	<ul style="list-style-type: none"> <li>• With the implementation of back office software and with waste collection crews starting to use in-cab devices to record instances of contamination, there will be an opportunity to increase engagement levels with residents.</li> </ul>

	<ul style="list-style-type: none"> <li>Once the system is fully functioning, residents whose bins have had stickers attached will receive detailed recycling information via the post, reminding them of the importance of presenting their waste in the appropriate bins.</li> </ul>
Phase 3	<ul style="list-style-type: none"> <li>Data capture will enable us to identify individual properties which are not responding to the “oops” sticker and the follow up advice/information sent.</li> <li>The analysis will then inform whether further more stringent actions are required to influence residents to reduce contamination. Actions that could be considered vary from the non-emptying of recycling bins, while residents remove the contamination, to the potential use of Environmental enforcement powers. Prior to any action being taken proposals will be considered by Cleaner, Greener, Safer Overview and Scrutiny committee</li> </ul>

- Action for multi-occupancy / communal buildings** - The following measures will be implemented to offer greater opportunities for residents and increase the likelihood of quality recycling being presented correctly:
  - A review of bin stores and facilities to ensure that recycling bins are clearly identified and accessible for residents. This will include the provision of clear sided recycling bins, as a pilot. Evidence supports that if residents can see that recycling is of good quality, they are less likely to contaminate.
  - Engagement with Managing Agents to ensure that clear recycling information is displayed with the bins. Image signs have been proven to be very effective, particularly where there are non-English speaking residents.
  - Engagement with Resident Associations (RA) to encourage tenants to become recycling champions, promoting the importance of recycling, educating them in the appropriate material for recycling, key contaminants and the reporting of issues and problems that may arise in their block.
- Review of recycling options and actions that can be tailored to Thurrock's demographic and current waste collection arrangements –**
  - External advice is being sought on tailored schemes that are more likely to have the greater impact on Thurrock residents. Procurement is underway and it is anticipated that the review will commence in August 2018 with a report and action plan toward the end of the calendar year.
- The “Recycle It” Communication Plan** – Based on previous work and reviews of recycling in Thurrock, a detailed communications plan has been developed and is being delivered. This has been included as Appendix 1 of this report.

## Summary

- 4.1 The opportunities many authorities have taken to fundamentally reduce the amount of residual waste being presented, resulting in increased recycling rates

are not being considered for Thurrock as the Council and its residents continue to be committed to weekly waste collections.

Increasing recycling rates will therefore continue to be a challenge for the authority and it relies heavily on communication, education and most importantly the willingness and participation of our residents to reduce contamination and increase recycling.

## **5. Consultation (including Overview and Scrutiny, if applicable)**

5.1 This report is an overview of recycling in Thurrock, including the current position and planned actions No consultation was required or undertaken.

## **6. Impact on corporate policies, priorities, performance and community impact**

6.1 The implications of the recommendations in this report may require a review of local policies and procedures.

## **7. Implications**

### **7.1 Financial**

Implications verified by: **Laura Last**  
**Management Accountant (Environment and Highways)**

This report is for noting and there are no actions at this time that have an immediate impact for the Council.

### **7.2 Legal**

Implications verified by: **David Lawson**  
**Monitoring Officer**

There are no direct legal implications arising from the report.

### **7.3 Diversity and Equality**

Implications verified by: **Becky Price**  
**Community Development Officer**

There are no implications for equality and diversity arising from this report.

### **7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)**

There are no other implications arising from this report.

**8. Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- There are no background papers used in preparing this report.

**9. Appendices to the report**

Appendix 1 - 'Recycle It' Communications Plan

**Report Author:**

Claire Harvey

Strategic Lead – Waste Services

Environment & Highways

## ‘Recycle it’

‘Recycle it’ is the overarching behaviour change campaign around household waste. It seeks to assist the service in addressing issues including;

- Recycling rates
- Contaminated bins
- Blocked access
- Missed collections

### Aims

- Increase recycling rates in the borough
- Reduce the number of contaminated collections
- Reduce the number of failed collections due to blocked access
- Improve the communications around missed bin collections

Initiative	Activity	Progress	Delivery Date
Website refresh	Prominent position on the website. Make it simpler (fewer steps if possible) to find out if something is recyclable	COMPLETE	April 2018
	Campaign page for “Recycle it” in the same way we have a page for ‘Clean It, Cut It, Fill It’, we could have a landing page which features	Findings will be used to create an eye catching web	July 2018

	all the 'Recycle it' key messages and links to service pages with more detail.	page. Ongoing	
WEEE Amnesty	Week-long event for residents to bring old and unwanted electrical items for recycling. Publicity via website, Social Media, libraries and hubs. Donation locations publicised across the borough.	COMPLETE	January 2018
Recycling bags at Christmas	Opportunity for residents to collect and recycle more over the Christmas/ New Year period. Blue recycling bags distributed to libraries and Community Hubs across the borough, for residents to present side recycling waste for excess recyclables during one of our busiest periods.	COMPLETE	December 2017/ January 2018
Bin Stickers	<p>Contaminated bins will be tagged to tell residents their bins are contaminated</p> <p>Three stage process:  <u>First Stage</u>  "Oops!" sticker explaining nature of contamination and alerting residents that materials have not been disposed of in the appropriate stream, action required to be left on contaminated bins.</p> <p>This will be preceded by a clear campaign detailing the reasons for the stickers and confirming that bins with hangers will continue to be emptied where contamination is minimal. Briefing created for members, customer services team and recycling crews</p> <p><u>Second Stage</u>  With the implementation of Bartec in-cab devices to record instances of contamination, there will be an opportunity for residents whose bins have been tagged with a sticker to receive detailed recycling information via post regarding bin contamination, recycling and action.</p>	<p>Draft designs created. Will be refined, approved and printed.</p> <p>The Bartec system implementation is underway. This will automatically generate letters to residents.</p>	<p>Aug 2018</p> <p>September 2018</p>

	<p><u>Third Stage</u> Monitoring of households not responding to additional information and stickers, further action taken through direct communication with residents, e.g. non emptying of bins until contaminants removed etc. yet to be approved.</p>		November 2018
Imagery	<p>The artwork used in this campaign will be striking and in line with the previously designed infographic, rather than the previous 'Love Thurrock' based design.</p> <p>Items to produce include:</p> <ul style="list-style-type: none"> <li>• Poster (A2, A3, A4)</li> <li>• Social Images</li> <li>• Carousel</li> </ul>	Work taking place to create campaign materials to be used consistently across all channels.	Aug 2018
Video content	As well as producing videos of the portfolio holder for environment, we will also use online resources to create bright, vibrant and shareable video content to be used online as part of the 'Recycle It' campaign	Resources	June 2018
Poster campaign	<p>Internal sites, libraries, hubs, community forums, schools, colleges, managing agents, bin stores.</p> <p>Mirroring posters already widely seen on waste collection vehicles</p>	<p>Design and printing to take place.</p> <p>Design and messaging to be created.</p>	<p>July 2018</p> <p>July 2018</p>
Blocked access postcard	<p>Postcard produced with message regarding blocked access</p> <p>Produced and provided to crews to place on poorly parked vehicles when on rounds and for the service to hand deliver to homes in known hotspots.</p>	COMPLETE	May 2018

Vehicle livery	<p>28 new Refuse Collection Vehicles (RCVs) received in March/ April 2018 feature 'Recycle it' messages aimed at increasing dry recycling rates.</p> <p>Four existing RCVs will feature 'Recycle it' messages aimed at increasing compostable recycling rates. Poster design agreed, awaiting manufacture and installation</p>	<p>COMPLETE</p> <p>Ongoing</p>	<p>April 2018</p> <p>July 2018</p>
Resident communication	<p>Regular "Recycle it" articles or promotion in the council's e-newsletter which is distributed to around 13,000 residents every month.</p> <p>Social media campaign Repeated and scheduled posts featuring key recycling messages, shared daily as part of the council's social media activity. Linking back to information on the Thurrock.gov.uk website.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>April 2017</p>
Council tax leaflet	A leaflet which accompanied the council tax bills going to every household in Thurrock included 'Recycle it' key messages, as well as other priority campaigns.	COMPLETE	Feb 2018
Internal Communications	Utilise internal channels to raise awareness of key messages, including Inform, Insight, Thurrock Manager, Chief Exec's blog and posters in the Meet and Eat area.	Ongoing	August 2018
School Competition - Naming the RCV	<p><u>First stage</u> The service engaged with local primary schools as an initiative to raise awareness of recycling, by asking schools to get children to colour in a poster of an RCV, as well as suggest a name for the RCV.</p> <p>The competition was a success receiving more than 1,000 entries from Thurrock pupils. 27 designs now appear on the new fleet of bin</p>	COMPLETE	Jan/ February 2018

	<p>lorries. This received widespread coverage in the local media and will feature in follow-up articles when pupils receive their prizes in the near future.</p> <p><u>Second stage</u>  New vehicle manufacturer, Dennis Eagle, has provided prizes for the winning children and post promotion visits to schools will be arranged to present winners with prizes and certificate for winning entry, this opportunity will be used to promote recycling messages and raise the positive profile of the waste collection service.</p>		<p>June/ July 2018</p>
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**Cleaner Greener and Safer Overview and Scrutiny Committee  
Work Programme  
2018/19**

Dates of Meetings: ~~11 June 2018~~, 5 July 2018, 4 October 2018, 6 December 2018, 7 February 2019

Topic	Lead Officer	Requested by Officer/Member
<b>11 June 2018 - CANCELLED</b>		
<b>5 July 2018</b>		
Recycling - Current position and planned actions	Julie Rogers	Officers
Linford Household Waste & Recycling Centre - 12 month update following in-source	Beau Stanford-Francis	Officers
<b>4 October 2018</b>		
Linford Household Waste & Recycling Centre	Julie Rogers	Officers
Enforcement Paper	Assistant Director for Waste and Environment	Officers
<b>6 December 2018</b>		

Strategy to Tackle Violence against Women and Girls in Thurrock, 2017/20	Julie Rogers	Members
Fees & Charges Report	Andrew Austin / appropriate finance officer	Officers
<b>7 February 2019</b>		

**Future reports for 2019/20:**