

# Neighbourhood Operations

Refuse, Recycling & Cleansing  
Regulatory Services  
Fleet Management  
Greenspaces

## Portfolio Updates

**Reigate & Banstead**  
BOROUGH COUNCIL  
Banstead | Horley | Redhill | Reigate



# Refuse, Recycling & Cleansing – What We Do

- Collect recycling & waste from 64000 households (including 7100 tonnes of paper, 6400 tonnes of Mixed Recycling & 4500 tonnes of Food).
- Provide assisted collections for 600 elderly or disabled residents.
- Collect garden waste approx. 24000 homes.
- Manage the changing demands of Commercial Waste during the pandemic.
- Collect recycling from 24 Bring Sites around the borough, including 230 tonnes textiles, 350 tonnes of DMR & 500 tonnes of paper.
- Sweep & litter pick in excess of 400 miles of road within the Borough.
- Support local community litter picking group.
- Work with Place colleagues to support new developments with waste collections and cleansing duties, e.g. Marketfield Way development.
- Work with Business prosperity colleges to improve the appeal of Town centres as we move out of lockdowns.



# The Outlook For 2021

- Delivery of the final phase of the Fleet Replacement programme is currently underway providing required resilience to our service delivery.
- Supporting the Council's Environmental Sustainability Strategy, our new vehicles have electric bin lifters reducing fuel consumption by 12%.
- Re-start our flats recycling and bring site review projects, on hold during 20/21.
- Review of our paper collection operation with a view to improving our ways of working.
- Review of our commercial opportunities with a view to expanding GW & TW services

# The Outlook For 2021

- Extend 'Big Belly Bins' into more locations across the Borough where our litter hotspots have been identified.
- Reinstate weekend/evening litter pickers in Town Centres as we emerge from Lockdown measures.
- Restart our ambition to provide real time notifications of cleansing duties, street sweeping etc to maximise productivity.
- Launch a Comms campaign (take your litter home) and targeted littering Enforcement action to address the increasing problem of litter as Covid-19 restrictions are eased and our public spaces are more widely used.



# Regulatory Services - Joint Enforcement Team

- Tackling reports of antisocial behaviour, fly tipping & abandoned vehicles.
- Enforcement coordination within Council departments e.g. Planning, Licensing, Fraud and take active part in joined up action with the Police, SCC and other partners.
- Dealing with traveller and other illegal encampments.
- Issuing of Fixed Penalty Notices for Fly Tipping .
- Use of CCTV to catch offenders in action.
- Assisting at COVID vaccination centres and ensuring RBBC staff have the correct equipment at home to do their job during the pandemic.



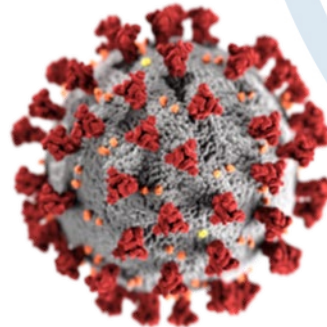
# Regulatory Services - Parking

- Throughout the Pandemic Civil Enforcement Officers have helped deliver hot food and prescription medication to the most vulnerable members of our borough.
- Enforcement of dangerous and illegal parking.
- Working closely with the Place Delivery team for Horley Town centre - we will be installing 'Pay on Exit' equipment in both Victoria Road and Central Car parks.
- Delivering spaces within Borough car parks for charging points.
- Electric vehicles are replacing the existing cars and parking hope to be the first team in the Council to a fully electric fleet.



# Regulatory Services - Environmental Health

- Enforcement of Covid-19 requirements in businesses, including business closures and Covid-Secure operation. Over 450 complaints and requests for advice have been dealt with, plus proactive inspections and surveillance checks.
- Enforce standards of food hygiene in all food businesses, normally inspecting around 300 premises each year.
- Investigate complaints about environmental protection issues such as noise, smoke, dust, odour and air quality.
- Enforce standards in private sector housing, licence certain houses in multiple occupation (HMO's) and administer funding for Disabled Facilities Grants.
- Deal with a range of public health matters, such as pests, filthy and verminous premises and public health funerals.
- Corporate health & safety advice to the whole Council, including the Covid-19 response.



# Regulatory Services - Licensing

- Protection of the travelling public in licensed vehicles, safely keep drivers and vehicles on the road during the pandemic.
- Licence holders signposted to our Economic Prosperity team to ensure they are aware of any grants available to them.
- Investigation and enforcement relating to licensing, permits and registrations.
- Implementation of new regulations alongside Development Control for pavement licensing.
- 5 electric taxi licences available to the trade.





# Fleet Management – What We Do

- Procurement of the Council's vehicle fleet.
- Repair and maintenance of the Council's fleet vehicles.
- Workshop apprenticeships.
- Ensuring Traffic Commissioner standards are maintained.
- Undertaking MOTs and plating of taxis registered within the Borough. Each year, 1,500 taxis are MOT'd and plated.



# Fleet Management – New In 2021

- We have begun to take delivery of our three new small restricted access dustcarts.
- The final 4 waste and recycling dustcarts with electric bin lifts will be delivery and on the road by mid April.
- Our New apprentice is not so new anymore.
- Procurement underway for electric depot pool car, Parking Services vehicles and Greenspaces van.
- Taxi MOT's and plating are back up and running.



# Greenspaces & Engineers

The teams maintain parks, open spaces and infrastructure for residents and visitors to a recognised high standard. These services include:

- Grounds maintenance and play area provision & maintenance.
- Highways verge maintenance.
- Allotments.
- Bereavement services.
- Volunteer co-ordination.
- Outdoor events and sports pitch provision.
- Banner sites and sponsorship.
- Trees & woodland management.
- Countryside management.
- Engineering.



# Greenspaces & Engineers

## Cross-department working

- Supporting delivery of Place Delivery projects, such as Merstham Recreation Ground regeneration and Horley North West sector/Riverside Green Chain.
- Development of Park Farm depot as an environmental sustainability hub for Council operations, in partnership with Property and Corporate Policy teams.
- CIL projects delivered in partnership with Development Management and Planning Policy teams, such as Woodhatch Pond restoration and Nork Park outdoor gym.
- Enhancement of town centres through floral displays, in partnership with Economic Prosperity team.
- Supporting the delivery of key services in response to COVID-19 pandemic, such as refuse & recycling and cleansing.



# Greenspaces & Engineers

## 2021 Outlook

- Continued enhancement of countryside sites, such as the reopening of viewpoints across the Borough.
- Further development of arboriculture operations and environmental sustainability at the Park Farm Depot.
- Working with SCC on drainage and flood prevention schemes, and continuing to maintain watercourses.
- A pipeline of CIL projects to be delivered, such as enhancement of Redhill Common viewpoint and Priory Park outdoor gym.
- Active consideration around resumption of services such as outdoor events, in recognition of changes required, and alignment with COVID restrictions.
- Continued ambitions to achieve quality standard awards in parks & open spaces, despite challenging conditions.

