

RESOURCES & SERVICES OVERVIEW AND SCRUTINY COMMITTEE

15 SEPTEMBER 2026

REPORT OF ASSISTANT DIRECTOR FOR HOUSING & ENVIRONMENT

A.1 WASTE AND STREET CLEANING CONTRACT ROLLOUT UPDATE

PURPOSE OF THE REPORT/INQUIRY

To support the Committee with its enquiry in respect of the roll out of the Council's waste collection and street cleaning contract.

SCOPE - THE AIMS AND OBJECTIVES OF THE REPORT

To enable the Committee to undertake the enquiry set out in its approved work programme for 2026/27 in respect of the Council's waste collection and street cleaning service from 1 April 2026. The Committee is provided with an update on the rollout of the services associated with the new contract from 1 April 2026.

INVITEES

The Portfolio Holder for the Environment & ICT (Cllr Adrian Smith)
The Corporate Director for Operations and Delivery (Mr Damian Williams)
The Assistant Director for Housing & Environment (Mr Tim R Clarke)
The Waste & Recycling Manager (Mr Jon Hamlet)
Oliver Hammond – Regional Project Manager – Veolia

BACKGROUND

The Committee's agreed Work Programme includes an item that the Committee consider an update on the rollout of the new waste and recycling contract.

The Council's contract for waste and recycling collection and street cleaning commenced on 1 April 2026.

At its meeting on 14 November 2025, Cabinet approved the award of the contract to Veolia Environmental Services. The contract specification was based upon a set of principles, which translated into a detailed specification.

RELEVANT CORPORATE PLAN THEME/ANNUAL CABINET PRIORITY

The relevant Corporate Plan themes are:

- Pride in our area and services to residents
- Championing of local environment

- Financial sustainability and openness

DESIRED OUTCOME OF THE CONSIDERATION OF THIS ITEM/INQUIRY

As set out in the Work Programme the desired outcome is to identify any areas for improvement and to make recommendations thereon.

DETAILED INFORMATION

Background information on the procurement of the contract can be found in previous reports to Cabinet:

On 26 July 2024, Cabinet considered a report entitled Update on Future Waste and Recycling Collection and Street Sweeping Options:

<https://tdcdemocracy.tendringdc.gov.uk/documents/s68923/A6%20Report%20-%20Future%20options%20for%20kerbside%20waste%20and%20recycling%20collection%20and%20street%20sweeping.pdf>

On 23 May 2025, Cabinet considered a report entitled Update on the Waste and Recycling Collection and Street Sweeping Contract Procurement:

<https://tdcdemocracy.tendringdc.gov.uk/documents/s75841/A2%20Report%20-%20Waste%20Management%20Contract.pdf>

On 14 November 2025, Cabinet approved the award of the contract:

<https://tdcdemocracy.tendringdc.gov.uk/documents/s78757/A1%20Report%20-%20Award%20of%20new%20waste%20mgt%20and%20recycling%20contract%20and%20funding%20thereof.pdf>

The new contract commenced on 1 April 2026 and to support the operational delivery and smooth roll out of the contract an officer working group has been established, meeting initially fortnightly and moving to monthly as the project has progressed. A basic implementation plan has been developed, supported by a separate communications plan.

The Portfolio Holder Working Party has been re-established and has met on two occasions, on 15 June 2026 and most recently on 12 August 2026.

Weekly contract mobilisation meetings have been taking place with the Veolia project manager.

Principle activities and achievements associated with the rollout of the contract include:

Street Cleaning

- Deployment of 238 seasonal blue street litter bins in seafront areas during first week of April. These seafront bins are all emptied twice daily and remain in place until the end of September and will be deployed again in March 2027.
- Additional street cleaning operatives employed for seafront areas and working patterns amended.

- Deployment of two electric/pedal powered carts to facilitate faster responses and easier access for town centre and seafront bin emptying (Clacton and Frinton/Walton)
- Deployment of five vacuum barrows to facilitate faster/more accurate street cleaning in town centre areas.
- Electronic mapping of litter bins and reconciliation with existing records – this will facilitate easier monitoring of emptying schedules.

Waste & Recycling Collection

- Delivery of 1,400 Food waste recycling caddies to street level homes that were not offered food waste collections under the previous contract. The caddies and associated information leaflets were delivered in time for these collections to commence from the beginning of April.
- Review of waste & recycling collection rounds in preparation for 1st October commencement of the new Simpler Recycling compliant recycling collection service. This has aimed at minimising changes for residents with only 900 residents to have a waste and recycling collection day change. Four different versions of information leaflets have been required.
- Commencement on 17th August 2026 of the delivery of an additional green recycling box, lid and information leaflet for all street level households in order to provide additional capacity for the wider range of recycling that will be collected. At the time of writing this delivery programme is 50% complete and on target to deliver all 70,000 by mid-September
- Commencement of public facing media promoting the collection changes taking effect from October.
- Issue of information packs to all ward councillors and town and parish council clerks. The pack includes collection change leaflets relevant to their location and a set of FAQs and was issued to coincide with the commencement of the additional recycling box delivery programme.

General and day to day management

- Development of Veolia's IT (ECHO) systems and interfacing with TDC IT systems to enable smoother reporting of missed collections for residents. From mid-September officers will have direct access to Veolia's ECHO to view collection data and facilitate contractor monitoring. ECHO has been introduced to the street cleaning side of the service.
- Introduction of weekly operational meetings attended by Veolia supervisors and TDC officers aimed at ensuring greater day to day communication over issues. These supplement more comprehensive monthly operational meetings.
- Introduction of twice daily (morning and evening) situation reports so TDC officers are aware of issues and can alert contact centre staff where collections may be delayed or missed.
- Replacement of ageing vehicle fleet
- Veolia have undertaken improvement works at the Fowler Road depot
- Improvement works are planned to one seafront barrow store in Clacton

Key future activities include:

- Employment of temporary agency staff to assist with phone enquiries associated with the collection changes during October.

- Employment of temporary agency staff to assist with on the ground monitoring of recycling collections and to visit all blocks of flats to update labelling on communal recycling bins and assess for suitability for food waste collections.
- Food waste recycling promotional activity to be undertaken with support of ECC

It should be noted that the award of the contract was made very close to the start date. Usually, a contract of this significance would have a 9 – 12 month lead in period. Consequently, enhancements to IT and operating practices are being made during the contract period with the expectation that these will all be complete and in place by October.

The first bi-annual contract partnership board meeting will take place in October where Veolia will present the first six months performance data for review by the Council.

RECOMMENDATION

That the Resources and Services Overview and Scrutiny Committee considers the previous relevant Cabinet reports and information provided within this report and determines whether it has any recommendations it wishes to put forward to Cabinet and/or the relevant Portfolio Holders.

PREVIOUS RELEVANT DECISIONS

As set out in the detailed information section above.

BACKGROUND PAPERS AND PUBLISHED REFERENCE MATERIAL

None

APPENDICES

None

REPORT/INQUIRY CONTACT OFFICER(S)

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