

Tonbridge & Malling Borough Council
Litter & Fly Tipping Enforcement
Supplier Engagement

Context

Tonbridge and Malling Borough Council is inviting interested parties to take part in a supplier engagement process regarding our Litter & Fly Tipping Enforcement services.

Currently the Council has engaged a third-party on a pilot basis to provide services for the investigation & enforcement of littering & fly tipping offences. This includes the issuing of Fixed penalty Notices for these offences, as well as the investigation of fly tipping offences where evidence is found linking to the potential offender. The current service provider has also been given formal authorisation to take prosecutions where Fixed Penalty Notices are not paid. TMBC Members have recently agreed to procure the services of a third-party to provide these services on a more formal basis via a procurement process.

Members have also recently approved increases to the current levels of FPNs in order to act as a further deterrence to potential offenders. The newly adopted levels are to be introduced at the start of any new contract arrangement.. The current levels are:

Offence	Early payment amount	Full amount
Littering	£100	£150
Fly tipping	N/A	£400

The levels that have been adopted in preparation for the new contract arrangements are:

Offence	Level 1	Level 2
Littering	Small Scale/Single Item £250 Early payment £125	Repeat offence; multiple items; rural/high speed roads (difficult to clean) £500 No early payment reduction
Fly tipping	N/A	£1,000 No early payment reduction

We would like an understanding of what organisations may be interested in delivering these services and under what operating model. Under the current pilot, the services are provided at no direct cost to the Council but the service provider retains any income received from Fixed Penalty Notice payments and from any potential Court-issued fines & costs. In order to plan the specification & associated documents for this procurement process we are particularly interested in how service delivery and value could be enhanced for the Council. We are also interested in ideas to make the service fully auditable and how the use of technology may make this possible.

We plan to leave the specification for what is required intentionally broad to welcome ideas on the way we could collaborate with a service provider to deliver this service for the next few years. The Council is open to consideration of any feasible service model provided it meets our objectives of reducing levels of litter & fly tipping and maximising enforcement where offences occur. Our overall objectives from the service include:

- Taking efficient & effective enforcement actions on detection of littering & fly tipping offences
- Providing a valued and auditable service
- Value for the Councils with regards to costs & potential revenue
- Trusted and value for money service for residents
- The potential for enforcement of other offences, such as for breaches a range of Public Space Protection Orders.

The Service Requirement

Availability

We would need an organisation to provide enforcement activities at appropriate times/days in order to address 'hot spot' areas, such as in parks & open spaces at weekends & focussed activity over the summer months; provide foot patrols in order to deter potential offenders & detect littering & fly tipping offences; provide public engagement activities to raise awareness of environmental crime & the impact on our residents & businesses. We would also anticipate sharing of intelligence on waste-related offences with our third-party partners such as Kent County Council's Intel Unit and the Police. We would also expect the supplier to provide all back office support for investigations, management & payment of Fixed Penalty Notices and reporting procedures for the Council to monitor & manage this contract.

Accountability

The contractor will provide all staffing & and associated costs, including those for the required back office processes; staff must be appropriately trained and where appropriate professionally qualified. The contractor will also be responsible for investigating appeals against Fixed Penalty Notices and responding to complaints regarding the service.

The provider will comply with all appropriate insurance criteria and legal responsibilities for such a service.

Auditability

The contractor will provide regular performance reports as required by the Council, including data fulfil the Council's reporting requirements for the Fly Tipping module of Defra's Waste Data Flow system.

Background Information

- Tonbridge & Malling Borough Council covers an area of 23,975 hectares in the heart of Kent, stretching from its largest town of Tonbridge in the south to the parish of Wouldham in the north, and from the parish of Waterringbury in the east to Ightham in the west.
- It has a total of around 57,000 domestic properties and is semi-rural with a number of larger urban areas, largely residential.
- The road system includes sections of the M2, M20, M26, A20 and A21 and is an important rail link with a number of rail stations in the borough.
- Apart from Tonbridge, the other main centre of population lies towards the north of the borough with a coalescence of the larger 'villages' of Aylesford, Ditton, East Malling, Kings Hill, Larkfield & Snodland.

Submission Requirements

Interested parties are invited to submit the following information, but may submit additional information that they feel relevant:

1. Outline the contractor's suggested option for service delivery, including how the service would be provided from initial contact through to completion and record keeping.
2. Any benefits / improvements/ efficiencies that can be realised through your solution.
3. An indication of any potential financial benefit to the Council if we choose to continue delivering such a service, and at what price. This may be linked to the newly-adopted levels for Fixed Penalty Notices (above).
4. Any market insights that the Councils should be aware of, e.g. legislative changes, changes to the current market for such enforcement services, availability of labour etc.
5. Any innovative digital solutions that can be developed/delivered.
6. How long would any contract costs & associated potential income to the Council be fixed for, or should they be reviewed annually?

Interested parties are invited to submit their responses to the bullet points above, in either Microsoft Word or PDF format. Responses should be limited to 300 words per bullet point for the purposes of this exercise.

All submissions must be made via the 'Messaging' section of the Kent Business Portal.
Submissions must be submitted by 5pm on Friday 5th July 2024.

Disclaimer

The Councils are conducting this supplier engagement exercise to understand the market in terms of supplier interest, possible solutions and potential costs. No guarantee is offered that it will result in a tender for this service, and no contract will be awarded at the conclusion of this engagement process – although one may be offered via a subsequent tender if this is deemed appropriate.

If you require any further information at this stage, please contact us through the Kent Business Portal and we will aim to respond to your query within 3 - 5 working days.

Many thanks
Kind regards,

Megan Hook
Procurement Officer