

# **MINUTES OF EYTHORNE PARISH COUNCIL MEETING HELD REMOTELY WEDNESDAY 9<sup>th</sup> SEPTEMBER 2020**

## **1. PRESENT**

Documents sent to: Cllr Ledger (Chair), Cllr Hansell, Cllr C Ledger, Cllr Millard, Cllr Morgan-Lovett, Cllr Wiles.

Invite with an opportunity to send a report to: KCC Cllr Lymer, DDC Cllr's Keen, Walker and Woodgate and Community Warden Julliette West. Also, C Vincent, Clerk.

## **Apologies:**

Cllr Whitehead, personal reasons.

Cllr Butcher, personal reasons.

## **2. DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **3. APPROVAL AND SIGNING OF MINUTES 12 AUGUST 2020 MEETING**

The minutes were agreed as a true record, proposed by Cllr Wiles, seconded by Cllr Morgan-Lovett and carried. Minutes were signed by the Chair.

## **4. KCC AND DDC COUNCILLOR AND COMMUNITY WARDEN REPORTS**

### **Report from Community Warden Julliette West**

Pike road remains a cause for concern with many incidents arising reference multiple littering and inconsiderate and obstructive parking.

Thefts from vehicles

Thefts number plates

Fuel theft

Nuisance noise motorbikes

Nuisance vehicles driving erratically around village

Excessive HGV traffic driving through due to road closures

Missing pets

Straying dogs

Environmental health concern ref smell/rats in garden of empty property

Environmental health concern ref build-up of rubbish on private property

Fly tips reported

Individual welfare cases

Whilst a few incidents of nuisance bike/vehicles have been noted, the number of incidents of nuisance bikes have been greatly reduced over the previous weeks as well as a marked decline in the number of reported antisocial behaviour incidents.

This month a large amount of work has been going on behind the scenes to help support and set up the community group who will be organising and running the proposed community welfare shop. The project, whilst in its early stages, has made some considerable progress with several lovely volunteers who have stepped up to help make this worthwhile project possible.

We look forward optimistically to this exciting new venture.

As always, with community-based projects we will be looking for some funding to get the whole thing rolling, so I'm hoping that the parish council will consider making a donation when they have had a chance to see the final project product.

### **Report from KCC Cllr Geoff Lymer**

#### **KCC Household Waste Recycling Centre Update September 2020**

##### **Background**

The Household Waste Recycling Centres (HWRCs) closed on 23rd March in response to Covid19. The centres reopened on 15th May for all types of waste, using a booking system for slots with a limit of one booking per household per month. This enabled us to control the numbers at each HWRC so that social distancing measures could be ensured for both customers and staff without creating excessive queues outside the HWRCs and to share capacity fairly.

### **Changes to the initial offer:**

The initial system worked well in avoiding the problems experienced in other parts of the country (some HWRCs such as Colchester had to be closed by the Police and there were lengthy queues at other sites) but the booking system had limitations and KCC introduced an enhanced system from Booking Lab on 08 July. The number of slots was also increased with particular focus on the busier sites. The present situation is summarised below:

- all 18 centres are now open 7 days a week
- an increase in opening hours from 4 slots per day between 09.00 – 15.00 to 5 slots per day between 08.30 – 15.45.
- an increase of 1 visit per calendar month per household to 2 – soon to be increased to 4 visits in the coming week
- 32,725 booking slots per week - up from 22,000 when we first reopened in May – the number of slots available will increase further in the coming week at those centres where demand is particularly high
- slots available for a month in advance
- bookings now able to be cancelled or the date/ time of booking amended
- a booking slot can now be chosen before entering contact and vehicle details.

Across all 18 HWRCs, an average of 70% of available slots are booked by residents. However, this varies significantly across the centres, within some experiencing high levels of demand (e.g. Maidstone, Tunbridge Wells, Folkestone and Sevenoaks) and others much lower (e.g. New Romney, Faversham and Sheerness). A table showing this information by site can be found at the end of the newsletter (page 3). Weekends are unsurprisingly more popular.

When compared to pre Covid19 levels, we are currently offering around 55% of our normal capacity for customer visits through the sites and residents are utilising 41% of normal capacity. Early tonnage data indicates that whilst this is still lower than normal, people are making fewer visits but with more waste for each trip.

### **Feedback on the system:**

Feedback from customers, staff and district councillors about the booking system is generally positive. Customers are reporting that the new system is easy and quick to use, they like the fact they can plan for their day, and generally there is far less queuing on site, enabling customers to complete their visits more quickly. We are now receiving few complaints about the system. Negative feedback is about being unable to book on the day, or not being able to get an exact date and time due to demand.

The main operational benefit of the booking system is being able to ensure the safe operation of the HWRCs but there have been other benefits, as follows:

- reduced queuing at the centres
- better communication with our customers. Two examples. When Sevenoaks HWRC had an emergency closure due to the fire at the Waste Transfer Station at the end of May, we were able to directly contact those customers with a booking, re-direct them to another site or re-book for when the site was open again. Similarly, the planned closure of the Ashford HWRC is immediately apparent to anyone trying to book and availability at alternative sites is clear.
- we now have accurate data about the number of visits and average loads per visit which will inform plans for new sites and/or redesign of present services.
- the booking system seems to have deterred the HWRCs being used for trade waste (applications for vouchers for visits by vans is markedly reduced)

The Mystery Shopping programme has been reintroduced across all 18 HWRCs with the 'shoppers' asked to evaluate the booking system and their experience of their HWRC visit. A 100% satisfaction level was achieved for ease of use and satisfaction with the booking system.

Satisfaction with the visit itself, remains high, as follows:

- Overall visit score - 95%
- Entering facility – 95%
- Facility standards – 94%
- Operating policy adherence – 98%
- Customer service – 96%
- Social distancing – 95%

A quantitative survey is also planned to assess customer views on the current booking system, as well as opinions on future use and improvements.

The Waste Management team are constantly monitoring and amending the booking system in order to ensure it is adapted to the ever-changing situation, and as we move toward a 'new normal' way of managing our sites, safely and efficiently.

## 5. PUBLIC CONTRIBUTIONS AND QUESTIONS

There were no questions put forward from the public.

## 6. FINANCE MATTERS AND AUTHORISATION OF PAYMENTS

The invoices as detailed below were agreed for payment, proposed by Cllr Wiles, seconded by Cllr Morgan-Lovett, unanimously carried.

| Finance Report |               |          |
|----------------|---------------|----------|
| Payee          | Payment Type  | Amount   |
| C Vincent      | Bank Transfer | £1311.20 |
| S Thomson      | SO            | £589.65  |
| KALC           | 300787        | £60.00   |
| Idverde        | 300788        | £65.98   |
|                |               |          |

## 7. PLANNING

### **Applications:**

**DOV/20/00968 - 1 Miners Row, Fairview Road, Elvington, CT15 4EP - Whitebeam Re: Pollard**

**Resolved: No objections.**

### **Decisions:**

**20/0036 – Gardeners Cottage, Coldred Road, CT15 4BE** - Internal works include: Ground floor: replacement staircase, remove & insert new ii. ground floor partitions & opening to form utility room WC & insert vents. Infill hall opening, insert new stone floor finishes. Enlarge opening between kitchen & hall. Remove & insert new ceiling timber beams and joists to dining/living room including alterations to fireplace. First floor: remove and insert new shower room ceiling including replacing collar ties. External works include re-roofing incorporating a membrane, insert rear roof light, sun pipe and repoint west & north elevations. **Granted.**

## 8. MATTERS ARISING FROM PREVIOUS MINUTES 12 August 2020 NOT ELSEWHERE ON THE AGENDA

- The Clerk reported that the alley way off of Willow Way does not belong to KCC or DDC and have been advised to try the Land Registry for ownership. **Action: Members agreed for the Clerk to contact the Land Registry.**
- The dog fouling signs at Eythorne Playing Fields have been renewed and at the play area in Elvington.
- The pathway across Kennel Hill has been reported to the Rights of Way Officer and the steps have had barriers placed and the work will be done as soon as possible.
- The Eythorne Parish Council Facebook page has been set up and is now live. **Action: The Clerk to add details to the Parish Council Website.**
- A bus shelter company have responded and can supply or supply and fit metal sheeting to the shelter, the clerk asked members if a quote can be obtained. **Action: Members agreed for a quote to be obtained.**
- Cllr Millard asked members about virtual meetings and using Zoom, members discussed the possibilities and adjourn to the next meeting. **Action: Clerk to add as an agenda item for October.**

### **9. ALLOTMENTS – Water containers/tenants update**

The vacant allotment plots have been advertised on the notice board and on the Parish Council new Facebook page/website. The water containers are an ongoing matter and will be resolved soon.

### **10. DEFIBRILATOR – to receive an update**

The Clerk has had a response from one of the trustees who will be allowing an electrician to gain access on Thursday 10<sup>th</sup> September to allow the remaining defibrillator equipment to be retrieved. A site visit needs to be arranged at the Community Centre for a decision on where the defibrillator can be placed.

### **11. KENNEL HILL – works commenced 03.09.20**

The work has been completed along Kennel Hill, which includes the zig zag lines. The Parish Council had campaigned for this work to be done for quite some time.

**Action: The Clerk to add to Facebook with some photos.**

### **12. Correspondence**

Letter received from the CPRE asking if we would like to join their membership scheme, donations of £36, £50, £100 or £240.

**Resolved: Members agreed to join the CPRE membership scheme and to make a donation of £36, proposed by Cllr C Ledger, seconded by Cllr Morgan-Lovett and unanimously carried.**

### **13. Any other matters**

Cllr Ledger reported the switch at the MUGA was not working and an electrician had been arranged.

**Meeting closed at 7.20pm**