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*Head of Democratic and Legal
Support Services*

MEETING : ENVIRONMENT SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 13 NOVEMBER, 2012
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Daniel Abbott (Chairman)
Councillors W Ashley, S Basra, R Beeching, E Buckmaster, P Gray,
N Poulton, C Rowley, B Wrangles and J Wyllie (Vice-Chairman)

Conservative Group Substitutes: Councillors A Dearman and M Pope

Independent Group Substitute: Councillor M Newman)

(Note: Substitution arrangements must be notified by the absent Member to Democratic Services 24 hours before the meeting)

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DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.

2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.

3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes (Pages 7 - 12)

To confirm the minutes of the Meeting held on 11 September 2012

3. Chairman's Announcements

4. Declarations of Interest

To receive any Member's Declarations of Interest and Party Whip arrangements.

5. Mobile (ANPR based) Parking Enforcement (Pages 13 - 22)

6. Vehicle Removals - Traffic Management Act 2004 (Pages 23 - 34)

7. Increasing Dry Recycling capture (Pages 35 - 46)

8. Grounds Maintenance Contract Review Recommendations from the Task and Finish Group (Pages 47 - 60)

9. 2012 - 13 Service Plans: Summary of Progress and Exceptions Report (Pages 61 - 80)

10. Environment Health Check July to August 2012 (Pages 81 - 104)

11. Work Programme 2011/12 (Pages 105 - 110)

12. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

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MINUTES OF A MEETING OF THE
ENVIRONMENT SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
11 SEPTEMBER 2012, AT 7.00 PM

PRESENT: Councillor D Abbott (Chairman)
Councillors W Ashley, S Basra, R Beeching,
E Buckmaster, C Rowley and B Wrangles

ALSO PRESENT:

Councillors D Andrews, P Ruffles and M
Pope

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Cliff Cardoza	- Head of Environmental Services
Marian Langley	- Scrutiny Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services
Ian Sharratt	- Environmental Manager

ALSO IN ATTENDANCE:

Tim Wood - Marksman Consulting

287 APOLOGIES

Apologies for absence were submitted from Councillors P Gray, N Poulton and J Wyllie.

288 MINUTES

RESOLVED – that the Minutes of the meeting held on 26 June 2012 be confirmed as a correct record and signed by the Chairman.

289 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members to sign the Attendance List which was being circulated.

The Chairman referred to the Grounds Maintenance Contract Task and Finish Group which needed one further Member, owing to a Member's absence through illness.

The Chairman, on behalf of Members, asked that Members' good wishes be forwarded to Councillor N Poulton for a speedy recovery.

An update was provided following the Chairman's visit to Stansted Airport. He also stated that a watercourse adjacent to the castle in Bishop's Stortford were now running and that wildlife was returning.

290 GREEN DEAL - PRESENTATION

The Chairman welcomed Dr Tim Wood of Marksman Consulting to the meeting.

The Environment Strategy and Development Manager provided an outline of the "Green Deal" and explained the role of partners in moving the "Green Deal" forward and possibly working in partnership with Marksman Consulting. The role of Marksman Consulting was explained. Core to the initiative, was the Government's vision that Local Authorities be involved in the "Green Deal" as an example of localism to empower councils to take the initiative and in order to optimise the needs of local communities and businesses. The environmental challenges and the societal impact of fuel poverty were explained and how the "Green Deal" could contribute to economic growth.

Dr Wood explained the financial implications of the “Green Deal” and the benefits of the initiative as countries were under increasing governmental pressure to be carbon neutral.

In response to a query from Councillor E Buckmaster, Dr Wood confirmed that the “Green Deal” was non-profit making and clarified its role and the Council’s role in the process of furthering the initiative. Councillor Buckmaster expressed the need to ensure safeguards were in place to prevent exploitation of vulnerable households.

In response to a query from Councillor R Beeching regarding the initiative “making money”, Dr Wood confirmed that the initiative was about “creating value” in that energy costs and consumption costs would be reduced. He confirmed that “Green Deal” could “make money” from the view point that skills and innovation could be exported.

In response to a query from Councillor D Abbott, Dr Wood confirmed that funding could be raised against any housing stock held by a council to further the initiative. He confirmed that it would be difficult to apply the “Green Deal” to properties which were in part ownership and part tenanted. It was noted that social landlords had expressed an interest in the “Green Deal”.

The Chairman, on behalf of Members, thanked Dr Wood for his presentation.

RESOLVED – that the presentation be received.

291 BACKGROUND BRIEFING PRESENTATION ON GROUNDS MAINTENANCE CONTRACT

The Head of Environmental Services explained that the Grounds Maintenance Contract was due for review and to this end, a Task and Finish group had been created as part of the review process. He explained the background to the presentation, including the content of the current contract, the need to consider future objectives and standards before any decisions could be taken regarding the renewal or retendering

of the contract which was due to expire in December 2013.

The Parks and Open Spaces Manager explained what the contract did and did not include. It was noted that the Task and Finish Group would report back to Members on 13 November 2012.

In response to a query from Councillor E Buckmaster concerning value for money, the Head of Environmental Services confirmed that the contract included a price escalation clause which was aligned to the retail price index.

In response to a query from Councillor B Wrangles, the Parks and Open Spaces Manager confirmed the roles of both the Council and Hertfordshire County Council in relation to the maintenance of shrubs and grass verges clarifying that "A" roads and the B1000 were not included within the Grounds Maintenance Contract. The condition of the grass verges by Tesco's prior to the Olympic Torch relay through East Hertfordshire, was raised as part of a wider discussion concerning the confusion over who owned particular pieces of land, who was responsible for them and who had the authority or contract to maintain them.

In response to a query from Councillor R Beeching regarding working with South Anglia on the maintenance of grounds they owned in Sawbridgeworth, the Head of Environmental Services confirmed that the Housing Association had been initially approached on this matter before the original contract was allocated, but chose to make their own wider regional arrangements. He confirmed that he had recently written to both housing associations to see if they wished to reconsider their current arrangements. The Head of Environmental Services confirmed the Council's position in relation to sponsored roundabouts.

The Chairman reminded Members that the Task and Finish Group was one Member short and asked Members to contact the Scrutiny Officer if they would be willing to participate in the review.

Members received the presentation.

RESOLVED – that the presentation be received.

292 ENVIRONMENT SCRUTINY HEALTH CHECK APRIL - JUNE 2012

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators relating to Environment Scrutiny Committee for the period April to June 2012.

In response to a query from Councillor R Beeching concerning NI 157b (Processing of Planning applications: Minor) the Chief Executive and Director of Customer and Community Services said that he would provide a written response to the Member regarding an update in relation to the seven decisions which took longer than the target timescale which had not been explained in the report.

Members noted the report.

RESOLVED – that the report showing performance for the period April to June 2012 be received.

293 WORK PROGRAMME 2012/13

The Chairman submitted a report setting out the Committee's future work programme for 2012/13, the detail of which was set out in Essential Reference Paper "B" of the report now submitted. It was noted that two separate reports in relation to Parking Enforcement guidelines would be submitted in November 2012 and that the Parks and Open Space Strategy report would be delayed and now included on the work programme for February 2013.

Members supported these amendments.

RESOLVED – that the work programmed, as amended, be agreed

The meeting closed at 8.30 pm

Chairman

Date

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 13 NOVEMBER 2012

EXECUTIVE – 4 DECEMBER 2012

REPORT BY EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT

MOBILE, ANPR BASED PARKING ENFORCEMENT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To establish a policy framework and priorities for the operation of a mobile, ANPR based parking enforcement service in East Herts.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:

That:

(A)	The policy framework and priorities for the operation of a mobile, ANPR based enforcement service in East Herts set out in ERP 'B' are supported and recommended to the Executive for adoption,
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RECOMMENDATION FOR EXECUTIVE: That:

(A)	Members adopt the policy framework and priorities for the operation of the mobile ANPR based enforcement service set out in ERP 'B'.
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1.0 Background

- 1.1 By virtue of decisions taken by the Executive on 7 February 2012 and full Council 22 February 2012, East Herts Council has extended its Civil Parking Enforcement (CPE) powers to allow enforcement of parking contraventions using an ANPR equipped vehicle. It is necessary to set the policy framework to underpin their delivery of this new service.

2.0 Report

- 2.1 Automatic Number Plate Recognition (ANPR) is used to support a range of traffic and parking enforcement functions. In recent years the use of mobile ANPR based enforcement to supplement parking enforcement undertaken by foot-based Civil Enforcement Officers has grown in England and Wales.
- 2.2 An ANPR equipped enforcement vehicle would enable enforcement of parking controls on the basis of camera evidence. The Council's Traffic Regulation Orders (TROs) would be held on a secure database in the vehicle. A global positioning system (GPS) would be used to confirm the position of the enforcement vehicle and the contravening vehicle and relate the latter to the TRO(s) in operation. This would indicate whether a contravention is likely to have occurred. An inquiry would be made of the DVLA and a hybrid Penalty Charge Notice/Notice to Owner would be sent through the post to the person identified by DVLA as the keeper of the vehicle.
- 2.3 Statutory Guidance issued by the Secretary of State for Transport confirms that mobile, ANPR based enforcement has its limitations. For example, the process cannot always establish whether a vehicle apparently parked in contravention is exempt from the restriction in force at that location - perhaps because it is displaying a valid disabled person's badge or pay and display ticket. As advised in Statutory Guidance:
- "The Secretary of State recommends that approved devices [cameras] are used only where enforcement is difficult or sensitive and CEO enforcement is not practical. Approved devices should not be used where permits or exemptions (such as resident permits or Blue Badges) not visible to the equipment may apply."*
- 2.4 It should eventually be possible for the ANPR based vehicle to patrol East Herts resident permit parking areas, once the complete permit database can be interrogated as part of the enforcement process. Currently only resident permits can be viewed in this way; however it is the Council's intention to place the visitor voucher facility onto a similar, virtual platform at the earliest opportunity.
- 2.4 Mobile, ANPR based enforcement is particularly useful for the enforcement of parking "hot spots" where there is evidence of significant/chronic law breaking and where it can be difficult to take orthodox enforcement action or achieve an adequate level of CEO

coverage. Examples can include school zig-zags, pedestrian crossing zig-zags, parking on yellow lines at junctions and the misuse of designated blue badge bays and loading bays. In some of our smaller villages school zig-zags are the only enforceable restriction and with its current resources the Council can only guarantee attendance at these locations on a three week cycle at best. Such scenarios head the priority list proposed in **Essential Reference Paper 'B'**.

2.5 The Council has already set its penalty charges for PCNs served through the post. (PCNs issued using mobile, ANPR based enforcement fall into this category), These penalty charges are the same as for PCNs served on the vehicle or vehicle driver. The current penalty charge in both cases is £70 discounted to £35 for prompt payment in respect of on-street PCNs and £50 discounted to £25 for off street PCNs.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

- i) Traffic Management Act 2004 (Part 6)
- ii) The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions (2008)
- iii) The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 (SI 2007 No. 3483)
- iv) Minute of the East Herts Executive held on 7 February 2012
- v) Minute of the full Council held on 22 February 2012

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p>
<p>Contribution to the Council's Parking Policies</p>	<p>We will seek to develop and implement parking solutions that reflect local needs.</p>
<p>Consultation:</p>	<p>A survey of East Herts residents undertaken in late 2011 confirmed broad public support for traffic management and enforcement measures that would promote the safety related aspects of Civil Parking Enforcement. It is suggested that if used correctly, mobile, ANPR based enforcement can help achieve this objective.</p> <p>Member approval for this service was given through the 2012/13 MTFP process.</p>
<p>Legal:</p>	<p>The use of mobile, ANPR based enforcement is governed by Statute, Regulation and Guidance as identified in the report.</p>
<p>Financial:</p>	<ul style="list-style-type: none"> • Funding of £29,000 per annum has been made through the 2012/13 MTFP process. • Penalty charge revenue arising from this activity will offset the cost of providing the service. <p>The costs of running the service will be reviewed after the first year of operation.</p>
<p>Human Resource:</p>	<p>N/A</p>
<p>Risk Management:</p>	<p>The use of mobile, ANPR based enforcement, even on the basis of the priority list suggested in this report, is likely to attract media and public interest.</p> <p>A clear policy and set of priorities for the use of mobile, ANPR based will assist the Council to meet the needs of our communities.</p> <p>A clearly defined representations and appeals process exists for motorists who wish to challenge the issuing of a Penalty Charge Notice on this basis.</p>

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East Herts Council

Mobile (ANPR) Based Enforcement Policy

Introduction

East Herts Council seeks to demonstrate a fair, transparent and proportionate approach to all its parking enforcement activities. The Council's use of mobile, ANPR based parking enforcement will operate in line with this commitment. In support of this we will prioritise for attention vehicles that:

1. Are parked on school or zebra crossing zig-zags.
2. Are parked in restricted bus stops.
3. Are parked in contravention in an enforceable loading bay
4. Are parked in contravention on single or double yellow lines where loading or unloading is prohibited.
5. Are parked in contravention in resident permit parking areas.

1. School and Zebra Crossing Zig-Zags

Parking on zig-zag lines outside schools has significant safety connotations. It can be difficult to take enforcement action against such activity using CEOs due to the relatively short time the vehicle may be parked there and the fact that the driver may be in the vehicle and is likely to drive away should a CEO approach.

*A vehicle parked in contravention on school zig-zags will be a **high priority** for camera based mobile enforcement.*

Parking on pedestrian crossing zig-zags is also a safety hazard and can also be difficult to enforce against using foot patrols.

*A vehicle parked in contravention on pedestrian crossing zig-zags will be a **high priority** for camera based mobile enforcement.*

2. Bus Stops

A number of bus stops in our towns and villages prohibit the parking of other vehicles between specified times. Illegal parking in these bays cause congestion and places in jeopardy those using public transport who can then have to board or alight in the road.

*A vehicle parked in contravention in an enforceable bus stop will be a **high priority** for camera based mobile enforcement.*

3. Enforceable Loading Bays

The economic wellbeing of our towns and villages depends, in part, on the ability of traders and shoppers to load and unload goods with relative ease. A number of on-street parking bays have been created in our towns for this purpose. Illegal parking in these bays by motorists not engaged in loading or unloading causes congestion and can delay by forcing vehicles to park elsewhere (e.g. on yellow lines).

*A vehicle parked in contravention in an enforceable loading bay will be a **medium priority** for camera based mobile enforcement.*

4. Loading Bans

Single and double yellow lines can be accompanied by a loading ban, signified by means of yellow 'blips' on the kerb. Loading bans are implemented where it would be *particularly* inappropriate for vehicles to park.

*A vehicle parked in contravention where a loading ban is in force will be a **medium priority** for camera based mobile enforcement.*

5. Resident Permit Parking Areas

Resident permit details are held in a database which cross references with the Council's parking enforcement system. Over time the Council hopes to also move the 'visitor voucher' service onto an electronic platform, doing away with the current scratchcards. Once this has been achieved resident permit parking areas will be patrolled using the ANPR based mobile service.

*A vehicle parked in contravention in a resident permit parking area will be a **medium priority** for camera based mobile enforcement.*

All Other On-street Contraventions

Certain other on-street contraventions may warrant enforcement using a mobile, ANPR equipped vehicle. The general rule for doing so will be that enforcement using an 'orthodox', foot based Civil Enforcement Officer would not be possible or has proved unsuccessful.

Examples might include locations where there is a record of threats offered to Civil Enforcement Officers and/or chronic abuse of parking restrictions.

PRIORITY FOR USE OF MOBILE, ANPR BASED PARKING ENFORCEMENT

SUMMARY

Priority	Manner of Parking	Justification
High	<p>Where a vehicle is parked on-street in apparent contravention of school 'zig-zag' or zebra crossing 'zig-zag' restrictions.</p> <p>Where a vehicle is parked on-street in an enforceable bus stop.</p>	<p>Parking in this fashion has clear safety connotations and our residents have identified such contraventions as top of their priority list for enforcement.</p> <p>Users of public transport are particularly disadvantaged by such parking, which can also lead to congestion on the highway.</p>
Medium	<p>Where a vehicle is parked in contravention in an on-street enforceable loading bay.</p> <p>Where a vehicle is parked on-street on a double yellow line where loading/unloading is prohibited.</p> <p>Where a vehicle is parked on-street on a single yellow line where loading/unloading is prohibited.</p>	<p>Loading bays are an essential support to traders in our towns and villages and commercial vehicles forced to park elsewhere can cause congestion.</p> <p>Loading bans are imposed where it is particularly unsafe for vehicles to park.</p> <p>Loading bans are imposed where it is particularly unsafe for vehicles to park.</p>
Low	All other on-street contraventions.	

- ANPR based enforcement ***should not*** be used in off-street car parks due to its inability to detect pay and display tickets in vehicle windscreens
- ANPR based enforcement ***should not*** be used in resident permit parking areas where such schemes rely on the physical display of permits in vehicle windscreens. It may be used where permit details are held 'virtually' and where eligibility can be confirmed before enforcement takes place.

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 13 NOVEMBER 2012

EXECUTIVE – 4 DECEMBER 2012

REPORT BY EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT

VEHICLE REMOVALS (TRAFFIC MANAGEMENT ACT 2004)

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To confirm the policy framework and priorities for the operation of a vehicle removal service in East Herts.
- To confirm the mechanism by which the associated charges will be set.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:

That:

(A)	The policy framework and priorities for operation of the East Herts vehicle removal service as set out in ERP 'B' are supported and recommended to the Executive for adoption.
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RECOMMENDATIONS FOR EXECUTIVE: That:

(A)	Executive adopts the policy framework and priorities for the operation of the East Herts vehicle removal service as set out in ERP 'B'
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(B)	Executive agrees the inclusion of the proposed removal, storage and disposal charges within the Council's forthcoming Fees and Charges report.
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1.0 Background

1.1 By virtue of decisions made at the Executive on 7 February 2012 and full Council on 22 February 2012 East Herts Council has

extended its Civil Parking Enforcement (CPE) powers to permit the removal of vehicles parked in apparent contravention. It is necessary to set the policy framework and priorities to underpin the delivery of this new service and to set the associated charges.

2.0 Report

2.1 Statutory Guidance issued by the Secretary of State for Transport emphasises the traffic management purposes of CPE. In respect of vehicle removals the following extracts from Statutory Guidance are pertinent:

- “Where an authority has to immobilise or remove a vehicle outside London, the charges **must** accord with guidelines set by the Secretary of State....The charges should be set no higher than required to meet the reasonable costs of the immobilisation/removals procedure. They should not generate a surplus.” (Paragraph 23).

- “An enforcement authority should formulate and publish clear guidelines for Civil Enforcement Officers on when it will be appropriate to immobilise or remove. The guidelines should cover the order of priority in which vehicles should be dealt with, based on the nature of the contravention.” (Paragraph 52).

- “When parked in contravention, a persistent evader’s vehicle should be subject to the strongest possible enforcement... This is likely to involve immobilisation or removal.” (Paragraph 66).

2.2 When letting its current enforcement contract in 2011, East Herts Council invited tenderers to propose how a vehicle removals service might operate in East Herts. The most economically advantageous tender, from NSL, contained a proposal based on the Council leasing a removals vehicle on an occasional basis together and the use of an existing NSL car pound in Edmonton. The cost to the Council would be approximately £440 a day for the vehicle with the provision of five storage spaces at NSL’s pound costing approximately £35 a day.

2.3 Funding of £20,000 for the introduction of a removal capability was agreed from 2012/13 through the MTFP process; however implementation did not take place in 2012/13 due to a requirement to spend longer than might have been anticipated on ‘bedding in’ the new enforcement contract.

- 2.4 The mixture of removal and storage days this £20,000 might fund would depend on how long vehicles were stored before they were claimed or destroyed; however officers are working on the assumption that a maximum of three removal days a month could be funded.
- 2.5 Revenue will accrue from motorists' payment of the recovery and ancillary charges; however this is a new service and the Council will not be in a position to identify the true (i.e. net) cost of the service until up to a full year of operation has elapsed. Officers therefore recommend adoption of the maximum permitted charges at the outset to maximise the likelihood of the service achieving cost neutral status. These charges, as currently permitted by the Secretary of State are £105 for retrieval of a vehicle, £12 a day for storage and £50 for disposal. The cost of the removal service would be reviewed annually, just as the Council's other parking fees and charges are reviewed. These financial considerations are summarised in **'Essential Reference Paper 'A'**.
- 2.6 The Council is required to adopt formally the charges proposed in (2.5) above. It is recommended that this is done as part of the Council's forthcoming annual Fees and Charges setting exercise.
- 2.7 To ensure compliance with Paragraph 52 of Statutory Guidance, it is important to set policies against which the vehicle removal service will operate. Members are asked to agree and adopt these priorities for the use of this service as proposed in **Essential Reference Paper 'B'**.
- 2.8 A fast track statutory representations and appeals process exists for motorists whose vehicles have been removed and who wish to challenge the Council's actions.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

- i) Traffic Management Act 2004 (Part 6)

- ii) The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions (2008)
- iii) The Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges) (England) Order 2007 (SI 2007 No. 3487)
- iv) The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 (SI 2007 No. 3483)
- v) The Removal and Disposal of Vehicles (Amendment) (England) Regulations 2007 (SI 2007 No. 3484)

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p>
Contribution to the Council's parking policies:	We will seek to develop and implement parking solutions that reflect local needs.
Consultation:	<p>A survey of East Herts residents undertaken in late 2011 confirmed broad public support for traffic management and enforcement measures that would promote the safety related aspects of Civil Parking Enforcement. It is suggested that if used appropriately vehicle removals can help promote this objective.</p> <p>Member approval for the implementation of this service was given through the 2012/13 MTFP process.</p>
Legal:	<p>The removal of vehicles for enforcement purposes is governed by Statute, Regulation and Guidance as identified in the report.</p> <p>Statutory Guidance requires a clear policy framework to be adopted by a local authority before undertaking vehicle removals.</p>
Financial:	<ul style="list-style-type: none">• Additional provision of £20,000 per annum has been made for the procurement of a vehicle removal service in East Herts.• The cost of hire of a removals vehicle through NSL would be approximately £440 a day and storage at NSL's vehicle pound would be at a daily cost to East Herts of £35 for a minimum of one month across a year.

	<ul style="list-style-type: none"> • The maximum charges to the motorist for recovery of a removed vehicle are set by the DfT. These are currently: £105 for vehicle retrieval £12 a day for storage £50 for vehicle disposal (plus payment of the penalty charge). <p>Whilst revenue generated from the above will offset the cost of providing the service, the true cost is unlikely to be confirmed until up to one year of operations has been completed. For this reason Members will be asked to set the maximum charges as listed above in the Council's forthcoming Fees and Charges report.</p> <p>The Parking Service will monitor the cost of providing the service against revenue raised to ensure it remains compliant with Statutory Guidance in subsequent years.</p>
Human Resource:	N/A
Risk Management:	<p>The removal of vehicles, even on the basis of the priority list suggested in this report, is likely to attract media and public interest.</p> <p>A fast track statutory representations and appeals process exists for motorists who wish to challenge the removal of their vehicle under TMA 2004 powers.</p>

East Herts Council
Vehicle Removals Policy

Introduction

East Herts Council seeks to demonstrate a fair, transparent, equitable and proportionate approach all its parking enforcement activities. The Council will apply these principles to the removal of illegally parked vehicles. In support of this we will operate a removals policy which prioritises for attention vehicles that:

1. Are parked dangerously or obstructively.
2. Belong to motorists who have received a number of Penalty Charge Notices that have been neither paid nor challenged (persistent evaders).
3. Have received a Penalty Charge Notice that is unlikely to be unenforceable through other means.
4. Are disadvantaging other service users – for example blue badge holders, resident parking permit holders and users of limited waiting free parking bays.
5. Are parked in contravention in one of the Council's off-street car parks.

1. Dangerous or Obstructive Parking

Single and double yellow lines are the primary means of indicating to motorists where parking *may* be dangerous or obstructive. When in operation, single and double yellow lines have equal status. The essential difference is that double yellow lines operate 24hrs a day whilst single yellow lines operate for a shorter period.

*A vehicle parked in contravention on a double or single yellow line where a Penalty Charge Notice has been issued will be a **high priority** for removal as soon as the Notice has been served.*

Some yellow lines carry with them a ban on loading or unloading, denoted by the presence of kerb “blips”. Loading bans are typically imposed where it would be *particularly* unsafe for a vehicle to park.

*A vehicle parked in contravention on a double or single yellow line with a loading ban in operation and where a Penalty Charge has been issued will be a **high priority** for removal as soon as the Notice has been served.*

Zig-zag yellow lines in the vicinity of schools and white zig-zags leading up to pedestrian crossings are variants of the above.

*A vehicle parked on zig-zags which receives a Penalty Charge Notice will be a **high priority** for removal as soon as the Notice has been served.*

2. Persistent Evaders

Statutory Guidance issued by the Secretary of State for Transport defines a ‘persistent evader’ as a motorist who has incurred three or more recorded contraventions for their vehicle where the PCNs for these have not been paid, represented against or appealed against within the statutory time limits, or their representations and appeals have been rejected but they have still not been paid. Statutory Guidance also advises that when parked in contravention, a persistent evader’s vehicle should be subject to the strongest possible enforcement following the issue of the PCN.

*A vehicle belonging in the above category which receives a Penalty Charge Notice will be a **high priority** for removal no earlier than 15 minutes after the Notice has been served unless it falls into one of the categories detailed in (1) above.*

3. Otherwise Unenforceable PCNs

Motorists driving foreign registered vehicles have a high chance of evading liability for penalty charges they receive. The enforcement process is dependant on keeper information passed to the Council by the Driver and Vehicle Licensing Agency. Almost by definition foreign registered vehicles are not registered with the DVLA; therefore it is not possible to pursue payment. This is inequitable.

*Foreign registered vehicles that receive a Penalty Charge Notice will be a **medium priority** for removal unless they fall into one of the categories detailed in (1) above.*

4. Disadvantage to Other Road Users

A number of on-street parking bays are designated for the use of defined categories of motorist. Examples of these include bays designated for the use of blue badge holders and bays reserved for goods vehicles to load and unload. Additionally, a number of bus stops in East Herts restrict parking to allow bus services to pull in safely to the kerb – for the benefit of passengers and other road users.

*Vehicles parked in restricted bays or restricted bus stops and which receive a Penalty Charge Notice will be a **medium priority** for removal as soon as the Notice has been served.*

*Vehicles parked in limited waiting free bays and which receive a Penalty Charge Notice will be a **medium priority** for removal no earlier than 30 minutes after the Notice has been served.*

A number of streets in our towns are designated for resident permit parking only.

*A non permit bearing vehicle which receives a Penalty Charge Notice for being parked in a resident permit parking area will be a **medium priority** for removal no earlier than 30 minutes after the Notice has been served.*

5. Off-Street (Car Park) Contraventions

Vehicles parked in contravention in car parks are unlikely to be compromising road safety or impacting the expeditious movement of traffic to the same extent as vehicles parked in contravention on the highway.

*Vehicles parked in contravention in East Herts car parks which receive a Penalty Charge Notice will be a **low priority** for removal no earlier than 30 minutes after the Notice has been served, unless they fall into one of the high or medium categories above.*

PRIORITY FOR VEHICLE REMOVALS - SUMMARY

Priority	Manner of Parking	Comments
High	Where a vehicle with is parked on-street in apparent contravention of a single or double yellow line restriction.	The safety justification for this being a priority is clear and such enforcement has been accorded high priority by East Herts residents.
	Where a vehicle is parked on-street on a single or double yellow line where loading/unloading is prohibited.	Loading bans are typically imposed where it would be particularly unsafe for a vehicle to park.
	Where a vehicle is parked on-street in apparent contravention of school 'zig-zag' or zebra crossing 'zig-zag' restrictions.	The safety justification for this being a priority is clear and such enforcement has been accorded high priority by East Herts residents.
	Where a vehicle's owner is classed as a 'persistent evader' by virtue of the vehicle having three or more recorded contraventions where the PCNs have not been paid, represented against or appealed against within the statutory time limits or where representations/appeals have been rejected and the PCNs remain unpaid. (The PCN giving rise to the removal action with therefore be at least the fourth 'live' PCN issued to the vehicle in question).	Motorists sometimes fail to register their vehicle correctly with the DVLA in an attempt to avoid paying parking and other "fines". Removing the vehicle forces a motorist to identify him/her self to the Council.

Priority	Manner of Parking	Comments
Medium	Where a foreign registered vehicle parks in contravention.	The Council cannot pursue payment of Penalty Charge Notices issued to vehicles that are not registered with the DVLA. Removing the vehicle forces the motorist to identify him/her self to the Council
	Where a vehicle is parked on-street in an enforceable blue badge bay without displaying a valid blue badge.	Blue badge holders are particularly disadvantaged if their carefully sited parking bays are abused by non blue badge holders.
	Where a vehicle is parked on-street in an enforceable loading bay or bus stop.	Local businesses and public transport users are particularly disadvantaged if these bays are abused by non-eligible motorists.
	Where a vehicle is parked on-street in a limited waiting (free bay)	The economic well being of our towns depends in part on a healthy turnover of these limited waiting bays.
	Where a vehicle is parked on-street in a resident permit parking place without displaying a valid permit.	Part of the annual cost to the resident of a parking permit is designed to fund the enforcement of resident permit parking zones.
Low	All off-street (car park) contraventions (unless the motorist falls into the category of 'Persistent Evader' as described above).	Vehicles parked in apparent contravention in car parks are low priority for removal on traffic management grounds.

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EAST HERTS COUNCIL

ENVIRONMENTAL SCRUTINY COMMITTEE – 13 NOVEMBER 2012

REPORT BY HEAD OF ENVIRONMENTAL SERVICES

INCREASING DRY RECYCLING CAPTURE

WARD(S) AFFECTED:

Purpose/Summary of Report

- To update Members on the progress that has been made in improve recycling performance

<u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE; That</u>	
(A)	The Committee note and scrutinise the progress made and continuing actions being taken to improve recycling performance in areas where take up is lower and to make recommendations as necessary.

1.0 Background

1.1 At the Environmental Scrutiny Committee meeting on 26 June 2012 Members were advised that five lowest performing recycling areas had been identified and that bin hangers advising residents that they were in one of these areas, reminding them of the range of materials they could recycle and how to contact us if they required new or additional containers. The hangers were placed on the waste bins week commencing 18 June 2012.

1.2 This report provides an update on the response from residents in these areas and any changes in recycling performance.

1.3 The Council measures recycling performance through two local indicators – NI192 (Percentage of waste recycled) and

NI 191 (Kilograms of wastes produced per household). The recycling performance for 2011/12 was 48.35% against a target of 50%. The amount of waste produced was 474kgs against an expectancy of 459kg.

1.4 Recycling performance in 2011/12 was lower than expected due to the economic down turn. In particular, residents are buying fewer newspapers and magazines and there is much greater use of electronic media. These are national trends. It is essential that the Council improves upon last years performance and reaches next years targets; there are several reasons for this:

- Addressing the loss of income from dry recyclable sales.
- Improving efficiency from the Council's recycling services
- Reducing landfill waste and the high costs to taxpayers of disposal (funded by the County Council).
- Engaging with those members of the public who are not currently participating or not fully utilising the recycling services
- Maximising environmental benefits of removing waste from landfill and reducing carbon emissions.

1.5 Provisional figures for April to September 2012 show an improvement in both indicators although in the case of recycling this improvement is marginal, with the percentage of waste recycled currently standing at 51.62, compared to 51.39 at the same stage last year. This figure will decline with the onset of winter as less compostable material will be collected. The initial expectancy was that the Council should achieve 50% recycling this year. Following the national trend, newspapers and magazines collected kerbside continues to fall with a reduction of 8.7% compared to the same period last year. Glass levels are static. Plastics and can collections have seen a 5.6% increase over the 4 full months that are comparable over this period. Waste arisings for the half year are 229 Kgs per household. At this stage last year they were 231 Kgs. The original expectancy for this year was 474 Kgs per household; however we now anticipate that the outturn will be below the original expectation.

2.0 Report

2.1 The areas that were selected for the initial campaign

were:

Recycling Round Ref.	Area	No. properties	Kgs per property
W1 Weds Rural Rec A	58% Bennington 34% Walkern	604	4.41
W2 Fri Rec A	62.7% M.Hadham 36% Bishops Park	908	4.75
W1 Fri Rec B	Stanstead Abbots 54.2% Hunsdon 45.7	708	4.93
W2 Thurs Rec D	Thorley North	976	5.16
W2 Mon Rural Rec A	32% Thundridge, 24% High Cross, 20% Wadesmill, 10% Barwick 10% Colliers End	666	5.2

For comparison the highest performer was:

Recycling Round Ref.	Area	No. properties	Kgs per property
W2 Thurs RecE	82% Thorley Street (including Proctors Way, London Road, Mitre Gardens and Burley Road 18% Spellbrook	236	15.29

2.2 Prior to the information (in the form of a 'bin hanger') being delivered, the ward councillors for the lower performing areas were advised and provided with detailed information on their areas' performance and copies of the literature their constituents would receive so they were able to prepare and champion the scheme.

2.3 Promotion schemes work better if they have a catchy name that can easily be recognised. This exercise was entitled 'SURGE', which stands for:

S - Seek (to identify those rounds that are lowest performing)

U - Urge (those residents to recycle more)

R - Reiterate (recycling messages and provide information to enable residents to recycle more)

G - Gauge (what was the impact is upon recycling rates and waste tonnages)

E - Evaluate (to examine how well the project worked and to which areas would this be moved to next.

2.4 The response from the areas focussed on for new,

replacement or additional containers was very encouraging, with 230 requests (6% of households in these areas) being made over the first three weeks after the hangers were delivered.

- 2.5 The weight of material collected by all the rounds following the delivery of the hangers continued to be measured. One round, the Much Hadham/Bishops Park round, has been excluded from the analysis due to the Bishops Park area being moved to another collection round, in the interests of efficiency, thereby negating any like for like comparisons for this round. The Kilograms per property are the average of the collections that have taken place through July, August and September.

Recycling Round Ref	Area	No Properties	Pre SURGE Kgs per property	Post SURGE Kgs per property	Change (%)
W1 Weds Rural Rec A	58% Benington 34% Walkern	604	4.41	5.79	31.3
W1 Fri Rec B	54.2% Stanstead Abbotts 45.7 Hunsdon	708	4.93	5.81	17.8
W2 Thurs Rec D	Thorley North	676	5.16	5.25	1.7
W2 Mon Rural Rec A	32% Thundridge 24% High Cross 20% Wadesmill 10% Barwick 10% Colliers End	666	5.2	6.34	21.9

All rounds showed an increase in the amount of recycling presented for collection, with the increases ranging from under 2% for Thorley North to over 30% in Bennington/Walkern. Thorley North remains the lowest yielding area. Whilst the change in Thorley is disappointing, at least there was a small increase, the results in the other areas have been very encouraging and none of them are now in the five lowest yielding areas. It is estimated that the improvement in participation, if sustained will generate in the region of £6,900 of additional income in material sales and recycling credits. This covers the cost of the exercise and if sustained will in future years generate income. The cost of £6,700 includes material preparation and production for successive SURGE

areas.

2.6 The lowest yielding areas are now

Round	Area	No. of properties	Kg per collection
W1 Mon D	Part Sele Farm / Welwyn Road, Hertford	989	5.33
W2 Mon D	Stansted Road, Bishops Stortford	976	5.38
W1 Mon C	Sele Farm, Hertford	625	5.39
W2 Tues A	60% Standon, 40% Braughing	859	5.40
W2 Thurs C	Scott Road area, Bishops Stortford	704	5.41

These areas comprise a further 4,150 properties to add to the 3,000 already part of SURGE as it is intended that these areas will have bin hangers encouraging their participation delivered in

- 2.7 The performance of each day round will continue to be monitored with a view to tracking the improvement of the above areas and comparing them the rest of the district, with further updates in due course.
- 2.8 The ward Councillors for these areas will be notified of this intention prior to delivery and provided with the bin hanger that will be delivered to their residents.

Implications/Consultations

- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers - None

Contact Member: Malcolm Alexander – Executive Member for Community Safety and the Environment

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Report Author: Trevor Watkins – Waste Services Manager.

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p>
<p>Consultation:</p>	<p><i>There has been no specific consultation in relation to this report. Resident's satisfaction with waste and recycling services is captured through the residents survey, every 2 years. This was last conducted in November last year and reported to Joint Scrutiny Committee on 14th February 2012. Results showed that public satisfaction with recycling and composting services increased by 9% from 68% to 77%.</i></p> <p><i>Satisfaction with the types of material collected rose 28% from 51% to 79%.</i></p> <p><i>Satisfaction with the information provided about recycling and collection services increased from 79% to 87%, an 8% increase.</i></p> <p><i>The SURGE campaign supports the Council's objectives of raising public awareness about the benefits of recycling and satisfaction with these services.</i></p>
<p>Legal:</p>	<p><i>There are none.</i></p>
<p>Financial:</p>	<p><i>The Council generates around £1m per annum from the sale of materials and 'recycling credits' received from the County Council for diverting waste from landfill. This is used to partly offset the costs of waste collection services. The economic downturn has resulting in a decline in the amount of waste residents are producing and therefore the tonnage of recycling. In the last financial year this resulted in an under recovery of income of approximately £150,000. With the increasing use of electronic media and the decline in the newspapers, magazines and junk mail, these trends are likely to continue.</i></p>

	<p><i>The SURGE project seeks to offset some of this by encouraging residents to divert more waste from the black bin to the recycling box.</i></p> <p><i>Expenditure on media material for this project is expected to cost £6,700, which will allow for each household to receive the hanger if necessary. This is being funded from existing Service budgets set aside for the production of collection calendars and publicity.</i></p>
Human Resource:	<i>There are none</i>
Risk Management:	<i>It is essential that the Council continues to promote recycling services and encourage residents to recycle as much of their waste as possible to maintain both environmental and financial performance.</i>

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ESSENTIAL REFERENCE PAPER 'B'

'SURGE' – Bin Hangers




Recycling: Stop throwing your money away!

We have been looking at our collection rounds to see which areas produce the lowest amounts of recycling.

Your area has been identified as one of the lowest performing in all the district

Income – We sell your waste paper, cans, glass and plastics. This money helps to pay for your collections: **Sending recyclables to landfill is throwing money away.**

Money – It costs £100 to send a tonne of waste to landfill – this comes out of your taxes!

No Limit – Unlike your black and brown bins, there is no limit to the amount of recyclables we can collect through your kerbside boxes!

Overleaf is a quick guide to help you recycle as much as you can.

Let's see if we can transform your area into one of the highest performing areas. We will let you know how well you are doing via the Council website and Twitter. Follow us @EastHerts. 



01279 655261
www.eastherts.gov.uk



Do you have enough containers?

Do you have green and blue boxes for your recyclables? If the answer is no, call or email us and we will arrange for boxes to be delivered to you.

Do you have enough green boxes for:

- Brochures • Magazines • Junk mail
- Newspaper • White paper envelopes
- Yellow Pages • Catalogues • Shredded paper*
- All colours of glass bottles and jars?








*Please ensure shredded paper is put in an old envelope or wrapped in newspaper to stop it blowing around.

Do you have enough blue boxes for:

- Cans and tins • Aerosols

Plastic types:  ?







If you would like more information or to order containers please call 01279 655261 or email recycling@eastherts.gov.uk www.eastherts.gov.uk



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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 13/11/12

REPORT BY THE CHAIRMAN OF THE GROUNDS MAINTENANCE CONTRACT REVIEW TASK AND FINISH GROUP

GROUNDS MAINTENANCE CONTRACT REVIEW – RECOMMENDATIONS FROM THE TASK & FINISH GROUP

WARD(S) AFFECTED: All

Purpose/Summary of Report

- To advise the Committee on the results of the review of the contract by the Task & finish Group.

<u>RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE: That:</u>	
(A)	The Committee considers and endorses the approach and findings of the Task and Finish Group;
(B)	The Committee recommends to the Executive that the current contract represents good value for money and that an extension to this contract is the option most likely to deliver best value to the Council; and
(C)	The Committee recommends to the Executive their preference of a 3 or 5 year extension.
<u>RECOMMENDATIONS FOR EXECUTIVE: That:</u>	
(A)	Council is recommended to extend the current grounds maintenance contract for a further period
(B)	The length of a contract extension be determined, taking into account the risks of a longer period against the greater financial benefits, and in the context of the Council's Medium Term Financial Plan objectives.

1.0 Background

- 1.1 The grounds maintenance contract was tendered for a period of 6 years and nine months. It terminates at the end of December 2013. Provision was made for a possible extension of up to 7 years.

1.2 The contract covers the majority of routine grounds maintenance work on East Herts Council's land including:

- amenity area grass cutting on verges and open spaces
- the care of ornamental fine turf and sports facilities, including bowling greens, sports pitches and tennis courts
- hedge maintenance
- shrub bed maintenance
- planting and maintenance of annual bedding schemes
- maintenance and inspection of ditches, ponds and watercourses
- Litter picking on verges and open spaces
- Emptying of litter and dog waste bins on open spaces
- weed control including cleansing of paths, car parks and internal roads on open spaces
- maintenance and inspection of children's play areas and equipment

1.3 Grass cutting, shrub and hedge maintenance is also carried out on highway verges (under contract to Hertfordshire County Council) and in social housing estates on behalf of Riversmead Housing Association.

1.4 An Environment Scrutiny Committee Task & Finish Group was set up in August 2012 to undertake a review of the Grounds Maintenance Contract and the implications of either extending the current contract or re-tendering, with a view to providing recommendation to the Council on which way to proceed.

1.5 A presentation was given to Environment Scrutiny Committee on 11 September 2012 to explain the structure of the contract and confirm the approach being taken by the Task and Finish Group.

2.0 Report

Aims and Objectives

2.1 The Task and Finish Group considered evidence that explored the performance of the Grounds Maintenance Contract and other information to help inform a procurement decision as the contract comes towards its end. At the initial meeting a process was determined that Members agreed would provide sufficient information to lead to a decision whether to retender or extend the contract.

Review Process

2.2 The process was designed to answer the following questions:

- What are the cost, timescale and other implications of retendering the contract?
- Has the current contract performed satisfactorily?
- Does the current contract offer value for money?
- How does the current cost of the contract compare to the market given the recent changes in the economic climate?
- Is the incumbent contractor able to offer any financial, productivity or developmental incentives to seek retention of the contract for a further period?
- Are the standards of maintenance set out in the existing contract still relevant and delivering customer satisfaction?
- Does the current contract specification deliver an enforceable and effective tool for contract management?
- Are our partners satisfied with the performance of the existing contract?

2.3 The process agreed to deliver answers to these questions was to:

- Analyse performance indicators and audit systems designed to monitor the performance of the contract.
- Analyse corporate customer surveys and data from the Environmental Services Customer Enquiry system (Mayrise) to gauge levels of satisfaction and complaints.
- Undertake market research to establish whether tendered prices are still competitive and whether savings from a new contract would outweigh the cost of re-tendering.
- Consider whether the incumbent contractor is prepared to extend the contract and under what terms.

- To hold discussions with partners and seek feedback on their overall view of contract performance and to review previously recorded feedback throughout the life of the contract. Also to establish whether partners wish to continue with the contract beyond the existing term or make separate arrangements for the provision of services to their customers.
- To review any information that may be available from benchmarking groups that would provide comparisons with other contracts.
- To review the contract standards to ascertain whether they still meet the Council's objectives for this service.
- To review officers' experience of managing the contract using the existing specification.

Review Findings

2.4 The performance indicators and audit systems analysed as part of this review indicate that the contract has consistently delivered the required standards of maintenance. A broad and robust audit inspection carried out on a weekly basis captures the level of defects both geographically and according to work type. There have been no significant problems either with individual areas of the district or with particular types of operations. For instance, the unusually high rainfall across the summer months this year has resulted in prolific grass growth. The contractor has dealt with this by employing sufficiently well equipped and trained staff to cut grass to the expected standard without adversely affecting performance in other areas such as shrub pruning or litter picking. Environmental operation's contract performance, including the Grounds' Maintenance Contract is scrutinised by Environment Scrutiny every year at its June meeting. These reports show a trend of improving performance since the start of the contract in 2007.

2.5 Levels of enquiries and complaints are closely monitored through the Environmental Services Customer Enquiry and Contract Management system (Mayrise). All enquiries including those by telephone, email and post are carefully logged and dealt with. The information gathered is analysed and complaints validated to determine whether they indicate a failure by the contractor. Some complaints relate to issues that customers have concerns about but that are not the responsibility of the contractor. (e.g. the work of

another contractor; land or functions that are outside the Council responsibilities). The numbers of complaints which are attributed to the contractor have remained low throughout the contract when compared to performance experienced with the previous contract. Whilst the nature of complaints often relates directly to seasonal changes in the weather, there have been no periods of failure linked to any specific operations. This has indicated that resources have been adequate and evenly committed. The level of validated complaints has remained consistently well below the level expected and allowed for under the contract.

- 2.6 The Task and Finish Group considered the Agency Agreement with Hertfordshire County Council for verge maintenance which is carried out under this contract. Hertfordshire Highways stipulates lower standards for grass cutting for its verges as they deem the cuts to be for safety reasons not for visual amenity. It would allow its grass to get to 150mm (urban) or 250mm (rural) depending on the location – which is much higher than East Herts Council (EHC) sets for its amenity land. The Council has previously made the decision to have all the grass cut to the better standard (shorter grass) and so pays for the additional work to be done (a top-up). This is the approach taken by district and borough councils across Hertfordshire.
- 2.7 Currently the income received from Hertfordshire Highways for core works under the agency agreement is £172,400 per annum. The implications of not continuing with the top-up to provide residents with an acceptable ‘amenity’ standard are the prospect of a significant increase in complaints. There would also be an inconsistent standard of grass cutting between verges owned by the County and EHC in the same housing estates. Evidence based on the period in 2006/7 when a previous contractor was ‘failing’ and the grass was not being cut to the better standard shows that this provoked over 2000 complaints per annum. This level of complaints has resource implications not only for dealing with customers and managing the contract but it also delays progress on other projects and has an adverse affect on the Council’s reputation. For these reasons the Task and Finish Group felt that in principal the top-up arrangements should continue with the proviso that contributions from the Council remain at the previously agreed level.
- 2.8 Overall satisfaction with the Council has been measured in recent years through the biannual Residents Survey which include our customer’s views relating to the upkeep of parks and open spaces.

The 2011 survey showed that 7 in 10 residents were satisfied with various services including parks and open spaces which was rated at 74%. This was set against results which showed that more than a fifth of residents were dissatisfied with some services such as local transport information. When asked "Thinking generally, which of the things below would you say are most important in making somewhere a good place to live." 30% of respondents included parks and open spaces. When asked "Thinking about this local area, which of the things below, if any, do you think most need improving?" only 8% chose parks and open spaces. The Priority Analysis Summary which reflected responses to a range of services thus grouped parks and open spaces together with only three other areas of provision as "More Important / Least Needs Improving" indicating that this area of the Council's services is one of its key strengths. Whilst some of this success relates to overall parks improvements developed through both external and Council funded capital projects, it also suggests that the parks and open spaces across the district are maintained to a good standard through the Grounds Contract.

- 2.9 A company specialising in helping local authorities to procure environmental contracts was commissioned to undertake specific market research as part of this review. Their brief was to assess whether the contract is giving good value for money from a financial perspective and if the Council would be likely to achieve savings if the contract were retendered in 2013. The work required that they must have access to an existing database of market prices for similar contracts to compare to and that the data used must be no more than 3 years old. The comparison authorities had to be of a similar size and character to East Herts operating a similar maintenance specification. The result of this assessment was that the contract is giving good value in financial terms and that retendering is unlikely to achieve significant savings at this time. They advised that the Council might seek to obtain efficiencies through the negotiation of an extension. In particular it was noted that the Council might seek to negotiate a change to contract indexation, which is currently based upon the Retail Price Index (RPI). This is no longer considered by Government or the public sector to be an accurate measure of inflation.
- 2.10 At the request of the Task and Finish Group, Officers have undertaken extensive negotiations with the existing contractor to consider opportunities for efficiency improvement that will deliver financial and non-financial benefits.

2.11 The following have been proposed as the contractor's final offer in the event of an extension.

- Year on year guaranteed savings depending on the length of the extension period (see section 2.20).
- A commitment to help the Council reach its long term commitment of reducing carbon emissions by 25% by 2020
- Better incentivisation of staff to communicate a wider range of observations on the ground, from alerting the Council to trip hazards to the fine tuning of specialist pruning activities. This should help to reduce unforeseen risks to the public and to ensure that operatives are even more encouraged to take pride in their work and to deliver the best possible service
- Improved interaction with community groups enabling local residents involved in Friends of Parks groups for instance to benefit from a more direct service from the contractor relating to on the ground tasks and to have greater opportunity to refine the specific delivery of grounds care in their own parks
- Capital investment into new equipment to ensure that new developments in the industry are utilised in the contract and that machinery is always in good condition and operating to its full potential
- Developments to improve colourful flower displays in a sustainable way such as perennial and annual seed mixes used at prime locations. These require less water than traditional bedding and have been received well by customers in other authorities
- Expanding the number of staff involved in the Community Safety Accreditation Scheme to help support the work of the local police and the Council's own enforcement officers
- Helping to promote healthy activities on open spaces with new running tracks to encourage physical fitness
- Further developing initiatives to improve staff qualifications and to employ people through their apprenticeship scheme

The contractor considers a three year extension to be the minimum period of time needed to enable a significant saving to be offered, while maintaining and protecting the high level of service delivery that local residents and communities expect.

2.12 The review sought feedback from the major partners who commission work through the contract. Officers have met the new senior highways staff now covering East Herts some of whom have worked with the Council previously offering an element of continuity. The Agency Agreement provides grounds maintenance to highway verges across the District with the exception of the A

roads and the B1000. Hertfordshire Highways have confirmed after a brief period of negotiation around the price that they would like to continue with the current Agency Agreement arrangements whether the contract is extended or retendered. It was made clear that if the contract were to be retendered, the costs would be reassessed according to new rates. Under an extension the charges would remain as they are. It was acknowledged that both the County and the District Council benefit from the continuity of a good standard of maintenance across the district in terms of customer satisfaction and the minimisation of complaints. This commitment to continue working in partnership with the Council provides surety to a decision to extend. The Highways element of the contract accounts for 25% of the value and so might attract contractual claims were it to be omitted from the contract on the grounds that the contractor's income in relation to the tendered Bill of Quantities would reduce.

2.13 Senior Managers from Riversmead Housing Association confirmed they are generally satisfied with the performance of the contract. They would like to continue with the current arrangements under a contract extension and would be pleased to be a named party as an option in any future retender. They expressed confidence in the Council to develop a real opportunity to further improve customer satisfaction. This is a particular focus for their organisation at present. It would involve working more closely together to understand the specific needs of their customers and to ensure that any limitations of service delivery are understood. Where customer expectations seek improvements that are outside the current arrangements, Riversmead would like to explore making more proactive use of the additional schedule of rates works that can be offered. It would also like to work more closely with officers to benefit further from their expertise, developing Riversmead's in-house capabilities in areas such as contract management and the use of mapping systems.

2.14 South Anglia Housing Association (part of the Circle Group) currently makes its own arrangements for the grounds maintenance of its housing estates. It is satisfied with its current contract, which runs until 2016. It has advised that it may consider a joint contract with East Herts in the future if this could be demonstrated to deliver its financial and customer services objectives. Whether the Council decides to extend or re-tender the contract, officers will work with South Anglia to ensure that there is a co-ordinated approach to grounds maintenance and opportunities for joint working are considered as they arise.

- 2.15 Information gathered through the Hertfordshire Association of Cultural Officers (HACO), Environmental Sub Group has been considered by officers as part of this review but has not been found to be relevant in determining specific performance of the contractor. Some data is available to compare general contract rates between participating authorities but these are not sufficiently recent to provide meaningful results for this review.
- 2.16 The review has considered the current contract standards and specification with considerable exploration of the service delivered through the current arrangements. The Task and Finish Group notes that minor changes to grass cutting standards would have little or no effect on price, however significant changes to standards would be likely to result in significant public dissatisfaction. On the basis that these provide a satisfactory level of service delivery to customers, it is recommended that the specification is not altered within any extension of the contract.
- 2.17 Officers have offered their own evidence from contract monitoring data for consideration as part of the review. They have confirmed that the incumbent contractor has operated in an honest and reliable way demonstrating a crucial understanding both of the importance of customer care and of staff training to deliver horticultural quality. They refer to some notable contract improvements brought about by John O'Conner as part of this effective working relationship:
- The introduction of regular meetings between client inspection team and contractor's staff
 - Joint auditing of health and safety and management procedures
 - A partnership approach to In Bloom and Green Flag development.
 - Installation of tracking devices on vehicles.
 - Installation of inclinometers on grassing cutting machinery to minimise risks on slopes.
 - Sourcing plants from peat free suppliers.
 - Training staff to NVQ standards and introducing an apprenticeship scheme.
 - Play area inspections recorded on database and input from personal digital assistant (PDA) handheld computers on site.
 - Customer calling cards to leave in the event of any problem on site.
 - Proactive use of shrub manual (annual audit of beds) to inform winter additional works.

- Assisting client to develop a programme of works to maintain and develop woodland/scrub areas that were not initially included in the schedule of rates
- Developing maintenance regimes to help secure Green Flag accreditation

Officers concluded that they would approach a recommendation to extend the contract with confidence that services could not only be maintained at their current high level but that they could be further improved.

Summary

2.18 The evidence concludes that the contract delivers value for money and predicts that there would be no benefit to the Council or its customers in retendering the contract given that the contractor's proposed enhancements are accepted.

2.19 Performance of the incumbent contractor has improved significantly in comparison with the previous contract and shows consistent levels of improvement throughout the period of the contract to date. The evidence from partners and officers demonstrates that the contract provides a service to the Council's customers that meets their expectations and is to a standard that delivers its corporate objectives; for maintaining the standards of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.

2.20 The financial benefits to the Council from an extension offering a real reduction in base budgets are as follows:

- Option 1 presenting a 5 year extension offering a saving of £50,000 per annum or
- Option 2 suggesting a 3 year extension with savings of £22,000 per annum.
- A change of the existing annual review mechanism from the Retail Price Index (RPI) to the Consumer Price Index (CPI). John O'Conner would accept a change to CPI but, to limit the risk to them, this would be capped at a maximum difference between the indices of 0.4% either way in the event of a 3 year extension. With a 5 year extension John O'Conner would offer to change the index to CPI without any cap. To clarify; John O'Conner have estimated that £8,000 is the maximum average saving per annum for the Council based on their forecast of the expected difference

between the two indices over the extension period based upon a difference in rates of 0.4 percent compounded.

- The estimated one off cost of retendering a contract is in the order of £60,000 including both officer time and external support. The process involves a 12 month programme of work. There is therefore a “cost avoidance” benefit to an extension by increasing the number of years before this expenditure is required.

2.21 On this basis it is concluded that the value of retaining continuity, a proven quality of service, the interests of our current potential partners and the financial and service improvement benefits of an extension outweighs the potential benefits of retendering the contract.

2.22 It is proposed that the Executive be asked to consider which of these options (3 years or 5 years) is preferred in the context of the Medium Term Financial Plan. The longer extension period delivers greater financial savings, but in the context that it increases the risk by limiting the ability to respond to a change in circumstances.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

Background Papers

Contract Performance – Environmental Operations (report by Head of Environmental Services to Environmental Scrutiny Committee on 26 June 2012)

Contact Member: Graham McAndrew –Chairman of the Environment Scrutiny Committee Task & Finish Group set up to undertake a review of the Grounds Maintenance Contract
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>Place <i>This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</i></p>
<p>Consultation:</p>	<p><i>As part of the process of undertaking this review there has been consultation Hertfordshire County Council and Riversmead Housing Association as the key partners that receive services under agency agreements as part of this contract. Officers have also consulted with Circle Anglia Housing Association as a previous and potential partner.</i></p> <p><i>The existing grounds maintenance contractor has been consulted about its willingness to extend the existing contract and the additional benefits this might deliver to the Council.</i></p> <p><i>The Task and Finish Group has considered consultation results on parks and open spaces from the last residents survey and customer complaints data in relation to this contract.</i></p>
<p>Legal:</p>	<p><i>Under EU and UK procurement law the Council may extend the Grounds Maintenance contract for a period not exceeding that stated in the original invitation to tender, i.e. up to 7 years.</i></p> <p><i>Should the Council determine to let a new contract from January 2014, the size of the contract requires that it be procured in accordance with EU procurement regulations and advertised in Official Journal of the European Union (OJEU).</i></p>
<p>Financial:</p>	<p><i>As part of the review process negotiations have been conducted with the current contractor to ascertain whether service benefits and financial savings could be</i></p>

	<p><i>achieved in the event of a contract extension.</i></p> <p><i>Paragraph 2.20 of the report describes the options if an extension were to be agreed.</i></p> <p><i>Option 1 – 5 year extension – would deliver a part year saving of £12,500 in 2013/14 and £50,000 per annum in the following years.</i></p> <p><i>Option 2 – 3 year extension – would deliver a part year saving of £5,500 in 2013/14 and £22,000 per annum the following years.</i></p> <p><i>These sums represent a real reduction in the Council’s base budget and therefore an ongoing contribution towards efficiency savings.</i></p> <p><i>For both options additional savings of up to £8,000 per annum may be achieved from 2014/15 onwards from a change to contract indexation (from RPI to CPI) subject to the levels of inflation for each indicator in future years.</i></p>
Human Resource:	<p><i>There are none for this report.</i></p>
Risk Management:	<p><i>It is important to note that although a longer extension period will deliver a greater financial benefits, this must be considered in the context that it limits the Council’s ability to significantly change its approach for a greater period. In the knowledge of the current uncertainties about the future of local government finance, these risks need to be carefully weighed and assessed against Medium Term Financial Plan Objectives.</i></p> <p><i>Should the Council decide not to extend the contract there is a risk that a tender process could deliver higher prices to deliver the same service levels.</i></p>

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY – 13 NOVEMBER 2012

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

2012/13 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a mid-year summary of the council's achievements against its priorities for 2012/13 and details those service plan actions that require a revised completion date or have been suspended. This report also monitors the outstanding four service plan actions from 2011/12, which are detailed in Essential Reference Paper "D".

<u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY: That:</u>	
(A)	The progress against the Council's priorities and the revised completion dates, suspensions and deletions against 2012/13 Service Plan actions and 2011/12 Service Plan actions be received; and
(B)	The Executive be advised of any recommendations.

1.0 Background

- 1.1 The 2012/13 Service Plans were scrutinised by the Joint Meeting of Scrutiny Committees held on 14 February 2012 and approved by the Executive at its meeting on 6 March 2012.
- 1.2 Service plan reports are exception reports. To help focus scrutiny discussion, Officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.

- 1.3 This report covers the period 1 April to 30 September 2012 for the following services:
- Customer Services and Parking (in relation to Parking only)
 - Environmental Services
 - Planning and Building Control
- 1.4 In addition, four actions from the 2011/12 Environment Services Service Plan had revised completion dates for after 31 March 2012 and these will form part of the 2012/13 monitoring process.

2.0 Report

- 2.1 In total, there are 30 actions in the 2012/13 Service Plans, of which:

13% (4) have been achieved

60% (18) are on target

13% (4) have had their completion dates revised.

3% (1) has been suspended.

10% (3) have been deleted because they are no longer appropriate. They were:

- 12-ES02 – Investigate the potential for extending joint working and shared services with neighbouring authorities in the areas of pest control and animal services with the objective of improving efficiency and resilience
- 12-ES04 – Review of Environmental Crime enforcement procedures.
- 12-ES19 – Community Asset Transfer of Presdales Recreation Grounds

- 2.2 In total, there are 4 actions from the 2011/12 Environment Service Plan which were still outstanding, of which:

50% (2) have had their completion dates revised.

25% (1) has been suspended.

25% (1) has been deleted as the activity has been superseded by an action in the 2012/13 service plan. The action deleted was:

- 11-ES05 – Undertake a review of the Parks and Open Spaces Strategy and Action Plan in 2012.

- 2.3 An overview of all council achievements by Corporate Priority for 2012/13 are detailed in **Essential Reference Paper “B”**.
- 2.4 **Essential Reference Paper “C”** details 2012/13 Service Plan actions that have had their completion dates revised or have been suspended. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2012/13 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent (www.covalentcpm.com/eastherts).
- 2.5 **Essential Reference Paper “D”** details all the outstanding 2011/12 service plan actions. For ease of reference, these have been categorised by Corporate Priority based on the 2011/12 set.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

Background Papers

2012/13 Service Plans report to Executive on 6 March 2012.

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	There are no specific consultation implications arising directly from this report.
Legal:	There are no specific legal implications arising directly from this report.
Financial:	There are no specific financial implications arising directly from this report.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.

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Telling the Story – An overview of achievements by Corporate Priority up to 30 September 2012:

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities</p>	<ul style="list-style-type: none"> • Provided £17,790 in grants for 67 Jubilee Street parties. The grants were given towards the costs of organising events that would bring people together in a fun, friendly way, and contribute to a sense of community and neighbourliness. Groups ranged from community centres, residents’ associations, village hall committees and parish councils to groups. (12-CE03) • Welcomed the Olympic torch in East Herts, which came through Hertford, Ware and Bishop’s Stortford. (12-CE03) • Held a successful and well attended annual Parish conference in Much Hadham for all parishes. • Joined Twitter and re-launched our Facebook page with usage growing and member social media training delivered. Currently 1,330 followers on Twitter. (12-CE09)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey</p>	<ul style="list-style-type: none"> • Retained the Investors in People award (IiP) which recognises how the council helps staff to deliver improvements. During the four day assessment randomly selected staff were interviewed. The independent assessor found many areas of excellent practice and some areas where the council could do more and improve. An action plan has been drafted to address the areas for improvement. • Worked with the Community Voluntary Service to allocate £25,000 for fun free activities for children and young people aged between 5 -19. A total of 25 grants. For the first time, Hornsmill Community Centre in Hertford hosted two activities and Child UK run its popular Play and Teen Rangers scheme in local playing fields. Bedazzle Projects in Bishop's Stortford had a pop school for children with special needs. Towns and villages, including Standon and Puckeridge, Benington and Stanstead Abbots also received some of the funds. • Everyone Active, the organisation that manages East Herts Council's pools and gyms, won a top industry award. Voted by the residents who visit the leisure centres in East Herts and there other venues across the country. Everyone Active won the Leisure Operator of the Year award for the third year at the annual FLAME Awards, run by the Fitness Industry Association (FIA). • Installed a new Infreemation system to help us meet our target of delivering at least 85% Freedom of Information (FOI) requests within 20 days. This system makes the FOI process more accessible within the Council and helps to improve the overall management of requests. FOI performance exceeded 90% in 20 days in August 2012. (12-CPS03)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to</p>	<ul style="list-style-type: none"> • Joined an online system making it easier for households wishing to join the East Herts Council Housing Register to apply for accommodation to do so, to view their assessment in more detail and update changes. A link at HomeOption takes applicants straight to the online form. It also explains what information they will need in order to register and how to contact the Council if they want advice in completing the form. • Worked with Hertfordshire County Council, voluntary and community sector services to develop an integrated approach to engage more with older people forums to help strengthen their preventive role and achieve a wider range of health and wellbeing outcomes for this older community. • Allocated funding to Shopmobility, in partnership with Skill Ltd to help people with disabilities to continue to get around the town centres independently. According to the charity, Shopmobility boasts 471 registered members and over June and July this year, the service averaged 38 hires of electric scooters, manual and powered wheelchairs per week. All trips are free to registered members who come from Bishops Stortford and surrounding villages. • The council's Housing Strategy was agreed by Council on 26 September 2012 and is now published.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Continue to review the council's assets and the best way to manage them</p>	<ul style="list-style-type: none"> ● Reviewed ownership and management arrangements for: <ul style="list-style-type: none"> ➤ Ware Drill Hall – asset transferred to a community group ➤ Scotts Grotto – retained current arrangements with Ware Society as this was the best management option ➤ Hornsmill Community Centre – provided support
	<p>Objective: Ensure the sustainability of Hertford Theatre and explore possibilities for the theatre to be administered through a community trust.</p>	<ul style="list-style-type: none"> ● Hertford Theatre completed its first full year since re-opening (previously Castle Hall). The Theatre has quickly become a vibrant and successful artistic and community hub. Success against the business plan and its growing cultural offer was acknowledged by the council's Scrutiny Committee in August 2012.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Reduce waste sent to landfill by increasing our recycling rate to more than 50%.</p>	<ul style="list-style-type: none"> • Launched SURGE – a promotion scheme designed to improve the amount of waste recycled and a decrease the amount sent to landfill, the campaign particularly targeted low performing areas based on the average amount recycled per round. The impact of the campaign will be measured in a number of ways: <ul style="list-style-type: none"> • Increase in weights of recycling • Requests for additional containers. • Anecdotal information about the collection crews experiences and feedback from residents. <p>Recycling performance to date has increased slightly from 52.13% in August 2011 to 52.61% in August 2012.</p>
	<p>Objective: Reducing the carbon dioxide emissions from our own operations by 25% by 2020.</p>	<ul style="list-style-type: none"> • Herts Sustainability Forum (HSF) has been established and has set up a Local Nature Partnership (LNP) which has been accredited by the Government. The HSF has also set up a Member working group to look at how to progress the Governments new framework for dealing with fuel poverty (known as the 'Green Deal'). Officers will report to East Herts Council's members once this work has been completed. The HSF is currently reviewing its priorities and has agreed to fund an awareness campaign covering a range of environmental matters. (12-ES17)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Sustain the percentage of residents who are satisfied with our parks and open spaces.</p>	<ul style="list-style-type: none"> • Raised awareness and use of open spaces by holding a 'Love Parks' week, at Southern Country Park which had an Olympics theme and 'Meet the Animals' events at Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles. These events attracted around 1000 visitors and positive feedback was received. Other activities have included 'The Big Dig' and a 'History Walk' with Friends of Pishiobury Park and Foxholes (Hertford) woodland walk. (12-ES05)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing</p>	<ul style="list-style-type: none"> • Launched Operation Panther to combat anti-social behaviour and criminal damage across the whole of the area. The special operation, aims to deter young people from engaging in anti-social or criminal behaviour, initially just operated in Bishop's Stortford, Sawbridgeworth, Buntingford and the surrounding rural areas. It now covers the whole of East Herts. Working in partnership with the local police and housing associations the Council is able to take positive action against anti-social behaviour, criminal damage and repeat offenders. Since March 2012 181 young people have been given Operation Panther forms of which 150 young people have not come to the police attention again since receiving their first Operation Panther letter (82% success rate) and 31 young people are on their second letter. 5 young people have had home visits by their local officer where anti-social behaviour has been explained and diversionary activities offered. Overall anti social behaviour has reduced by -36.24% in East Herts in the last year (comparison between 1 April – 18 October 2011 against 1 April – 18 October 2012). • Contributed, as part of the East Herts Community Safety Partnership, to the hosting of FREE activities for young people aged 11-19 during the summer holidays. Since 2009, 3075 young people have attended these summer activities and just under 10% have achieved a accredited outcome from Youth Connexions and crime during these activities has fallen.

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing (continued)</p>	<ul style="list-style-type: none"> • Issued all our Civil Enforcement Officers (CEO) with bodycam. The bodycams will not be used as part of the ordinary parking management and enforcement process. Instead where there has been a verbal or physical attack on a CEO, footage may be used for evidential purposes and also where it may help in resolving a complaint from a member of the public. • Removed over 100 graffiti tags in Hertford in partnership with the Probation Service Community Payback scheme, whose teams have helped us remove the graffiti.
	<p>Objective: Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.</p>	<ul style="list-style-type: none"> • Approved a senior management restructure of three full-time Directors and the deletion of the Chief Executive post, to provide a more streamlined corporate team. An existing Director post has been redesignated to include many of the Chief Executive's previous functions and therefore by combining the two roles will save more than £100,000 annually. • Took robust action against fraud and to date have prosecuted 7 people, issued 2 administration penalties and 22 cautions. This means that the council is recovering a combined total of Housing Benefit/Council Tax Benefit overpayments of £176,510.36 against these 31 sanctions, plus the Department of Work & Pensions are recovering a further £30,954.43 in related benefits overpaid to the joint prosecution cases.

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Develop a practicable and pragmatic Parking and Transport Strategy and action plan which delivers integrated and value for money policies in respect to car parking, walking, cycling routes and vital bus routes.</p>	<ul style="list-style-type: none"> • Gave Apton Road car park a £100,000 makeover. The new design of the lower level makes it easier for motorists to circulate within the car park. The old surface, which was loose and prone to potholes, now has a smooth Tarmac topping, while new white lines clearly mark out the spaces and indicate entrance and exit routes. • Gave Hertford town centre car park a £600,000 revamp to make it more updated modern car park. Improvements included re-tiling, re-painting and the installation of anti-pigeon measures, as well as resurfacing. Also more spaces were created for blue badge holders. • Approved the district's first Parking and Transport Strategy on 4 July 2012. The strategy provides a position statement and a strategic framework to enable specific proposals to come forward later recognising the variety of transport and park challenges that the district is faced with. (12-CPS09) • Joined up with Sawbridgeworth Town Council to offer a free hour of parking, with the town council agreeing to underwrite the trial up to a maximum of £10,000. For an initial period of six months, until February 6 next year, motorists can park without charge for the first hour of their stay. In addition the cost of longer stays has been cut. It is hoped that this will encourage shoppers to the town and support local businesses.

<p>Priority: Prosperity</p>	<p>What we want to achieve</p>	<p>What we have done</p>
	<p>Objective: Increase the economic resilience of the market towns working with the local business community.</p>	<ul style="list-style-type: none"> • Awarded Markets Team of the Year award by the National Association of British Markets (NAMBA). Over the past year the team have introduced a range of new systems for the markets in Stortford, Hertford and Ware, including trader incentives and farmers' market. • Supported the exploration of a combined scheme for time limited pedestrianisation of South Street/Potter Street and creation of Shared Space focused around the South Street/ Station in Bishop's Stortford. The proposals were put forward by the Bishop's Stortford 2020 Group, as it was felt they could bring a number of benefits to the town, such as, improved pedestrian environment, improved street scene and walking opportunities and regeneration of the area in particular retail and commercial facilities. It was agreed further consultation be undertaken before it is recommended for inclusion in the Bishop's Stortford and Sawbridgeworth Urban Transport Strategy.



2012/13 Service Planning Report (April- September 2012 progress)

Place						
Reduce waste sent to landfill by increasing our recycling rate to more than 50%.						
Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
12-ES12	Implement food waste collection from difficult access properties	<p>Target: Food waste 'opt in' collection scheme in place for residents without bins</p> <p>Outcome: Improved range of services to difficult access properties resulting in reduction in waste sent to landfill</p> <p>Critical Success Factors: Staff resources; Take up by residents; Contractor commitment</p> <p>Environmental Impacts: Reduction in waste sent to landfill</p>	30-Sep-12		Revised Completion Date	April - September 2012. Project progressing. A new scheme has been developed and will be rolled out to 'difficult access' 143 properties, that cannot receive a normal brown bin collection, in the Autumn. This includes a 23 litre food waste bin and a 5 litre kitchen caddy and paper garden waste sacks. This will allow these residents to opt in to the ARC scheme. Action dated revised from 30 September 2012 to 30 December 2012.
Prosperity						
Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.						
12-ES01	Carry out a feasibility study to identify further opportunities for commercial business and income generation by the service within the available resources	<p>Target: Feasibility study complete</p> <p>Outcome: Proposals on income generation opportunities brought forward. Potential to increase income to support statutory functions</p> <p>Critical Success Factors: Staff resources; Support from legal services (powers and duties legislation); economic climate</p> <p>Environmental Impacts: Potential to improve pest control services to residents and businesses</p>	30-Sep-12		Revised Completion Date	April - September 2012. Project delayed due to reduced resources and other work priorities. Aim to complete by end of March 2013
12-ES14	Implement Business Process Improvement Recommendations for the delivery of remote and mobile working for field staff	<p>Target: Remote working IT systems and procedures in place and operational</p> <p>Outcome: Improved efficiency and speed of response. MTFP financial targets achieved</p> <p>Critical Success Factors: Staff resources; approval of IT Capital Programme; Support from IT Services and Customer Services</p> <p>Environmental Impacts: Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30-Sep-12		Revised Completion Date	April - September. Project progress but delayed due to availability of IT Services resources. Will be trialling hand held data capture devices with field staff in November/December. Revised from 30 September 2012 to 30 March 2013.
12-ES15	Provide business environment for remote and mobile working function within Environmental Services	<p>Target: New business processes in place</p> <p>Outcome: Real time data capture resulting in faster response to issues and complaints. Demonstrable efficiency gains</p> <p>Critical Success Factors: Staff resources; support from IT Services</p> <p>Environmental Impacts: Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30-Sep-12		Revised Completion Date	April - September 2012. Currently in the processes of upgrading service management system to allow access from remote working devices. Procedures will be developed once new systems are in place. Successful completion dependant on the allocation of sufficient IT Services resources. Revised completion date from 30 September 2012 to 30 March 2013.
12-ES16	Implement web based 'self service' systems and improve access to services for customers	<p>Target: Self service systems operational</p> <p>Outcome: Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p>Critical Success Factors: Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p>Environmental Impacts: Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	31-Mar-13		Action To Be Suspended	April - September 2012. Project suspended for 2012/13 as IT Services resources have been allocated to other corporate projects. Will review in 2013/14.

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Pride in East Herts

By 2013 - Sustain the percentage of residents satisfied with street and environmental cleanliness by increasing partnership working to maintain environmental standards.

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
11-ES01	Deliver completed management plans for major parks in consultation with stakeholders.	<p>Target: Management plans in place for the remaining major parks (Hertford Castle; Waytemore Castle; Hartham).</p> <p>Outcome: Clear direction and allocation of resources to meet local needs. Able to demonstrate local community involvement. Develop a consistent approach to producing Management Plans for the 40+ smaller parks and open spaces.</p> <p>Critical Success Factors: Staff resources. Support from the local community and external partners such as Groundwork Trust and CMS.</p> <p>Environmental Impacts: The development of parks considers environmental management, landscape and biodiversity implications.</p>	30-Sep-2012		Revised Completion Date	April - September 2012. Revised completion date. Substantial progress has been made at all three sites but due to other work priorities and the need for extensive consultation completion has been delayed. Hartham Management Plan is expected to be completed by the end of December 2012 and the two castle grounds sites by end of March 2013.
11-ES14	Review of Environmental Crime enforcement procedures.	<p>Target: Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime.</p> <p>Outcome: Review Environmental Crime Policies to ensure they are up to date. Improved service and customer knowledge of Environmental Crime and enforcement procedures via publicity, website improvements and customer service training.</p> <p>Critical Success Factors: Staff resources, Web and IT support. Support of external partners. Member support.</p> <p>Environmental Impacts: Reduction in Environmental Crime across the District.</p>	31-Jul-2013		Action To Be Suspended	April - September 2012. Project suspended pending Government implementing new legislation. To be revisited in 2013/14

By 2015 - Reduce by 25% the carbon dioxide emissions from local authority operations by 2020.

11-ES21	Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre.	<p>Target: Facility commissioned.</p> <p>Outcome: Exempla project. Production of sustainable energy and income generated from the sale of green electricity and feed in tariffs. Contributes to the enhancement of the town centre of Hertford.</p> <p>Critical Success Factors: Staff resources. Design and build of facility by Contractor. Support from the Council's Engineering and Property teams. Planning approval agreed.</p> <p>Environmental Impacts: Reduce Council's carbon footprint. Demonstration project for businesses in Hertfordshire.</p>	31-Dec-2012		Revised Completion Date	April - September 2012. Delays due to the quality of Environment Agency flood risk modelling data and the need for further work to achieve regulatory approval. However, planning application and Flood Risk Assessment submitted in September and proceeding with procurement (which will be subject to Planning and EA approvals). Revised from 2012 to 31 July 2013.
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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 13 NOVEMBER 2012

ENVIRONMENT SCRUTINY HEALTHCHECK – JULY 2012 TO AUGUST 2012

REPORT BY THE CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

WARD (S) AFFECTED: All

Purpose/Summary of Report:

To set out a report on the performance of the key indicators that relate to Environment Scrutiny for the period July 2012 to August 2012.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY	
That:	
(A)	The reported performance for the period July 2012 to August 2012 be received.
(B)	The Executive be advised of any further recommendations.

1.0 Background




1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period July 2012 to August 2012.



1.2 The report contains a breakdown of the following information by each Corporate Priority:

- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for August 2012 presented in detail (the most up to date available) with previous months summarised in a trend chart.

- 1.4 All Councillors have access to Covalent (the Council's performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team are able to provide support and training on using the Covalent system if required.
- 1.5 **Essential Reference Paper 'B'** Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper B has been sorted by status e.g. all performance indicators that are 'red' are listed first etc.
Essential Reference Paper 'C' Shows the list of Unit Cost performance indicators that are specific to Environment Scrutiny committee.

The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.

2.0 Report – Indicators grouped by Corporate Priority

Place

Performance analysis

- 2.1 **NI 157a – Processing of planning applications: 'Major' applications.** Performance was 'Red' for August 2012. Target not achieved with 2 out of 3 decisions taking longer than the target timescale. This was due to negotiations with applicants in relation to the details of their schemes.
- 2.2 **EHPI 2.1e – Planning Enforcement: Service of formal Notices.** Performance was 'Red' for August 2012. Target not achieved. Two notices served, these were both outside of timescale due to continued negotiations with appellant to try and secure compliance.
- 2.3 **NI 191 – Residual household waste per household** was 185kg for

the month of August. Although slightly up on performance for the same period last year, waste arisings can be prone to fluctuations but at present it is expected that they will be lower than originally anticipated.

2.4 **NI 192 - Percentage of household waste sent for reuse, recycling and composting** was 52.61% for the month of August. Dry recycling tonnage was on a par with July, whilst composting levels were lower. however as waste arisings level was lowest for year so far, performance improved slightly.

2.3 The following indicators were 'Green', meaning that the targets were either met or exceeded for August 2012. They were:

- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.
- EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste
- EHPI 2.23 – Planning decisions delegated to officers
- EHPI 218a – Abandoned Vehicles – % investigated within 24 hours
- EHPI 218b – Abandoned Vehicles – % removed within 24 hours of required time
- NI 157b – Processing of planning applications: 'Minor' applications.
- NI 157c – Processing of planning applications: Other applications.

Please refer to **Essential Reference Paper 'B'** for full details.

Prosperity

Performance analysis

2.4 The following indicators were 'Green', meaning that the targets were either met or exceeded for August 2012. They were:

- EHPI 6.8 – Turnaround of pre NTO PCN challenges
- EHPI 6.9 – Turnaround of NTO Representations

Please refer to **Essential Reference Paper 'B'** for full details.

UNIT COST INDICATORS

2.5 Each year the council publishes unit cost information as soon as it becomes available. Environment Scrutiny are asked to note the 2011/12 Unit Cost outturns detailed in **Essential Reference Paper**

'C'. These indicators are used by officers as a tool to help identify possible service efficiencies.

CONCLUSION

2.5 In conclusion Members are asked to:

- Note the performance indicator analysis for the period July 2012 to August 2012 in **Essential Reference Paper 'B'**
- Note the 2011/12 Unit Cost performance indicator analysis in **Essential Reference Paper 'C'**
- Agree the recommendations at the start of this report.

3.0 Implications/Consultation

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers:

- 2011/12 Estimates and Future Targets Report – Executive 6 March 2012.

Should members require any guidance notes or Performance Indicator definitions please contact a member of the Performance team in the contacts listed below.

Contact member:

Councillor Malcolm Alexander – Executive member for Community Safety and Environment.

Councillor Paul Phillips – Executive member for Economic Development.

Contact Officer:

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Report Author: Karl Chui – Performance Monitoring Officer
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karl.chui@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>Place <i>This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</i></p> <p>Prosperity <i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</i></p>
Consultation:	Performance monitoring discussions have taken place between Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.

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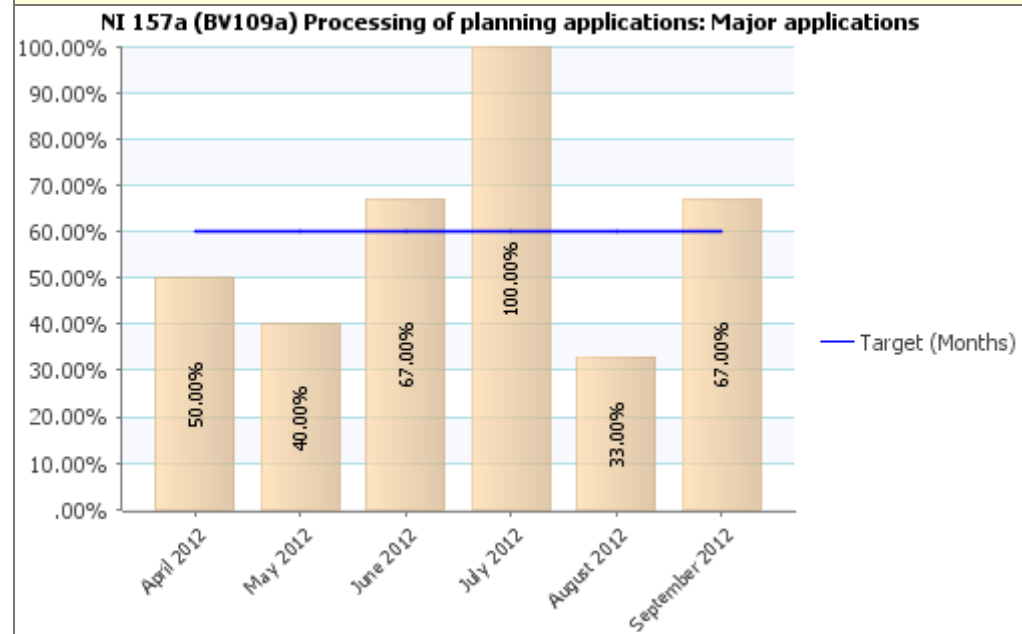
July to August Environment Scrutiny Corporate Healthcheck 2012/13

Traffic Light Red
Description Place

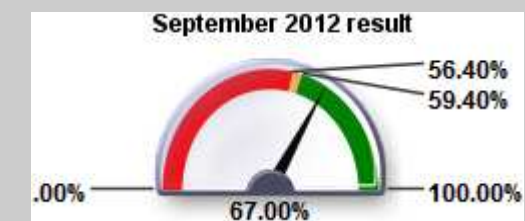
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
NI 157a (BV109a)	Processing of planning applications: Major applications		33.00%	60.00%		Target not achieved with 2 out of 3 decisions taking longer than the target timescale. This was due to negotiations with applicants in relation to the details of their schemes.	None

Trend Chart

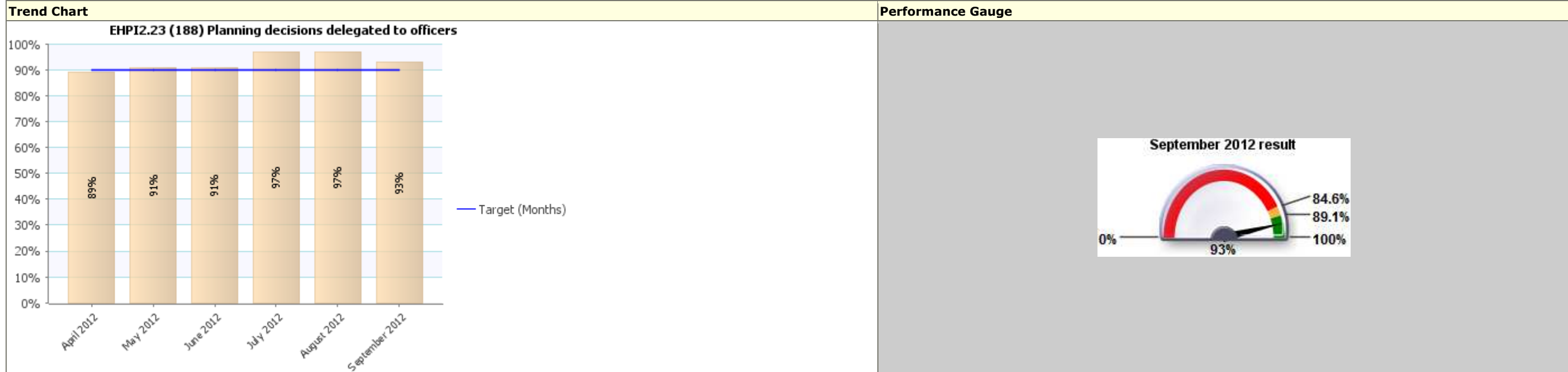


Performance Gauge

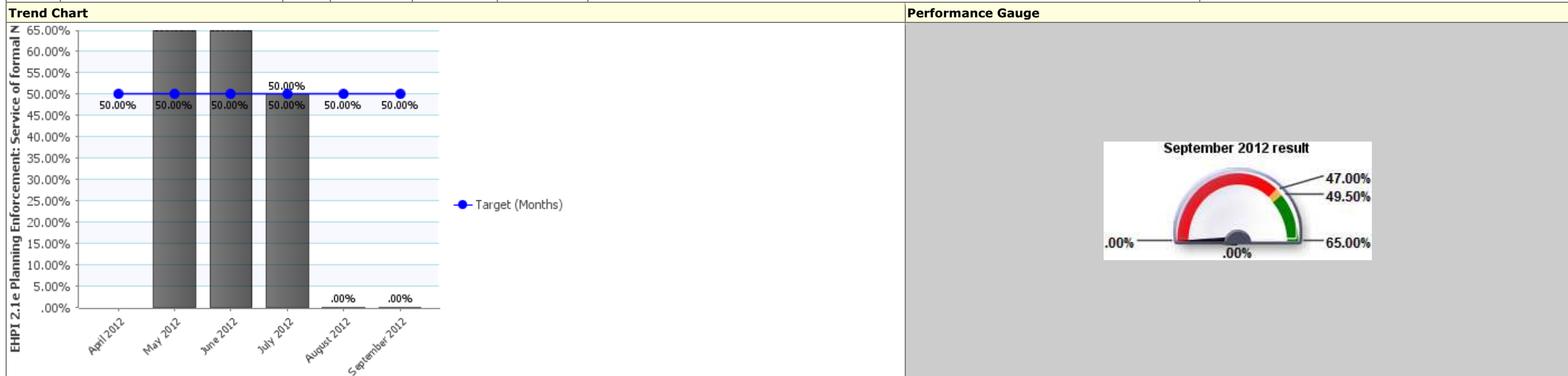


Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
EHPI2.23 (188)	Planning decisions delegated to officers		7%	90%		10 out of 138 decisions by committee	None



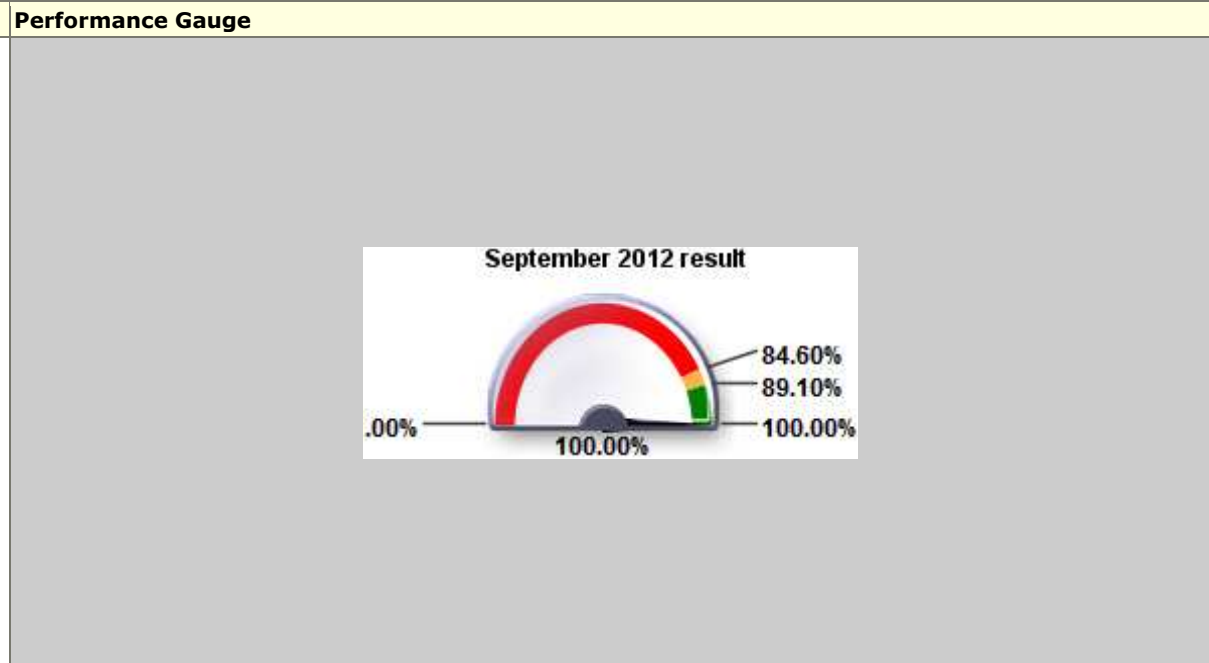
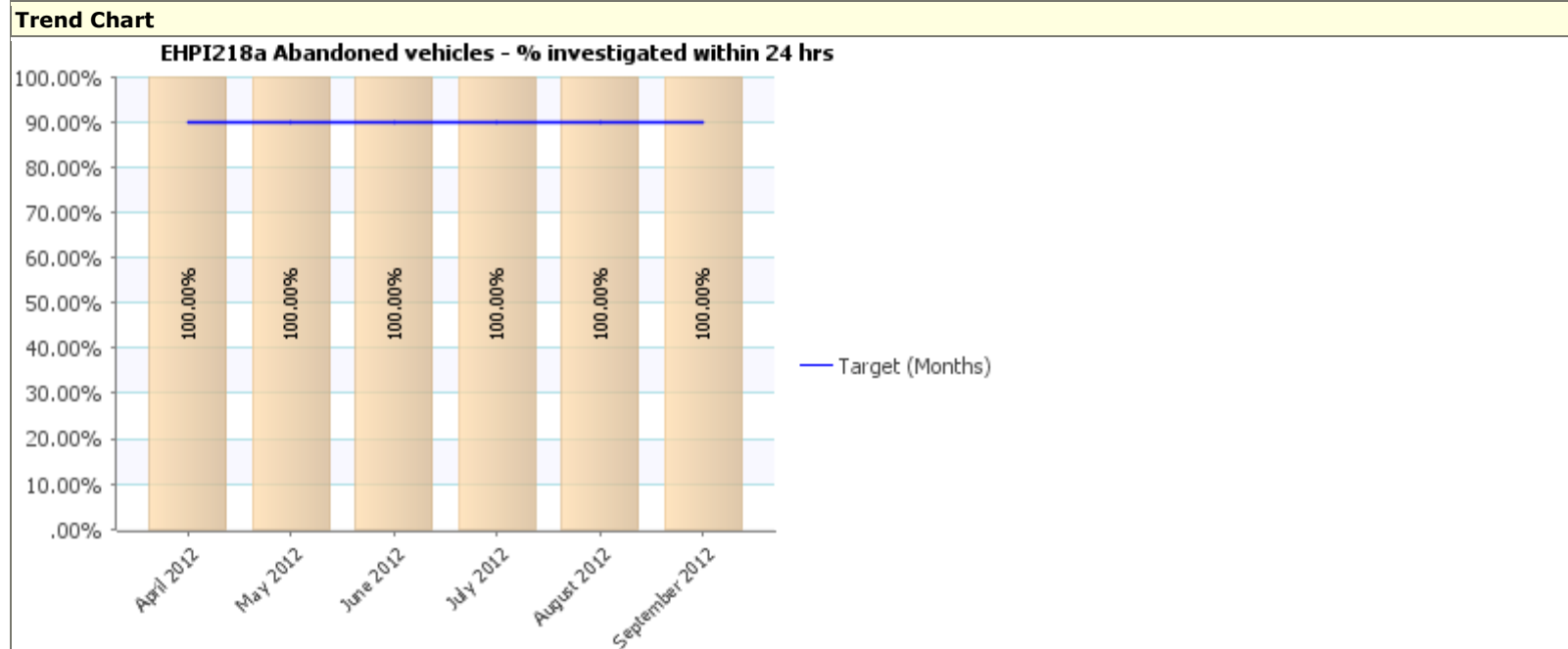
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		.00%	50.00%		Target not achieved. Two notices served, these were both outside of timescale due to continued negotiations with appellant to try and secure compliance.	None



Traffic Light Green
Description Place

Environment Services

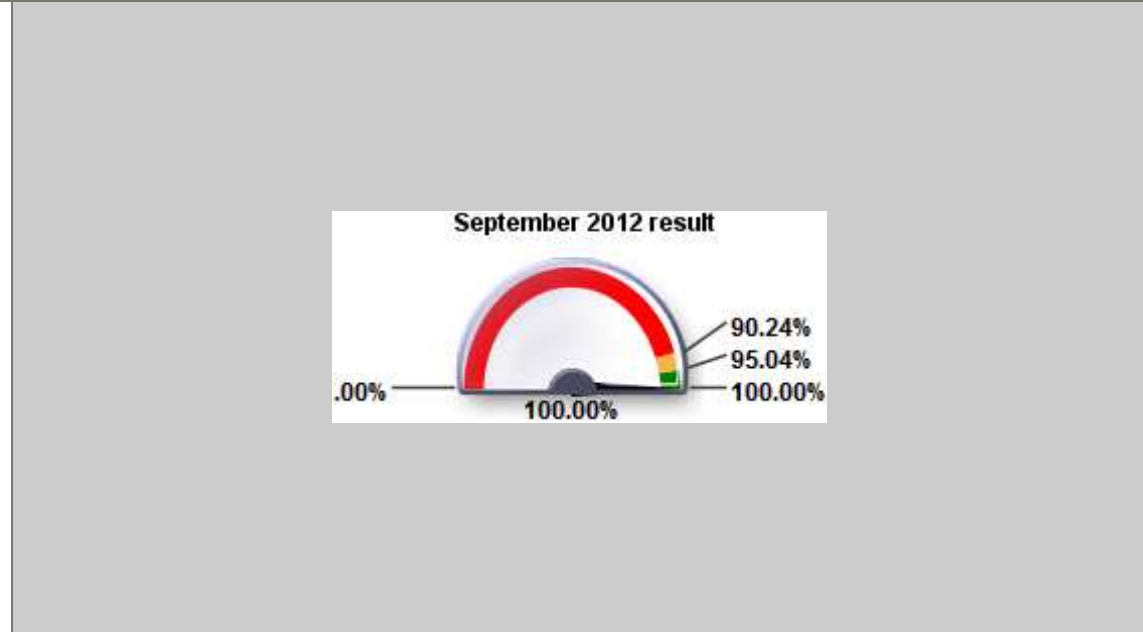
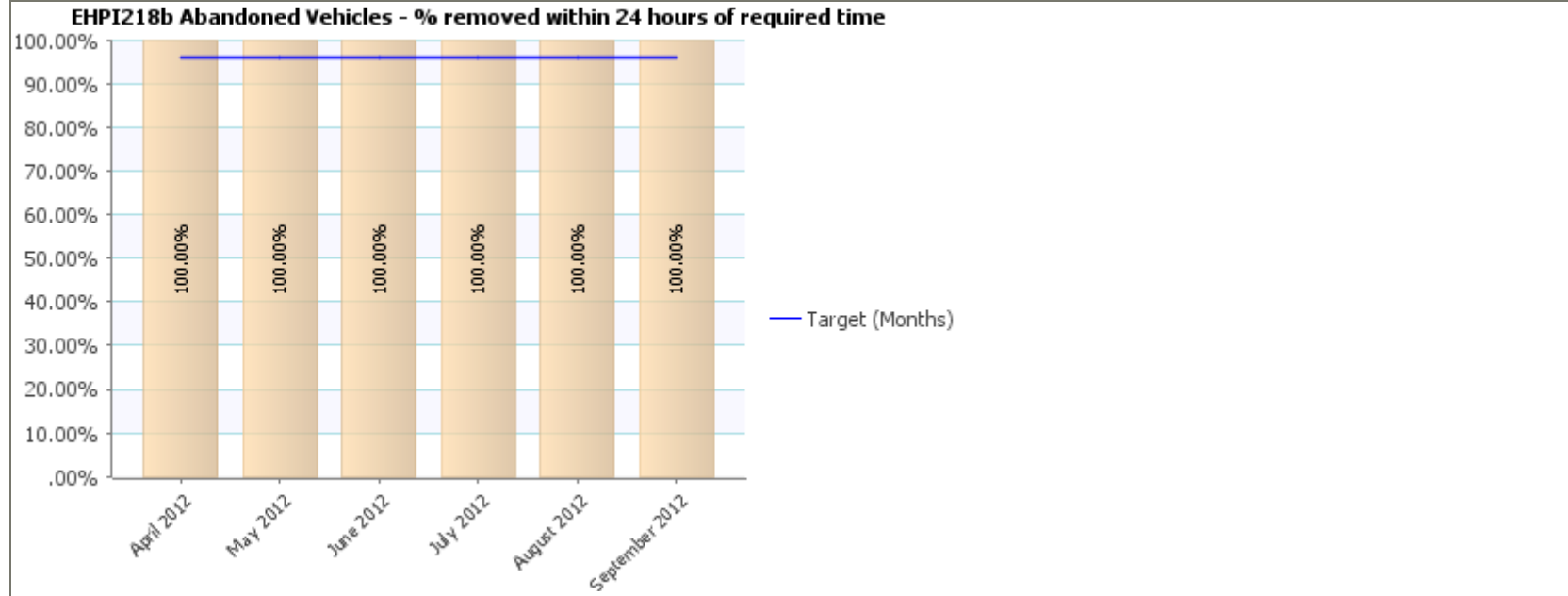
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
EHP1218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	90.00%		In August 8 vehicles were inspected as potentially abandoned, all within 24 hours of report.	None



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	96.00%		No vehicles were required to be removed this month.	None

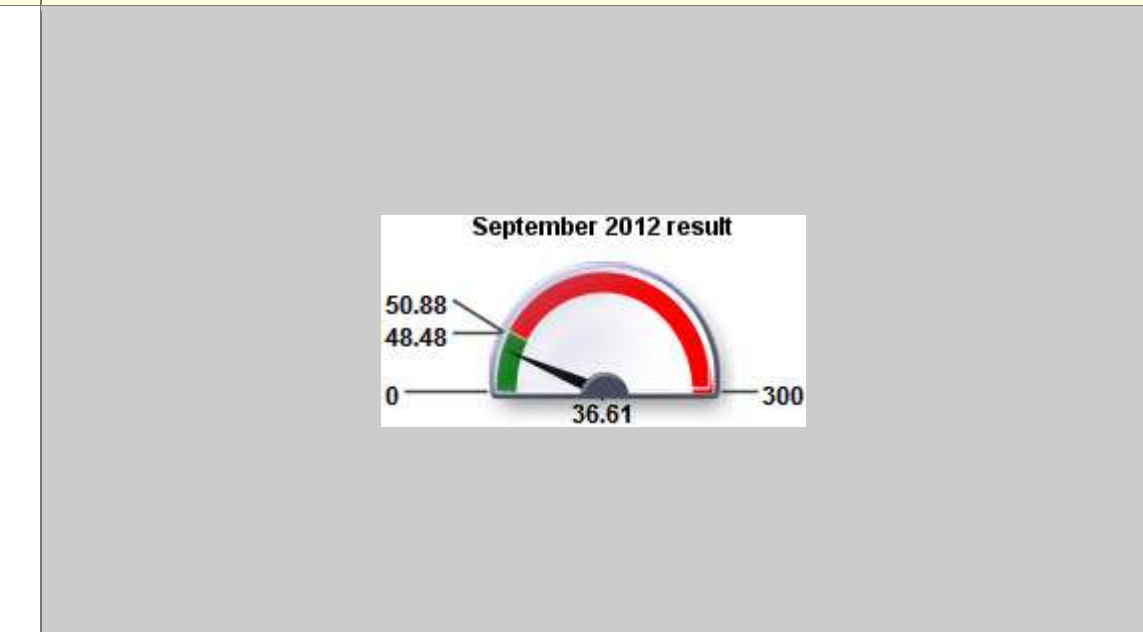
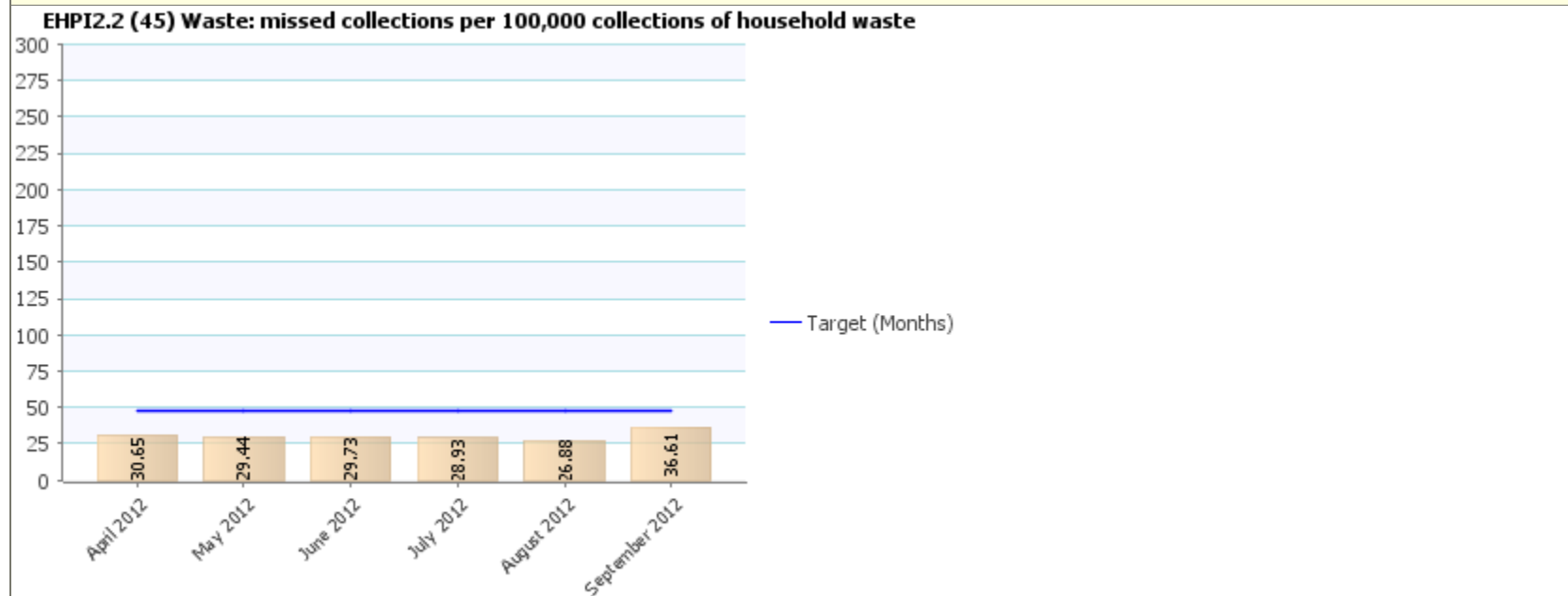
Trend Chart **Performance Gauge**



Environment Services

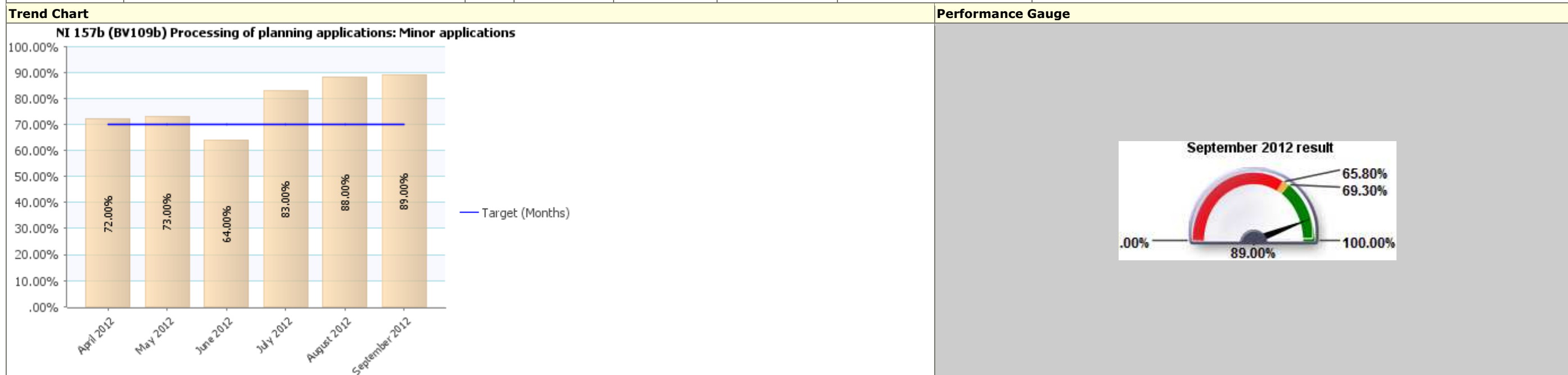
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		26.88	48		Best monthly performance so far this year. although all months have been better than target and better than last year now that the contract has settled down well.	None

Trend Chart **Performance Gauge**



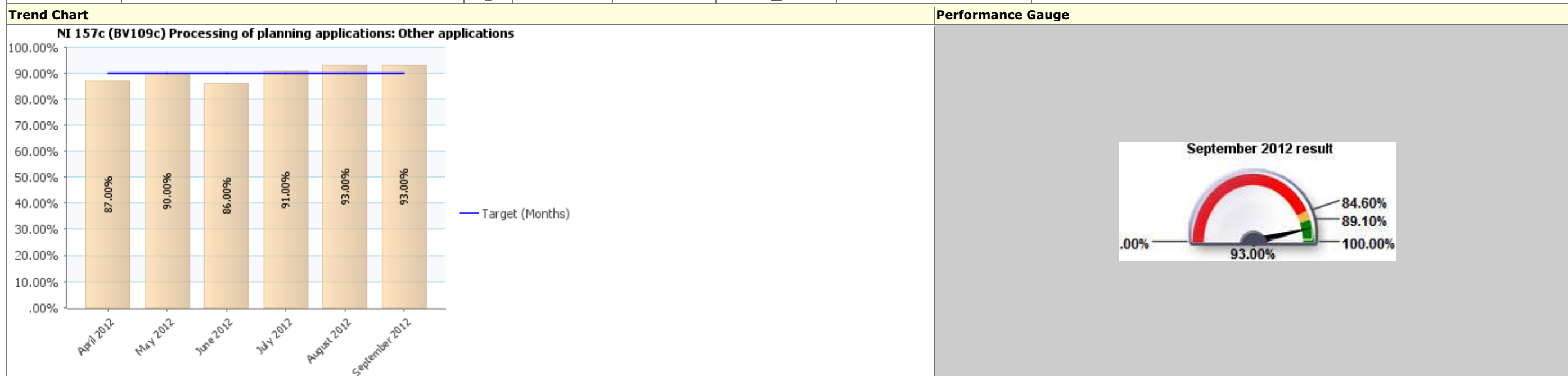
Planning and Building Control

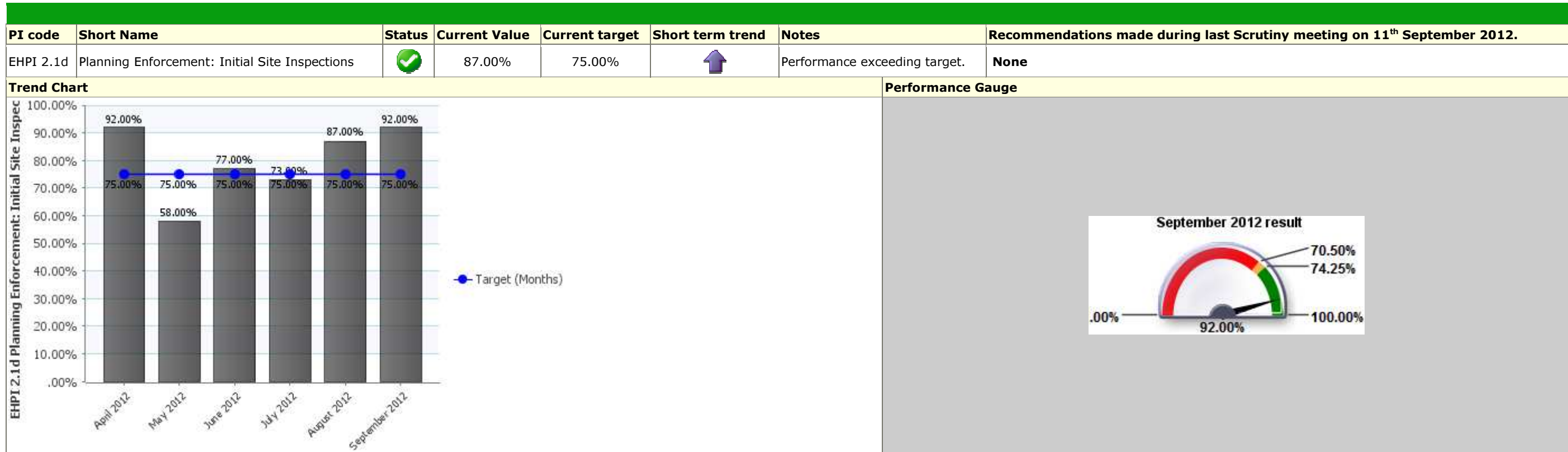
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
NI 157b (BV109b)	Processing of planning applications: Minor applications	✔	88.00%	70.00%	↑	Performance exceeding target.	None



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
NI 157c (BV109c)	Processing of planning applications: Other applications	✔	93.00%	90.00%	↑	Performance exceeding target.	None



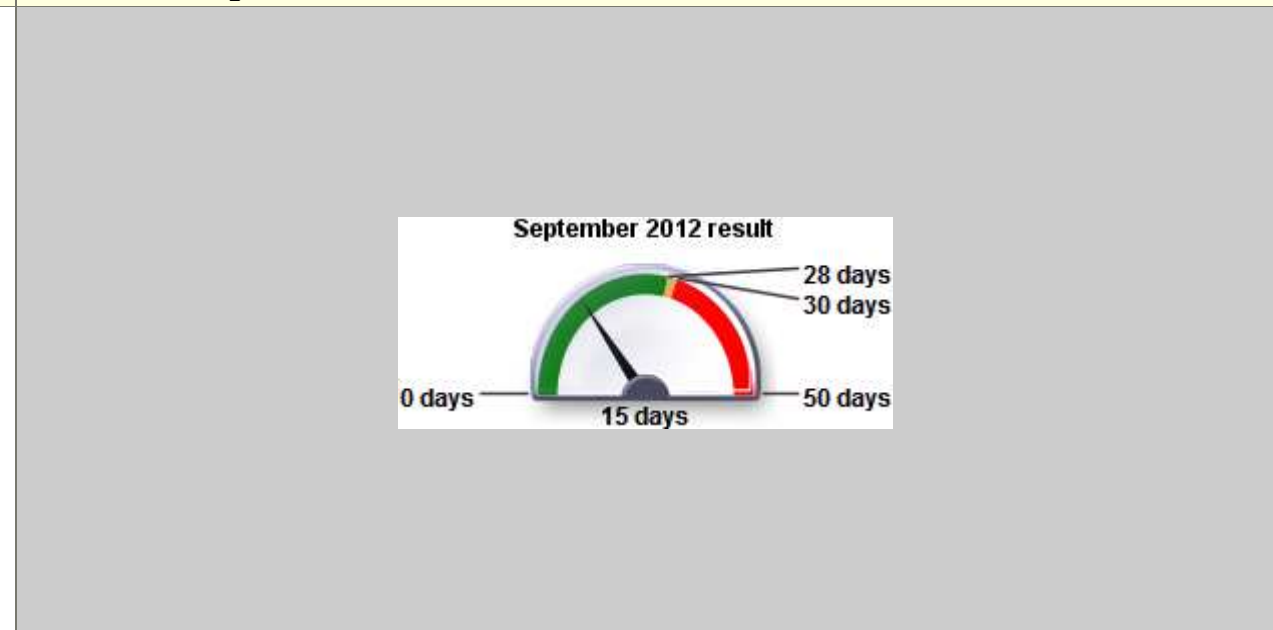
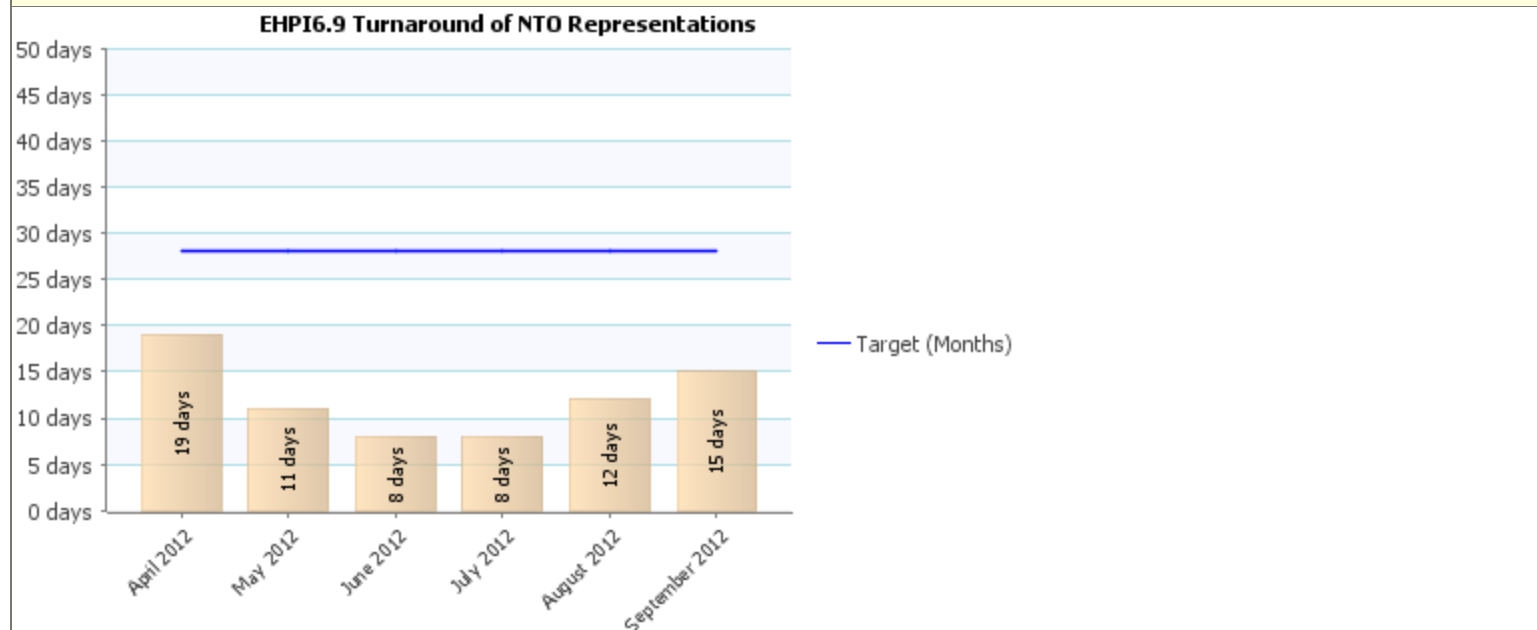


Traffic Light Green
Description Prosperity

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
EHP16.9	Turnaround of NTO Representations		12 days	28 days		Staff absences due to annual leave has contributed to the slight slip in performance but PI still remains within target.	None

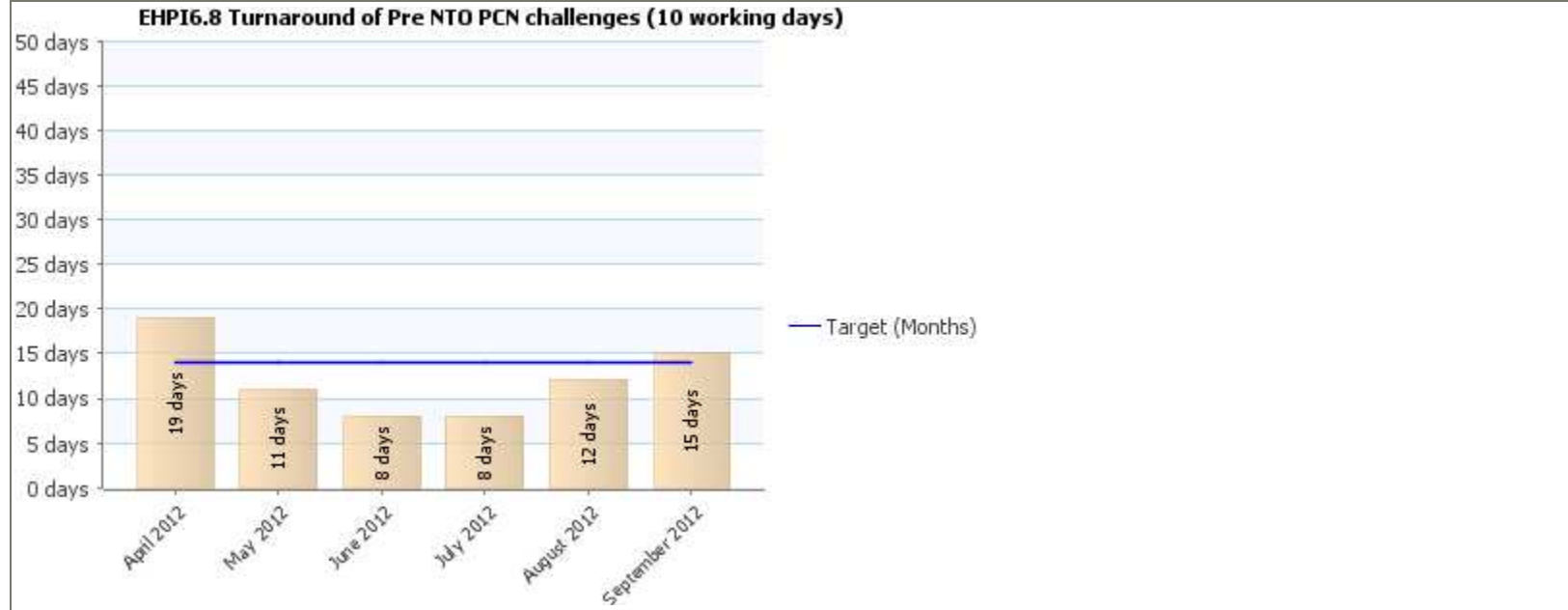
Trend Chart **Performance Gauge**



Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		12 days	14 days		Staff absences due to annual leave has contributed to the slight slip in performance but PI still remains within target.	None

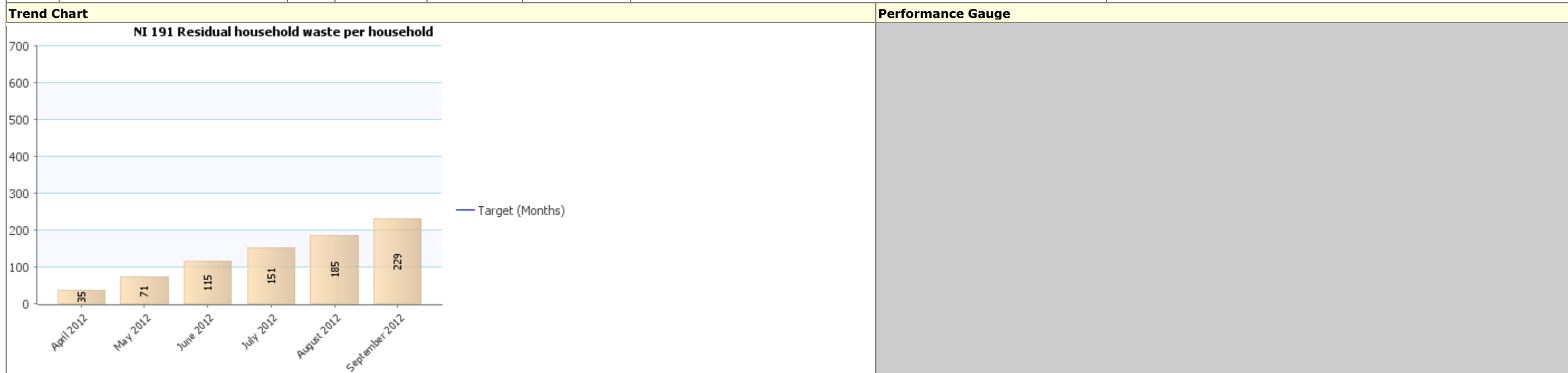
Trend Chart **Performance Gauge**



Traffic Light Unknown
Description Place

Environment Services

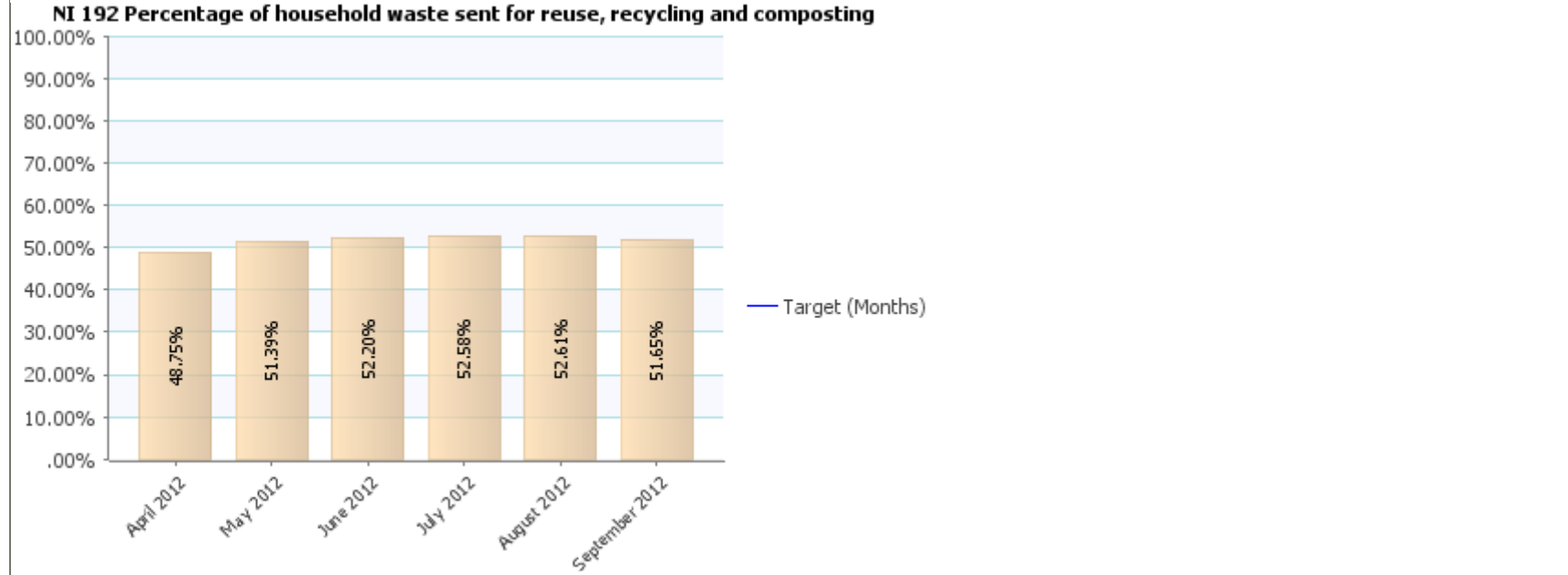
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
NI 191	Residual household waste per household	?	151		↓	Waste arisings continue to be below expectations, against the national and county trend.	None



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 th September 2012.
NI 192	Percentage of household waste sent for reuse, recycling and composting		52.58%			Slight deterioration in performance this month, but overall still remains marginally better than first half of 11/12.	None

Trend Chart **Performance Gauge**



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				




Environment Scrutiny Unit Cost

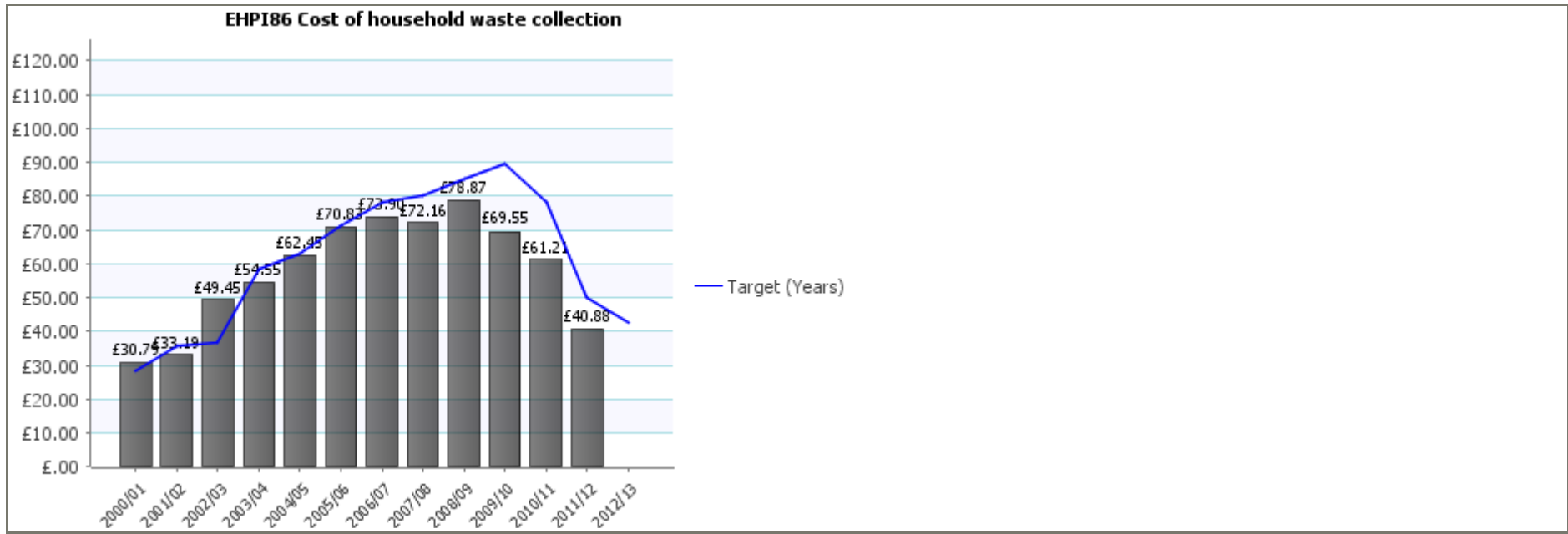
Traffic Light Green

Description Pride in East Herts; Working together to improve the efficiency of the Council

Financial support services

PI code	Short Name	Current Value	Short term trend	Notes
EHPI86	Cost of household waste collection	£40.88		The figure for 2011/12 has been revised downwards following the successful implementation of the new Refuse contract which has resulted in significant cost savings as well as other savings arising from shared services. This has resulted in lower cost for Household Waste Collection. The estimate for 2012/13 allows for indexation on the contract price and in line with current performance, a reduction in the commercial waste business. It is also anticipated the recycling income will continue to rise. The targets for 2012/13 is £42.81, 2013/14 is £43.88 and 2014/15 £44.98.

Trend Chart

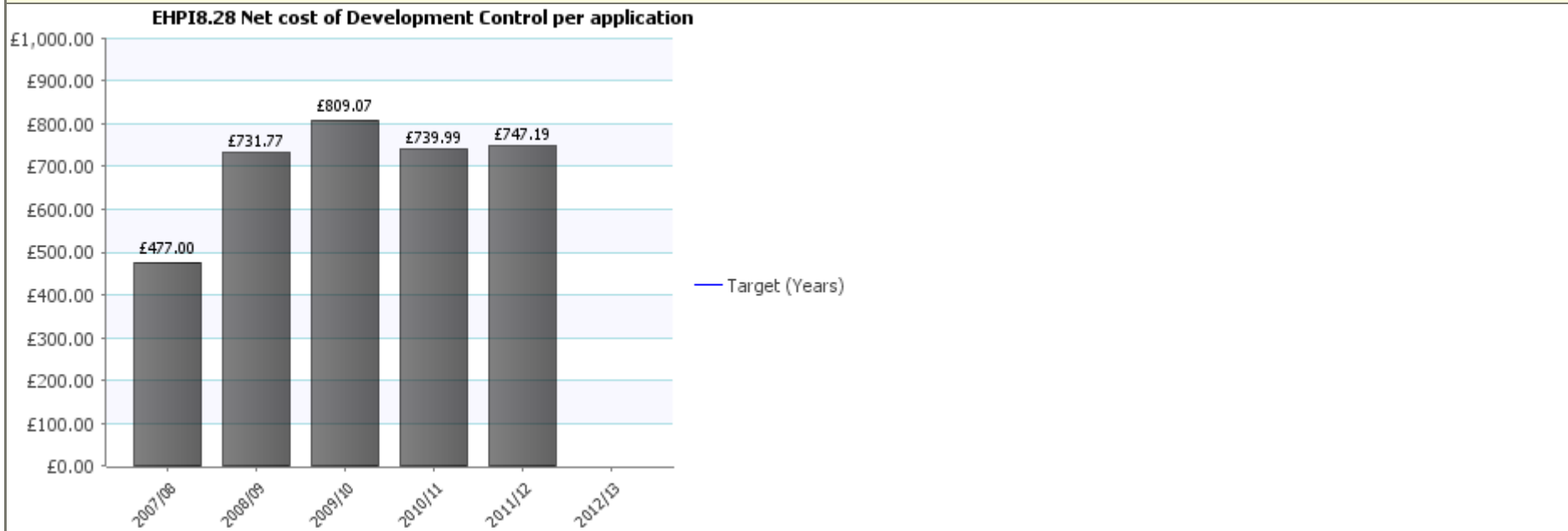


Traffic Light Data Only
Description Fit for purpose, services fit for you

Planning & Building Control

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.28	Net cost of Development Control per application	£747.19	↓	The net cost has increased by 1%, below the rate of inflation. The increase was due to an increase in the cost of appeals (£144k), a reduction in income (£77k) and decrease in central establishment charges (£203k). 2011/12 Unit Costs were reported to CMT on 25 August 2012.

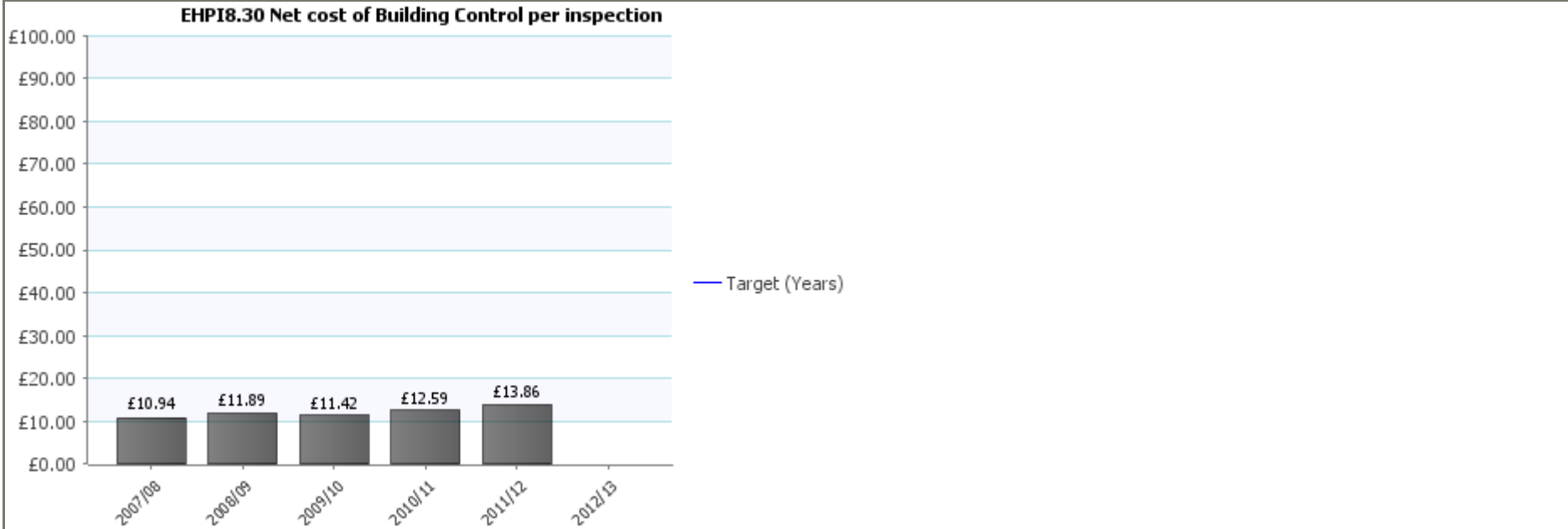
Trend Chart



Planning & Building Control

PI code	Short Name	Current Value	Short term trend	Notes
EHP18.30	Net cost of Building Control per inspection	£13.86	↓	The net cost has increased by 10.1%, above the rate of inflation. The increase was due to a decrease in building control inspections. CMT would have received a report at its 2 August 2012 meeting which sets out an approach to address this matter. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart

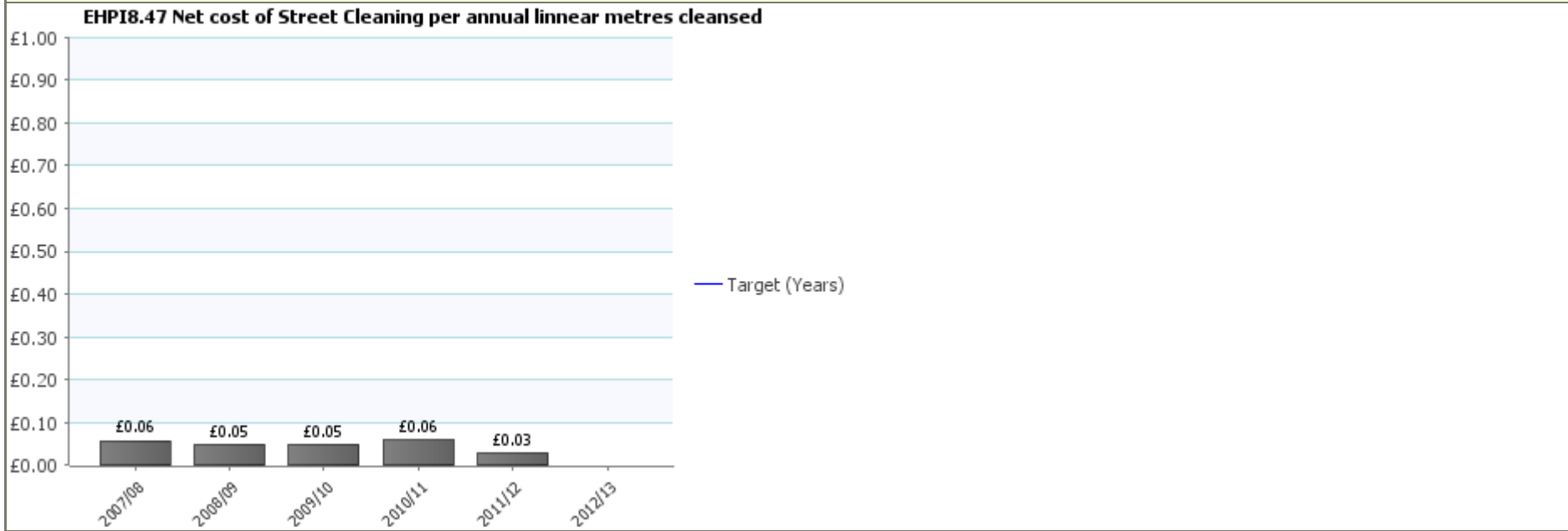


Traffic Light Data Only
Description Pride in East Herts

Environment Services

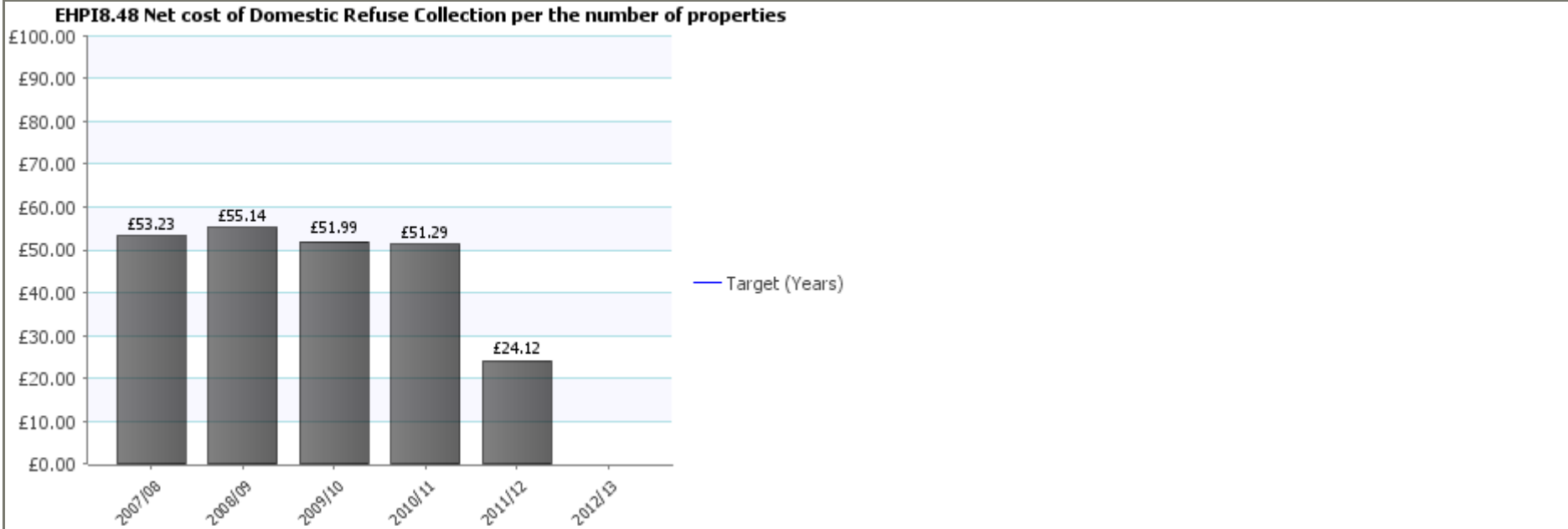
PI code	Short Name	Current Value	Short term trend	Notes
EHP18.47	Net cost of Street Cleaning per annual linnear metres cleansed	£0.03	↑	Unit costs of waste management overall have fallen significantly as a result of the introduction of ARC and the letting of a new contract. Refuse collection costs have fallen as waste is now collected fortnightly. Recycling costs have increased in line with the Council's decision to increase the range of materials collected to include mixed plastics, food and card. Street cleansing costs have fallen as this work has now been incorporated into a single contract for waste management services. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart



Environment Services				
PI code	Short Name	Current Value	Short term trend	Notes
EHP18.48	Net cost of Domestic Refuse Collection per the number of properties	£24.12	↑	Unit costs of waste management overall have fallen significantly as a result of the introduction of ARC and the letting of a new contract. Refuse collection costs have fallen as waste is now collected fortnightly. Recycling costs have increased in line with the Council's decision to increase the range of materials collected to include mixed plastics, food and card. Street cleansing costs have fallen as this work has now been incorporated into a single contract for waste management services. Officers have requested if more information could be provided about these measures and where available this will be applied for the reporting of the 2012/13 outturn. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

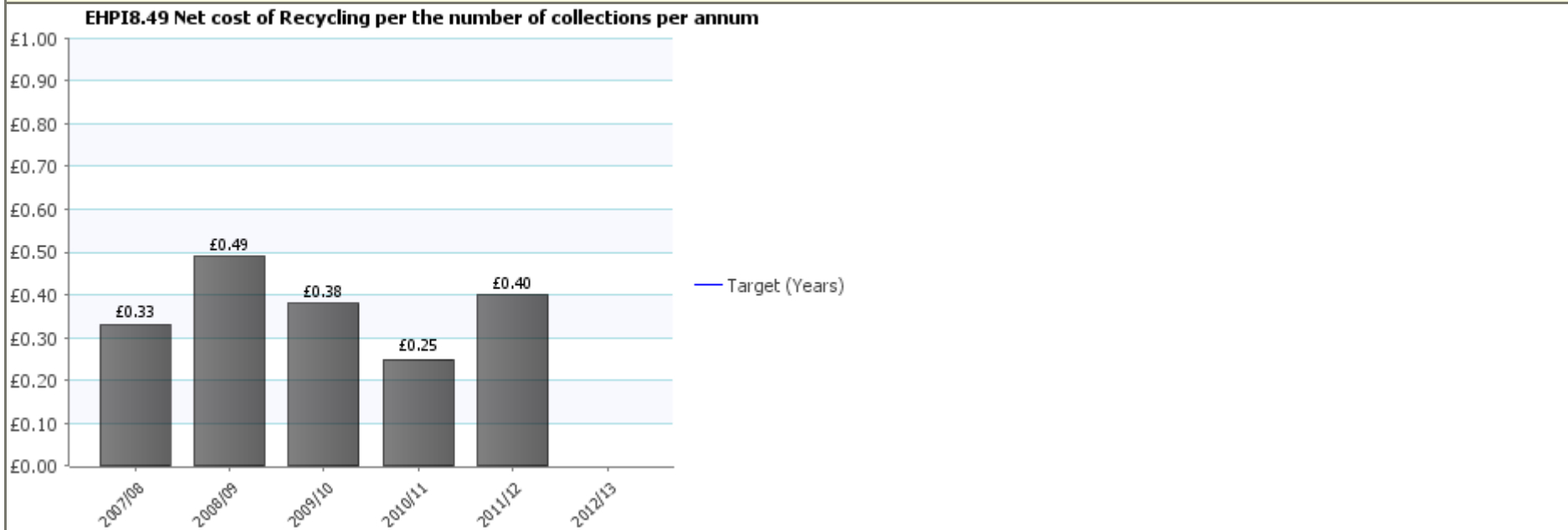
Trend Chart














Essential Reference Paper C

Environment Services				
PI code	Short Name	Current Value	Short term trend	Notes
EHPI8.49	Net cost of Recycling per the number of collections per annum	£0.40	↓	Unit costs of waste management overall have fallen significantly as a result of the introduction of ARC and the letting of a new contract. Refuse collection costs have fallen as waste is now collected fortnightly. Recycling costs have increased in line with the Council's decision to increase the range of materials collected to include mixed plastics, food and card. Street cleansing costs have fallen as this work has now been incorporated into a single contract for waste management services. Officers have requested if more information could be provided about these measures and where available this will be applied for the reporting of the 2012/13 outturn. 2011/12 Unit Costs were reported to CMT on 25 August 2012.

Trend Chart



Essential Reference Paper C

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE: 13 NOVEMBER 2012

REPORT BY CHAIRMAN OF ENVIRONMENT SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

- To review and determine Environment Scrutiny Committee's future work programme

<u>RECOMMENDATION FOR DECISION:</u>	
(A)	the work programme shown in this report be agreed

1.0 Background

1.1 Items previously required, identified or suggested for the Environment Scrutiny work programme are set out in **Essential Reference Paper B**.

2.0 Report

2.1 An article explaining the role of scrutiny and inviting suggestions from residents was published in the spring 2012 'council tax' edition of LINK magazine. No new topics for scrutiny have been received from the public to date.

2.2 At the last meeting of this committee, members agreed to move the Climate Change agenda item from the February 2013 meeting to the June 2013 one (to allow for a full year of data to be analysed and included). There is now space on the February agenda for a new item to be determined by members.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers: none

Contact Member: Cllr Daniel Abbott – Chairman Environment Scrutiny Committee
daniel.abbott@eastherts.gov.uk

Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services
Extn 2170
jeff.hughes@eastherts.gov.uk

Report Author: Marian Langley – Scrutiny Officer
marian.langley@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives:</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>none</p>
<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>

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Environment Scrutiny Committee work programme (provisional) 2012/13

meeting	date	topic	Contact officer/lead	Next Exec
THIS**	CIVIC YEAR			
Budget information	During Dec 2012	<ul style="list-style-type: none"> 2013/14 Proposed Service Options 		
JOINT SCRUTINY	15 Jan 2013	<ul style="list-style-type: none"> 2013/14 Budget items 		
JOINT SCRUTINY	12 Feb 2013	<ul style="list-style-type: none"> 2013/14 Service Plans 2012/13 Estimates and 2013/14 Future targets 		
4 in 2012/13	26 Feb 2013 Report deadline 13 Feb	<ul style="list-style-type: none"> Vacancy Parks/Open Spaces strategy – 2012 onwards Healthcheck through to Jan 2013 Work Programme 2013/14 	<ul style="list-style-type: none"> TBC Lead Officer and Head of Service Lead Officer - Performance Scrutiny Officer 	5 March 2013 4 June 2013

****note: Env Crimes T&F** was deferred as central government announced further changes to anti-social behaviour legislation which would impact on graffiti, dog fouling, fly tipping etc. Need to wait until outcome clearer.

meeting	date	topic	Contact officer/lead	Next Exec
NEXT	CIVIC YEAR			
1 in 2013/14	11 June 2013 Report deadline 29 May	<ul style="list-style-type: none"> Performance Reporting – Contract Performance 2012/13 - to include any further progress on Env Quality action plan Climate Change – report on progress against action plan with data on savings from 2012/13 year. Healthcheck through to March 2013 (which includes relevant 2012/13 Out turns and Targets) Service Plan monitoring – Oct 2012 to March 2013 Work Programme 2013/14 	<ul style="list-style-type: none"> Head of Service Lead Officer and Head of Service Lead Officer - Performance Lead Officer – Corporate Planning Scrutiny Officer 	2 July 2013 6 August 2013 3 Sept 2013

The four principles of good public scrutiny:

- ***provides ‘critical friend’ challenge to executive policy-makers and decision-makers***
- ***enables the voice and concerns of the public and its communities***
- ***is carried out by ‘independent-minded governors’ who lead and own the scrutiny role***
- ***drives improvement in public services***

Environment Scrutiny	<ol style="list-style-type: none"> 1. To develop policy options and to review and scrutinise the policies of the Council relating to planning policy, local development framework, Building Control, Planning Enforcement, Development Control, transport policy (concessionary fares and subsidised bus routes), Highways Partnership, parking and economic development, energy conservation, waste management, parks and open spaces, historic buildings, conservation – green agenda, Local Strategic Partnership and street scene. 2. To make recommendations to the Executive on matters within the remit of the Committee. 3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change on matters within the remit of the Committee. 4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee. 5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee. 6. To appoint annually Standing Panels as may be determined which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee. 7. To consider any item in the Forward Plan, within the remit of the Committee, to be considered by the Executive (except items of urgent business) before the item is considered by the Executive if requested by the Chairman of the Scrutiny Committee. The relevant report to the Executive will be made available to the scrutiny committee. 8. To consider matters referred to the Committee by the Executive/Portfolio Holder on matters within the remit of the Committee and refer the matter to the Executive following consideration of the matter.
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