



**MEETING** : ENVIRONMENT SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 26TH JUNE, 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.

(Conservative Group Substitutes: Councillors A Dearman and M Pope  
Liberal Democrat Group Substitutes:  
Independent Group Substitute: Councillor M Newman

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

**CONTACT OFFICER: Lorraine Blackburn**  
01279 502172 (8.45am – 5.00pm)  
07702 083051 (5.00pm – 7.30pm)  
only on day of meeting

## PERSONAL AND PREJUDICIAL INTERESTS

1. A Member with a personal interest in any business of the Council who attends a meeting of the Authority at which the business is considered must, with certain specified exemptions (see section 5 below), disclose to that meeting the existence and nature of that interest prior to the commencement of it being considered or when the interest becomes apparent.
2. Members should decide whether or not they have a personal interest in any matter under discussion at a meeting. If a Member decides they have a personal interest then they must also consider whether that personal interest is also prejudicial.
3. A personal interest is either an interest, as prescribed, that you must register under relevant regulations or it is an interest that is not registrable but where the well-being or financial position of you, members of your family, or people with whom you have a close association, is likely to be affected by the business of the Council more than it would affect the majority of inhabitants of the ward(s) affected by the decision.
4. Members with personal interests, having declared the nature of that personal interest, can remain in the meeting, speak and vote on the matter unless the personal interest is also a prejudicial interest.
5. An exemption to declaring a personal interest applies when the interest arises solely from a Member's membership of or position of general control or management on:
  - any other body to which they have been appointed or nominated by the authority
  - any other body exercising functions of a public nature (e.g. another local authority)

In these exceptional cases, provided a Member does not have a prejudicial interest, they only need to declare their interest if they speak. If a Member does not want to speak to the meeting, they may still vote on the matter without making a declaration.

6. A personal interest will also be a prejudicial interest in a matter if all of the following conditions are met:
  - the matter does not fall within one of the exempt categories of decisions
  - the matter affects your financial interests or relates to a licensing or regulatory matter
  - a member of the public, who knows the relevant facts, would reasonably think your personal interest is so significant that it is likely to prejudice your judgement of the public interest.
  
7. Exempt categories of decisions are:
  - setting council tax
  - any ceremonial honour given to Members
  - an allowance, payment or indemnity for Members
  - statutory sick pay
  - school meals or school transport and travelling expenses: if you are a parent or guardian of a child in full-time education or you are a parent governor, unless it relates particularly to the school your child attends
  - housing; if you hold a tenancy or lease with the Council, as long as the matter does not relate to your particular tenancy or lease.
  
8. If you have a prejudicial interest in a matter being discussed at a meeting, you must declare that interest and its nature as soon as the interest becomes apparent to you.
  
9. If you have declared a personal and prejudicial interest, you must leave the room, unless members of the public are allowed to make representations, give evidence or answer questions about the matter, by statutory right or otherwise. If that is the case, you can also attend the meeting for that purpose. However, you must immediately leave the room once you have finished or when the meeting decides that you have finished (if that is earlier). You cannot remain in the public gallery to observe proceedings.

## AGENDA

1. Appointment of Vice Chairman

2. Apologies

To receive apologies for absence.

3. Minutes - 13 March 2012 (Pages 5 - 12)

4. Declarations of Interest

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

5. Chairman's Announcements

6. Environment Scrutiny Healthcheck January through to March 2012  
(Pages 13 - 38)

7. 2011/12 End of Year Service Plan Report (Pages 39 - 50)

8. Contract Performance Environmental Operations (Pages 51 - 66)

9. Increasing Dry Recycling Capture (Pages 67 - 76)

10. Work Programme 2012/13 (Pages 77 - 86)

11. 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.

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

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PRESENT: Councillor Mrs D Hollebbon (Chairman).  
Councillors D Abbott, W Ashley, E Bedford,  
R Beeching, P Gray, C Rowley, M Wood and  
J Wyllie.

ALSO PRESENT:

Councillors P Ballam, E Buckmaster and  
P Ruffles.

OFFICERS IN ATTENDANCE:

Cliff Cardoza	- Head of Environmental Services
Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Officer
Andrew Pulham	- Parking Manager
George A Robertson	- Director of Customer and Community Services

692 APOLOGIES

Apologies for absence were submitted on behalf of  
Councillors S Basra and N Poulton. It was noted that  
Councillor E Bedford was substituting for Councillor N  
Poulton.

693 MINUTES

RESOLVED – that the Minutes of the meeting held  
on 15 November 2011 be confirmed as a correct  
record and signed by the Chairman.

694 CHAIRMAN'S ANNOUNCEMENTS

The Chairman referred to the fact that it was the last meeting of the Civic Year and thanked Committee Members and Officers for their continued support and hard work in respect of Task and Finish Groups and meetings of the Committee.

The Chairman welcomed Councillors P Ballam, E Buckmaster, G McAndrew and P Ruffles to the meeting.

695 EAST HERTS PARKING AND TRANSPORT STRATEGY 2012/2022: REPORT OF THE TASK AND FINISH GROUP

The Chairman of the Parking and Transport Strategy Task and Finish Group submitted a report providing Members with an update in respect of the progress made regarding completion of the Council's Parking and Transport Strategy.

Councillor G McAndrew, as the Chairman of the Task and Finish Group, provided an overview relating to the evolution of the Strategy. He advised that Members had kept in mind the Council's strategic aims and had included a glossary of key terms early on in the strategy document.

Councillor G McAndrew stated that the strategy had taken account of the key differences and community priorities between the towns and rural areas across East Herts. He detailed the areas covered by the chapters contained in the strategy document. Members were reminded of the RING – GO system where by the public could extend parking tickets via a short phone call.

The Committee was advised that the Task and Finish Group would meet a further 2 or 3 times before the Strategy was presented to the Executive for approval in 6 weeks time. The Parking Manager stressed that the work of the Task and Finish Group had highlighted that there were no right or wrong answers and the Strategy would

provide a framework for future decision making over at least the next 10 years.

Councillor R Beeching commented that two key concerns from the public perspective were accessibility and commerce. He also stated that economic wellbeing was very important to the towns and villages. In response to a query from Councillor Beeching, Members were advised that the Authority was not permitted to make any profit on parking enforcement.

Members and Officers had a general debate around the methodology and balance of enforcement deployed in East Herts and also in respect of whether the Authority should heavily enforce against illegal on-street parking as opposed to car park enforcement.

The Parking Manager confirmed that Officers had considered whether to suspend the first charging period in car parks and increase the tariff for the subsequent time periods in car parks and stated that a 6 month trial of this methodology was planned for a Sawbridgeworth car park. Members were advised that tear-off refundable tickets were already in use in Bishop's Stortford and this could be used more widely at any time, if a town's traders agreed to set up such a scheme.

The Parking Manager advised that future enforcement would be simplified when the existing pay and display machines came to the end of their useful life and were replaced by newer technology which might be a pay on exit system enforced by Automatic Number Plate Recognition (ANPR) cameras. This would enable Officers to support the economy of the high streets by tackling congestion caused by on-street contraventions. The Parking Manager advised that the budgets agreed for the new contract included the provision of an ANPR vehicle to tackle hot spots in respect of illegal parking which will be particularly important for ensuring safety around schools.

Members had a general debate in respect of bus service

provision across East Herts. The Parking Manager commented that opportunities were being explored by the LSP to improve accessibility through a Community Transport approach.

The Director of Customer and Community Services stated that Officers of the LSP were attempting to map transport options across the district. Councillor M Wood suggested that that the only reason the two principal bus routes in Bishop's Stortford were still viable was the significant subsidy provided by BAA Stansted as these routes serviced Stansted Airport.

Members were invited to identify any further areas where they needed further information or clarity in respect of the progress that had been achieved to date. Members were asked to ensure this feedback was provided to the Parking Manager by 5 pm on Friday 16 March 2012.

Members received the report.

RESOLVED – that (A) any further feedback be submitted to the Parking Manager by 5 pm on Friday 16 March 2012;

(B) Officers incorporate salient feedback from the Environment Scrutiny Committee into the draft Parking and Transport Strategy document; and

(C) the draft Parking and Transport Strategy document be recommended to the Executive for approval.

## 696 CLIMATE CHANGE ACTION PLAN - REVIEW OF PROGRESS

The Head of Environmental Services submitted a report updating the Committee on progress achieved during the first two years of implementation of the East Herts Climate Change Strategy and Action Plan. Members were provided with a detailed background to the report.



The Committee was also reminded that the Climate Change Strategy and Action Plan had been produced following meetings of a Task and Finish Group led by the late Councillor D Peek. Members were advised that the actions detailed in the report had been determined by the Task and Finish Group.

Councillor R Beeching referred to the viability of the 15KW wind turbine at Buntingford. He stated that wind turbines had a payback period of 14 years whereas the lifespan of a typical wind turbine was 10 years. Members had a general debate in relation to the use of gray water and carbon filters at Wallfields.

In response to a Member's query regarding the Local Development Framework, the Director of Customer and Community Services advised that he would ask Planning Policy Officers to provide a written response.

Members received the report and agreed to receive a further report in a year's time which would set out the data for carbon and financial savings and the environmental benefits arising from the action plan.

RESOLVED – that the progress achieved in implementing the East Herts Climate Change Action Plan since its adoption by the Council in December 2009, be noted.

697 ENVIRONMENT SCRUTINY HEALTH CHECK: SEPTEMBER TO DECEMBER 2011

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The Director of Customer and Community Services submitted a report on the performance of key indicators relating to Environment Scrutiny Committee during the period September to December 2011, the detail of which was set out in the report now submitted.

The Director referred to EHPI 6.8 – Turnaround of pre Notice to Owner (NTO) Penalty Change Notice (PCN) challenges. He stated that performance had slipped below target following the Christmas holidays and

stewarding undertaken by the team in support of Christmas shoppers.

The Director also referred to NI 157a – Processing of planning applications: ‘Major’ applications. He advised that Performance had been ‘Red’ for December 2011 due to the decision making timescale taking longer on three applications as they required the completion of Section 106 legal agreements.

In response to a query from Councillor M Wood, the Head of Environmental Services clarified the criteria whereby a motor vehicle was classified as abandoned.

In response to a further query from Councillor Wood, Members were advised that it was often possible to trace the owners of caravans parked on the highway via the CRiS database. The Committee was advised that all caravans manufactured since 1992 were recorded on the CRiS database via a unique 17 digit Vehicle Identification Number (VIN). This meant that it was a simple task for Officers to identify the owner and clarify whether a caravan was abandoned.

Members received the report.

RESOLVED – that the report be received.

## 698 2012/13 WORK PROGRAMME

The Committee considered items for scrutiny during the civic year 2012/13. The Scrutiny Officer provided an update on future items for consideration, in particular a report relating to recycling that would be submitted to the June 2012 meeting.

The Scrutiny Officer advised that the Climate Change report would be moved back to the June 2013 meeting to ensure that a full year’s worth of data was available for scrutiny by Members.

The Committee approved the Work Programme as

amended.

RESOLVED – that the amended work programme be approved.

The meeting closed at 8.10 pm

Chairman .....
Date .....

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## EAST HERTS COUNCIL

### ENVIRONMENT SCRUTINY COMMITTEE – 26 JUNE 2012

#### ENVIRONMENT SCRUTINY HEALTHCHECK – JANUARY 2012 TO MARCH 2012 AND 2011/12 PERFORMANCE OUTTURNS

#### 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 January 2012 to March 2012 and the relevant 2011/12 performance outturns..

<b>RECOMMENDATION FOR ENVIRONMENT SCRUTINY: that</b>	
<b>(A)</b>	<b>The reported performance for the period January 2012 to March 2012 be received;</b>
<b>(B)</b>	<b>The Outturns for 2011/12, as detailed in Essential Reference Paper C, be approved;</b>
<b>(C)</b>	<b>The 2013/14 target of 75% for EHPI 90b – Satisfaction with waste recycling, be approved; and</b>
<b>(D)</b>	<b>The Executive be advised of any further recommendations.</b>

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### 1.0 Background

1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period January 2012 to March 2012. In addition it also includes the 2011/12 performance outturns that relate to this Committee.

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 March 2012 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2011/12 detailed in **Essential Reference Paper 'C'**



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 is 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 in 'red' are listed first etc.

**Essential Reference Paper 'C'** Shows the 2011/12 annual outturns for performance indicators specific to Environment Scrutiny.

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

### Pride in East Herts

#### Performance analysis

### 2.1 **NI 191 – Residual household waste per household.** Waste arisings

in March 2012, which was a 5 week month, were the highest monthly amount this year. No monthly targets are set for this indicator and it is a minimising indicator. The reported outturn for the year was 474kg which exceeded the 2011/12 annual target of 459kg by 3% .

- 2.2 **NI 192 – Percentage of household waste sent for reuse, recycling and composting.** Performance dipped slightly in March, primarily due to the highest monthly level of waste disposed of this year. No monthly targets are set for this indicator. The reported outturn for the year was that 48.35% of household waste collected was sent for reuse, recycling or composting which fell slightly short of the 50% target for 2011/12.
- 2.3 Performance for the following indicators were 'Green', which means that targets were either being met or exceeded for March 2012. They were:
- EHPI 218a – Abandoned Vehicles – % investigated within 24 hours
  - EHPI 218b – Abandoned Vehicles – % removed within 24 hours of required time

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

### **Fit for purpose**

#### **Performance analysis**

- 2.4 **EHPI 6.8 – Turnaround of pre NTO PCN challenges.** Performance was 'Red' for March 2012. The introduction of the Council's largest residents' permit parking scheme to date has resulted in high call volumes and additional administrative work. The new parking IT system has also taken a short time to settle down. As a result, team capacity was challenged but turnaround is currently improving. The service has continued to meet statutory deadlines on formal representations. The end of year outturn target for 2011/12 was not met achieving 20 days against a target of 14 days. Going forward the target remains the same as performance is expected to return to previous levels.
- 2.5 The following indicator was 'Green', meaning that target was either met or exceeded for March 2012. It was:
- EHPI 6.9 – Turnaround of NTO Representations

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

## **Shaping now, shaping the future**

### **Performance analysis**

- 2.6 **NI 157c – Processing of planning applications: Other applications.** Performance was 'Amber' for March 2012. The target was not achieved, although performance had improved compared to February 2012 when it was 'Red'. In March 2012, 15 decisions were made beyond the target timescale, but of these seven were reported to the Development Control Committee either because of referral requests or because they were proposals that were contrary to policy. Of the remaining eight decisions the reasons for delay were varying, but included the need for amended proposals to be supplied and be consulted upon and, in two cases, for legal advice to be sought. The end of year performance outturn for 2011/12 was just below target achieving 92% against a target of 93%, however performance is still exceeding the national target. Going forward the target has been reduced slightly but still remains above the national target.
- 2.7 Members are reminded that **EHPI 2.1b – Enforcement actions: planning b) formal actions** and **EHPI 2.1c – Enforcement actions: planning c) prosecutions** have been discontinued and have been replaced with the indicators listed below. Data collection for the new indicators started from April 2012 and therefore performance data will be presented in the next Environment Scrutiny Corporate Healthcheck report:
- EHPI 2.1d - Planning Enforcement: Initial Site Inspections.
  - EHPI 2.1e - Planning Enforcement: Service of formal Notices.
- 2.8 The following indicators were 'Green', meaning that targets were either met or exceeded for March 2012. They were:
- NI 157a – Processing of planning applications: 'Major' applications
  - NI157b – Processing of planning applications: 'Minor' applications
  - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste
  - EHPI 2.23 – Planning decisions delegated to officers
  - EHPI 204 – Planning appeals allowed

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



## Unit Cost Indicators

2.9 2011/12 unit cost data for the following indicators are not currently available, as the outturns can only be calculated after the 2011/12 financial accounts have closed. The purpose of the unit cost indicators are to provide trend information on service cost, to enable Heads of Service to help manage service budgets effectively and drive out efficiencies. All unit cost outturns are reported to Members through the Corporate Healthcheck process, once the Council's budget has been finalised:

- EHPI 8.28 – Net cost of Development Control per application
- EHPI 8.30 – Net cost of Building Control per inspection
- EHPI 8.47 – Net cost of Street Cleaning per annual linear kilometres cleansed
- EHPI 8.48 – Net cost of Domestic Refuse Collection per the number of properties
- EHPI 8.49 – Net cost of Recycling per the number of collections per annum
- EHPI 86 – Cost of household waste collection

## PERFORMANCE INDICATORS WITH REVISED TARGETS

2.10 Since the 2011/12 Estimates and Targets report was presented to Executive on 6 March 2012, a number of services have requested to revise some annual targets. Below is a performance indicator relevant to Environment Scrutiny, where a target has been supplied:

- **EHPI 90b – Satisfaction with waste recycling** – The outturn for this indicator is 77% following the completion of the 2011/12 Residents' Survey. This performance shows a 9% improvement in satisfaction when comparison is made to the performance in 2009/10. The Council's objective is to ensure high satisfaction with the council; therefore it is proposed that the target for 2013/14 be retained at 75%.

## CONCLUSION

2.11 In conclusion Members are asked to:

- Note the performance indicator analysis for the period January 2012 to March 2012 in **Essential Reference Paper 'B'** and the 2011/12 outturn position for all indicators listed 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'** (Page xxx).

#### Background Papers:

- 2011/12 Estimates and Future Targets Report – Executive 6 March 2012.
- April 2011 – June 2011 Environment Scrutiny Corporate Healthcheck report – Environment Scrutiny 13 September 2011.
- July 2011 – August 2011 Environment Scrutiny Corporate Healthcheck report – Environment Scrutiny 15 November 2011.
- September 2011 – December 2011 Environment Scrutiny Corporate Healthcheck report – Environment Scrutiny 13 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:

Cllr Anthony Jackson, Leader of the council

#### Contact Officer:

Simon Chancellor – Head of Finance and Performance  
Contact Tel Ext No 2050  
[Simon.chancellor@eastherts.gov.uk](mailto:Simon.chancellor@eastherts.gov.uk)

#### Report Author:

Karl Chui – Performance Monitoring Officer  
Contact Tel Ext No 2243  
[karl.chui@eastherts.gov.uk](mailto:karl.chui@eastherts.gov.uk)

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b>  <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b>  <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b>  <i>This priority focuses on improving standards of the built neighbourhood and environmental management in our towns and villages.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Chief Executive, Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>There are no Risk implications.</p>

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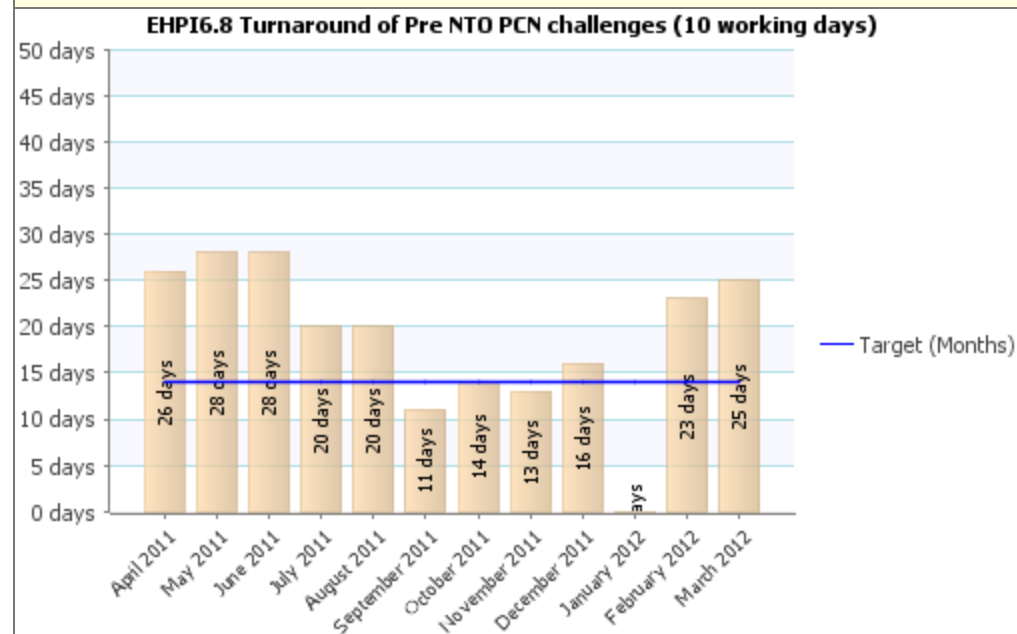
## Environment Scrutiny January 2012 to March 2012 Corporate Healthcheck 2011/12

**Traffic Light Red**  
**Description Prosperity**

### Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		25 days	14 days		The introduction of the Council's largest residents' permit parking scheme has resulted in high call volumes and additional administrative work. The new parking IT system has also taken a short time to settle down. As a result, team productivity was reduced but is now returning to previous levels of performance. The service has continued to meet statutory deadlines on formal representations.	None

#### Trend Chart



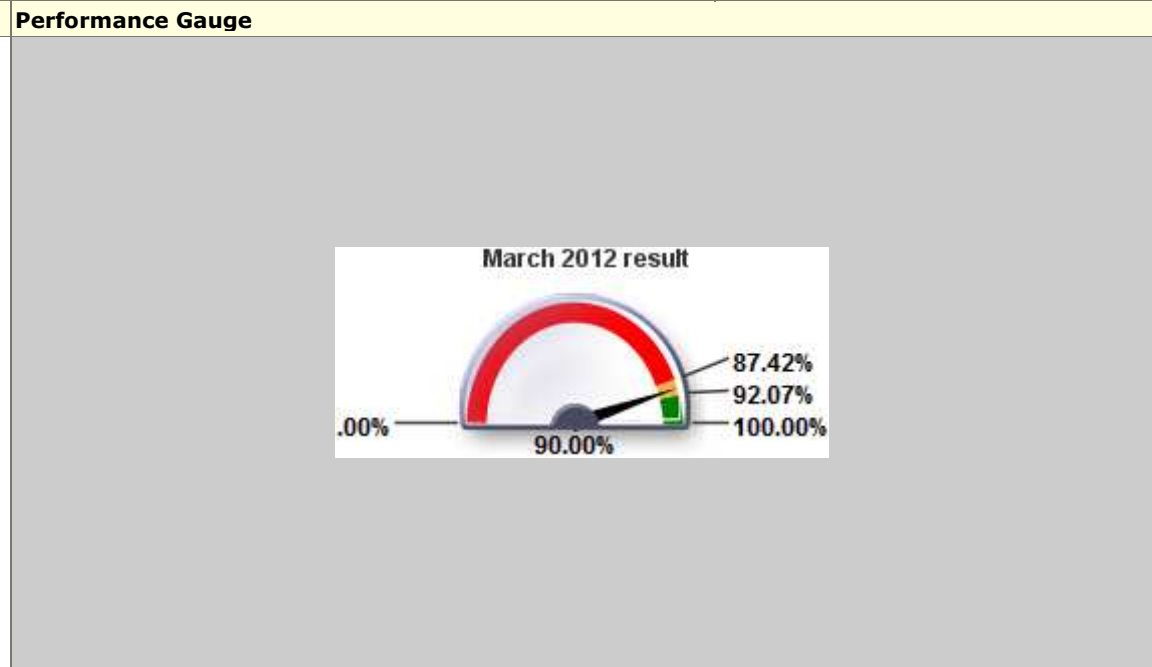
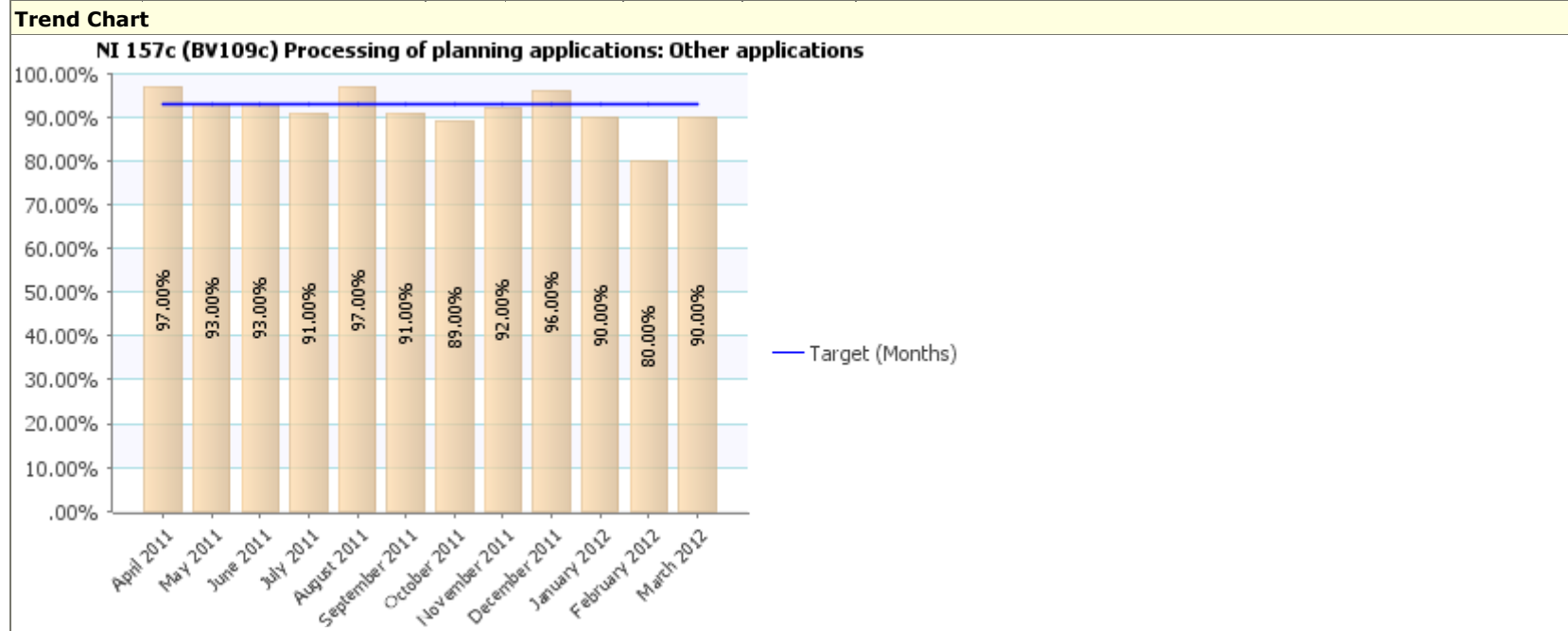
#### Performance Gauge



**Traffic Light Amber**  
**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 13 <sup>th</sup> March 2012.
NI 157c (BV109c)	Processing of planning applications: Other applications		90.00%	93.00%		Target not achieved. 15 decisions were made beyond the target timescale, but of these 7 were reported to the DC committee either because of referral requests or because they were proposals that were contrary to policy. Of the remaining 8 decisions the reasons for delay were varying, but included the need for amended proposals to be supplied and be consulted upon and, in two cases, for legal advice to be sought.	None

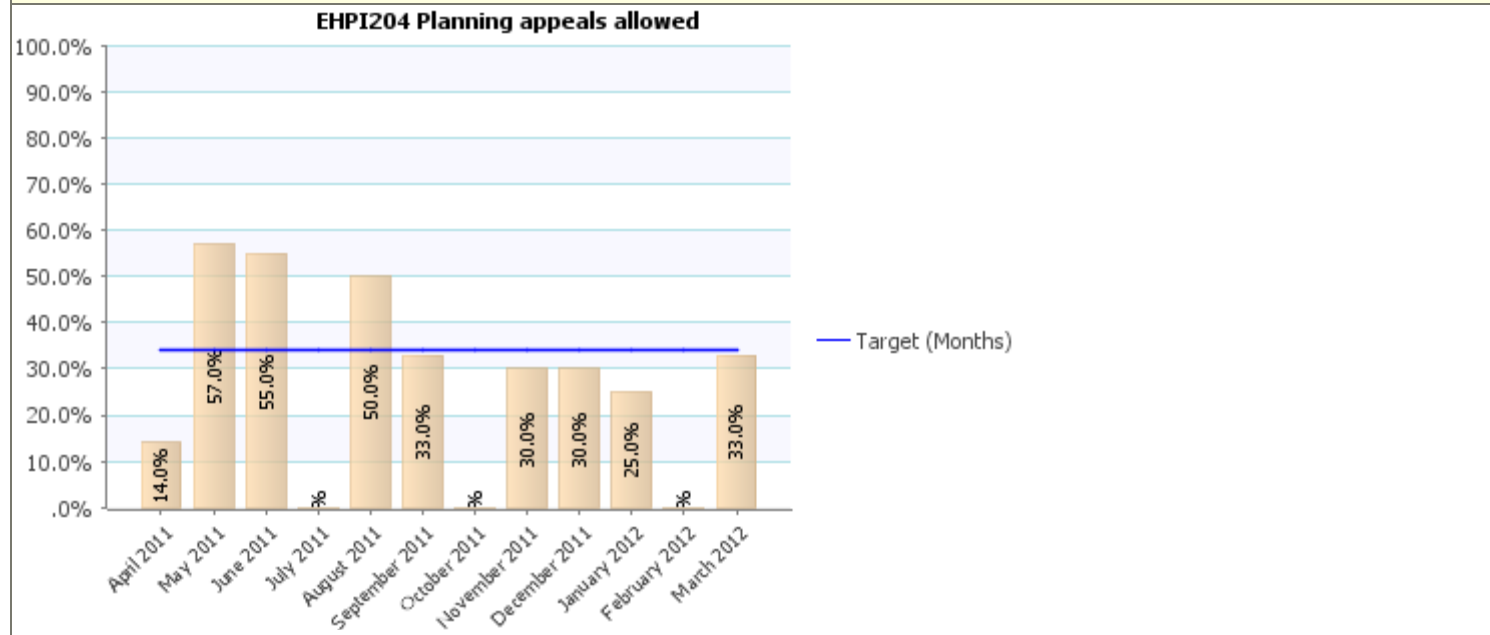


**Traffic Light** Green  
**Description** Caring about what's built (and) where

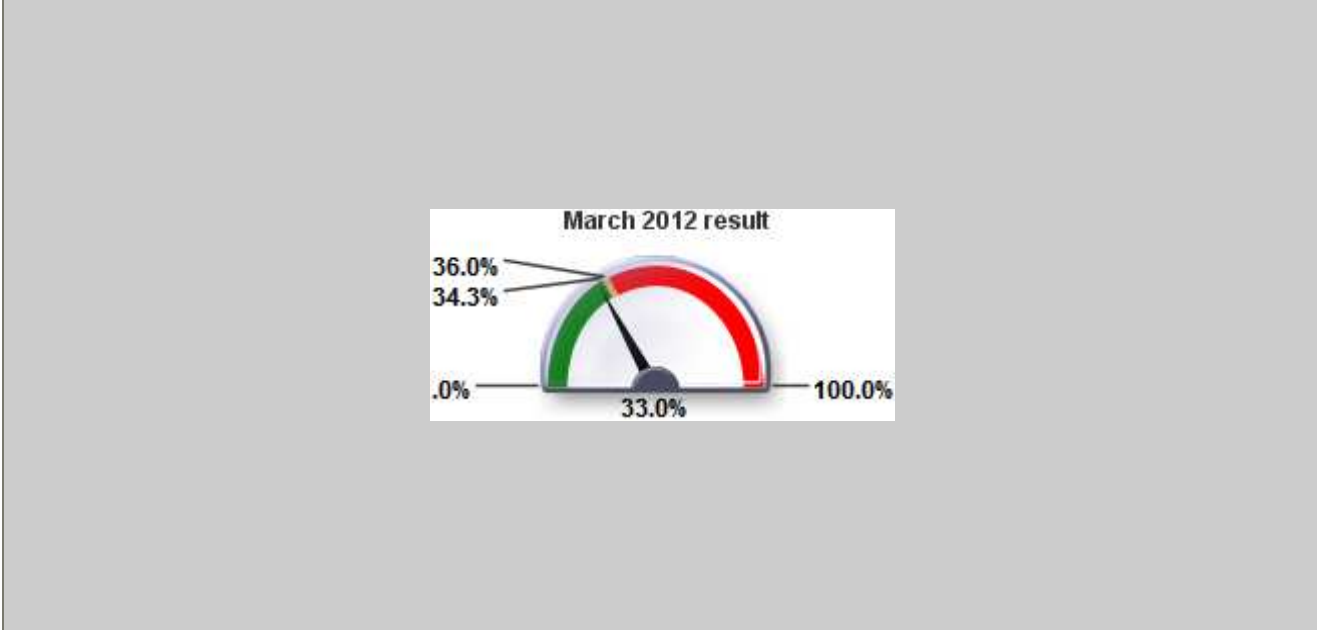
**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHPI204	Planning appeals allowed		33.0%	34.0%		Performance on target.	<b>None</b>

**Trend Chart**



**Performance Gauge**

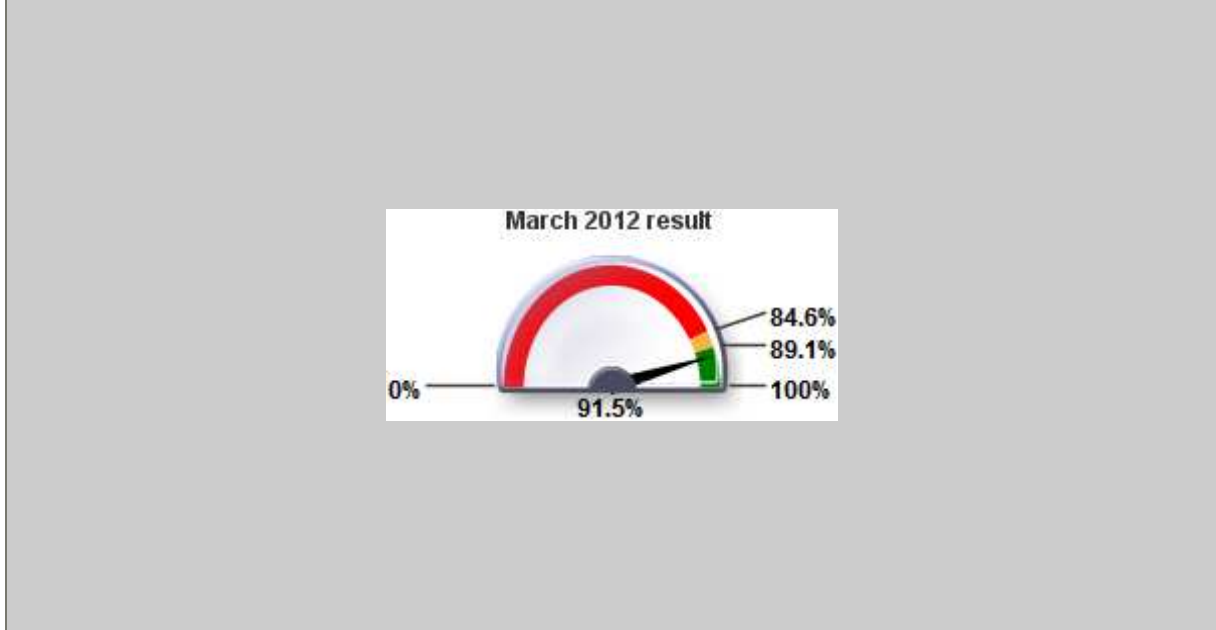
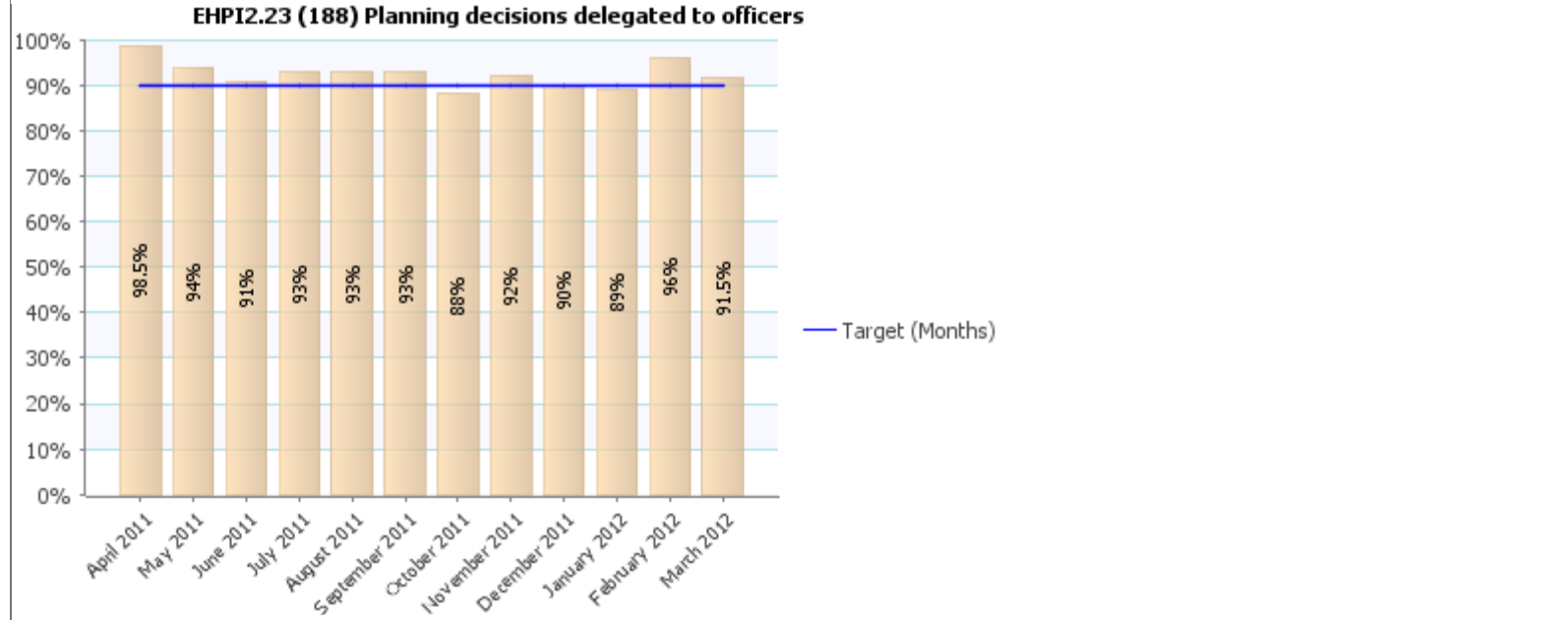


**Traffic Light Green**  
**Description** Caring about what's built (and) where; Place

**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHPI2.23 (188)	Planning decisions delegated to officers		91.5%	90%		15 out of 177 decision decided by committee.	<b>None</b>

**Trend Chart** **Performance Gauge**



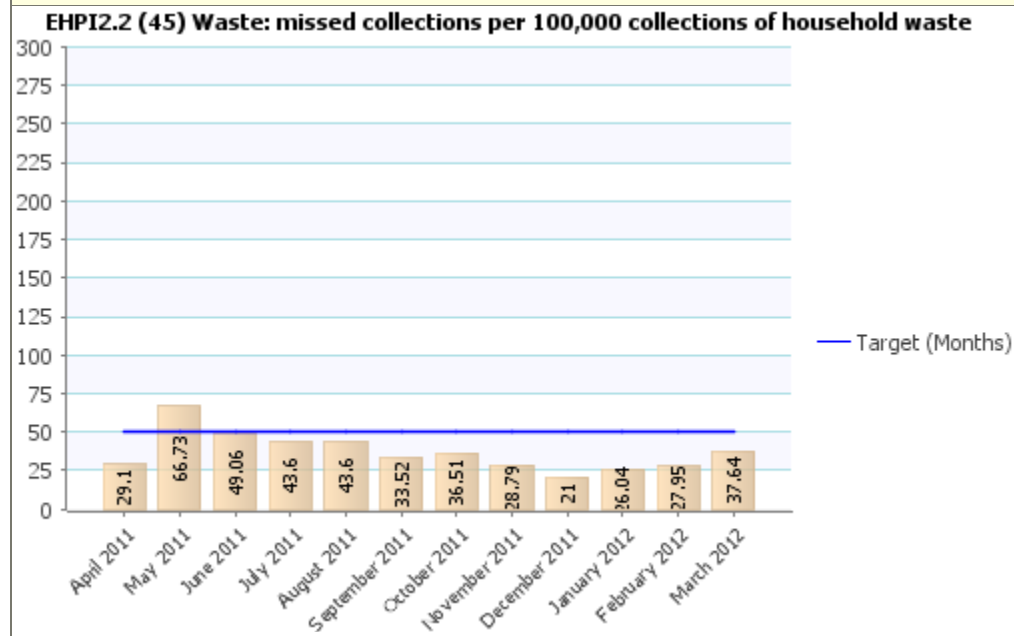


**Traffic Light Green**  
**Description Place**

**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHP12.2 (45)	Waste: missed collections per 100,000 collections of household waste		37.64	50		Performance was not as good in March as in previous months due to rescheduling of some rounds to form a separate trade/communal/weekly collections round. Nonetheless the performance continues to be much better than targeted.	<b>None</b>

**Trend Chart**



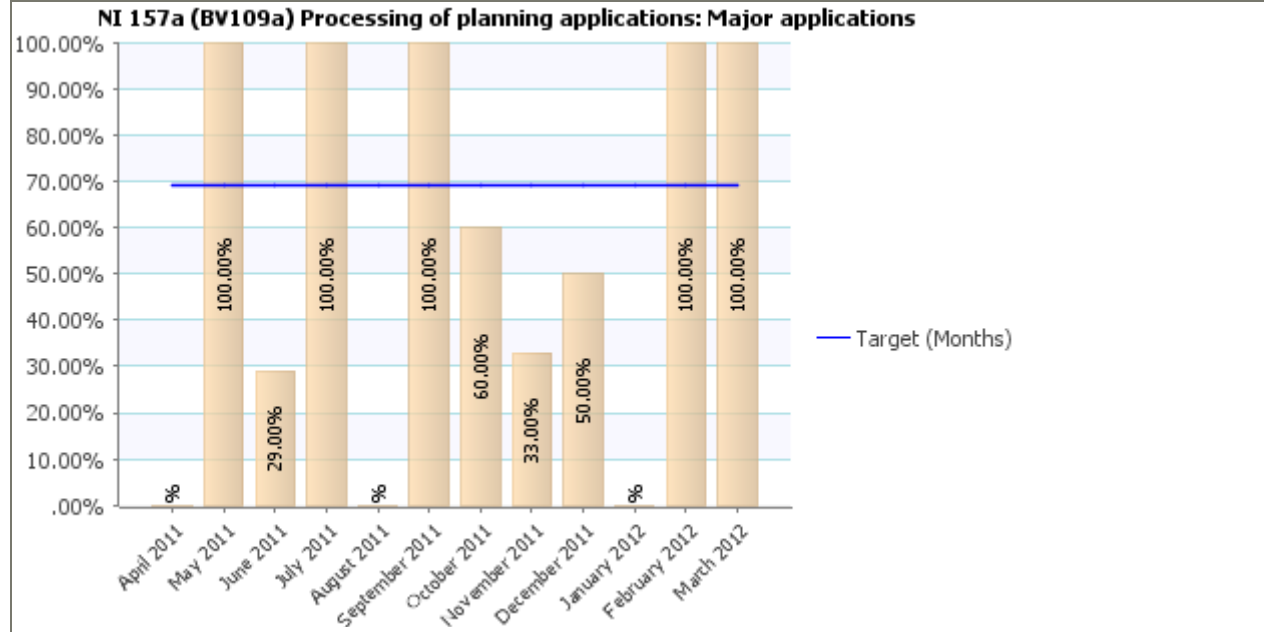
**Performance Gauge**



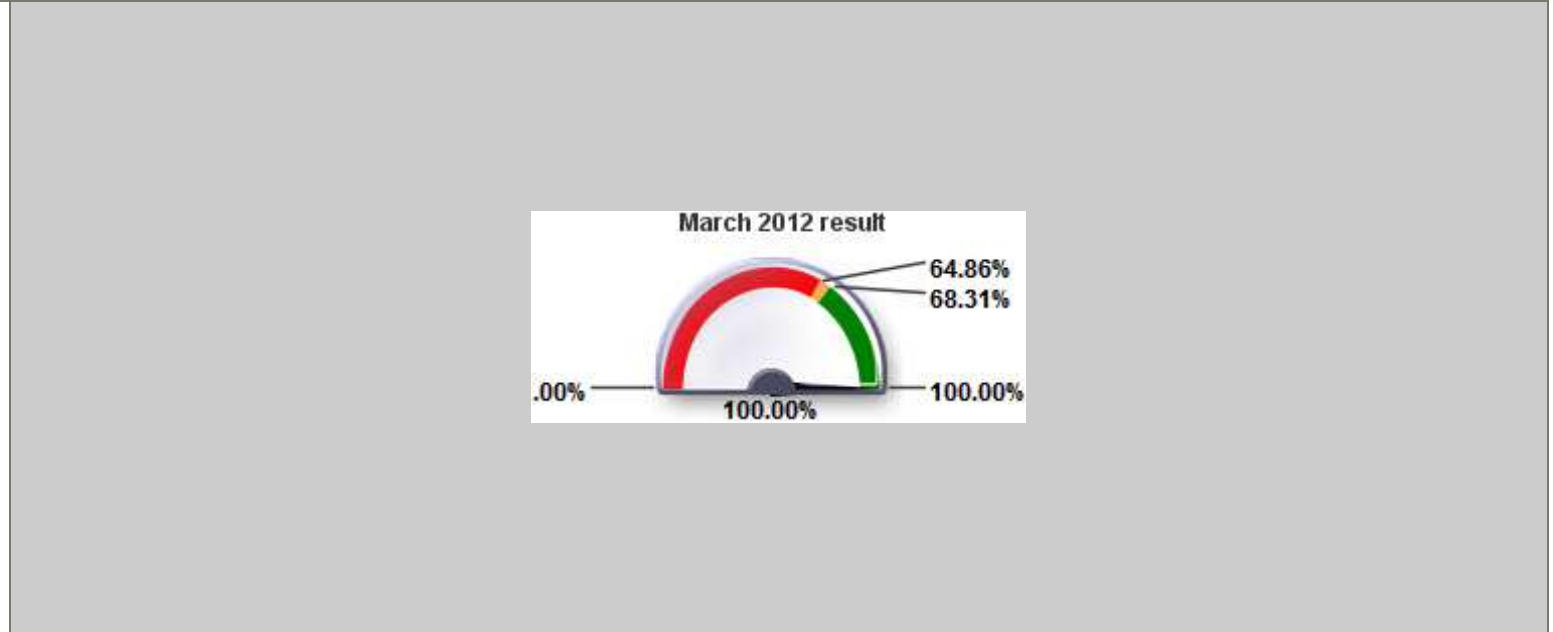
**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
NI 157a (BV109a)	Processing of planning applications: Major applications		100.00%	69.00%		Performance exceeding target	The Chief Executive and Director of Customer and Community advised Performance had been 'Red' for December 2011 due to the decision making timescale taking longer on three applications as they required the completion of Section 106 legal agreements.

**Trend Chart**



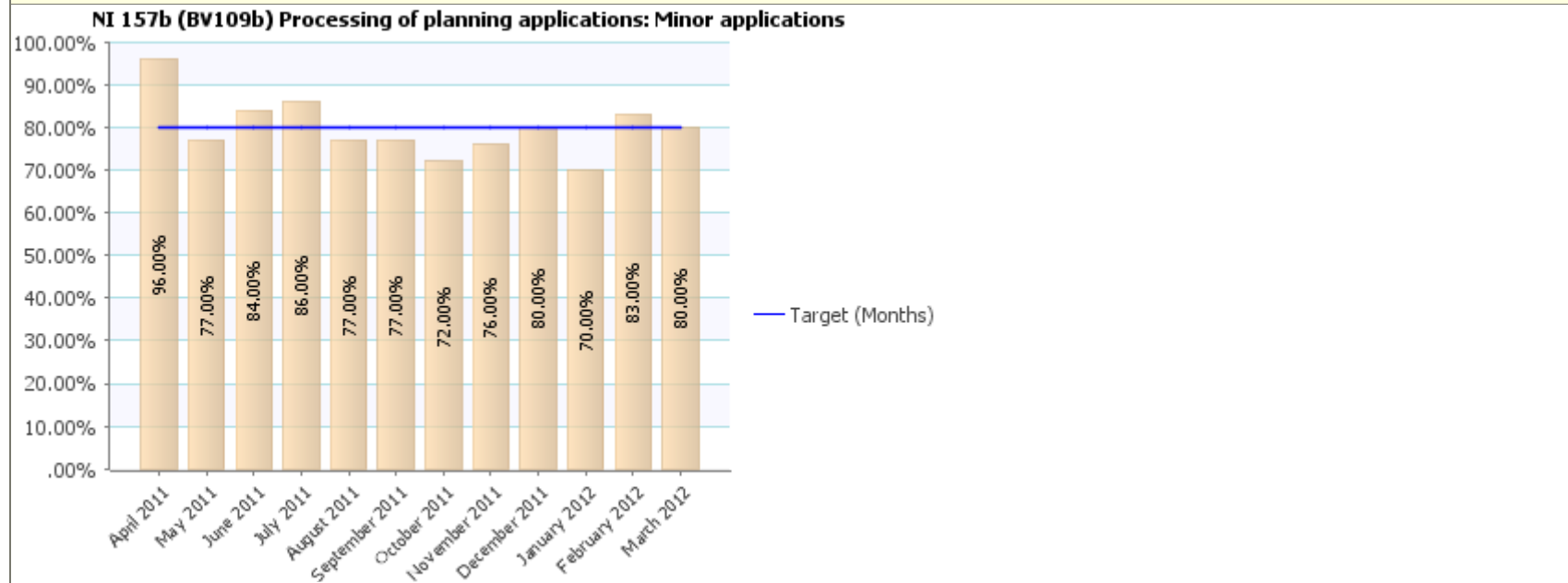
**Performance Gauge**



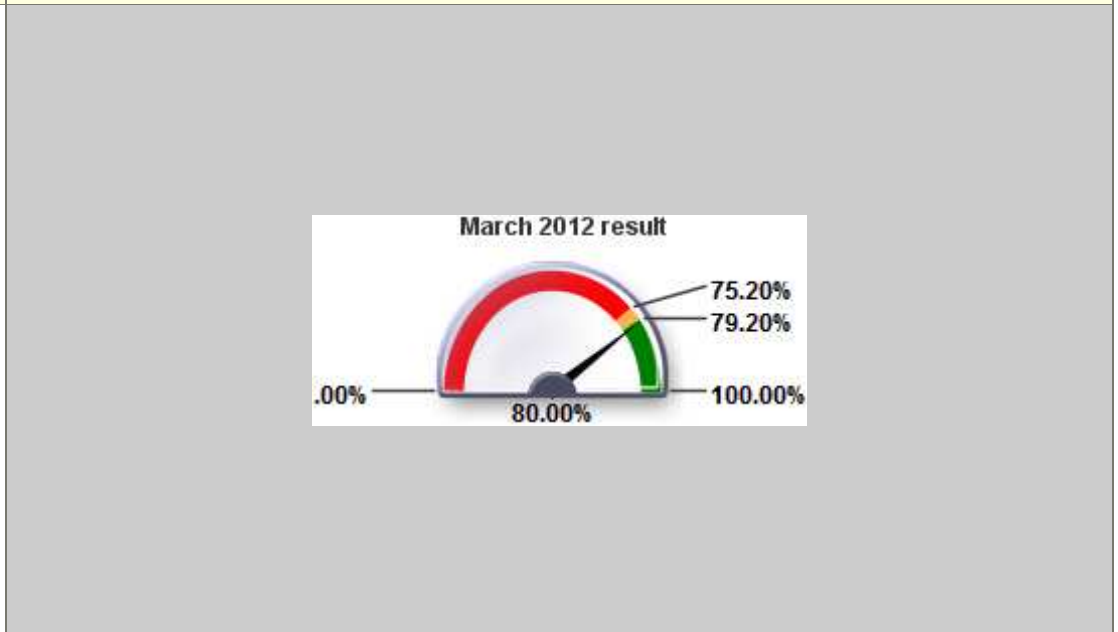
**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
NI 157b (BV109b)	Processing of planning applications: Minor applications		80.00%	80.00%		Performance on target.	None

**Trend Chart**



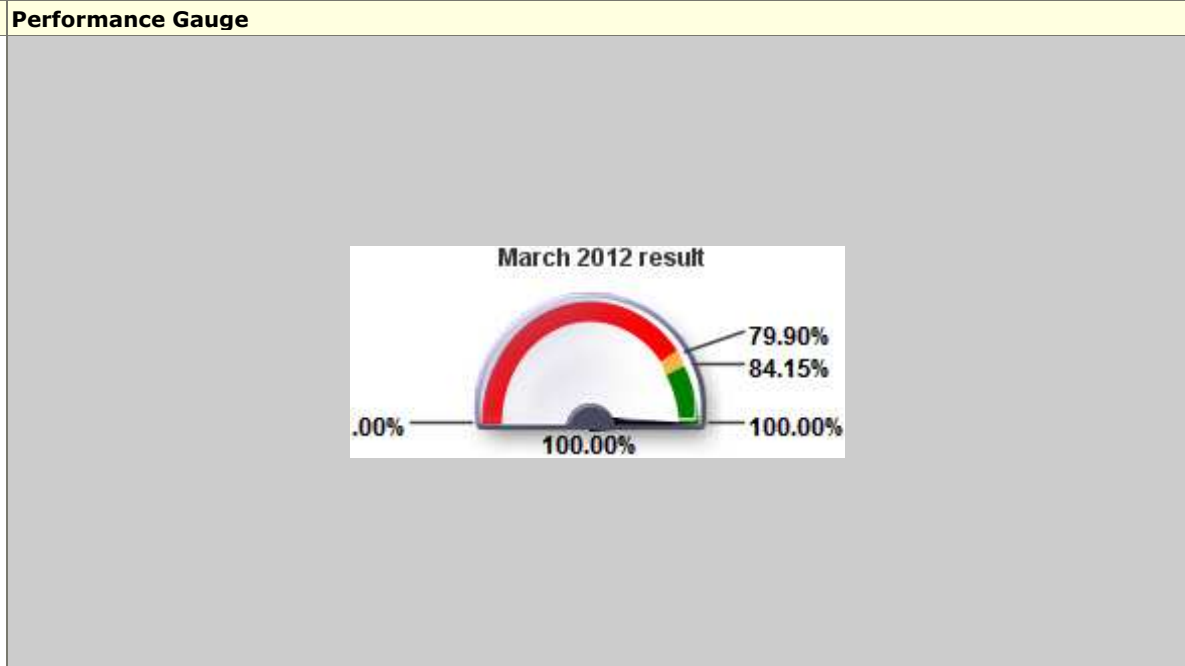
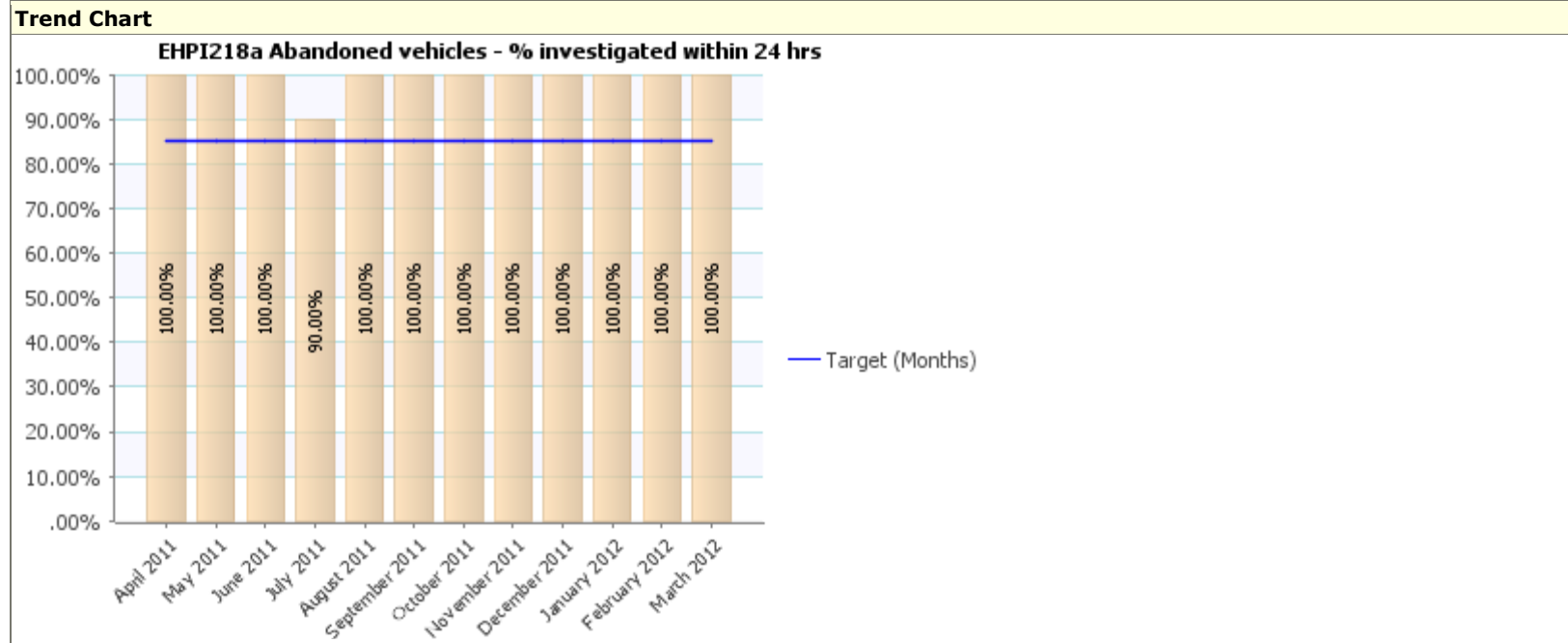
**Performance Gauge**



**Traffic Light Green**  
**Description** Pride in East Herts; Place

**Environment Services**

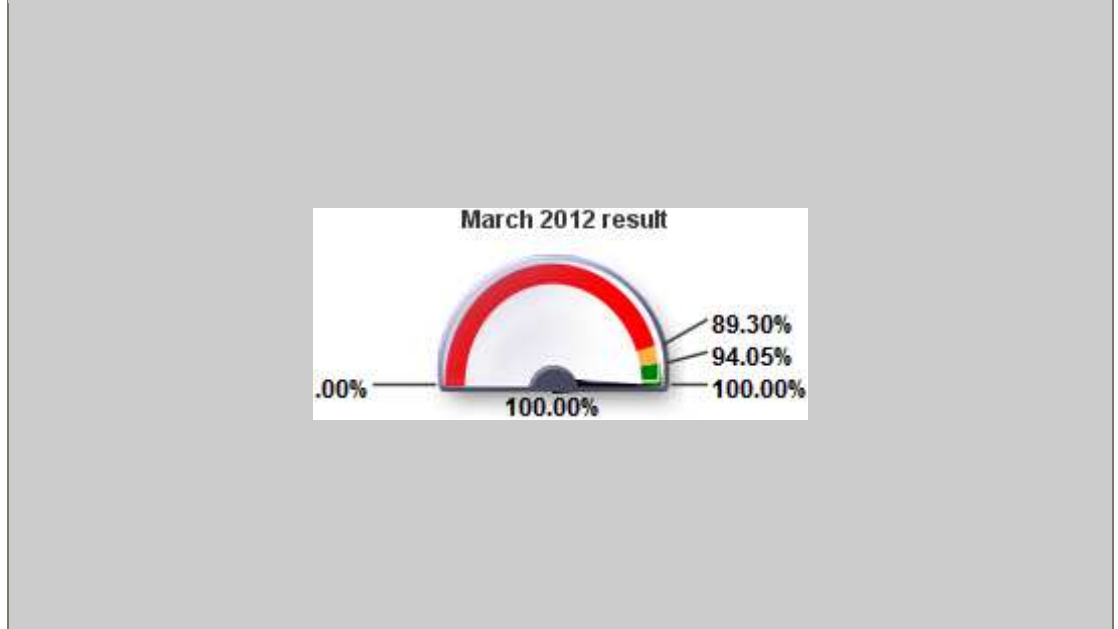
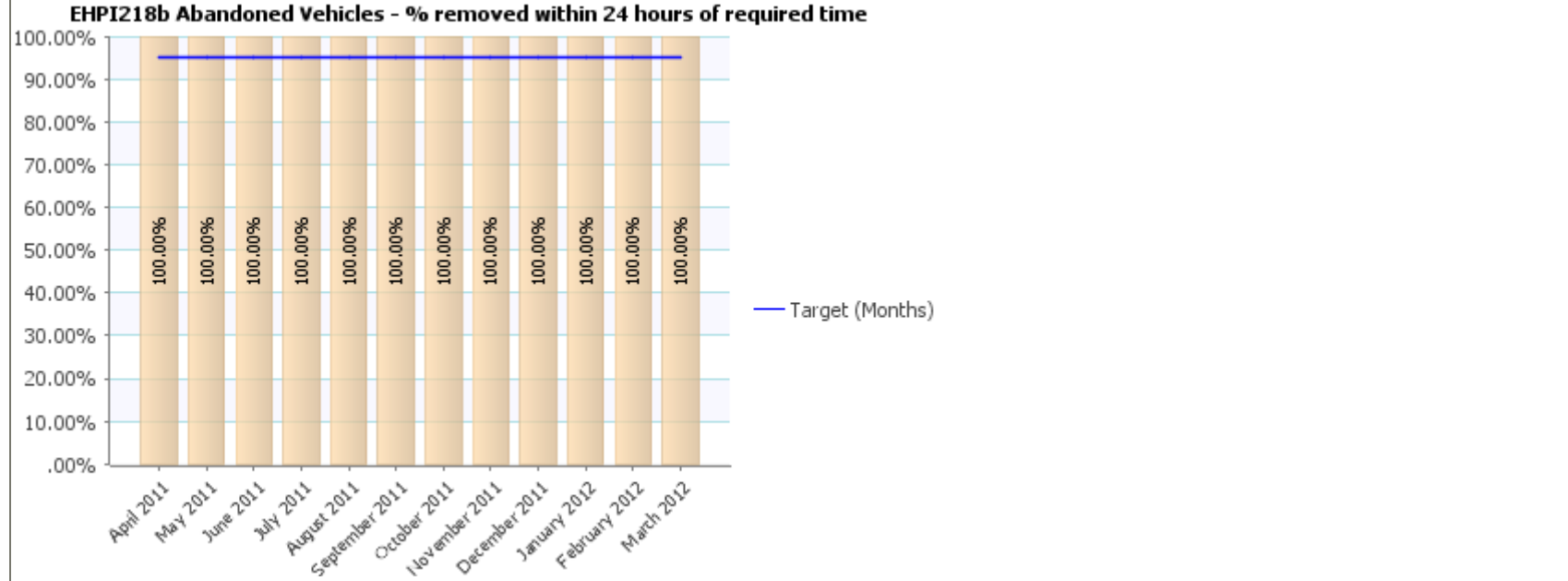
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	85.00%		All vehicles reported as apparently abandoned were inspected within 24 hours of receipt of report.	<b>None</b>



**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	95.00%		No vehicles required removal in March.	None

**Trend Chart** **Performance Gauge**

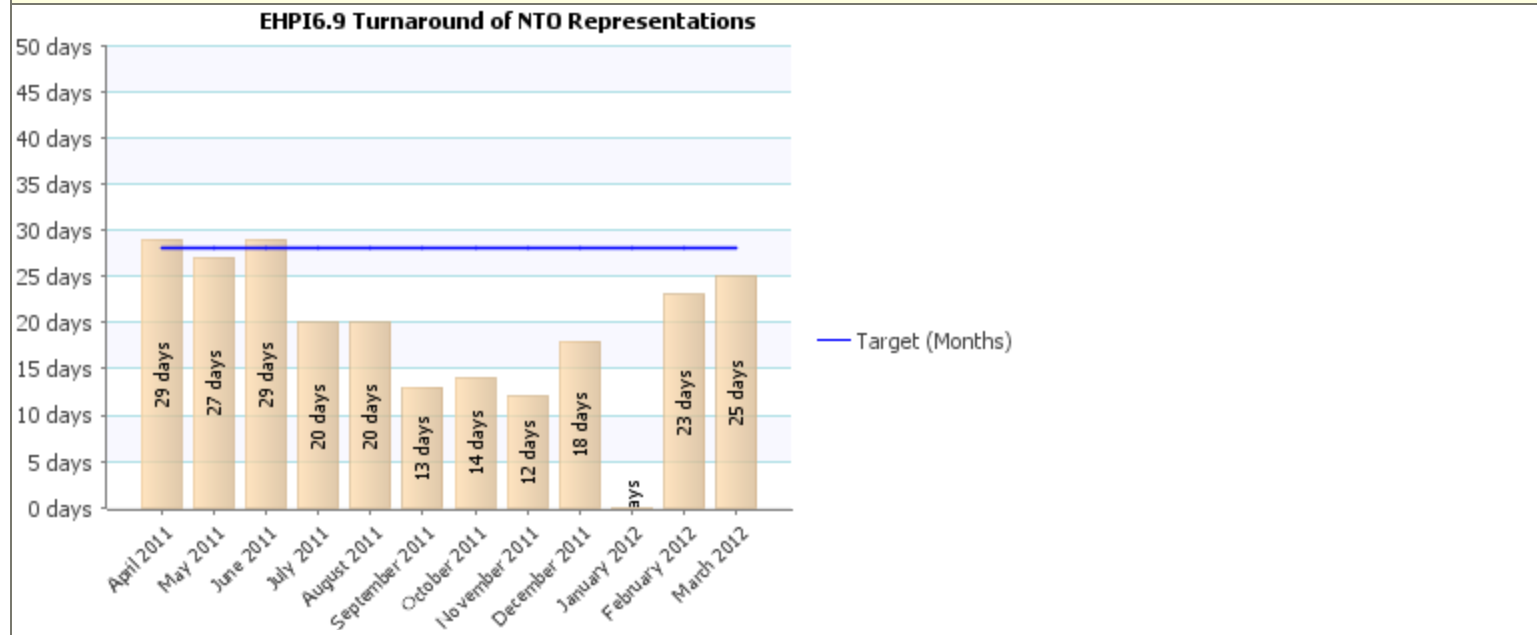


**Traffic Light** Green  
**Description** Prosperity

**Parking Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHP16.9	Turnaround of NTO Representations		25 days	28 days		Performance on target.	<b>None</b>

**Trend Chart**



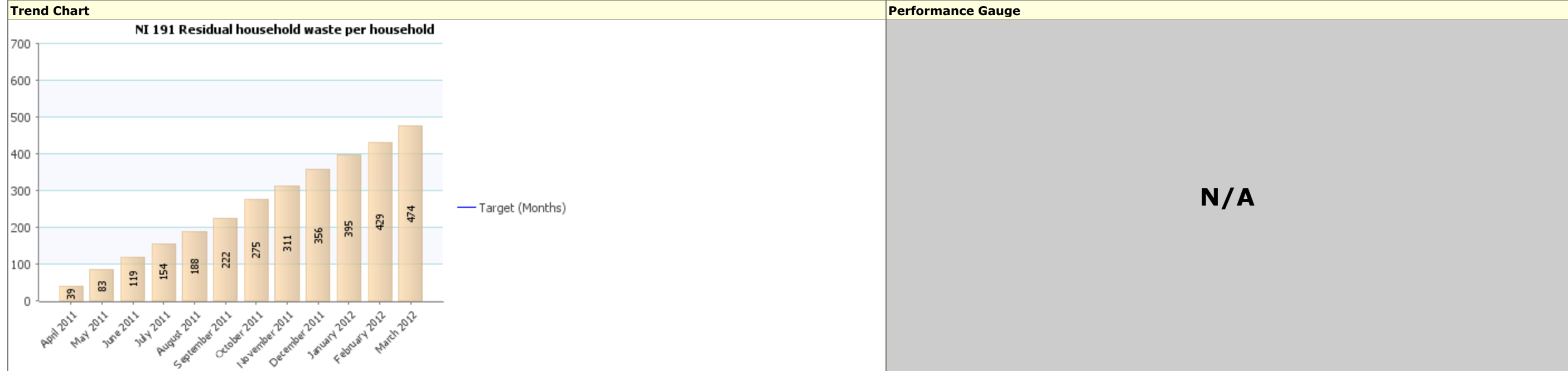
**Performance Gauge**



**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 13 <sup>th</sup> March 2012.
NI 191	Residual household waste per household	?	474		↓	Waste arisings in March, a 5 week month, were the highest monthly amount this year.	None



Environment Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.																										
NI 192	Percentage of household waste sent for reuse, recycling and composting	?	48.35%		↓	Performance dipped slightly in March, primarily due to the highest monthly level of waste disposed of this year.	None																										
<b>Trend Chart</b>						<b>Performance Gauge</b>																											
<p><b>NI 192 Percentage of household waste sent for reuse, recycling and composting</b></p> <table border="1"> <caption>NI 192 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>49.60%</td></tr> <tr><td>May 2011</td><td>50.05%</td></tr> <tr><td>June 2011</td><td>50.56%</td></tr> <tr><td>July 2011</td><td>52.06%</td></tr> <tr><td>August 2011</td><td>52.13%</td></tr> <tr><td>September 2011</td><td>52.40%</td></tr> <tr><td>October 2011</td><td>51.08%</td></tr> <tr><td>November 2011</td><td>50.88%</td></tr> <tr><td>December 2011</td><td>49.82%</td></tr> <tr><td>January 2012</td><td>49.44%</td></tr> <tr><td>February 2012</td><td>48.74%</td></tr> <tr><td>March 2012</td><td>48.35%</td></tr> </tbody> </table>						Month	Percentage	April 2011	49.60%	May 2011	50.05%	June 2011	50.56%	July 2011	52.06%	August 2011	52.13%	September 2011	52.40%	October 2011	51.08%	November 2011	50.88%	December 2011	49.82%	January 2012	49.44%	February 2012	48.74%	March 2012	48.35%	N/A	
Month	Percentage																																
April 2011	49.60%																																
May 2011	50.05%																																
June 2011	50.56%																																
July 2011	52.06%																																
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January 2012	49.44%																																
February 2012	48.74%																																
March 2012	48.35%																																

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	?			?	Currently no performance data. Data will be available in the next report.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
<p><b>EHPI 2.1d Planning Enforcement: Initial Site Inspections</b></p>						N/A	

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 <sup>th</sup> March 2012.
EHPI 2.1e	Planning Enforcement: Service of formal Notices	?			?	Currently no performance data. Data will be available in the next report.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						<p><b>N/A</b></p>	

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









Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
<b>FIT FOR PURPOSE, SERVICE FIT FOR YOU: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation</b>											
EHPI 6.8	Turnaround of Pre NTO PCN challenges	22 days	14 days	20 days	▲	☹️	This is below target. Due to a combination of: A) High volume of correspondence B) Staff seconded on to carpark stewarding duties in December 2011. C) Staff being trained on new IT systems linked to the new contract in January 2012. Overtime to help catch up on this predicted back log was agreed and undertaken during February 2012. A growth bid for 20 additional hours of notice processing resource is currently before members. However all statutory targets have been met.	14 days	14 days	14 days	Customer Services and Parking
EHPI 6.9	Turnaround of PCN Representations	22 days	28 days	21 days	▲	😊	Performance exceeding target.	28 days	28 days	28 days	Customer Services and Parking
<b>PRIDE IN EAST HERTS: Improve standards of the neighbourhood and environmental management in our towns and villages.</b>											
NI 191	Residual household waste per household	472kg	459kg	474kg	▼	😐	Performance slightly off target. Although the outturn is above expectations although this was a 53 week year. in a normal year the outturn would have been 465 kgs per household, some 6kgs or 1.3% above expectation. This is lower than waste growth nationally.	454kg	450kg	448kg	Environmental Services

Page 34	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12				2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
NI 192	Percentage of household waste sent for reuse,	48.29%	50.00%	48.35%	▲	☹️	Whole year performance is below original expectation of 50%, although with increasing waste levels and reducing recycling levels, expectation was revised internally to 48%, with final outturn at 48.35. The trends follow the national pattern, but the increase in waste and decrease in recycling is less marked in East Herts, than nationally. Waste Services Team focus for 12/13 is to promote waste minimisation, increase recycling performance in areas where participation and capture rates are lowest and increase the level of food waste in the brown bins.	50.0%	51.0%	52.0%	Environmental Services
NI 195a	Improved street and environmental cleanliness: Litter	1%	2%	2%	▼	😊	Performance on target. Performance fell in the winter partly due to the contractor not being granted permission by Herts Highways to litter pick the A10 under traffic management, allied to a number of marginal failures on other main roads, i.e. of the 15 failures 12 failed by only half a grade, probably due to being inspected close to the next scheduled litter pick.	2%	2%	2%	Environmental Services
NI 195b	Improved street and environmental cleanliness: Detritus	10%	7%	7%	▲	😊	Performance on target. Performance has been achieved at the targetted level, despite higher than normal levels of detritus during the winter.	7%	7%	7%	Environmental Services
NI 195c	Improved street and environmental cleanliness: Graffiti	1%	1%	0.67%	—	😊	Performance better than target with only a 0.67% failure rate for graffiti.	1%	1%	1%	Environmental Services
NI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	0%	—	😊	Performance is better than targetted level due to low incidence of fly posting.	1%	1%	1%	Environmental Services
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	27.40%	32.40%	27.40%	—	☹️	Performance is off target due to there being very little change from last years position as there have only been a few new sites added.	37.40%	42.40%	47.40%	Environmental Services
EHPI 218a	Abandoned vehicles - identified within 24 hours	98.45%	85.00%	99.99%	▲	😊	Performance exceeding target. Apart from 1 car in July 2012 all 161 cars reported were inspected within 24 hours.	90.00%	91.00%	92.00%	Environmental Services
EHPI 218b	Abandoned vehicles - removed in 24 hours	100.00%	95.00%	100.00%	—	😊	Performance exceeding target. All cars requiring removal were taken from our streets within 24 hours of our being allowed to do so.	96.00%	96.00%	96.00%	Environmental Services
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	34.56	50.00	36.80	▼	😊	Performance exceeding target. Performance under the new contract which commenced in May 2011 has exceeded expectations, leading to a outturn that is comfortably within the target level.	48	47	46	Environmental Services
EHPI 2.4	Fly-tips: removal.	1.12 days	2 days	1.21 days	▼	😊	Performance exceeding target. Performance is better than target as the Environmental Inspectors continue to prioritise the removal of fly tipping.	2 days	2 days	2 days	Environmental Services

Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
EHPI 86	Cost of household waste collection	£61.21	£50.06	TBA	TBA	TBA	Outturn currently not available. Data will be reported to Members through the Corporate Healthcheck process, once the Council's budget has been finalised.	£42.81	£43.88	£44.98	Financial/Environmental Services
EHPI 90b	Satisfaction with waste recycling	N/A	75.00%	77.00%	▲	😊	Performance exceeding target. More than three quarters of residents (77%) expressed satisfaction with the service overall but 14% said that they are dissatisfied. All of these results are broadly in line with the findings from the 2009 survey. This performance shows a 9% increase in satisfaction when comparison is made to the performance in 2009/10. Going forward the Council's objective is to ensure high satisfaction with the council, therefore it is proposed that the target for 2013/14 be retained at 75%.	N/A	75.00%	N/A	Environmental Services

Page 36	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance	Status	Notes	Target	Target	Target	
			Short term trend								
<b>SHAPING NOW, SHAPING THE FUTURE: Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including effective development control and other measures</b>											
NI 157a	Processing of planning applications: major applications	65.00%	69.00%	48.00%	▼	☹️	This is below target. Delays have been encountered during the year as a result of legal agreements, legislative requirements and the complex nature of proposals requiring extensive consultation. For the next (and forthcoming) years targets have been reduced but aligned with that expected nationally of 60%.	60.00%	60.00%	60.00%	Planning and Building Control
NI 157b	Processing of planning applications: minor applications	83.00%	80.00%	80.00%	▼	😊	Performance on target. Local target met and national target exceeded.	70.00%	70.00%	70.00%	Planning and Building Control
NI 157c	Processing of planning applications: other applications	94.00%	93.00%	92.00%	▼	😐	Performance slightly off target. Local target met and national target exceeded.	90.00%	90.00%	90.00%	Planning and Building Control
NI 159	Supply of ready to develop housing sites	N/A	N/A	TBA	TBA	TBA	Data analysis of housing delivery undertaken by Hertfordshire County Council at the end of year and details are usually available by June/July. Calculation of land supply not possible until data on supply which has been utilised (housing built) is available. Data will be included in the Councils Annual Monitoring Report due to be produced in December 2012. The Council's performance management system will be updated at the same time.	TBD	TBD	TBD	Planning and Building Control
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	New PI introduced in 2011/12	75.00%	Next outturn data available in 2012/13	N/A	N/A	There is no performance outturn available for 2011/12 as this is a new PI and the systems used to collect the data were put in place in January 2012 so there is not a full years worth of data to produce an annual outturn. The next available outturn will be for 2012/13 and will be reported in the 2012/13 outturn report.	75%	75%	75%	Planning and building control
EHPI 2.1e	Planning Enforcement: Service of formal Notices	New PI introduced in 2011/12	50.00%	Next outturn data available in 2012/13	N/A	N/A	There is no performance outturn available for 2011/12 as this is a new PI and the systems used to collect the data were put in place in January 2012 so there is not a full years worth of data to produce an annual outturn. The next available outturn will be for 2012/13 and will be reported in the 2012/13 outturn report.	50%	50%	50%	Planning and building control
EHPI 2.23	Planning decisions delegated.	90%	90%	92%	▲	😊	Performance exceeding target. Outturn target met 149 out of 1875 decision decided by committee.	90%	90%	90%	Planning and building control
EHPI 64	Vacant dwellings returned to occupation or demolished	10	10	11	▲	😊	Performance on target. 11 dwellings have been returned to occupation, 5 of which were vacant for more than 6 years.	10	10	10	Community Safety and Health

Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance	Status	Notes	Target	Target	Target	

Status	
<b>The 'smiley faces' reflect performance against target</b>	
	indicator is 6% or more off target
	indicator is 1-5% off target
	indicator is on or above target
<b>The 'arrows' reflect performance against 2010/11</b>	
	performance is improving
	performance is the same
	performance in worsening

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## EAST HERTS COUNCIL

### ENVIRONMENT SCRUTINY COMMITTEE – 26 JUNE 2012

#### LEADER OF THE COUNCIL

#### 2011/12 END OF YEAR SERVICE PLANNING REPORT

WARD(S) AFFECTED: ALL

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#### **Purpose/Summary of Report**

- This report provides a summary of 2011/12 Service Plan actions that have been achieved and details those that require a revised completion date.

<b><u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:</u></b>	
That:	
<b>(A)</b>	<b>The revised completion dates against 2011/12 Service Plan actions be received; and</b>
<b>(B)</b>	<b>The Executive be advised of any recommendations.</b>

#### 1.0 Background

1.1 The 2011/12 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 15 February 2011 and approved by the Executive at its meeting on 8 March 2011. Environment Scrutiny received a report detailing progress as at the end of September 2011 at its meeting on 15 November 2011. This report details progress as at the end of March 2012 for the following services:

- Customer Services and Parking (in relation to Parking only)
- Environmental Services
- Planning and Building Control

1.2 The Corporate Management Team is pleased to commend the progress against service plans to Members. While there are some actions in the service plans which have required changes to their

timetable, CMT congratulates Heads of Service and staff for delivering well, particularly in the context of the difficult times of 2011/12. C3W, shared services, staffing restructure, delivering efficiencies and severe recruitment constraints have made the operating environment extremely challenging for Heads of Service, managers and staff across the organisation.

1.3 Going forward this is the last time the monitoring of service plan actions will be presented in this format. For 2012/13 a different approach to reporting on service plan achievements will be adopted. However the report will always highlight revised completion dates and actions that have been deferred.

## 2.0 Report

2.1 In total, there are 32 actions in the 2011/12 Service Plans relevant to Environment Scrutiny Committee, of which:

84% (27) actions have been achieved

6% (2) actions are on target

3% (1) action has had their completion date revised (detailed in **Essential Reference Paper “B”**)

3% (1) action has not been started (detailed in **Essential Reference Paper “B”**)

3% (1) action has been suspended (detailed in **Essential Reference Paper “B”**)

2.2 An overview of the achievements by Corporate Priority can be summarised as follows:-

**Promoting prosperity and well being; providing access and opportunities.** *Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

2 actions have been achieved

1 action has had their completion date revised (detailed in **Essential Reference Paper “B”**)



1 action has not been started (detailed in **Essential Reference Paper “B”**)

Some of the key achievements were:

- A detailed report on the Parks and Open Spaces Development Plan progress over the last five years was submitted to Environment Scrutiny Committee on 6 September 2011. In addition to the many improvements to open spaces over the period of the plan, it noted that the Service had attracted £627,000 in external funding bids and Section 106 contributions of approximately £250,000 in capital funding and £73,000 toward future revenue maintenance costs. *(Reported to Environment Scrutiny on 15 November 2011)*
- A range of activities including Love Parks week, encouraging awareness and use of open spaces at Southern Country Park and 'Meet the Animals' events at Pishiobury Park and Red White and Blue Open Space were well attended. A public consultation event at Vantorts (Sawbridgeworth) was used to inform the redesign of the open space. The Council hosted this year's Sele Farm Community Action Day at The Ridgeway Open Space (Hertford). *(Reported to Environment Scrutiny on 15 November 2011)*

**Fit for purpose, services fit for you.** *Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.*

13 actions have been achieved

Some of the key achievements were:

- The frequency of Play Area Inspections was reviewed and reduced on less well used sites, largely achieving the savings detailed in the Medium Term Financial Plan. *(Reported to Environment Scrutiny on 15 November 2011)*
- Plastic, can and glass banks were withdrawn from May 2011 in order to achieve Medium Term Financial Plan targets. *(Reported to Environment Scrutiny on 15 November 2011)*
- New textile banks services were implemented from May 2011 – it is currently predicted that this will generate additional

income of £24,000 in the current financial year, contributing to Medium Term Financial Plan targets. (*Reported to Environment Scrutiny on 15 November 2011*)

- Building Control maintained the British Standards Institute Quality Assurance following an inspection, thereby ensuring provision of the service to recognised service levels in terms of timescales, satisfaction etc. (*Reported to Environment Scrutiny on 15 November 2011*)
- The Parking Management and Enforcement Contract was tendered and awarded to a new contractor (NSL Ltd.) with a “go live” date of 17 January 2012.
- Implemented the waste contractors "in-cab" IT reporting systems which has improved management information and speeded up complaints handling.
- Reviewed the Environmental Co-ordinator functions and a new cross-departmental post is place to manage the Council's Environmental Sustainability and Home Energy Efficiency Functions. This has delivered efficiency savings while maintaining a resource to deliver key projects and priorities.

**Pride in East Herts.** *Improve standards of the neighbourhood and environmental management in our towns and villages.*

8 actions have been achieved

2 actions are on target

1 action has been suspended (detailed in Essential Reference Paper “B”)

Some of the key achievements were:

- Mixed plastics collections were implemented from 9 May 2011 – recycling of cans and plastics is up despite a national falling trend in the amount of waste residents produce due to the economic climate. (*Reported to Environment Scrutiny on 15 November 2011*)
- A feasibility study was conducted on the roll out of an organic waste collection scheme for communal properties,

which identified that this option is not currently financially viable. Alternative proposals are being developed for the collection of organic waste from difficult access properties.

- Developed and implemented a project, to identify and raise residents awareness of recycling in areas of low performance.
- All East Herts Council owned woodland has been identified, mapped and categorised. A single management plan has been developed covering the smaller / simpler sites and individual management plans will be developed for the larger / more complex sites in 2012 in consultation with the Countryside Management Service.
- The Chantry Resident Permit Parking Scheme was implemented to help address persistent parking problems with commuters, shoppers and others who do not live or have businesses on these residential streets.

**Shaping now, shaping the future.** *Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.*

3 actions have been achieved

Some of the key achievements were:

- Effectively managed large scale development proposals that remain under consideration. Awareness raising has also commenced in relation to the potential for development at Bishop's Stortford North with a Member Briefing. This action will continue into 2012/13.
- Consultation has been undertaken in relation to one conservation area appraisal and commenced in relation to two others. This action will continue into 2012/13.

**Leading the way, working together.** *Deliver responsible community leadership that engages with our partners and the public.*

1 action has been achieved

The key achievement was:

- East Herts Council published a short guidance note to help town and parish councillors, local residents and businesses to make the most of their new housing and planning rights. In particular the guide shows how to produce a neighbourhood plan following the enactment of the Localism Act.

2.3 **Essential Reference Paper “B”** details those 2011/12 Service Plan actions that have had their completion dates revised, have been deferred/suspended or have not provided an update. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2011/12 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).

2.3 Environment Scrutiny committee are requested to note the achievements against the 2011/12 service plan actions and agree the recommendation at the front of this report.

2.4 2011/12 actions that are still active will be reported as part of the 2012/13 service plan monitoring reports.

### 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

2011/12 Service Plans report to Corporate Business Scrutiny Committee on 15 February 2011.

2011/12 Service Plans summary of progress and exceptions report to Environment Scrutiny on 15 November 2011.

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b>  <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b>  <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b>  <i>Improving standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p><b>Shaping now, shaping the future</b>  <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p><b>Leading the way, working together</b>  <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>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.</p>

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## 2011/12 End of Year Service Planning Report

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	Notes
11-ES01	Deliver completed management plans for major parks in consultation with stakeholders.	<p><b>Target:</b> Management plans in place for the remaining major parks (Hertford Castle; Waytemore Castle; Hartham).</p> <p><b>Outcome:</b> 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><b>Critical Success Factors:</b> Staff resources. Support from the local community and external partners such as Groundwork Trust and CMS.</p> <p><b>Environmental Impacts:</b> The development of parks considers environmental management, landscape and biodiversity implications.</p>	30-Sep-2012	<p><b>Revised Completion Date.</b> Original due date was 31 December 2011, it was revised to 31 March 2012 and has been revised further to 30 September 2012. Ongoing consultation is taking place with Hertford and Bishop's Stortford Town Councils to ensure management plans reflect the views of key partners. Progress with Parks and Open Spaces Development Plan reported to Environment Scrutiny Committee in September 2011.</p>
11-ES05	Undertake a review of the Parks and Open Spaces Strategy and Action Plan in 2012.	<p><b>Target:</b> Review of Strategy started in April 2012 and completed by March 2013.</p> <p><b>Outcome:</b> Amend existing Strategy as required and develop a new Action Plan.</p> <p><b>Critical Success Factors:</b> Staff resources, support from other Services and CMS. Community and Member support.</p> <p><b>Environmental Impacts:</b> Strategic environmental and biodiversity impacts taken into account.</p>	31-Mar-2013	<p><b>Project not started.</b> Project due to be undertaken in 2012. A review of the Parks and Open Spaces Strategy and Action Plans was agreed at Environment Scrutiny Committee on 6 September 2011.</p>
11-ES14	Review of Environmental Crime enforcement procedures.	<p><b>Target:</b> Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime.</p> <p><b>Outcome:</b> 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><b>Critical Success Factors:</b> Staff resources, Web and IT support. Support of external partners. Member support.</p> <p><b>Environmental Impacts:</b> Reduction in Environmental Crime across the District.</p>	31-Jul-2013	<p><b>Revised completion date.</b> Original due date was 31 March 2012 and has been revised to 31 July 2013. Project suspended pending Governments review of Anti-Social Behaviour legislation, which is likely to impact upon the Council's policies and procedures for Environmental Crime. Revised completion date July 2013, subject to legislative processes.</p>

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## EAST HERTS COUNCIL

### ENVIRONMENTAL SCRUTINY COMMITTEE - 26 JUNE 2012

#### REPORT BY HEAD OF ENVIRONMENTAL SERVICES

#### CONTRACT PERFORMANCE – ENVIRONMENTAL OPERATIONS

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WARD(S) AFFECTED: ALL

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#### Purpose/Summary of Report

- To advise Members of the current performance of the two main contracts for Waste Services (Refuse and Recycling, Street Cleansing) and Grounds Maintenance.

<b><u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE : That</u></b>	
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<b>(A)</b>	<b>The Committee scrutinises the current performance of the Council's main environmental management term contracts.</b>
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#### 1.0 Background

1.1 The Environmental Services department delivers a number of services through a range of contracts and using in-house staff. The primary objective of this report is to provide members with an annual update of the performance of the main term contracts.

1.2 The new combined Refuse, Recycling and Street Cleansing contract was awarded to Veolia Environmental Services for a

period of seven years, with a possible extension of up to seven years, in November 2010 and commenced on the 9th May 2011.

- 1.3 At award the Council decided to increase the range of recyclable materials collected to include mixed plastics types 1-6 at an additional cost of £261,000 per annum. This was offset by the £1.5m saving per annum over the previous contracts.
- 1.4 Following the award of the contract, officers entered into discussions with North Herts Council (which also contracts with Veolia) about the potential for shared services. The objective was to identify possible efficiency opportunities. It was agreed that resources for clinical waste collection and pavement washing would be shared between the two authorities, generating further financial savings for the same level of service.
- 1.5 The Grounds Maintenance Contract was re-tendered in 2007 and awarded to John O Connor Ltd from April 2008 for six years and 9 months with a possible extension of up to seven years. The Contract includes additional elements to undertake most highways grounds maintenance (A roads are excluded) on behalf of Hertfordshire County Council and also the maintenance of grounds adjacent to ex-Council estates owned by Riversmead Housing Association. This contract is due to be reviewed in 2012/13 to consider whether it should be extended or a new contract let from January 2015.

## 2 Report

- 2.1 This section of the report details contract and contractor performance over the last twelve months and compares this with the previous year. It also provides an update on some of the key initiatives undertaken by Environmental Services as a whole on associated environmental maintenance and enforcement activities.

## Refuse & Recycling (ARC)

- 2.2 The Alternate Refuse and Recycling collection service (ARC) was introduced in November 2009. In May 2011 in conjunction with the award of the new contract it was extended to include Plastics types 1-6 with popular response from our residents.
- 2.3 In addition, communal properties have been able to take advantage of the extended service and plastics types 1-6 are now being collected from flats. This service was extended in May 2011 on a town by town basis and the service is now available throughout the District.
- 2.4 The contract required that new vehicles be provided for all services. Through the specification of vehicle type new, narrower vehicles for difficult access areas, the service has been able to include and provide organic collections and recycling collections to additional properties previously unsuitable for a collection service.
- 2.5 Following some minor teething problems, the new contract is delivering very high performance levels for waste collection and recycling services.
- 2.6 There was a slight increase in the level of missed bins per 100,000 collections from 34.56 in 2010/2011 to 36.80 in 2011/2012 this was largely due to the first 2-3 months of the new contract being higher than average, however this was expected and once the new contractor had settled in performance began improving consistently and continues to exceed the Council's target level of 50. Standards are continually monitored and any shortfalls in service delivery are rectified swiftly and efficiently.
- 2.7 The percentage of household waste recycled and composted has increased again slightly from 48.28% in 2010/11 to 48.35% in 2011/12, falling slightly below the expected target of 50% however with the inclusion of plastics types 1-6 and a full years service development the target for 2012/13 remains set at 50% and the service expects to meet this target.
- 2.8 As part of the new contract with Veolia, Refuse and Recycling vehicles, are now fitted with a real time tracking

device that allows supervisory staff to see where each crew is, or where they have been at any given time via a remote system.

- 2.9 Crews are now equipped with mobile hand held devices using a system called ECHO. This allows crews to record any collection service issues electronically. This data is then uploaded and made available to Environmental Services customer contact staff almost instantly via a web based system. Photo's of contamination, access issues, side waste etc can also be taken and uploaded using this system. These new systems allow the Council to help and advise residents more effectively about the content and presentation of their containers which has resulted in more rapid and improved customer service and a reduction in complaints about potentially missed bins.
- 2.10 The commercial refuse collection service suffered a slight decrease in gross income in 2011/12 of £456,500 against an estimate of £475,200. This is largely due to the economic downturn, however the service has also increased its customer base from 548 in 2010/11 to 558 2012/12, which shows that whilst our customers may be reducing their capacity or frequency of collections we are still retaining our customers overall, and gaining new business which adds weight to our customer service levels.
- 2.11 In 2012/13 it is intended to re-configure collection rounds. This will make the service even more flexible and take advantage of 'round optimisation' to ensure efficiencies in service.
- 2.12 Our target income for 2011/12 for clinical waste collections was £60,400 we exceeded expectations with an actual income of 74,253 some £13,853 above target. This was in spite of changes to the Hazardous Waste Regulations and statutory requirements requiring a complete change to collection procedures and customer waste sacks.
- 2.13 New regulations surrounding the separation of offensive and infectious waste and requirements by our business customers to complete consignment notes have been implemented extremely smoothly seeing no loss in customer base.

2.14 This may also result in savings later on in 2012/13 when the new regulations are implemented at the waste transfer stations. It will ensure that the correct disposal rates for the different types of waste are used more accurately. Financial benefits will be reported once these are known. East Herts Council was one of the front runner's county wide, to complete the transition and is now assisting our neighbouring authorities with best practise.

### **Initiatives for 2012/13**

2.15 Declining tonnages as a result of the economic downturn have impacted negatively on the Council's income stream from the sales of materials and a project is underway to encourage residents to recycle more of their waste in the lower performing areas. Details of the initiative are provided in a separate report on the agenda of this meeting.

2.16 In addition to the operational performance benefits of the waste services contract, new, more efficient vehicles procured are expected to deliver significant savings in the Council's carbon footprint. In addition to the tracking systems mentioned above, vehicles are also fitted with a device that measures driver performance, which encourages fuel efficient driving. Carbon savings will be reported to this Committee as part of the next update of the Climate Change Action Plan.

### **Street Cleansing**

2.16 The Environmental Protection Act (1990) determines the standards that must be met and the inspection criteria to be used in determining the performance of the street cleansing operation. Contractor performance is measured by the Council's Environmental Inspection Team, which conducts both programmed and complaint led inspections, grading streets accordingly.

2.17 In addition, the previous Government required additional inspections to be conducted against specific criteria and these were used to calculate statutory national indicator NI 195. From April 2011, this is no longer a Government required indicator; however in accordance with the decision of the Executive Committee in March 2011 these

inspections will continue in this format as a 'local' performance indicator to track service standards.

- 2.18 This indicator is based upon sample surveys conducted three times a year, totalling 900 inspections. The format and sample size were previously set by Government. It calculates the percentage of inspections that identify significant levels of litter and detritus (road dirt). The lower the percentage, the higher the performance. East Herts performance against this indicator was 1% for litter and 10% for detritus in 2010/11. In 2011/12, litter increased to 2.3% but detritus fell to 6.9%. East Herts has a very low level of litter problems compared to many local authority areas and the low percentages reflect this. Better channel cleansing under the new street cleansing contract has improved detritus levels across the district. The increase in litter was primarily on the main roads. The contractor cannot litter pick many of the main roads without traffic management to ensure the operatives' safety. This has previously required liaison with Hertfordshire Highways grass cutting team. However, following the reduction of grass cutting on A roads to twice a year by the County Council, the waste services contractor now arranges its own traffic management which allows for litter picking at other times when grass is not being cut
- 2.19 There were 807 complaints in 2011/12 compared with 719 in 2010/11 – an increase of 88 or 15% (See Essential Reference Paper 'B'). This is mainly due to teething problems with traffic management in the first year of the contract and an exceptionally warm, dry late winter/early spring with more residents enjoying the outdoors. From 2011/12 the service has also begun measuring 'validated' complaints – i.e. those which relate to the performance of the contractor. Of the complaints received last year, only 114 were 'validated complaints' against the contractors performance. The remainder of the complaints were regarding areas which are not part of the scheduled contract work and therefore not a performance failure. Where complaints occur regularly in the same area the service will look at adding additional works to the contract schedule.



2.20 The number of recorded fly tips decreased by 41% from 2010/11 to 2011/12 (1510 down to 889). The most significant decreases were in single black bags (83% decrease) and transit van loads (54% decrease). The decrease in single black bags may be due to the reduction in the number of recycling banks in the district as smaller flytips were often found in these locations. The reduction in transit van loads may be due to the continued targeting of unlicensed contractors carrying waste and also increasing residents' awareness of their responsibilities regarding waste disposal. Efforts to tackle waste related environmental crime have continued with East Herts working in partnership with the Police, Environment Agency and other Hertfordshire Districts to tackle commercial fly tipping through joint intelligence and enforcement action.

2.21 In the last 12 months, the service has continued with the following initiatives connected to environmental management:

- Tackling dog fouling through a media and enforcement campaign. This included raising awareness of the problems and penalties via posters in key sites such as veterinary surgeries plus additional signage to highlight this anti-social behaviour. The publicity also encouraged residents to help the Council by identifying perpetrators and additional, targeted patrols were carried out by Environmental Inspectors.
- Anti-litter signs have been placed in key locations (along main roads including A10 and A414) and on Environmental Inspectors vehicles
- Joint campaign with McDonalds to highlight and remove litter from area around Rush Green roundabout.
- Further work will take place in 2012/13 to involve local businesses in reducing litter in known problem areas.
- Continuing to identify sites where waste is habitually dumped as 'hotspots' and surveys carried out to identify solutions such as signage, physical restrictions, or increasing site surveillance.
- 3 vehicle 'stop and search' events in association with the Police and other enforcement agencies, two of which were in Buntingford as part of 'Operation

Agrarian'. The objective was to discourage the illegal transport of waste, which is often associated with fly tipping.

- In 2011/12, 11 FPN's were issued for littering and 1 FPN was issued for nuisance vehicles.
- 138 offences were investigated (including those where an FPN was the result), 14 more than the same period the year before. The following offences were investigated in 2011/12:

60 Fly tipping offences  
31 Waste offences  
9 Litter offences  
2 Graffiti and Fly posting  
19 Dog Fouling  
12 issuing of free literature without permission  
2 tree offences  
3 other

2.22 Waste offences (contamination of recycling containers and side waste) are also monitored. This is necessary to maintain the quality of material collected and avoid rejection by re-processors, leading to a loss of income and additional costs of disposal to landfill. Residents are given a series of advisory letters and then warnings if advice is not taken following their first 'offence' (if this occurs within a 6 month period). In 2011/12 - 617 letters were sent to people for their second offence, 120 letters were sent following a third offence and 11 letters were sent following a fourth offence. Under section 46 of the Environmental Protection Act 1990 the Council has powers to serve a notice on the occupier of a property to ensure that recycling or refuse is placed for collection in receptacles of a kind and number specified, or in a particular location at a particular time. Failure to comply with such a notice can lead to Court action or a Fixed Penalty Notice being issued. No Section 46 notices were issued in 2011/12.

2.23 The service is continuing to undertake Environmental Crime road shows to raise awareness about these issues and the associated penalties. Events in 2011/12 included:

- King George Road event in July

- Southern Country Park in July for Love Parks Week
- Pishiobury Park in July for Love Parks Week

## **Grounds Maintenance**

- 2.24. The grounds maintenance contract with John O'Conner (GM) Ltd has now been in place for five years. Performance in 2011/12 has generally been very good.
- 2.25 The overall level of validated complaints fell by 35% to 131 in 2011 compared to 202 in 2010.
- 2.26 Rectification Notices are issued to contractors to require them to correct a minor issue. Default Notices, which attract a financial charge, are issued if it is more serious or where a minor problem is not resolved quickly. Rectification Notices decreased by 56% from 379 in 2010/11 to 166 in 2011/12. The level of Defaults where Rectifications have not been resolved satisfactorily or where the breach has been more serious has remained extremely low. No defaults were issued between 2011/2012 (See **Essential Reference Paper 'B'**).
- 2.28 The contractor has developed a strong and effective level of supervision utilising a carefully revised programme of works and working closely with the Council's Area Environmental Inspectors. The weekly "compliance audit" tests against five elements of performance. It shows the levels of performance relating to the efficiency of the contractor's work programme and the accuracy of their own supervision reports. Both these tests revealed a consistent near faultless performance in these areas with 2% test failures for 2011 compared with 3% for 2010.
- 2.29 In addition, considerable improvements have been implemented to ensure that the contract achieves a consistently high standard. The following elements are now being used:-
- An improved program of works for the whole year which ensures that all tasks are carried out at the correct time of year taking into account seasonal variations and customer requirements.

- In addition to this a winter work program has been developed that ensures previously areas of woodland and scrub determined to be 'Ad hoc' are maintained with a more systematic approach. Working with both the incumbent contractor and utilising the expertise of local arboricultural specialists this has enabled better forward planning and the removal of "problem" areas that had previously generated complaints.
- Supervisors and managers meet regularly with organisations such as the Police, County Council, Housing Associations and In Bloom groups to ensure communication avenues are kept open. These meetings provide essential information on local issues and feedback from customers.
- Continued development of 'Friends of Groups' also establishes links to the local community and introduces an additional and valuable presence on site in our parks.
- The contract supervisors and operatives meet on a regular basis throughout the year with the Council's Area Environmental Inspectors to discuss performance and operational issues.
- Play inspections continue to be managed electronically with hand held computers and a data base that streamlines response times and record keeping between the contractor and the Council.
- Council officers take an active part in the contractors' periodic audits that cover health and safety, quality and environmental management systems.
- The contractor continues to operate seasonal hours for their staff (longer hours in summer and shorter hours in winter) providing a more efficient use of resources.
- The contractors' shrub manual is used to identify the precise types and quantity of shrubs in beds across the district and their horticultural needs. This informs a planned approach to the replacement of shrubs where needed and that pruning is carried out at the correct time of year for specific species.
- The contractor has provided all staff with the opportunity to take NVQ level 2 qualifications which is proving to be a useful addition as all areas of maintenance can now be monitored with greater care. They have also introduced an apprenticeship scheme that aims to improve widen the

availability of skilled staff in the sector as well as providing opportunities for local young people.

- This continuing level of performance has helped to ensure standards are maintained, which is essential especially when reapplying for 'Green Flag' (a national accreditation scheme for parks) for the Ridgeway and Southern Country Park in May 2011, (following the large scale improvement works carried out at both sites utilising external funding).

### 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

#### **Essential Reference Paper "B"**

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

Contact Officer: Cliff Cardoza – Head of Environmental Services ext. 1527  
[Cliff.cardoza@eastherts.gov.uk](mailto:Cliff.cardoza@eastherts.gov.uk)

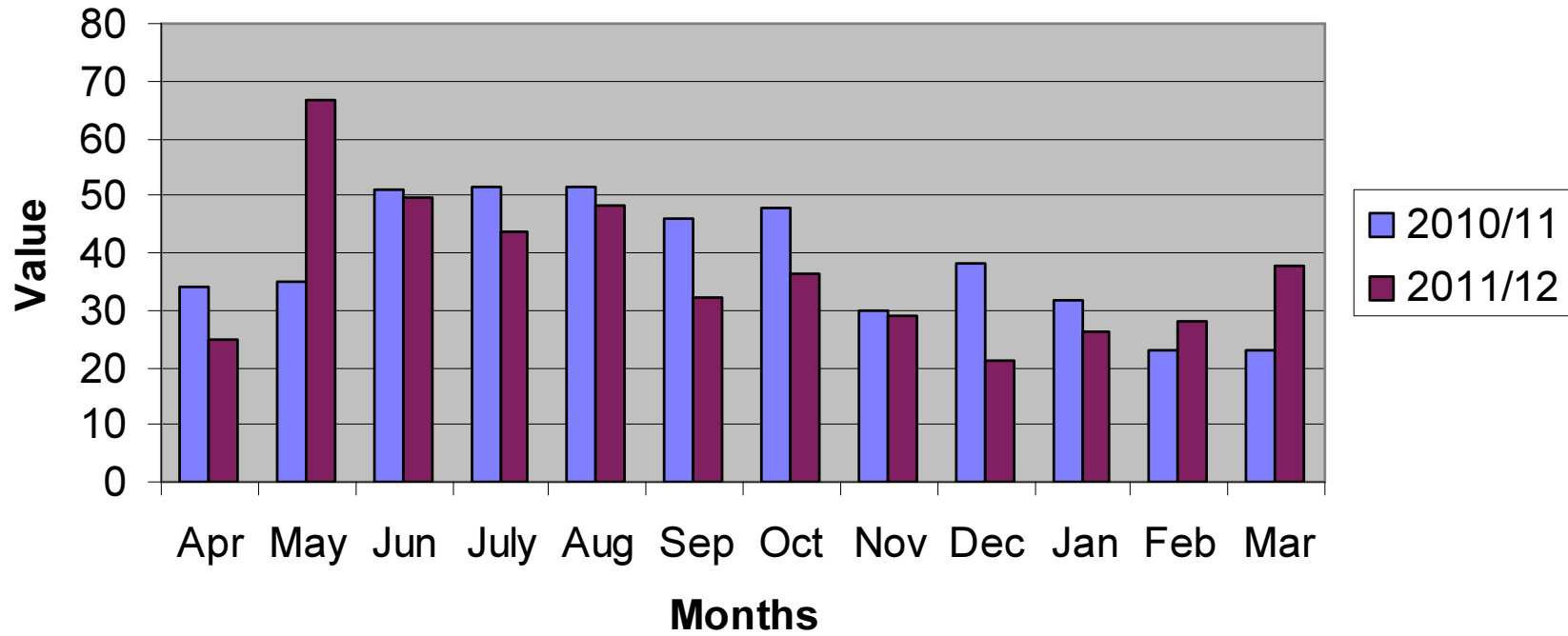
Report Author: Siobhan Smith – Waste Services Officer  
[Siobhan.smith@eastherts.gov.uk](mailto:Siobhan.smith@eastherts.gov.uk)

## ESSENTIAL REFERENCE PAPER 'A'

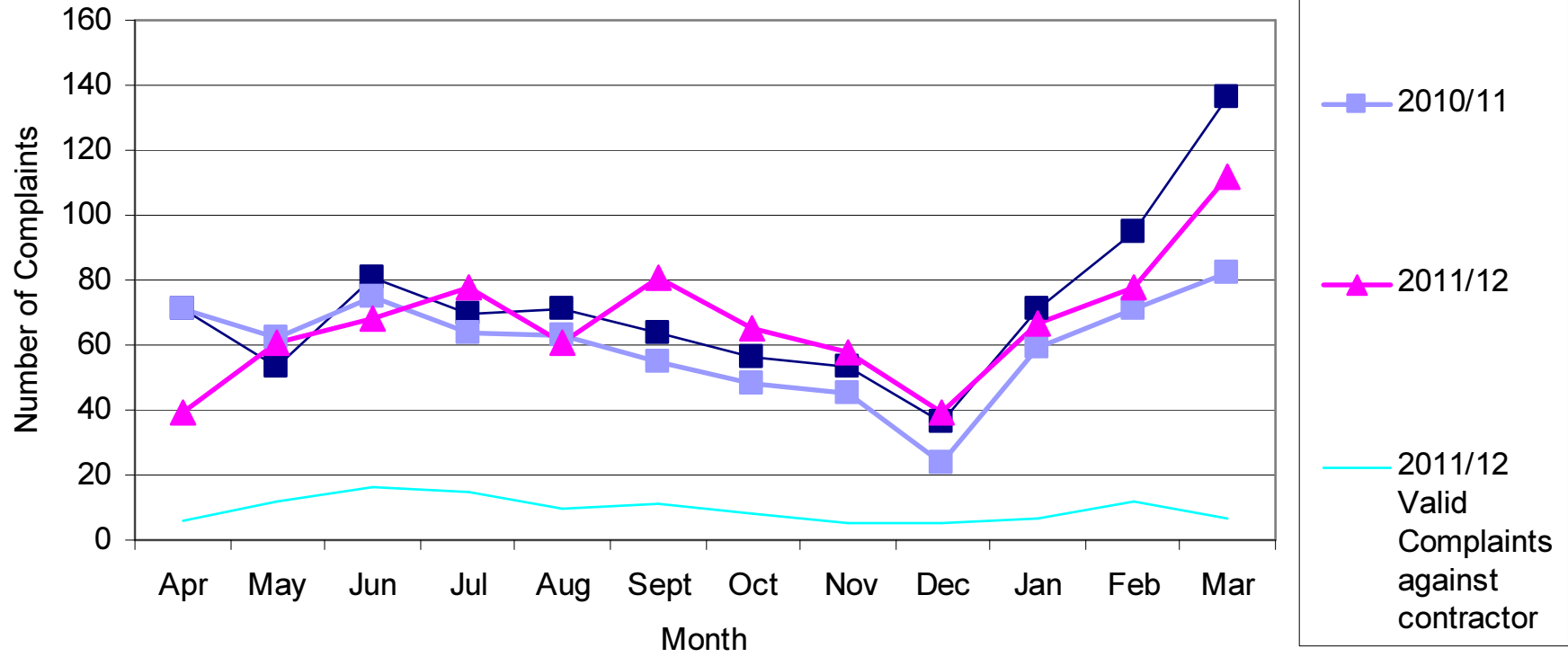
### IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<b>Place</b> This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.
Consultation:	<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 14<sup>th</sup> February 2012.</i>
Legal:	<i>There are none.</i>
Financial:	<i>There are none for this report.</i>
Human Resource:	<i>There are none</i>
Risk Management:	<i>When surveyed, residents consistently place these services among their highest priorities and it is important that the Council continues to deliver high quality environmental operations services.</i>

### Missed Refuse & Recycling Containers per 100,000 collections

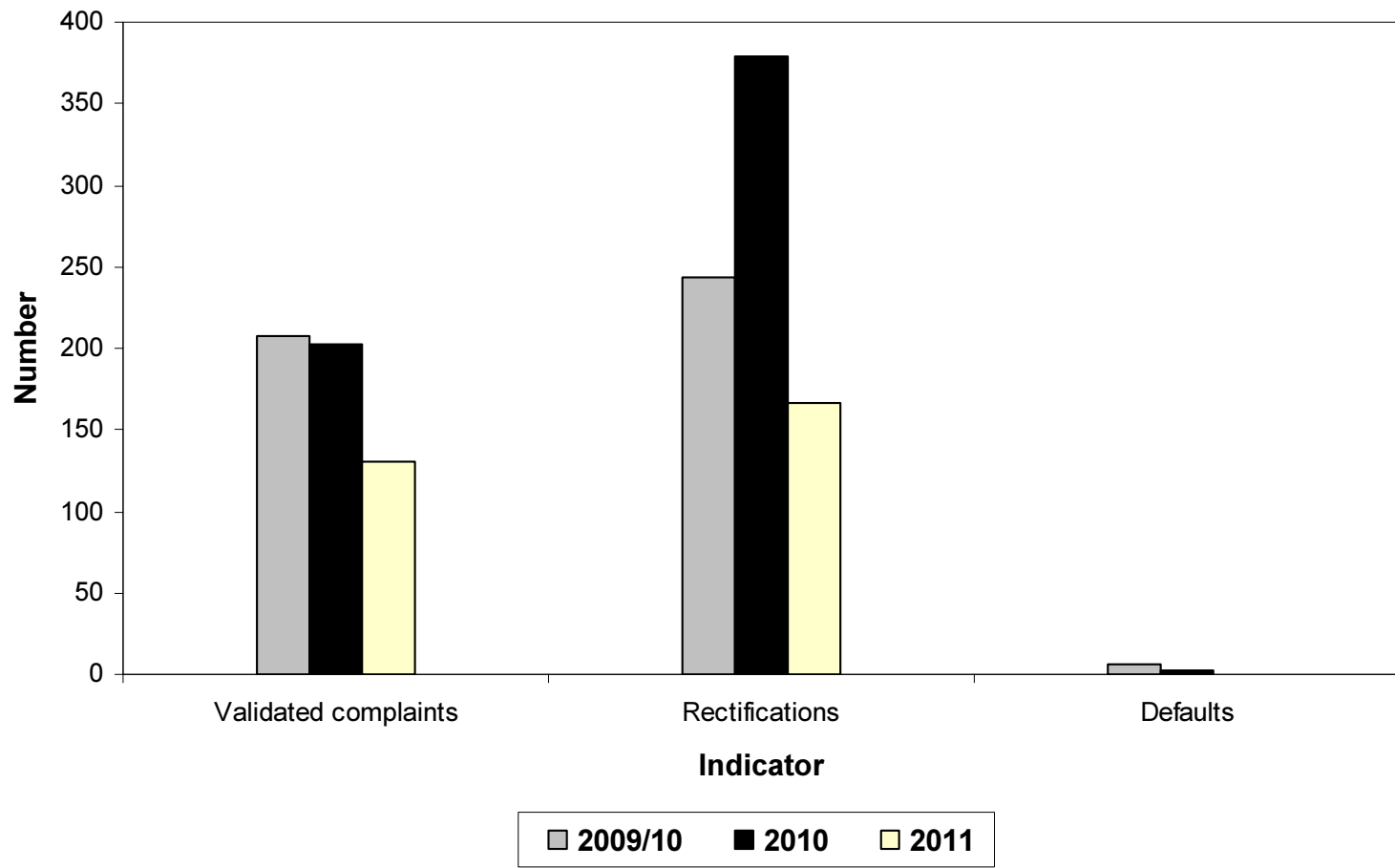


### Street Cleansing Complaints Comparison





### Grounds Performance Comparison



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## EAST HERTS COUNCIL

ENVIRONMENTAL SCRUTINY COMMITTEE – 26 JUNE 2012

REPORT BY HEAD OF ENVIRONMENTAL SERVICES

INCREASING DRY RECYCLING CAPTURE

WARD(S) AFFECTED:

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### **Purpose/Summary of Report**

- To advise Members what is being done to improve recycling performance

<b><u>RECOMMENDATION ENVIRONMENT SCRUTINY</u></b>	
<b>That:</b>	
<b>(A)</b>	<b>The Committee consider and scrutinise the approach taken to improve recycling performance in areas where take up is lower.</b>

### 1.0 Background

1.1 The Council now offers residents the opportunity to be able to recycle paper, cans, glass, plastics, food waste, garden waste and cardboard from the kerbside. These services have gradually been introduced with the most significant change the introduction of ARC (Alternate Refuse Collection) in November 2009. Since that time there has been a steady increase in the amount of recycling and the overall amount of waste reduce.

1.2 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.

1.3 Recycling performance is 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. (More details can be found in the Financial Implications section of Appendix A)
- 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 with recycling services
- Maximising environmental benefits of removing waste from landfill and reducing carbon emissions..

## 2.0 Report

2.1 A recent study undertaken by North Herts District Council (who have a similar collection system and population to East Herts) looked at what materials remained in the black bins that could have been captured as recycling. The main material was found to be food waste, comprising on average 33% of the contents. (Note that improving waste food waste recycling is being undertaken as a separate project through the Herts Waste Partnership's 'Waste Aware' campaign).

2.2 The next figure of significance was that of paper, the study suggests that there is 0.60kg of paper per household per week still being thrown away and land filled. If this figure is applied to East Herts residents it could be as much as 1,560 tonnes per annum! If it were possible to capture all of this as recycling this could generate over £200,000 per annum in income. The North Herts study also shows that

0.11kgs of glass and 0.07kgs of cans per household per week are also being thrown away in the black bin. (Note: North Herts Council does not collect any plastics from the kerbside).

- 2.3 Along side of general communications activities to encourage all residents to recycle more, the Service has been looking to specifically target lower performing areas with recycling messages to encourage a greater participation (the number of people using the kerbside service) and capture rate (ensuring the people using the service know what they can put out and are doing so).
- 2.4 The dry (paper, cans, glass and plastics) recycling collection vehicles do one round each per day. There are 8 recycling vehicles with a different route each day over a 10 day period i.e. 80 separate collection areas. The vehicles are weighed in at the Buntingford depot before the material is tipped. The vehicle is then weighed out again providing a weight for the recycling from that round. When the weight is divided between the number of households this gives an average weight per property.
- 2.5 Looking at all 80 rounds it is possible to indentify the ones with the lowest weights by comparing the average weights per property. These are the residents to be targeted first with the additional messages.
- 2.6 All residents were advised in the most recent service leaflet and Spring addition of Link that we would be contacting people in these areas, in the hope that residents would not wish to be the “lowest performing area”.

The areas are:

2.7

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	Standstead Abbotts 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%	666	5.2

	Wadesmill, 10% Barwick 10% Colliers End		
The Highest performer			
W2 Thurs RecE	82% Thorley Street (including Proctors Way, London Road, Mitre Gardens and Burley Road 18% Spellbrook	236	15.29

2.8 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 we able to prepare and champion the scheme.

2.9 Promotion schemes work better if they have a catchy name that can easily be recognised. This exercise has been 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.

2.10 The information will be delivered via a card (known as a 'bing hanger') hung onto residents black bins. Previous experience measured by the Herts Waste Partnership, shows that this is the most effective way of getting the message across to the targeted area. Examples of bin hangers can be found at **Essential Reference Paper 'B'**.

2.11 The hanger explains to residents the value of recyclables and that their area is one of the lowest performing. It is hoped that by presenting residents with the facts about recycling and the financial implications the messages might reach those who may not have been incentivised to recycle in the past. Traditionally the Council has exhorted

residents to recycle more using environmental arguments. The hanger also explains which materials can be placed in each of the containers and invites residents to ask for more containers should they need them.

- 2.12 The impact of the campaign will be measured in a number of ways:
- Increase in weights of recycling
  - Requests for additional containers.
  - The collection crews for the targeted areas will be hanging the information so we will ask them for any anecdotal information about their experiences and feedback from residents.
- 2.13 Overall it is hoped that we will see an improvement in the amount recycled and a decrease in the amount of waste sent to landfill.
- 2.14 As with any project SURGE is supported by other recycling communication initiatives including:
- Service leaflets
  - Bin hangers
  - Adverts in local publications
  - Website information
  - Hertfordshire wide WasteAware campaign on reducing contamination, increasing food waste capture (Note the WasteAware is the communications sub group of The Hertfordshire Waste Partnership (HWP), which is a partnership between the County Council and the ten district and borough councils. It was formed in 1992 to coordinate the waste management services provided by Hertfordshire's councils).
- 2.15 The information was attached to residents black bins the week commencing 18th June 2012. Collection rounds continue to be weighed and recorded for the whole of the district.

2.16 As waste generation is highly seasonal the results of this study will need to take into account several collection cycles in order to provide a new average collection figure comparing areas before and after the 18<sup>th</sup> June 2012. This will then show whether the rounds detailed in 2.7 have increased the amount recycled per property and how effective SURGE was at reaching those targeted. Members are invited to request a further report detailing the results at the November meeting of the Environmental Scrutiny Committee.

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

Contact Officer: Cliff Cardoza – Head of Environmental Services  
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Report Author: Louise Overington – Assistant Waste Services Manager.  
[Louise.overington@eastherts.gov.uk](mailto:Louise.overington@eastherts.gov.uk)



## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate)</i>:</p>	<p><b>Place</b> 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 14<sup>th</sup> 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</i></p>

	<p><i>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>

ESSENTIAL REFERENCE PAPER 'B'

'SURGE' – Bin Hangers



**East Herts Council**

**arc**  
Think twice – make it second nature

# 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.

**VEOLIA**  
ENVIRONMENTAL SERVICES

**01279 655261**  
[www.eastherts.gov.uk](http://www.eastherts.gov.uk)



**recycle**  
for East Herts

# 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: 1 PETE 2 HDPE 3 V 4 LDPE 5 PP 6 PS ?

If you would like more information or to order containers please call 01279 655261 or email [recycling@eastherts.gov.uk](mailto:recycling@eastherts.gov.uk) [www.eastherts.gov.uk](http://www.eastherts.gov.uk)

**WasteAware**  
Hertfordshire Partnership  
Reduce Reuse Recycle Recover

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## EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE: 26 JUNE 2012

REPORT BY CHAIRMAN OF ENVIRONMENT SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

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### **Purpose/Summary of Report**

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

<b><u>RECOMMENDATION FOR DECISION:</u></b>	
<b>(A)</b>	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 New suggestions for Environment Scrutiny arising from the Members' scrutiny planning workshop and from the feedback/consultation paperwork are listed below. Members of Environment Scrutiny committee are invited to consider the topics and indicate whether they wish to confirm them as part of the 2012/13 work programme and suggest a preferred date (subject to availability of any relevant officer/speaker).

2.3 Table of topics

<b>Topic/issue</b>	<b>Why/outcome</b>	<b>Priority/comment</b>
Grounds Maintenance 5 year contract review – for Env Scrutiny (Place)	Member input in line with other recent contract renewal (Refuse, Recycling & Street Cleaning). Need to work with interested parties: Highways and Riversmead RSL	High - as time critical (in respect of decision making time line). Requested by HoS – T&F group for autumn 2012 start and report to final meeting of 2012/13.
Review of our Environmental Crime policies – for Env Scrutiny - and possibly Comm Scrutiny if a joint review undertaken. (Place/People)	Significant changes to legislation.  Need to look at links between Env Crime (Env) and ASB (Community Safety) when Act is passed	High – but later in year and only when legislation/guidelines are finalised and clear (T&F group late 2012/13 possibly running into 2013/14)
<b>Topics raised at planning session</b>		
Member interest in: Impact of the abolition of the local JMP and review of the success/failure of any new arrangements  (for Env Scrutiny)	Concern that localised/fragmented funding will not address broader problems. Loss of arrangements for presenting petitions.	Details of new arrangements not yet settled.  Would have to allow some time for these to run to evaluate evidence of impact.
Member interest in: Listed Buildings and Conservation  (for Env Scrutiny)	Maintaining historic buildings and character of our district in light of economic pressures, and available resources. Localism – feeling from parish/town councils that their views are not really considered	There has not been a recent report on this topic to Env Scrutiny (for at least 5 years)
Member interest in: Mobile phone coverage in rural areas	Concern raised re community safety and emergency service calls.	What influence does East Herts have? Balance against community response

	Also problems running small/rural businesses and residents unable to access some on-line banking services at banks that require use of a transaction code sent by text.	to additional phone masts.  NOTE: mobile operators briefing pre Development Control Committee already scheduled for 9 Jan 2013 (tbc)
Member interest in: Future of our chalk streams and rivers	Concern about the negative impact that environmental pressures (drought and abstraction) are having on this habitat in the district	What influence does East Herts have? Streams and rivers are no respecters of local authority boundaries – who could we work with to address this issue?
Member general (wide) interest in: Littering Litter picking Street cleansing Gully emptying Graffiti Fly posting Waste ground	Concern about visual impact and environmental standards being maintained/slipping. Want to know extent of devolving activity down to local level.	This does link to Environmental Crime policy review raised at the top of the table. However there seems to be some lack of understanding re law, statutory responsibility and legal constraints.  Suggest an initial 'training session' to raise awareness - (Sept 2012).

### 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  
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Contact Officer: Jeff Hughes – Head of Democratic and Legal

Support Services  
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Report Author: Marian Langley – Scrutiny Officer  
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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>People</b> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b>Place</b> 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><b>Prosperity</b> 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
<b>NEXT</b>	<b>CIVIC YEAR</b>			
2012/13 Meeting 2/4	11 Sept 2012  Report deadline 29 August	<ul style="list-style-type: none"> <li>• GREEN DEAL – presentation (What is it and how can EH residents benefit?)</li> <li>• Scope and Interim T&amp;F report on Grounds' Maintenance contact (parks, open spaces and highways)</li> <li>• Healthcheck through to June 2012</li> <li>• Work Programme</li> </ul>	<ul style="list-style-type: none"> <li>• <b>To be confirmed</b></li> <li>• Head of Environmental Services</li> <li>• Lead Officer - Performance</li> <li>• Scrutiny Officer</li> </ul>	9 Oct 2012 6 Nov 2012
2012/13 Meeting 3/4	13 Nov 2012  Report deadline 31 Oct	<ul style="list-style-type: none"> <li>• Parks and Open Spaces Strategy - 2012 onwards</li> <li>• Final T&amp;F report on review of Grounds' Maintenance contract (parks, open spaces and highways)</li> <li>• Service Plans monitoring Apr 2012 – Sept 2012 (Environment only)</li> <li>• Healthcheck through to Sept 2012</li> <li>• Work Programme</li> </ul>	<ul style="list-style-type: none"> <li>• Head of Environmental Services</li> <li>• Head of Environmental Services</li> <li>• Lead Officer – Corporate Planning</li> <li>• Lead Officer - Performance</li> <li>• Scrutiny Officer</li> </ul>	tbc
<b>Member consultation</b>	<b>During Nov/Dec 2012</b>	<ul style="list-style-type: none"> <li>• <b>2013/14 Proposed Service Options</b></li> </ul>		
<b>JOINT SCRUTINY</b>	<b>15 Jan 2013</b>	<ul style="list-style-type: none"> <li>• <b>2013/14 Budget items</b></li> </ul>		
<b>JOINT SCRUTINY</b>	<b>12 Feb 2013</b>	<ul style="list-style-type: none"> <li>• <b>2013/14 Service Plans</b></li> <li>• <b>2012/13 Estimates and Future targets</b></li> </ul>		

**Scrutiny work programme  
Essential Reference Paper B**

2012/13 Meeting 4/4	26 Feb 2013 Report deadline 13 Feb	<ul style="list-style-type: none"> <li>• <b>TBC</b></li> <li>• <b>TBC</b></li> <li>• Healthcheck through to Jan 2013</li> <li>• Work Programme 2013/14</li> </ul>	<ul style="list-style-type: none"> <li>• X</li> <li>• X</li> <li>• Lead Officer - Performance</li> <li>• Scrutiny Officer</li> </ul>	5 March 2013

**TBC: 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.

**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*

**Currently within East Herts Council, the criteria for selecting issues:**

For the Scrutiny Committee to select an issue to review, it must meet all of the following criteria:

- Of local, and preferably current, concern
- Linked to the council's corporate objectives
- Capable of being influenced by this committee
- Of manageable scope – focused rather than too wide ranging
- Of sufficient scope to warrant a scrutiny review – not something that can be easily fixed by meeting with the service provider
- Not being scrutinised elsewhere (eg another Scrutiny Committee)

At the last scrutiny evaluation there was a feeling, in the light of the current economic climate and limited resources, that there should also be some consideration given to

- areas where significant costs might be incurred or could be saved
- minimising the level of risk associated with the topic/issue
- the length of time since the topic was last reviewed.

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