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*Head of Democratic and Legal
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MEETING : ENVIRONMENT SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 11 JUNE, 2013
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Daniel Abbott (Chairman)
Councillors W Ashley, P Ballam, E Buckmaster, P Gray, M Pope,
C Rowley, K Warnell, B Wrangles and J Wyllie

(Conservative Group Substitutes: Councillors R Beeching and
A Dearman

Independent Group Substitute: Councillor M Newman

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

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DISCLOSABLE PECUNIARY INTERESTS

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

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

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

4. It is a criminal offence to:

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

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

AGENDA

1. Appointment of Vice Chairman

2. Apologies

To receive apologies for absence.

3. Minutes (Pages 7 - 14)

To receive the Minutes of the meeting held on 26 February 2013.

4. Chairman's Announcements

5. Declarations of Interest

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

6. Contract Performance Environmental Operations 2012/13 (Pages 15 - 36)

7. New Recycling Scheme - Removing Card from the Organic Waste Stream
(Pages 37 - 46)

8. East Herts Climate Change Action Plan - Review of Progress (Pages 47 - 92)

9. Environment Scrutiny Healthcheck and Performance Outturns January to April 2013 (Pages 93 - 116)

10. 2012/13 Service Plan Monitoring - End of Year Monitoring (Pages 117 - 154)

11. Environment Scrutiny Work Programme (Pages 155 - 164)

12. Urgent Business

To consider such other business as, in the opinion of the Chairman of the

meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

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MINUTES OF A MEETING OF THE
ENVIRONMENT SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
26 FEBRUARY 2013, AT 7.00 PM

PRESENT: Councillor D Abbott (Chairman).
Councillors W Ashley, E Buckmaster,
P Gray, B Wrangles and J Wyllie.

ALSO PRESENT:

Councillors M Alexander, S Bull, M Newman
and P Ruffles.

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Cliff Cardoza	- Head of Environmental Services
Nick Kirby	- Environmental Inspection Team Manager
Marian Langley	- Scrutiny Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services
Ian Sharratt	- Environmental Manager
Trevor Watkins	- Waste Services Manager

612 MINUTES

RESOLVED – that the Minutes of the meeting held on 12 November 2012 be confirmed as a correct record and signed by the Chairman.

613 CHAIRMAN'S ANNOUNCEMENTS

The Chairman, with Members' consent, agreed to change the order of agenda items commencing with the urgent item of business, which he had agreed to add to the agenda regarding recycling options. This issue was said to be "time critical" and a decision was urgently needed in order to facilitate the business of the Authority. Following consideration of this item, Members agreed to then consider the Review of Parks and Open Spaces Strategy, the Anti Litter Presentation, the Environment Health Check and lastly, the Work Programme.

614 RECYCLING OPTIONS (REMOVING CARDBOARD FROM THE ORGANIC WASTE STREAM)

The Executive Member for Community Safety and Environment submitted a report setting out the costs and options for removing cardboard from the organic stream and how this might increase recycling performance in the future. The Head of Environmental Services sought Members' comments on the options now detailed, which would be presented to the Executive and to Council for approval.

The Head of Environmental Services explained that extensive changes to the recycling service were being proposed in order to achieve the necessary removal of cardboard from the organic waste stream. This Hertfordshire-wide issue had been considered by the Hertfordshire Waste Partnership which had asked all Hertfordshire District Councils to work on plans to remove cardboard. Five options to address this issue had been put forward, the detail of which was set out in the report now submitted, including the full cost implications of each option.

The Head of Environmental Services explained how each option would impact on the Council in terms of capital and revenue costs and that some of the options put forward might also impact on the Council's reputation.

Members considered the options at length. It was noted that option 5 would entail considerable capital and revenue costs including the need to pay off the leases on the existing fleet of vehicles, the detail of which was set out in the report now submitted. This option however, provided a service enhancement for residents. From a resident's viewpoint, this option would involve the removal of one of their recycling boxes and their replacement with a new 240 litre wheeled bin. The remaining box would be used for paper and the new wheeled bin for all other dry recyclable materials, including some additional items which we are currently unable to collect. He reminded Members of the significant difference in income gained from clean paper compared to that for paper taken out of a co-mingled collection and thus the importance of keeping a separate container just for paper.

In response to a query from Councillor B Wrangles regarding the recycling boxes, the Head of Environmental Services explained recycling capacity requirements for the cardboard and the need to use wheeled bins under Option 5.

In response to a query from Councillor M Newman regarding those residents living in small cottages and terraced properties who had no space for bins, the Head of Environmental Services gave assurances that where necessary, individual solutions to recycling storage issues would be resolved wherever possible.

In response to a query from Councillor E Buckmaster regarding bins which might have a built in compartment for paper, the Head of Environmental Services referred to a system in use by Welwyn Hatfield Council whereby the bins had basket insert for paper. He undertook to investigate this if Members wished. He informed Members that there were a range of options for the provision of these, from providing them 'by default' to every household with the new wheeled bin; making them available upon request free of charge or making them a chargeable option. The Waste Services Manager explained how this type of collection system would work.

Members considered other options for the storage and removal of waste including recycling and food waste. The Head of Environmental Services explained the rationale for the frequency of these collections. He explained that subsidised domestic home composters for garden waste were available to residents through Waste Aware.

In response to a query from Councillor P Gray regarding his concerns about recycling arrangements for people living in communal facilities such as flats, the Waste Services Manager explained that the majority of residents in flats already had recycling bins provided where ever space allowed.

The Committee supported a suggestion that options and costs for providing an internal basket for paper be investigated, similar to the arrangements used by Welwyn Hatfield Council and reported back to the Executive.

RESOLVED – that the Executive be advised that, the suggestion that options and costs for providing an internal basket for paper be investigated and reported to the Executive, be supported.

615 REVIEW OF PARKS AND OPEN SPACES STRATEGY

The Executive Member for Health, Housing and Community Support submitted a report on a new Draft Parks and Open Spaces Strategy for 2013-2018, the detail of which set out in the report now submitted and Essential Reference Paper “B”. The Environment Manager (Open Spaces) explained that a comprehensive review had been undertaken. The new draft strategy aimed to ensure that parks and open spaces were maintained as a valuable resource and were managed and developed in a responsible and effective way. Following approval by the Executive, it was noted that residents and partner groups would be asked for feedback on three main areas:

- Does the strategy cover the key areas relating to

- open spaces that they feel are important?
- Is the strategy sufficiently inclusive?
- Are the objectives appropriate to meet the identified needs?

The Head of Environmental Services acknowledged that, in terms of feedback, many residents might prefer to use the internet, but that there would also be the option to send comments in writing following publications via Link magazine and other methods.

The Committee supported the Draft Parks and Open Spaces Strategy, as now submitted as ready for public consultation.

RESOLVED – that the Executive be advised that the Draft Parks and Open Spaces Strategy, as now submitted, be supported for public consultation.

616 UPDATE ON THE 2012 ANTI LITTER CAMPAIGN – PRESENTATION

The Environment Inspection Team Manager gave a presentation on progress made in relation to the 2012 Anti Litter Campaign. He outlined plans for the future in terms of how residents and businesses could get involved with future campaigns. He stated that litter was a growing problem in the District, with much of the litter being generated by fast food packaging and smoking. The Environment Inspection Team Manager commented that the Council aimed to secure the support of businesses, and encourage them to sign a pledge to keep the areas around their premises clean. It was noted the Council had statutory powers to require businesses, such as fast food establishments, to keep the area in front of their premises clean.

In response to a query from the Committee Chairman about the possibility of leaving extraneous packaging in a supermarket, as in Germany, the Head of Environmental Services explained that this would require the co–

operation of supermarkets who, so far, were not too keen to co-operate.

In response to a query from the Chairman regarding a “return fee” for returning cans, the Head of Environmental Services explained that some supermarkets did offer a “Club Card Reward” for recycling cans but that the downturn in market prices had resulted in a decline in these schemes.

In response to a query from the Chairman regarding penalties for littering, the Environment Inspection Team Manager advised that the Council did not have litter wardens but Officers undertook occasional litter patrols as part of their wider duties. Officers had experienced difficulties in catching people actually dropping litter.

Councillor B Wrangles referred to a shop footpath in Hertford which was covered in cigarette butts and asked that Officers investigate this.

Councillor J Wyllie commented that recycling rubbish bins in Bishop’s Stortford were not effective as they were not obvious enough in appearance to attract attention and he also suggested improvements to the road-side signage in regard to littering from vehicles. He asked that further thought be given to better signage on Council vehicles such as “Don’t drop litter – £80 Fine!”

In response to a query from Councillor E Buckmaster regarding premises owners being brought before a Licensing Sub-Committee if they failed to keep their area around their premises clean, the Chief Executive and Director of Customer and Community Services undertook to write to the Member once he had clarified the position. He explained that the real issue was engaging with people to modify their behaviour, suggesting that there was also a need to work with schools on this issue.

In response to a query from the Chairman regarding bins in the side roads leading away from the high street food outlets, the Head of Environmental Services explained

that bin usage had been reviewed but they could be costly to empty adding that sometimes, it was better to look at the frequency of street cleansing as this delivered better results in terms of overall cleanliness.

The Committee noted the progress made and received the presentation.

RESOLVED – that the presentation be received.

617 ENVIRONMENT HEALTH CHECK SEPTEMBER –
DECEMBER 2012

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators for the period September to December 2012. He explained that there were only two areas which were slightly below target, the detail of which was set out in the report now submitted.

The Committee received the report.

RESOLVED – that the reported performance for the period September to December 2012, be received.

618 ENVIRONMENT COMMITTEE – WORK PROGRAMME

The Chairman submitted a report setting out the Committee's future work programme for 2012/13, the detail of which had been set out in Essential Reference Paper "B" to the report now submitted.

The Chief Executive and Director of Customer and Community Services referred to a workshop in April open to all scrutiny Members, which would evaluate the work of the scrutiny committees in 2012/13 and would plan the work for the next civic year. He referred to the recent Peer Challenge which had taken place and, as a result of the comments received, Members might wish to be more proactive in deciding what topics to scrutinise in future.

The Committee approved the report.

RESOLVED – that the work programme be approved.

The meeting closed at 8.30 pm

Chairman

Date

EAST HERTS COUNCIL

ENVIRONMENTAL SCRUTINY COMMITTEE - 11 JUNE 2013

REPORT BY HEAD OF ENVIRONMENTAL SERVICES

CONTRACT PERFORMANCE – ENVIRONMENTAL OPERATIONS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

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

<u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE</u>

That:

(A)	Members scrutinise the current performance of the Council's main environmental management term contracts.
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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 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. This report covers the second year of the

contract.

- 1.3 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.
- 1.4 The contract has been reviewed to consider whether it should be extended or a new contract let from January 2015. At its meeting on 12 December 2012 the Council agreed to extend the contract for a further five years. The contractor was able to offer sufficient financial and service improvement incentives and had demonstrated a level of performance to give confidence to this decision.

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 which enabled the majority of the district to recycle or compost much of their waste. However due to their location, houses on 'Folly Island' in Hertford, were unable to receive brown bin collections as the lorries are too large to access the area.
- 2.3 Residents were receiving a weekly collection of refuse sacks, and a fortnightly collection of dry recycling in boxes. Collections were being made in a caged van that our contractor usually uses to collect street cleansing bags. No organic waste was being collected separately for

composting, and it was being collected with refuse and sent for landfill.

- 2.4 In November 2012, the council launched 'ARC +', and Veolia sourced a smaller vehicle which could access this area. The vehicle has three compartments, allowing for one week the collection of organic waste and plastics and cans for recycling, the following week their domestic waste and paper and glass. Residents were provided with a 23 litre kerbside caddy for food waste, as well as a 5 litre caddy, which aids food waste capture in the kitchen and brown paper sacks for garden waste, as well as their existing pink sacks for refuse and 55 litre recycling boxes.
- 2.5 The service was on an 'opt-in' basis. Those who did not wish to were able to carry on with their previous collection system (weekly refuse sack collection).
- 2.6 A leaflet explaining the service was sent to every resident, inviting them to an open evening at Hertford theatre to discuss the service, see the containers, and collect them if they wanted. Those who could not attend but wanted to opt-in were delivered the containers at a later date.
- 2.7 At the June 2012 meeting of the Environmental Scrutiny Committee, a report was presented detailing progress with a programme to increase the amount of dry recycling collected and divert more from landfill. Known as the SURGE (Seek, Urge, Reiterate, Generate, Evaluate) project, its aim was to encourage residents to recycle more of their waste in a targeted way.
- 2.8 Of the 80 collection rounds/areas in East Herts completed each week, the lowest performing areas were identified using weights recorded from each round before the vehicles tipped the collected material at the Council's Buntingford Service Centre.
- 2.9 The Council produced a bin hanger explaining that the resident was in an area of lowest performance, and the value of recycling in financial terms. It was hoped that this new way of incentivising residents to recycle would capture those who had previously not participated as much in

recycling based on the environmental arguments the Council has used in its communications.

- 2.10 After the hangers were delivered to residents, recycling tonnages were monitored in order to get an average figure to compare with weights prior to SURGE taking place.
- 2.11 Results reported to the Environment Scrutiny Committee in November 2012 showed an increase of up to 30% for the rounds that were targeted.
- 2.12 At the same time Members were advised of the next five lowest performing rounds which the Council planned to target. Hangers have since been delivered to residents and weight data continues to be collected.
- 2.13 A key performance measure for waste collection is the number of containers missed by the contractor. This needs to be considered in the context that the service makes around 4.3 million collections per annum. There was a significant decrease in the level of missed bins per 100,000 collections from 36.80 in 2011/12 to 28.95 in 2012/13 which is significantly better than the Council's target level of 50. Standards are continually monitored and any shortfalls in service delivery are rectified swiftly and efficiently.
- 2.14 The Council, in partnership with its contractor, developed two dedicated rounds that services trade customers and communal properties (flats that receive weekly waste collections). This was to make all rounds more efficient in terms of fuel usage and carbon footprint. It involved changes to the schedule and for some residents and customers a change to their collection day. All affected were written to, informing them of the change.
- 2.15 The percentage of household waste recycled and composted has decreased slightly from 48.35% in 2011/12 to 47.47% (provisional figure) in 2012/13. This is disappointing given the Council's expectancy of attaining 50%, and relates to the economic downturn and weather conditions. Paper tonnage were 10% down, whilst glass levels were comparable with the previous year and although plastics and cans tonnage grew by almost 18%, this represented less than 300 tonnes, as these material are very low in weight. Also record wet

and cold weather in spring/summer 2012 and early 2013 reduced the amount of garden waste produced with composting levels being 5.2% below 2011/12.

- 2.16 The amount of waste collected from households and disposed of fell last year by 10 Kgs per household, from 474 Kgs in 2011/12 to 464 Kgs last year. This represents a 1% decrease in waste disposed of in tonnage terms, whilst the number of properties in the district increased by around the same level. Whilst the recycling level may be considered to be somewhat disappointing the underlying statistics show an encouraging trend in waste prevention and minimisation in that the tonnage of dry recycling, composting and waste are all lower than last year. This shows a genuine reduction in the amount of waste being produced and not simply migration from one stream to another, i.e. waste levels have not reduced solely because people have been persuaded to recycle more.
- 2.17 The Council's future focus on waste performance should place increasing emphasis on overall waste prevention rather than trying to divert as much as possible to recycling or composting. So part of the campaign work in 2013/14 will be to increase the promotion of home composters, available through Waste Aware at low prices, and give more advice on how to reduce food waste.
- 2.18 The commercial refuse collection service increased in gross income in 2012/13 to £476,153 against an estimate of £446,400. The customer base increased by 45 since last year (558 in 2011/12 to 603 in 2012/13). Customers who use the Council's sack collections rather than a bin have also been encouraged to receive an annual delivery in April, with no delivery charge. A delivery charge of £25 has been introduced for extra deliveries, reflecting the additional cost. However, businesses may collect them without a delivery charge from the Council's offices in Bishop's Stortford or Hertford. This has encouraged businesses to request the number of sacks they need for the year and reduced staff time spent making additional deliveries due to under ordering.

- 2.19 Clinical Waste Collections increased in gross income in 2013/14 to £79,876 against an estimate of £65,600. Clinical Waste Regulations have been through significant changes over the last few years and the Service has managed to ensure not only that the Council and our contractor have been compliant, but also to act as a source of advice to other members of the Herts Waste Partnership.
- 2.19 The Council continues to operate a successful shared service clinical waste collection with North Herts District Council.

Initiatives for 2013/14

- 2.20 Members will be aware of the need to remove cardboard from the organic (brown bin) stream. Following Council approval in March 2013, a project to deliver this and increase the amount of waste recycled, known as SPARC (Separate Paper and Recycling Collections), is currently underway. This is a major and significant change in service delivery and will require a large proportion of officer time being spent on ensuring its success. An update is being reported under another agenda item at this meeting.

Street Cleansing

- 2.21 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.
- 2.22 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 was 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.
- 2.23 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 2.3% for litter and 6.9% for detritus in 2011/12. In 2012/13, litter decreased to 1.78% and detritus fell to 6.51%. East Herts has a very low level of litter problems compared to many local authority areas and the low percentages reflect this. This is substantiated by a decrease in the number of complaints made regarding cleansing issues. Regular inspection of the district's streets by the Area Environment Inspectors has resulted in better performance (rectifications issued to the contractor have decreased year on year) and quick action taken to resolve any issues.

- 2.24 There were 645 complaints in 2012/13 compared with 807 in 2011/12 – a decrease of 162 (See **Essential Reference Paper 'B'**). Of the complaints received last year, only 53 were 'validated complaints' against the contractor's performance. The remainder were regarding areas which are not part of the scheduled contract work and therefore not a performance failure. Analysis is also carried out to determine, which roads feature more frequently, enabling changes to be made in the frequency of cleansing, litterbins to be added if required, and any contractor performance issues to be addressed.
- 2.25 The average time to clear fly tips rose in 2012/13 from 1.21 (11/12) to 1.47. Larger fly tips (usually those requiring a 'grab lorry') take longer to clear, and this slight increase can be related to the increase in the relative proportion of these. The average time to clear all fly tips is still well within the expectancy of 2 days. The number of recorded fly tips decreased by 27% from 2011/12 to 2012/13 (889 down to 700). Small and large scale fly tips both decreased; the largest fall noted in small fly tipping incidents (452 in 2011/12, to 297 in 2012/13). The Council's officers have been involved in partnership working with the police and other agencies to target unlicensed waste carriers through roadside stop and searches (Operation Agrarian), and the Fly Tipping Working Group, where Hertfordshire councils and other agencies meet regularly to share knowledge and best practice with regards to tackling fly tipping. East Herts

officers have attended seminars from Keep Britain Tidy to share ideas on the issue as well.

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

Dog Micro Chipping

- The Council has been working with the Dogs Trust, Riversmead and South Anglia Housing Associations on an information campaign and dog chipping programme free of charge for social housing tenants, commencing in November 2012.
- So far 74 dogs have been micro chipped. It has also been recognised as a great opportunity to offer advice on neutering and responsible dog ownership thought the community. It is anticipated that there will be a further uptake of the service due to the new legislation where all dogs will have to be micro chipped by June 2016.

Litter

- Black and yellow anti-litter signs that Members may have seen around the district, particularly on main road junctions/roundabouts/traffic lights have been moved around to target hotspot areas and respond to resident requests as they develop.
- In June 2012 the Council commenced a new anti-litter campaign, particularly focusing on fast food and smoking litter. A presentation on progress with the scheme was given at Environment Scrutiny Committee in March 2013. Road shows were organised at local markets, and the team also set up a stand outside Tesco in Hertford. Officers also worked with Hertford Regional College as part of this project due to communicate the message to young people. A roadshow was set up where over 100 stubbies (portable ashtrays) were handed out to students to encourage them to dispose of their butts responsibly.
- In partnership with MacDonald's at Rush Green roundabout, Hertford, the Council organised a 'litter

blitz' of the area following on from concern being raised about the environmental quality there. Staff from both groups collected over 40 bags of litter.

- The council set up the 'Tidy Business Scheme' as part of the initiative. Business were written to, and encouraged to make a pledge to keep their shop front and adjacent areas clean and tidy. They were then provided with a sticker to put in the window to promote the scheme and given advice on how to encourage their staff to dispose of litter and cigarette butts responsibly. To date 31 businesses are recorded as joining the scheme and a further 32 requested information packs.

Illegal transport of waste

- 3 vehicle 'stop and search' events in association with the Police and other enforcement agencies as part of 'Operation Agrarian' were held. The objective was to find those transporting their waste without a Registered Waste Carriers Licence.

Enforcement

- In 2012/13, 12 Fixed Penalty Notice's were issued for littering and 1 FPN was issued for a waste related offence.
- The following offences were investigated in 2012/13:

37 Fly tipping offences

17 Waste offences

12 Litter offences

19 Dog Fouling

4 issuing of free literature without permission

1 tree protection offence

1 Nuisance vehicle offence

91 offences were investigated (including those where an FPN was the result), 47 less than the same period the year before. Decreases in investigations of fly tipping, waste and distribution of free literature offences were all observed. Investigated fly tips experienced the biggest decrease (60 in

2011/12 to 37 in 2012/13), which could be attributed to the drop in the number of fly tip incidents. This may also be credited to the Council's approach to tackling environmental crime, through its publicity program. The Council displays anti-fly tipping signs in 'hot spot' areas; both designed in house and supplied by the Environment Agency to warn potential offenders that the area is under surveillance. The Council has also worked in partnership with local landowners to ensure potential fly tipping hot spot areas are made inaccessible thus discouraging the activity.

- 2.27 Waste offences (contamination of recycling containers, unauthorised double bins and side waste) are also monitored. This is necessary to minimise waste, maintain the quality and value 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 3 advisory letters, which if not responded to, and occur within a six month period, may result in a formal Notice being issued under Section 46 of the Environmental Protection Act (1990). If the Notice is breached then a FPN will be issued. In 2012/13 - 633 letters were sent to people for their second offence, (crews sticker contaminated bins and boxes initially) 182 letters were sent following a third offence and 50 letters were sent following a fourth offence. The letters are considered to be effective as can be seen above that the number of people being written to more than once or twice declines sharply. One Section 46 Notice was issued in 2012/13 which was breached and resulted in an FPN being issued and paid.

Grounds Maintenance

- 2.28 The grounds maintenance contract with John O'Conner (GM) Ltd has now been in place for five years. Performance in 2012/13 has generally been very good.
- 2.29 The overall level of validated complaints increased by 11% to 148 in 2012/13 compared to 131 in 2011/12. This level is still well below the average over the last five years (207). A small increase was expected due to the prolonged wet weather over the summer months. Where the grass, shrub and hedge growth would normally have slowed from July to September, the wet and warm weather actually resulted in

unusually vigorous growth for this time of year. Whilst the contractor was able to deal with this by rescheduling their programme and shifting resources, any high growth period will always attract a higher number of complaints. The extended period of growth had a particular affect on hedge pruning operations. This is because the contract allows for two scheduled prunes across the year (August and November), the second cut was brought forward but there were still inevitably a higher number of rectifications that needed to be issued than normal. Overall, given the increased vegetative growth during this period, the contractor did well to keep the level of validated complaints below that of the average.

- 2.30 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 increased by 39% from 166 in 2011/12 to 274 in 2012/13 for the reasons explained above. 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 in 2012/13 (See Essential Reference Paper 'B').
- 2.31 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 3.1% test failures for 2011/12 compared with 2% for 2012/13.
- 2.32 The recent scrutiny review to assess contract performance and the potential for a contract extension concluded that:
- The evidence gathered showed that the contract delivers value for money.
 - Performance has improved significantly in comparison with the previous contract and shows consistent levels of improvement throughout the period of the contract to date.

The evidence from partners and officers demonstrated that the contract provides a service to the Council's customers that meets their expectations and is to a standard that delivers its corporate objectives.

- The value of retaining continuity, a proven quality of service, and the interests of our current potential partners and the financial and service improvement benefits of an extension outweighed the potential benefits of retendering the contract.

2.33 Work continues with the contractor to ensure that the contract achieves a consistently high standard. Some highlights of this include:

- Continued review of the program of works to ensure that all tasks are carried out at the correct time of year taking into account seasonal variations and customer requirements. The contractor works closely with the Council to respond to any trends or patterns in the level of complaints or rectifications in certain areas to ensure that the programme is adjusted to meet any seasonal variations.
- There have been no significant problems either with certain areas of the district or with particular types of operations. For instance, the unusually high rainfall across the summer months this year resulted in prolific grass growth. The contractor dealt with this by employing sufficiently well equipped and trained staff to cut grass to the expected standard without adversely affecting performance in other areas such as shrub pruning or litter picking.
- The winter work program is now a crucial feature in the council's ability to deal effectively with areas that had previously been managed in an adhoc way. Working with both the contractor and utilising the expertise of local arboricultural specialists this has successfully 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. The Grounds Maintenance contractor, Leisure Services contractor and local football clubs have recently met to discuss the management of the Council's football pitches.

- The Council's two 'Friends of Groups' establish important links to the local community and introduce an additional and valuable presence on site in our parks. Both groups carry out a wide range of tasks on site supported closely by our own contractors. They have proved invaluable in the continued development of these parks and in ensuring that the Council is meeting the needs of park users in general.
- 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. Their apprenticeship scheme has successfully increased 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 each year.
- The contractor works in conjunction with Job Centre Plus to provide job seekers with the opportunity to try out working within the horticultural industry. Five people were trialled during 2012 and three were then re-employed at the start of 2013.
- The contractor achieved "Investors In People" accreditation demonstrating a strong commitment to improving and developing their service performance.
- An innovative operational improvement has been thoroughly tested and found to improve safety and efficiently this year. The contractor has designed and fitted a special guard rail to the rear of their open bed vehicles which enables operatives to safely stand on the back of the vehicle whilst pruning hedges. This speeds up the process by avoiding the need to frequently move static platforms or ladders as they progress along a hedge.

- The contractor has continued to work in partnership with Capel Manor College and from the six apprentices taken on in 2012 they have given full employment to one to start the 2013 season. Most of the students unable to continue into full employment were restricted only by virtue of where they lived in relation to the East Herts.

2.34 As officers work through the Parks and Open Spaces Development Programme to create new management plans for our major parks, the contractor plays an important role. As ways to improve each open space are identified, many of these are brought about by changing or adapting the maintenance regimes. At Southern Country Park for instance, working closely together we have changed grass cutting methods across the park and have given consideration to the ongoing conservation activities. The contractor successfully works hand in hand with the Friends Group and the Countryside Management Service.

2.35 Detailed reports on the management and development of the parks service have been reported to Environment Scrutiny Committee as part of the review of the Parks and Open Spaces Strategy in 2012. A new 5 year draft strategy, agreed by this committee at its March meeting has recently undergone public consultation. The final Strategy will be reported to the Executive in July 2013.

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 the Community Safety and Environment
Malcolm.alexander@eastherts.gov.uk

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Report Author:

Catherine Davis – Waste Services Officer.
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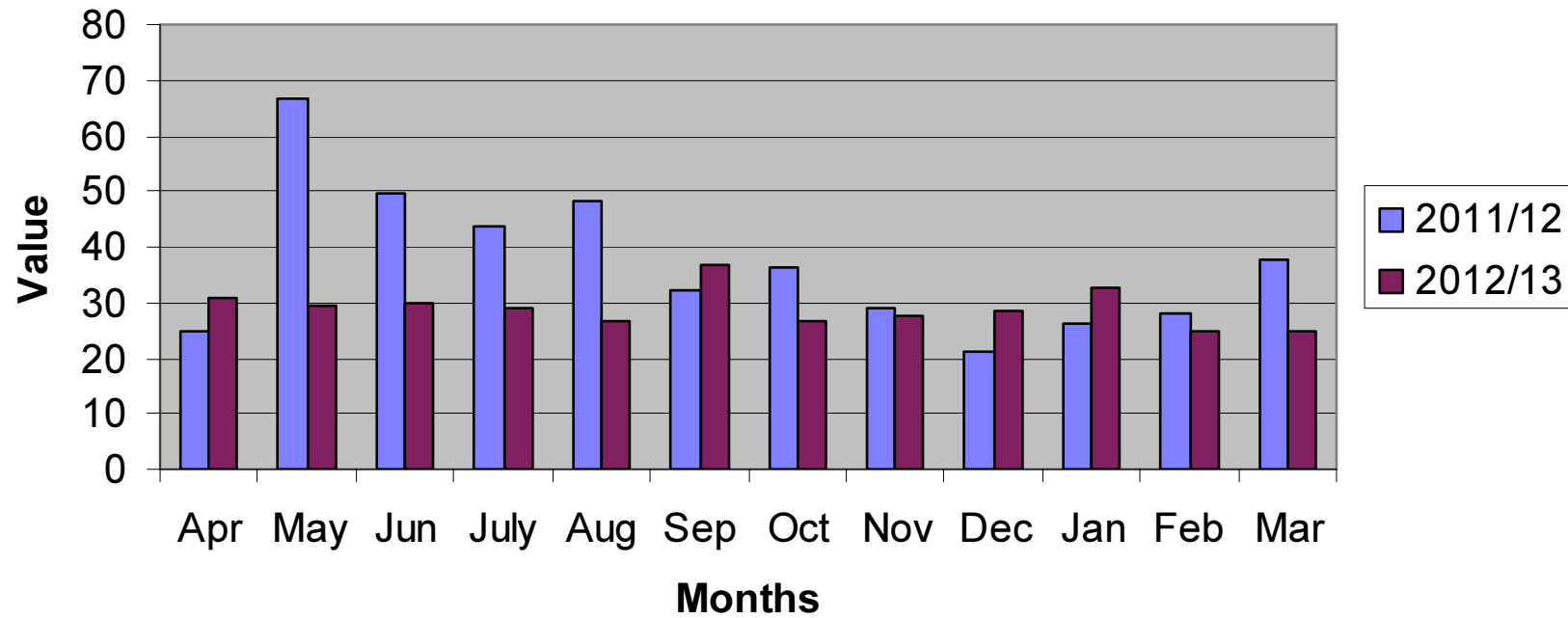
ESSENTIAL REFERENCE PAPER 'A'

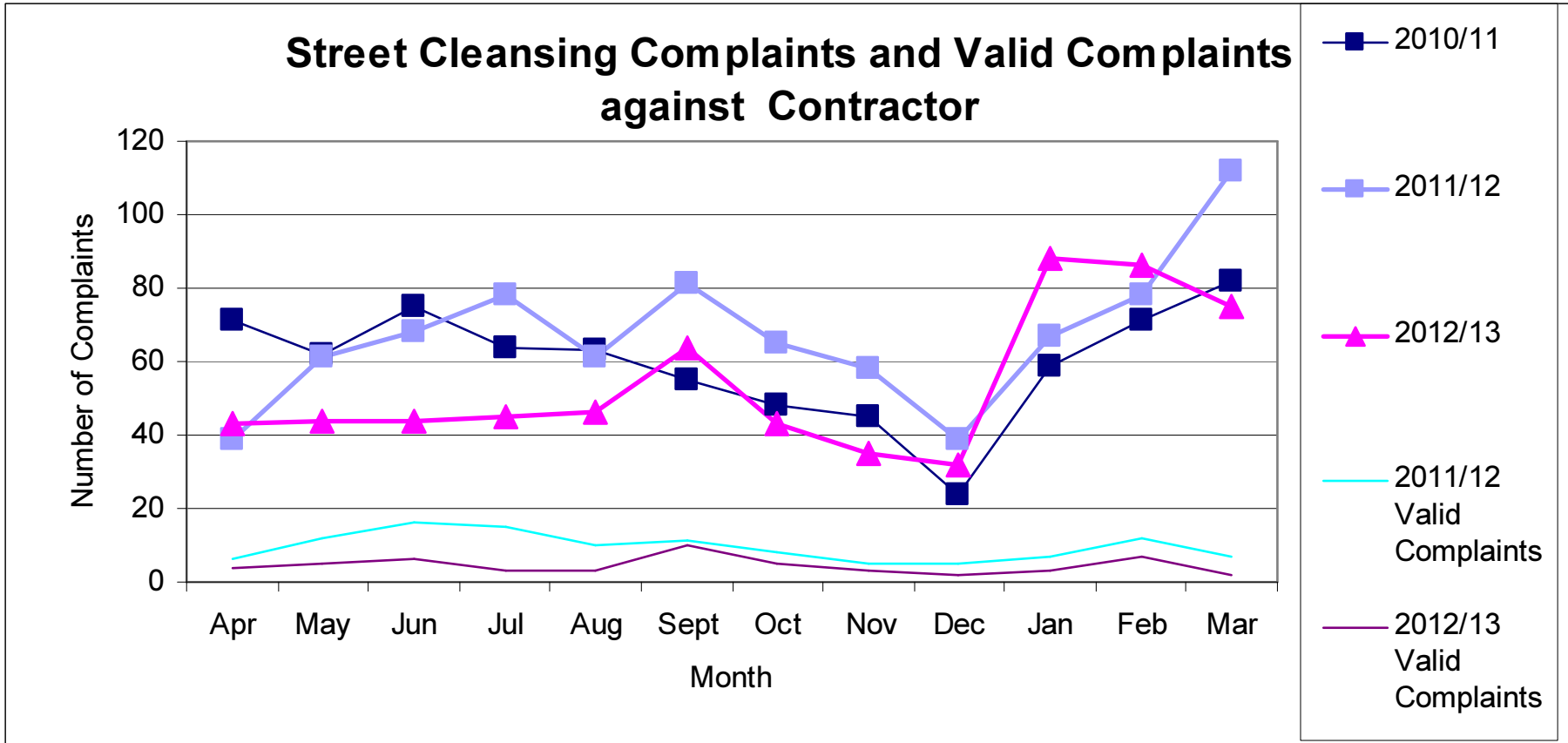
IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	Place 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 2011 year and reported to Joint Scrutiny Committee on 14th February 2012. The next survey is due to take place later this year.</i>
Legal:	<i>There are none for this report.</i>
Financial:	<i>There are none for this report.</i>
Human Resource:	<i>There are none for this report.</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>

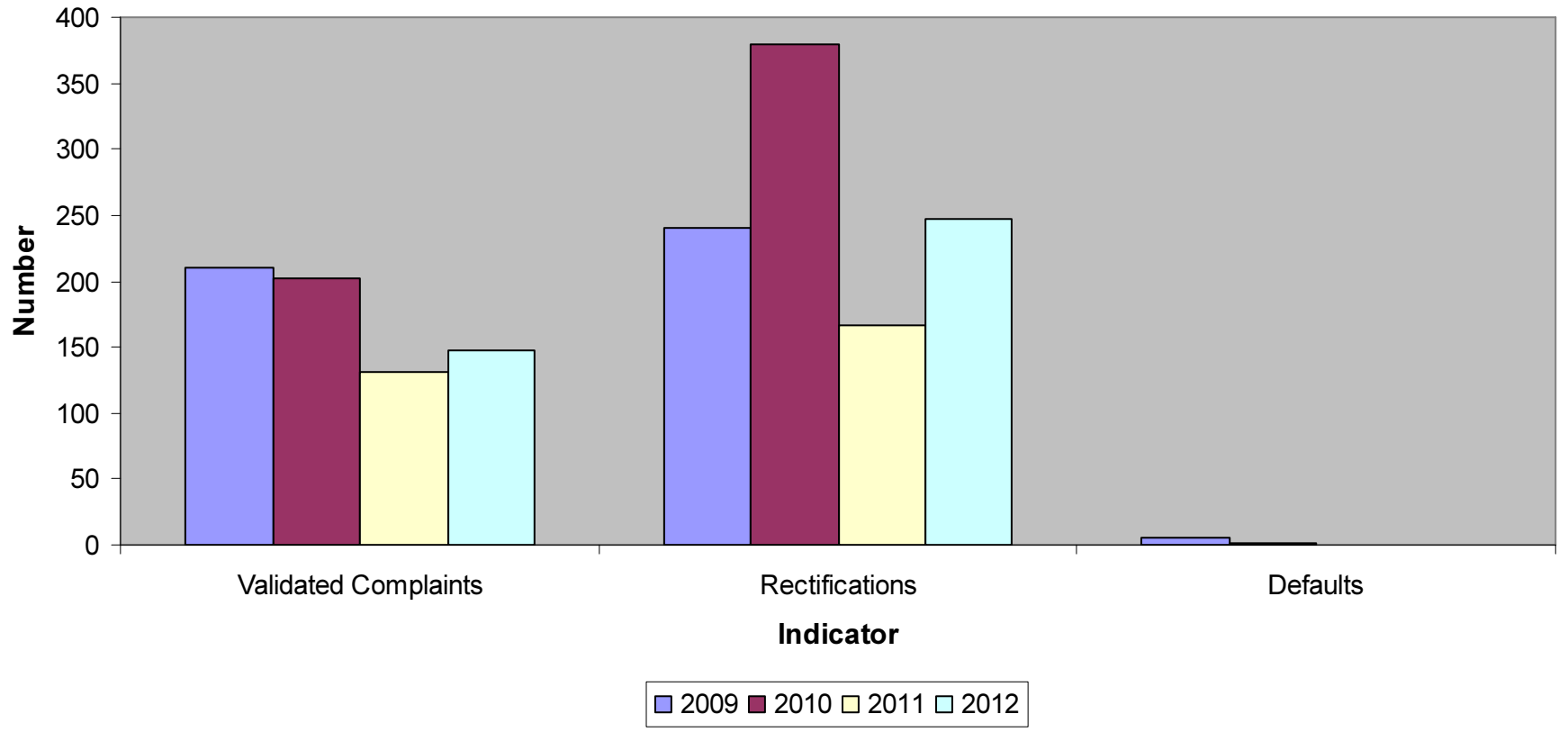
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Missed Refuse & Recycling Containers per 100,000 collections





Grounds Performance Comparison



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EAST HERTS COUNCIL

ENVIRONMENTAL SCRUTINY COMMITTEE - 11 JUNE 2013

REPORT BY THE EXECUTIVE MEMBER FOR COMMUNITY SAFETY AND ENVIRONMENT

NEW RECYCLING SCHEME – REMOVING CARD FROM THE ORGANIC WASTE STREAM – PROGRESS WITH IMPLEMENTATION

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To advise Members on the progress being made to change dry recycling collections to a dual stream system.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:

That:	
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(A)	Members scrutinise and comment upon the progress being made to implement the new recycling scheme.
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1.0 Background

1.1 On 6 March 2013 Council approved a scheme to change the current kerbside sorting of dry recyclables using boxes to a dual stream comingled system, with paper being kept separate in a box and all other dry recyclables placed in wheeled bins.

1.2 The primary motive behind this change was to enable cardboard to be moved from the organic waste stream into the dry recycling, as it was proving difficult to compost the card and with changing standards for compost quality it would be impossible for processors to meet the new

standards with the level of coated card being collected.

2.0 Report

- 2.1 The report details the progress made to date on the project, covering planning, programming, procurement, and outlines some of the milestones to be met.

Progress

- 2.2 A project plan with a separate media plan and associated risk assessment has been drawn up to enable all the actions necessary to deliver the new service commencement in November 2013, to be identified and tracked. Contingency plans have been developed to mitigate against any potential delays. Considerable progress has been made, with a multi discipline project team having been formed, which has met on three occasions so far. Various tasks have been allocated either to individuals where appropriate or to small groups of staff (2 or 3 members) to give a wide range of viewpoints and inputs, whilst also providing some resilience if one team member should become unavailable.
- 2.3 Quotations have been received for the six 'twin pack' (two compartment) vehicles that will be required for the new system. These were sourced through a regional Local Authority consortium contract for refuse and recycling vehicles, managed by Braintree District Council. The lead time on the vehicles is 20 – 22 weeks, so should be available well before the service commences. An order has been placed and the cost is within the capital budget allocated.
- 2.4 The new wheeled bins were procured through another regional framework contract managed by the Eastern Shires Purchasing Organisation (ESPO). Regional consortium contracts are now the way that most local authorities procure bins and vehicles as they reduce the cost of procurement and deliver better prices. Five tenders were received and evaluated, with the winning tender being within the capital budget allowance. The supplier is able to provide the containers before house to house deliveries are scheduled to commence. In practice this means some initial deliveries to Buntingford Service Centre to provide the house to house distribution crews with as stock and successive bulk

deliveries continuing as stock is distributed. The supplier has also committed to being able to complete the house to house deliveries in the timescale the Council require. A stock of the inner paper boxes has also been ordered and will be received some weeks before individual deliveries begin.

- 2.5 Other procurements include the design work for the branding of the scheme, which will be marketed to residents as 'SPARC' (Separate Paper and Recycling Collections). This name is easy to remember and builds on the current 'ARC' (Alternate Refuse Collection) branding. Officers will ensure that information provided to the public clearly distinguishes between 'Refuse' in ARC and 'Recycling' in SPARC so that there is no confusion.
- 2.6 Members will recall that the Council agreed to offer residents an inner paper box on an 'opt in' basis (i.e. households will need to confirm that they would like one for it to be delivered with their new wheeled bin.
- 2.7 The new service reduces the number of recycling collection rounds and vehicles and is more efficient than the current service. As a result there are likely to be a significant number of collection day changes for residents. As with the current service, wherever possible households will receive a 'same day collection' i.e. their waste and recycling will be collected on the same day of the week but on alternate weeks.

Significant Milestones

- 2.8 The intention is that the new service will commence on 11 November 2013. Key milestones taken from the project plan are shown below:

<u>Action</u>	<u>Date</u>
Procure vehicles and containers	May
New collection rounds designed	May
Design media	May
Branding	May
Opt in leaflet	May
Service Leaflet & Calendars	June - July
Road shows	June - Sept
Opt in leaflet delivered to residents	August

Vehicles delivered	Sept - October
Bulk bin deliveries to depot commence	September
Inner paper boxes delivered to depot	September
Calendars & Service leaflets delivered to residents	Sept/Oct
Container deliveries	October
New service starts	November

The New Service

- 2.9 Member will recall that the new service will allow glass, cans, plastics, cardboard, aluminium foil and cartons to be collected as recycling in the new wheeled bin. Residents will present their paper separately, either in their existing recycling box or in the new inner box, if they have chosen to receive this. The inner box sits conveniently inside the wheeled bin, reducing the 'footprint' of recycling containers and savings space. Most residents will find this type of collection system easier than recycling boxes and as a result recycling performance and diversion from landfill is expected to increase in the future, reducing costs and making savings for local tax payers.

Enforcement

- 2.10 The vast majority of residents follow the Council's instructions on how to present their waste; however, there is a small minority who do not. Even a small amount of waste in the wrong containers can lead to whole loads being rejected at significant additional cost to the tax payer. For this reason the Council has enforcement policies covering how it will address non-compliance. Legislation allows local authorities to specify how waste must be presented for collection and fines can be issued if householders consistently fail to comply. East Herts Council makes every effort to help residents to understand how to present their waste and offer guidance and support before resorting to enforcement action. Details of how it does this are contained in the Contract Annual Performance Report, also on the agenda of this meeting. Under the SPARC scheme there will be a few minor changes to these procedures.
- 2.11 Residents will receive an advisory note if they inadvertently leave glass in the paper box or card in with their composting,

and crews will empty such bins and boxes for the first three months of the new service. Thereafter we will revert to our usual procedure by sending a series of letters, advising the resident how to manage their waste correctly. We will also offer householders a visit from a Recycling Advisor, who will offer advice on how to manage their waste. Where these requests go unheeded the Council can issue a formal Notice under Section 46 of the Environmental Protection Act (1990). Having been given every opportunity to comply, the Council may then issue a Fixed Penalty Notice with a fine of £80. This is an extremely rare occurrence, as detailed in the Annual Contract Performance Report, and only applied to repeat offenders, who have received three advisory letters inside a six month period. During the first three months of the new scheme every effort will be made to help residents understand the changes to the recycling service, before incorrect practices become habit forming, rather than use enforcement powers.

Sack Customers

- 2.12 Currently there are 781 households served with a weekly collection of waste in sacks, as these properties cannot accommodate wheeled bins for operational reasons or access reasons e.g. they have no front garden or rear access to allow a bin to be stored off the public highway. These properties will be inspected to confirm that they are unable to accommodate bins, but it is believed that, following a similar exercise pre ARC, that these are genuine cases where bins cannot be used. The Service will continue to collect recyclables from these properties by way of the current blue and green boxes. These residents will be able to include aluminium foil, cartons and card in their blue box, but the material will need to be contained within the box. Should a resident have a capacity problem, then further boxes will be provided.
- 2.13 The new recycling vehicles are designed to load wheeled bins rather than boxes and unless there is a clear operational reason all properties will need to present their recycling (other than paper) in a wheeled bin. To do otherwise would result in collections taking longer and the need for additional vehicles and crews, at extra cost to the council tax payer. It is possible that some residents may decline to have the new

recycling wheeled bin. Where this occurs the property will be inspected to ensure the bin can be physically accommodated and if this is the case officers will try to persuade the resident, advising them that they could use an inner box for their paper, thus reducing the footprint of the recycling containers. If the resident still refuses, then officers will advise that only paper will be collected in a box in future.

Communications

- 2.14 There will be an article in the latest Link magazine outlining the new service and letting people know that they will be able to request an inner box for their paper.
 - 2.15 Throughout the summer there will be a series of road shows at carnivals, farmers markets where it can be assured of reaching a good number of people to explain the new service and demonstrate the inner box.
 - 2.16 We will provide information to parish and town councils and other partners for them to include in their newsletters etc.
 - 2.17 The leaflet to provide residents with the opportunity to opt for an inner box will be distributed during August. Residents will be encouraged to respond via a dedicated mail box or by using a tear off return strip. This will enable the data handling to be managed more efficiently and reduce telephone traffic on this matter.
 - 2.18 From mid September through to mid October the new service leaflets and collection calendars will be distributed.
 - 2.19 When the bins are delivered throughout October a leaflet reminding people to refer to the new service leaflet will be attached in a clear envelope to the outside of the bin lid.
 - 2.20 Inside the bin lid there will be a sticker providing residents with an easy check of what to put in this bin and just as importantly what not to put in it.
- 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 the Community Safety and Environment
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Contact Officer: Cliff Cardoza – Head of Environmental Services ext. 1527.
Cliff.cardoza@eastherts.gov.uk

Report Author: Trevor Watkins – Waste Services Manager.
Trevor.watkins@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	Place 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. A range of ways of advising residents of the changes have been devised and are summarised in the report</i>
Legal:	<i>There are none.</i>
Financial:	<i>There are none for this report. Details of the costs of service changes where included in the report approved by Council on 6th March 2013. Any changes to costs arising from implementation and procurement will be reported to the Executive as part of the regular Healthcheck 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>

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE - 11 JUNE, 2013

REPORT BY THE EXECUTIVE MEMBER FOR COMMUNITY SAFETY AND THE ENVIRONMENT

EAST HERTS CLIMATE CHANGE ACTION PLAN REVIEW OF PROGRESS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To update the Committee on progress achieved during the first three years of implementation of the East Herts Climate Change Action Plan.

<u>RECOMMENDATION FOR : ENVIRONMENT SCRUTINY</u>	
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(A)	To scrutinise the progress achieved in implementing the East Herts Climate Change Action Plan, since its initial adoption by the Council in December 2009.
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1.0 Background

Members may recall that the Council adopted the Climate Change Strategy and Action Plan in December 2009. The Environment Scrutiny Committee asked at the time that progress with the Action Plan would be reported to the committee on a regular basis. This report provides an update with progress to date.

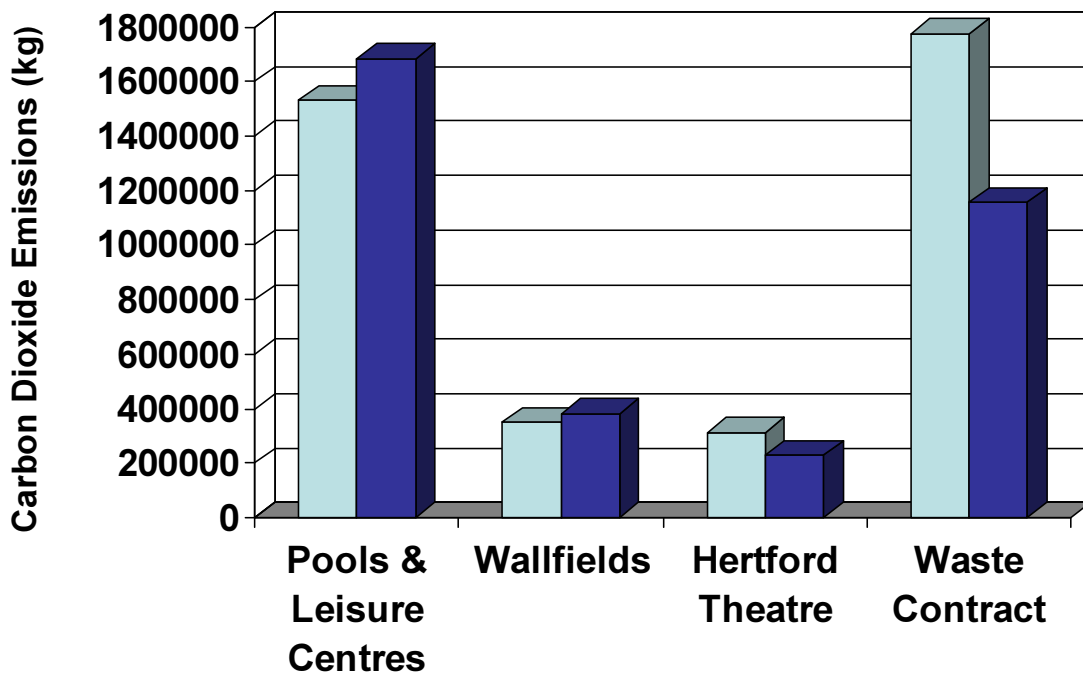
- 1.1 It should be noted that all agreed initiatives within the Action Plan that have cost implications were/are subject to a business case analysis before implementation to ensure value for money.
- 1.2 The document appended as **Essential Reference Paper B** to this report summarises the work achieved to date (December 2009-May 2013) in implementing the Action Plan.

2.0 Report

- 2.1. Officers are pleased to report that substantial progress has been made with implementation of the majority of actions within the Action Plan and that in general work is progressing to schedule, subject to thorough business case justification where appropriate.
- 2.2 Of particular note is the substantial range of energy efficiency projects completed with further planned within the District's pools and leisure centres. Whilst overall energy usage for leisure centres has in fact increased this is due to a significant expansion in the services provided and increasing visitor numbers. Significant new facilities include the construction of much larger gyms at Grange Paddocks and Hartham. Since the baseline year of 2009 average CO₂ emissions per visit to the Council's leisure facilities have fallen from 3.6kg CO₂ to 2.0kg CO₂ per visit in 2012. This represents major efficiencies in carbon dioxide emissions, since the pools in particular utilise a large proportion of the energy consumed by East Herts Council in its service provision.
- 2.3 The refurbishment of Castle Hall into Hertford Theatre following the installation of a range of energy efficiency measures has resulted in considerable carbon reductions down 81,845 kg CO₂ to 228,996kg CO₂ in 2012 from 310,841kg CO₂ in 2009.
- 2.4 The new waste contract has delivered considerable CO₂ savings over the 2009 baseline, for example in 2012 emissions were 619,657 kg CO₂ lower than in 2009. This is mainly as a result of improved scheduling of rounds and the use of newer more energy efficient vehicles. Later in 2013 co-mingled recycling will be introduced, which will result in fewer collection vehicles. However, whilst it might be expected that this will reduce emissions still further, this may not be the case as the new vehicles include compactors which are energy intensive and therefore CO₂ data will need to be reviewed in 2014 to ascertain whether additional savings have been made.
- 2.5 A graphical analysis of carbon dioxide emissions from EHC main sources is presented below. As noted above clear significant savings have been achieved through the Waste Contract and at Hertford Theatre. In addition major reductions in CO₂ emissions have been accomplished at the pools and leisure centres, although this is off set by the near doubling of customer visits, leading to an increase in energy use. Savings also have been achieved at

Wallfields, but the building has seen an increase in occupation levels with the closure of the Causeway Building at Bishop's Stortford, which again offsets those savings made. In addition as indicated in **Essential Reference Paper B** average temperatures have been significantly lower over the last year, leading to an increase in the amount of gas used and extra electric heating used during the "shoulder" months.

Comparison of Carbon Dioxide Emissions over time for main sources



2.6 The total CO₂ savings shown above, since the baseline of 2009, indicate the Council is making good progress in achieving its own internal Climate Change reduction target of reducing its carbon emissions by 25% from baseline levels by 2020. Since 2009 there has been an estimated provisional reduction of 13% in CO₂ emissions, from major sources, achieved so far. Officers hope that it may be possible to present a total carbon footprint for all of East Herts Council's operations/services (i.e. including staff/member travel as well as data for some minor sites) at a future meeting, once all the information becomes available.

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

East Herts Climate Change Strategy and Action Plan – December 2009
Minutes of the meeting of the Environment Scrutiny Committee –
11 March 2011 and 13 March 2012.

Contact Member: Councillor Malcolm Alexander -
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Environment
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Report Author: David Thorogood – Environmental Strategy and
Development Manager

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
<p>Consultation:</p>	<p>Not applicable</p>
<p>Legal:</p>	<p>There are believed to be no legal implications arising from this report</p>
<p>Financial:</p>	<p>There are believed to be no direct financial implications arising from this report. All actions with significant additional financial implications for the Council are subject to a full business case analysis before implementation.</p> <p>Whilst the report focuses on Carbon Dioxide emission savings there is a clear financial saving to be gained from energy efficiency. For example, in 2009/10 an estimated £154,000 was spent on energy costs for the Council's two main office buildings (excluding Buntingford). This compares with a 2013/14 estimate of £96,000. This does not allow for the significant variation in energy prices per unit over time, which would give rise to a greater real term saving.</p>
<p>Human Resource:</p>	<p>There are no human resources implications arising from this report</p>
<p>Risk Management:</p>	<p>There are no risk management implications arising from this report</p>

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East Herts Council

Annual Review of Progress
East Herts Climate Change Action Plan
June 2013

Introduction:

Members will recall that the Council adopted the Climate Change Strategy and Action Plan in December 2009. At the meeting of the Environmental Scrutiny Committee held in March 2012 members requested that a report be brought to a meeting of the Committee in June 2013 detailing work achieved in implementation of the Action Plan since its adoption at the end of 2009.

This report summarises the work achieved to date (December 2009- April 2013) in implementing actions within the Action Plan. Officers believe that much work has been achieved over the past two years and that significant savings, based on 2009 baseline data, have been achieved in carbon dioxide emissions, as detailed in the report update below.

It should be noted that all agreed initiatives within the Action Plan with financial implications were/are subject to a business case analysis before implementation to ensure value for money.

Carbon Savings:

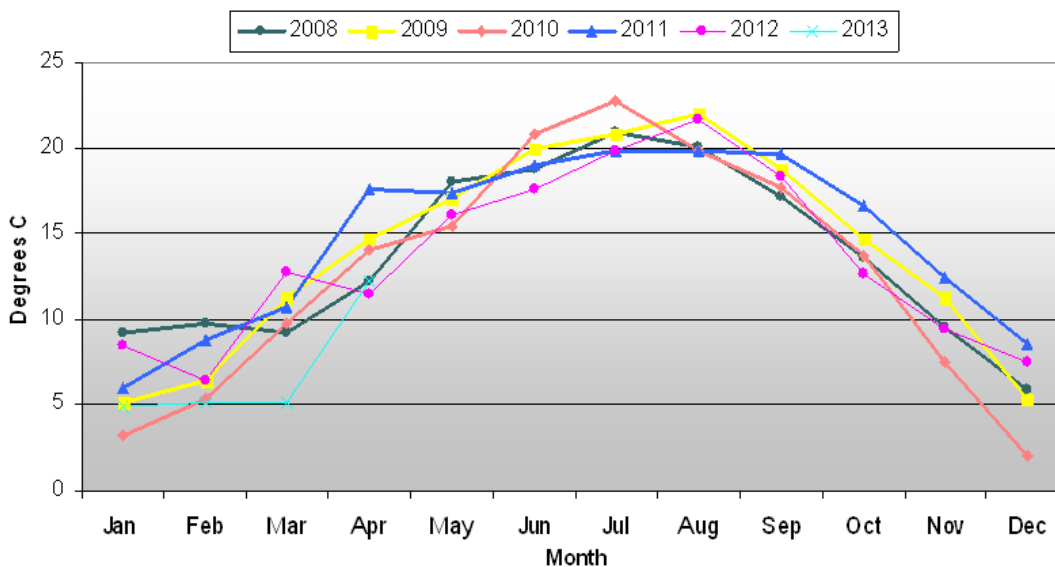
Clearly the main purpose of the Climate Change Action Plan is to reduce the Council's overall carbon emissions relating from its operations and delivery of services. Many energy efficiency measures have been adopted by the Council, which have resulted in direct carbon dioxide reduction, as well as financial savings due to decreased energy use. Both the carbon emissions and financial savings will continue to accrue over time, particularly with the ongoing increase in fuel costs. However, bottom line carbon dioxide savings have been tempered by a number of factors. Chiefly these equate to weather conditions, which over the past two years has seen longer and colder than average winter temperatures as well as cooler summers (figures 1 & 2 below refer). This has resulted in an increased use of

energy not only directly in terms of main heating, but also in terms of the use of subsidiary heating outside the principle heating periods. This has meant that carbon emissions are higher than one would have hoped.

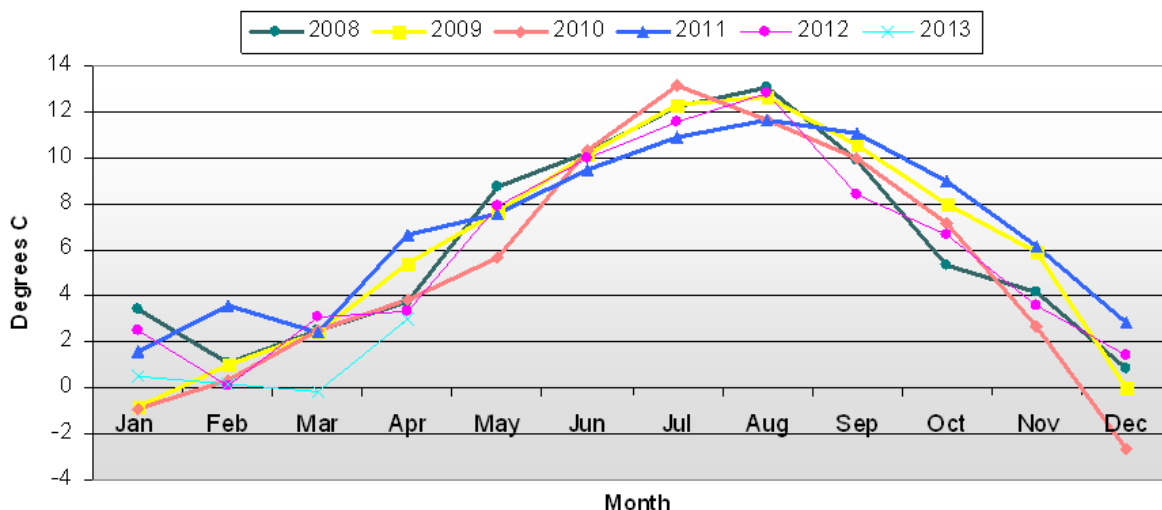
Secondly, there has been considerable staff reorganisation, with more staff working from Wallfields leading to increased energy use in that building, and a subsequent decrease, for example at the Causeway.

Thirdly, service activity has increased during the period of the Action Plan, requiring an increased use of energy. Thus we have seen increased use of the Hertford Theatre, significant changes to recycling/waste collections services; and, a near doubling of visitor numbers using East Herts leisure facilities over the last 3 years.

Comparisons Maximum Temperature Figure 1



Comparison Minimum Temperature Figure 2



Hertford Weir Micro Hydro Project:

Members will be aware that the Executive initially agreed a business case for the installation of a micro hydro scheme at Castle Weir, Hertford in December 2010. Subsequently the Executive agreed a revised business case in January 2012 to reflect the additional requirements of the Environment Agency, with funding included in the current capital programme. Work had been expected to commence on site in summer 2012 but due to ongoing discussion with the Environment Agency, construction has not been able to start. Negotiations are still continuing with the Agency, who had expressed concerns about possible hypothetical flood risks, which had become apparent in the initial computer modelling undertaken for the site. However, subsequently the modelling parameters have been revised and it is hoped that the Environment Agency may be in a position to grant final approval in the next couple of months. If this is the case and there are no further delays, work will be able to commence later this year.

Review of Action Plan Activity:

Please note that commentary on the activity undertaken for each action is provided by way of an “Update” shown in bold, in the “Action”/ “Carbon Savings “columns below.

	Action	Carbon Emissions Saving	Benefit	Cost	Time
<u>Energy Buildings</u> Metering 1.1	Introduce smart metering to all council premises inc pools, offices, depot, car parks etc. Update: Use of smart metering investigated. Meters yet to be installed Provision has been made	High	Relatively low cost. Accurate metering of all utilities, on demand and up-to-date. Ability to set warning thresholds.	Low	Med

	in capital programme and a business case is in preparation for this project. Installation will take place later in 2013, subject to business case and available resources from the Council's Facilities Team				
1.2	Metering linked to web & make available on intranet/internet/reception areas. Update: Smart metering will be web enabled	Med	Improve awareness of staff and public on energy use.	Low	Med
Technical Equipment 1.3	Investigate use of Gas flow regulator – Wallfields. Update: Not progressed at this stage, as payback assessed as insufficient, however, project will be kept under review in the light of continuing energy price rises.	Med	Some LA's have seen 5-8% reduction in gas use.	High	Med
1.4	Investigate voltage regulation at depot/ Wallfields. Update: Voltage regulator now installed and operating effectively at Wallfields. Added advantage of voltage modulation is being achieved. Not progressing with voltage regulation at Depot as insufficient business case.	Provisional approximate 6% reduction in electricity consumption at Wallfields, equating to annual saving of 14,180 kg CO₂	Case studies from LA's have shown 3-7% reduction in electricity use.	Med	Med

1.5	<p>Introduce 'Zoned Lighting' control in all office space and enhance flexibility of existing e.g. to switch off lighting adjacent to windows.</p> <p>Update: Zoned lighting introduced and operational at Wallfields.</p>	<p>Carbon saving not yet directly quantifiable-improved lux levels achieved through out building</p>	<p>Reduces energy uses.</p> <p>Popular with staff.</p> <p>Good example.</p>	High	Med
1.6	<p>Introduce PIR lighting control – Wallfields / Pools and other facilities.</p> <p>Update: PIR lighting control now operational at Wallfields. Use of PIR at pools not yet underway, is being assessed and may be implemented where refurbishment is undertaken.</p>	<p>Carbon saving not yet directly quantifiable-improved lux levels achieved through out Wallfields.</p> <p>New Induction lighting at Hartham has partly contributed to actual CO₂ reduction of 115,456 kg CO₂ at that leisure centre for 2012 over baseline</p>	<p>Reduces energy use.</p> <p>Can switch off if little movement in room.</p>	High	Med
1.7	<p>Investigate auto power down of PCs and printers.</p> <p>Update: Not yet implemented although IT have tested <i>Nightwatchman</i> which is a software programme which enables the auto shut down of IT. Auto switch off of printers is</p>	Med	<p>Ease of control.</p> <p>Reduces energy consumption.</p>	Med	Med

	currently being investigated as part of smart metering project above.				
1.8	<p>Investigate external shading to south elevation of Wallfields and /or replace glass conservatory roof with standard roofing.</p> <p>Update: Glass conservatory roof now replaced with slate roof. Internal blinds fitted to all necessary windows to provide shading.</p>	<p>Refurbishment of Wallfields has contributed to reduction in natural gas used for heating leading to actual CO₂ reduction of 11,950kg for 2012 over 2009 baseline.</p>	<p>Reduces cooling costs.</p> <p>Likely to be popular as overheating is a problem on top floor.</p>	High	Long
1.9	<p>Ensure solar reflective blinds are in place throughout all offices where necessary.</p> <p>Update: Blinds now fitted to all appropriate windows to provide shading/cooling.</p>	<p>Likely to be savings in electricity cooling costs, as the number of fans used within the building is very significantly reduced (as well as glare reduction benefit) but actual CO₂ reduction is not quantifiable.</p>	<p>Reduces cooling costs.</p> <p>Improves working environment.</p>	Low	Quick Win

1.10	<p>Enhance roof insulation of Wallfields to current standards.</p> <p>Update: Investigated but not progressed during refurbishment programme due to apparent costings</p>	High	<p>Improved insulation will reduce energy consumption costs. Improved working environment.</p>	High	Med/Long
<p>Renewables</p> <p>1.11</p>	<p>Commission detailed report on potential for renewables across Council buildings.</p> <p>Update: As part of C3W contract consultants looked at Solar PV and Solar thermal at Wallfields. Contract costs were sought and these at the time appeared high so agreed not to be progressed. However, Micro Hydro scheme at Hertford Weir is to go ahead as good business case. Other options for other buildings are limited but officers are evaluating potential and keeping options under review. With increasing energy cost and currently declining costs of renewables the business case for micro renewables is likely to change.</p>	N/A	<p>Provides comprehensive evidence for best value approach for renewables.</p>	Med	Short
1.12	<p>Install solar thermal array to toilet block at Wallfields.</p> <p>Update: C3W consultants investigated options, but reported that costs appeared high and hence insufficient business case at that time. However,</p>	Med	<p>Reduces energy demand.</p> <p>Incentives available.</p> <p>Good exemplar.</p>	High	Short

	with increasing energy costs and currently declining costs of renewables the business case for micro renewables is likely to change.				
1.13	Install public exemplar solar PV array at Wallfields. Update: Option for solar PV array has not been progressed but may warrant re-evaluation in the light of increasing energy costs and currently declining costs of renewables.	Med	Reduces energy demand. Good exemplar. Incentives available.	High	Short
1.14	Install 15kW turbine at Buntingford. Update: Initial discussion with landowner held who was sympathetic but at current time business case appears insufficient.	High	Reduces energy demand. Good exemplar. Incentives available.	High	Med
1.15	Investigate installation of solar thermal at second public convenience e.g. Bell Street. Update: All suitable public conveniences have been closed as part of efficiency measures and the move to Community Toilet Scheme. Project not to be progressed.	Low	Reduces energy demand. Good exemplar. Existing project working well.	Low	Short
1.16	Install mini hydro facility at Castle Hall. Update: Executive agreed business case for installation of Micro Hydro scheme at Castle Weir in December 2010.	High	Reduces energy demand. Good exemplar Incentives available	High	Med

	Funding agreed and included in current capital programme. However, serious delays have arisen due to requirements of Environment Agency to amend the specification of the scheme and to enable flood risk modelling to be carried out.				
1.17	Investigate opportunity for solar signage in car parks. Update: No progress so far.	Low	Good exemplar. Small energy reduction.	Med	Med
1.18	Investigate rationalisation of server room to minimise power requirements. Update: IT Services indicate that they are continuing to review server requirements following the migration of staff to Wallfields. Cooling of servers is energy intensive and responsible for significant CO₂ emissions.	High Current 2012 carbon emissions from Servers are approx 245,300 kg CO₂	Reduce energy consumption.	Low	Med
1.19	Reduce unnecessary storage of data on servers. Update: IT Services are looking at opportunities for energy efficiencies wherever possible	Med	Reduce energy consumption.	Low	Short
1.20	Increase occupancy level of Wallfields to reduce per	High	Reduces per head heating costs.	High	Med

	<p>head heating demand.</p> <p>Update: As part of C3W programme occupancy level of Wallfields has increased dramatically as staff moved from the Causeway at Stortford. Heating demand has decreased, but summer cooling need may be increased, however, extensive range of passive cooling measures have been installed. Due to the relatively cool summer in 2012 their true operational efficiency has yet to be fully determined.</p>				
1.21	<p>Encourage home working by staff.</p> <p>Update: As part of C3W programme home working has been actively encouraged and a significant minority of staff have become home workers on a regular basis with a further proportion doing so on an <i>ad hoc</i> basis. Further work is being undertaken to implement 'remote working' technology for field staff.</p>	High	<p>Reduces energy demand.</p> <p>Reduces desk space.</p> <p>Flexibility for staff.</p>	Low	Short
1.23	<p>During planned maintenance introduce high efficiency lighting for car parks.</p> <p>Update: No progress on this measure as this is a longer term project that would be considered as part of planned maintenance</p>	High	<p>Reduced energy demand.</p> <p>Good exemplar.</p> <p>Reduces light pollution.</p>	High	Short

1.24	<p>Update:</p> <p>EHC is continuing to work with leisure contractors SLM to incorporate energy conservation and if appropriate renewable energy measures at the District's leisure centres and pools, as these facilities are significant energy users and use of new technology can achieve significant carbon and financial savings.</p> <p>Range of energy efficiency measures have been installed at the pools and leisure centres.</p> <ul style="list-style-type: none"> • Motion sensors installed at Hartham/Grange Paddocks gym & studios • Induction lighting at Hartham • Replacement high efficiency glazing at Grange Paddocks • Variable speed drives installed at all pools to aid efficient pool water circulation • New air con units at Fanshawes/ Hartham & Grange Paddocks. • Medium in pool filters replaced with silica glass granules which is more efficient filter reducing energy 	<p>Despite programme of efficiency measures CO₂ emissions from leisure facilities have risen over the 2009 baseline by 150,795 kg in 2012, for all sources. Total CO₂ emissions in 2012 = 1,682,817 kg CO₂ .</p> <p>Though there has been an increase over time this is hugely offset by the very significant increase in visitor numbers thus:</p> <p>2009 per capita CO₂ = 3.6kg per visit.</p> <p>2012 per capita CO₂ = 2.0kg per visit</p>	Likely high reduction in energy demand.	High Grant Available	Med
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	<p>and chemical use.</p> <ul style="list-style-type: none"> March 2013 – pool covers installed at Fanshawe & Ward Freman Pools <p>Further energy efficiency measures are planned including pools covers at Grange Paddocks & Hartham Pools (by EHC). The Air Handling Unit at Hartham is also scheduled for replacement.</p>				
1.24.1a	<p>Utilise electrical timer devices to switch off vending machines in council buildings including leisure and office facilities, when the buildings are unoccupied.</p> <p>Update: Facilities Service is investigating cost and whether there are any contractual requirements to keep vending machines on at all times</p>	Low	Low cost and reduces unnecessary electricity consumption	Low	Short
Water 1.25	<p>Fit spray taps as standard and on replacement.</p> <p>Update: Spray taps to be fitted as part of planned maintenance wherever practicable.</p>	Low	Low cost. Reduces water consumption.	Low	Short
1.26	<p>Fit dual flush toilets as standard and on replacement.</p> <p>Update: Dual flush toilets to be fitted as part of planned maintenance/ refurbishment wherever</p>	Low	Reduces water consumption. Low cost.	Low	Short

	practicable.				
1.26.1a	Install timer control devices to urinals to reduce unnecessary flushing Update: Timer control devices fitted to most units, remainder will be installed as part of planned maintenance/ refurbishment wherever possible.	Low	Reduces water consumption. Low cost.	Low	Short
1.27	Investigate potential for rainwater harvesting at Wallfields and other sites. Update: Officers have commenced investigation of options for Wallfields and Depot. Harvesting of water would allow EHC to be self sufficient in water for irrigation for crucial watering of bedding plants/trees early in the season. As well as saving water this allows watering to continue even due to drought periods such as that initially experienced at start of 2012.	Water harvesting will indirectly reduce carbon emissions slightly as water supply production is relatively high energy user	Good exemplar. Water saving.	High	Med
1.28	Introduce carbon offset budget to compensate for corporate carbon footprint. Update: Not currently progressed, as no financial benefit at this time	High	Enables Council to be carbon neutral. Good exemplar project. Provides budget for other projects.	Med	Short
1.29	Introduce teleconferencing facilities to reduce need to travel. Update: Office Communicator System	Med	Reduces need to travel. Reduces costs. Convenience.	Med	Med

	has been implemented, which provides instant messaging though at present time teleconferencing is not included.				
1.30	Promote 'Go green' on the office kettle – investigate instantaneous hot water heaters for Wallfields. Update: Instantaneous water hot water heater installed in most kitchen points in main buildings.	On balance slight carbon saving but difficult to quantify	Potential energy saving. Convenience / reduces wasted staff time.	Low	Short
1.31	Investigate use of Pool covers at Pools. Update: The Leisure Contractor is currently implementing pool covers.	Med Use of pool covers at all pools is estimated to reduce future carbon emissions by 75,000 kg CO₂ per annum	Reduce energy consumption & condensation.	High	Med
1.32	Investigate new Environmentally more friendly water cleaning /UV / ionization. Update: Medium in pool filters replaced with silica glass granules which are more efficient filter reducing energy and chemical use.	Not possible to quantify individual carbon saving – see section 1.24 above	Energy reduction. Good PR.	High	Med
1.33	Phase out use of bottled water in council premises where contracts allow Update: Bottled water has been phased out at all locations unless there is	Low Carbon saving not possible to quantify	Reduces carbon emissions from production and transport	Low	Short

	<p>no other option for the provision of a ready supply of drinking water. Further tap water provision has been provided at Wallfields due to the increased number of kitchen facilities following refurbishment works, thereby further minimizing use of water bottles.</p>				
1.34	<p>Promote the use and introduction of 'Hippos' (water saving devices) to reduce flush in toilet cisterns</p> <p>Update: Not progressed. Use of dual flush as part of planned maintenance is preferred.</p>	Med	<p>Water and Energy saving</p> <p>Raises awareness</p>	Low	Short

	Action	Carbon Emissions Saving	Benefit	Cost	Time
<u>Transport</u>					
2.1	<p>Implement Car share Data base linked to HCC. Provide Car share spaces Investigate benefits of providing Pool cars and Staff minibus between sites.</p> <p>Update: East Herts Council car share data base system in operation available for all staff and members, operated by "Liftshare" and linked to intranet. This allows regular and <i>ad hoc</i> journeys to be requested. System is also linked to HCC and other Hertfordshire based public sector clients, plus options to share with Hertfordshire/UK wide public data base should the user wish. At the current time there are 69 registered staff users. There are 11 regular sharers, with a share rate of 36.9%, which is favourable to other similar organisations. The vast majority appear to be for regular commuting purposes, with just a couple for business travel. In addition to Liftshare 7 members of staff in Environmental Services/Community Development car share on</p>	<p>Estimated 4,180 kg CO₂ saved for Liftshare members during 2012 year, based on one registered journey per week (46 week year). If 5 days a week then saving increases to 20,900 kg CO₂</p>	<p>Encourage share Discourage use</p> <p>Multi-functional courier</p>	<p>Low</p> <p>High</p>	<p>Short</p> <p>Med</p>

	<p>a regular weekly basis amongst themselves. Since the transfer of staff from Bishop's Stortford, a car parking allocation/rota system has been introduced at Wallfields. The use of car sharing helps to maximise use of the available spaces.</p> <p>Staff bus between sites and the idea of pool cars has not been progressed on cost benefit grounds.</p>				
2.2	<p>Investigate "Green leased cars" eg biofuel mix and LPG / extend lease car period / CO2 emissions limits</p> <p>Update: Lease scheme deleted as part of Terms and Conditions review.</p>	Med	Lease vehicles tend to be more fuel efficient as more modern engines and regular maintenance, than privately purchased vehicles.	Cost borne by staff	Med
2.3	<p>Permit LPG use in staff vehicles.</p> <p>Update: Lease scheme deleted as part of Terms and Conditions review.</p>	Med	Overall CO ₂ reduced.	Cost borne by staff	Med

<p>Member Travel</p> <p>2.4</p>	<p>Investigate opportunities for reducing member travel through car share /location of meetings/ opportunities for use of IT</p> <p>Update: Through C3W and the move to a single site, meetings will in the main take place at Wallfields. The Car Share scheme is open to both staff and members. Further promotion will be carried out on rolling basis.</p>	<p>Low</p>	<p>Reduce car travel.</p>	<p>Low/ Med</p>	<p>Med</p>
<p>Staff Commuting Cycle/walk</p> <p>2.5</p>	<p>Investigate potential for encouraging increased cycle use by staff and members including: Provide Adult cycle training. Cycle storage at work. Provide better changing facilities/Showers/ hairdryers. 'Ride to work scheme'. Electronic charging points. Bike mileage scheme. Incentives. Pool bikes.</p> <p>Update: Electric car charging points have been installed at Gascoigne Way car park. Improved drying facilities are under consideration. Bike mileage scheme is in operation. Hertford</p>	<p>Likely low</p>	<p>Carbon saving. Health benefits. Subsidised bikes.</p>	<p>Med</p>	<p>Med</p>

	<p>Theatre has been asked to promote the availability of public transport/ location of cycle racks in appropriate publicity material. A ride to work scheme providing discounts on the purchase of new bicycles - on a salary sacrifice basis - has been introduced for staff.</p>				
<p>Bus/Trains</p> <p>2.6</p>	<p>Promote season ticket loan scheme for staff To/from work On business EHC funded bus service</p> <p>Update: Officers are continuing to investigate all opportunities to promote greener staff travel, but initiatives above not implemented so far, due to cost.</p>	<p>High</p> <p>High</p>	<p>Reduced emissions.</p> <p>B/S to Hertford.</p>	<p>High</p> <p>High</p>	<p>Med</p> <p>Long</p>
<p>2.7</p>	<p>Investigate reciprocal office arrangements with other local authorities</p> <p>Update: Not progressed but some staff now working in other locations due to 'shared services' partnering with other local authorities for certain functions. The Council also shares reception space with South Anglia Housing Association and the HMRC at Bishops Stortford and Wallfields respectively.</p>	<p>Med</p>	<p>Staff work near home reduce commuting time / carbon emissions</p>	<p>Med</p>	<p>Med</p>

Contractors vehicles / transport 2.8	Investigate and implement stricter Environmental criteria in contracts relating to transport issues – readjust weighting of contract evaluation. Carbon limits for tenders Mapping routes. Alternative fuel / electric vehicles. Update: In place as necessary. Environmental criteria are being strengthened wherever possible as was case with new Waste Contract. Energy savings achieved by the contractor ultimately are passed on to the Council through a reduced contract price	High	Improved environmental performance.	High	Long

<u>Procurement</u>	Action	Carbon Saving	Benefit	Cost	Time
3.1	<p>Investigate Video conferencing and advanced communications.</p> <p>Update: Web casting of certain public meetings and committee meetings is now available. http://www.eastherts.public-i.tv/site/ For staff IT effort is currently geared to enabling staff to work at home/remotely. This will mean significantly fewer journeys for staff to/from work.</p>	Med	Reduced travel to meetings. Time saved travelling.	Med	Med
3.2	<p>Investigate “Wireless town hall” approach including:</p> <p>Update: Increased use of internet available council services including payments and</p>	High	Reduced paper.	High	Med

	<p>planning applications on line are in operation. Options for further development are under active consideration by Head of Customer Services. Greater use of electronic document management. Following C3W reorganisation greater use is being made of managing/storing documents electronically rather than retaining paper copies.</p> <p>Examples can be found on East Herts web site as follows:</p> <p>http://www.eastherts.gov.uk/index.jsp?articleid=9376 - on line benefit claims and keeping track of payments</p> <p>http://www.eastherts.gov.uk/index.jsp?articleid=12699 - on line housing applications</p> <p>http://www.eastherts.public-tv/site/ - web casting of meetings and on-line consultations -</p> <p>http://www.eastherts.gov.uk/index.jsp?articleid=16149 saves paper</p>				
3.2.1	<p>a) Cordless office telephones which permit mobile workstations.</p> <p>Update: Office communicator has been rolled out across council to all staff to allow improved communication</p>	<p>Home working staff commuter data not quantifiable</p>	<p>Faster decision making as meetings can be held sooner than otherwise.</p>	High	Med

3.2.2	<p>b) WiFi – access to Council network from any workstation,</p> <p>Update: Citrix installed allowing allowing access to all files from any workstation.</p>	High	Increased speed of resolving problems / better customer service.	High	Med
3.2.3	<p>c) Workflow improvements e.g. “prompting” to advise a message has been received.</p> <p>Update: Office communicator has been rolled out across council to all staff to allow improved communication</p>	High	Reduced number of workstations and saving in office space.	High	Med
3.2.4	<p>d) Home working – IT and telephony at home.</p> <p>Update: Office communicator has been rolled out across council to all staff to allow improved communication</p>	Home working staff commuter data not quantifiable	<p>Reduce travel to/from work.</p> <p>Office space savings.</p>	High	Med
3.3	<p>Provide oasis links with partners – e.g. accessibility from Town and Parish Council offices.</p> <p>Update: Not directly progressed but</p>	High	Reduced need for customer travel to visit office – vehicle emissions savings.	High	Med

	potential East Herts network available from any workstation via Citrix				
3.4	Investigate potential of providing access to Council services from mobile locations e.g. “mobile town hall” vehicle. Update: Not progressed	High	Improved customer service. Payments made more quickly	High	Med
3.5	Investigate opportunities for “Paperless meetings” for officers and Members wireless access; mobile devices; tablet style PC’s in meeting rooms; software that permits electronic note making on committee agendas; digitizing of hand written notes. Update: IT Services continue to investigate range of options to enable more efficient methods of working.	High	Reduce paper / printing (including water, energy and ink). Require fewer / smaller printers – leasing and maintenance savings. Saving in staff time – both print unit and service staff making copies.	High	Med
3.5.1	Omit the last blank page from Council committee agenda papers – replace with worded statement at end of report to indicate final page Update: Completed	Low	Reduces paper	No cost	Short
3.6	Revise default printer settings – double sided and replace single side printers.	Low	Reduce paper.	Low	Quick Win

	Update: Double sided printing is undertaken on most machines, where possible.				
3.7	<p>Ensure all new PC's are low energy units.</p> <p>Update: It is understood that IT Services now actively consider energy efficiency of equipment during procurement process.</p>	Low	Electricity saving.	Low	Quick Win
3.8	<p>Procure software for automatically powering down PCs after a period of non-use.</p> <p>Update: Not yet implemented although IT have tested <i>Nightwatchman</i> which is a software programme which enables the auto shut down of IT equipment, but decision to proceed not yet agreed.</p>	Current 2012 carbon emissions from PC's are approx 106,375kg CO₂	Electricity saving.	Med	Med
3.9	<p>Procure hardware for turning off electrical equipment at the socket rather than leaving on standby.</p> <p>Update: Not yet implemented although IT have tested <i>Nightwatchman</i> which is a software programme which enables the auto shut down of IT equipment, but decision to proceed not yet agreed.</p>	Med	Energy saving Convenience	Low	Short

	Procurement of electrical timers is being investigated for larger electrical equipment as part of web based metering proposal				
3.10	<p>Review server room energy usage of hardware and air conditioning Allow temp of server room to rise to 25C (from 20C) save a/c costs. Virtualisation increases server/system efficiency.</p> <p>Update: Increased virtualization of IT underway, but no specific movement on server room technology</p>	Current 2012 carbon emissions from Servers are approx 245,300 kg CO₂	Electricity saving	Low	Med
Other 3.11	<p>Continue to specify use of sustainably sourced (FSC) timber for projects and procurement.</p> <p>Update: Council policy in place. FSC timber specified where ever available.</p>	High	Protects forests. Ethically correct.	Low	Quick Win
<u>Contracted out services</u> 3.12	<p>Investigate potential for energy saving / procurement saving measures within contracts.</p> <p>Update: Energy efficiency is now a factor that is considered within major contracts e.g Waste Contract leading to</p>	Low	Possible reduction in energy consumption. Reduction in costs. Better procurement choices.	Med	Med

	balanced approached between energy/cost efficiencies				
3.13	Investigate potential for enhanced recycling facilities in leisure facilities. Update: No progress to date.	Low	Popular with public.	Low	Short
Contractors vehicles / transport 3.14	Investigate and implement stricter Environmental criteria in contracts relating to transport issues – readjust weighting of contract evaluation. Update: Stricter environmental criteria are now increased in consideration within new contracts e.g Waste Contract.	High	Potential carbon saving	High	Long
	Carbon limits for tenders Mapping routes. Alternative fuel / electric vehicles. Update: Within new waste contract a range of energy efficiency/ environmental options were explored with tenderers. Improved environmental criteria achieved. Mapping software being used to re-design collection				

	<p>rounds to maximise efficiency as part of new co-mingled recycling collection scheme beginning in November 2013.</p>				
<p>Contracted Services – Strategic Procurement</p> <p>3.15</p>	<p>Review Council Procurement Strategy re contract terms for operational contracts</p> <ul style="list-style-type: none"> - Requirement for contractors to show carbon reduction over life of contract - Contract performance criteria re carbon reduction <p>Contracts to require tenders to include alternative options and costs for provision identifying the carbon impact of each e.g. alternative vehicles; alternative fuels; alterations to operational building; contractor staff travel.</p> <p>Update: Specific questions were asked of waste contract tenderers relating to potential improvements over life of contract. Enhanced environmental performance criteria have been achieved.</p>	High	<p>Ensure that carbon efficient options are considered at contract award stage.</p> <p>Engage contractor is supporting the Council's Policy objectives on Climate Change.</p>	High	Long

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<p>Contracted Services – Operational improvements</p> <p>3.16</p>	<p>Review Refuse and Recycling Service rounds to identify costs and carbon benefits of re-scheduling.</p> <p>Update: Review was included in Waste management contract. It is a requirement of the Waste contract that a reduction in carbon savings is sought during the life of the contract.</p>	<p>2012 carbon emissions fuel usage has resulted in very significant savings of 619,657 kg CO₂ compared with 2009 baseline. This has chiefly been achieved through improved round scheduling and high efficiency vehicles.</p>	<p>Reduction in fuel usage benefiting contractor and the Council.</p>	<p>High</p>	<p>Med</p>
<p>3.17</p>	<p>Request County Council to include carbon impact assessment when determining disposal / re-processing locations.</p> <p>Update: Reference made to HCC to confirm use of carbon impact assessments.</p>	<p>Med</p>	<p>Less distance to travel to tip – fuel saving.</p>	<p>High</p>	<p>Long</p>
<p>3.18</p>	<p>Next Refuse and Recycling contract to include options and costs</p>	<p>2012 carbon emissions fuel usage</p>	<p>Fuel savings.</p>	<p>High</p>	<p>Long</p>

	<p>for alternative fuels for vehicles and evaluate emissions of vehicles.</p> <p>Update: Wide range of options included in new contract eg enhanced use of Biodiesel, on board vehicle driver performance monitoring, agreement to reduce carbon emissions over life of contract.</p>	<p>has resulted in very significant savings of 619,657 kg CO₂ compared with 2009 baseline. This has chiefly been achieved through improved round scheduling and high efficiency vehicles.</p>			
3.19	<p>Recycling –Continue to develop options to increase level of recycling relative to waste sent to landfill.</p> <p>Update: Ongoing eg mixed plastic recycling was introduced from mid 2011. Co-mingled to be introduced later in 2013.</p> <p>Overall total waste going to landfill reducing so reducing greenhouse gas (principally methane CH₄) emissions from landfill.</p> <p>Note: CH₄ is 21x more damaging than CO₂.</p>	High	Reduce emissions from landfill.	High	Long
3.20	<p>Recycling - introduce monitoring of carbon impact of materials collected Depot operations – set targets for contractors to</p>	Med	Better understanding of how recycling impacts on the Council carbon footprint. Set targets which	Med	Med

	contribute to reduction in energy use. Update: Monitoring of carbon impacts of recyclables on ongoing basis.		involved contractors.		
3.21	Depot operations – evaluate energy efficiency of materials processing machinery. Update: Not yet implemented	Med	Procure energy efficient machinery.	High	Med
3.22	In future procurement/ service contracts the Council will consider the impacts of Climate Change, where appropriate. Update: Impacts of carbon reduction considered in waste contract, however, need to examine how best to include Climate Change /carbon reduction initiatives in other Council procurement contracts.	Variable – depending on contract	Reduced carbon emissions Potentially helps achieve national/ local carbon saving targets	Variable	Variable

Planning	Action
4.1	<p>Planning will require and enforce the requirement for new developments of more than 10 dwellings or 1,000m² of non-residential floor space to secure at least 10% of their energy from decentralised renewable or low-carbon sources, or onsite renewables unless this is not feasible or viable.</p> <p>East Herts policy approach is to continue to maintain the policy approach contained in the now revoked East of England Regional Spatial Strategy, relating to the creation of energy through new developments.</p>
4.2	<p>Planning will require development to comply with policy in respect of flood prevention and alleviation.</p>
4.3	<p>Planning will require the incorporation of Sustainable Urban Drainage systems in accordance with the recommendations of the Council's Strategic Flood Risk Assessment and the Flood and Water Management Act 2010. Hertfordshire County Council is the Lead Local Sustainable Drainage System (SUDS) Approving Body or 'SAB'.</p>
4.4	<p>Planning will seek to encourage, where appropriate and viable, new developments to install District Heating systems and Combined Heat and Power (CHP) generation facilities, in accordance with national policy as part of a series of approaches and allowable solutions.</p>
4.5	<p>Planning will require new development to achieve ambitious standards in sustainable construction, measured against the Code for Sustainable Homes and the BREEAM building standards for non-residential development.</p> <p>East Herts, where possible, encourages developments to exceed the minimum requirements of Building Regulations.</p>

4.6	Planning will seek to encourage new development to incorporate facilities for zero-and low emission vehicles.
4.7	Planning will seek to encourage new development to maximise opportunities for more sustainable modes of transport, including cycling and walking.
4.8	Through the emerging East Herts District Plan, Planning will set ambitious but viable targets for renewable and decentralised energy generation.
4.9	Through the emerging East Herts District Plan, Planning will work with the County Council's Waste Local Development Framework to establish a policy framework which reduces the impact of waste disposal and maximises the opportunities for use of waste as a resource.
4.10	Through the emerging East Herts District Plan, Planning will support in principle opportunities for innovative sustainable development initiatives across the District
4.11	Through the emerging East Herts District Plan, Planning will consider opportunities for development of sustainable and renewable energy sources such as biomass generation. Planning encourages all development across the District to use appropriate and viable solutions for renewable energy generation and use where feasible.
4.12	Through the emerging East Herts District Plan, Planning will require developments to address climate change adaptation measures, such as provision of green infrastructure.
4.13	The Council will seek to raise awareness of national guidelines relating to permitted development in respect of permeable paving and installation of domestic micro-renewables outside conservation areas. Planning is continuing to encourage the use of such features where appropriate
4.14	The Council will continue collaborative working between Planning Policy and other teams such as Environmental Services in order to develop a robust evidence basis for Climate Change policy development.
4.15	The Council will promote awareness of the Hertfordshire Building Futures website www.hertslink.org/buildingfutures in order to encourage higher standards of development within the district.

	Action	Carbon Saving	Benefit	Cost	Time
<u>Promotion and Awareness</u> 5.1	Caretakers to check that printers & copiers are switched off during night time close of buildings. Update: Has not been added to duties of caretakers. Instead staff are requested to turn off appliances when leaving the office although use of specific IT solutions are being explored.	Med	Low cost	No cost	Quick Win
5.2	Staff awareness sessions to include climate change / energy / facts and figures / top tips. Update: Staff awareness sessions to be instigated from October 2013 including further top tips in Staff Update as occasional feature; and, additional information to be provided in kitchen areas. Liftshare promotion /recycling promotions during 2012.	Low	Improves awareness. Demonstrates commitment from senior management.	No cost	Quick Win
5.3	Introduce climate / carbon awareness at staff induction. Update: To be included in next round of staff induction programmes	Low	Improves awareness of measures available. Reduces energy consumption. Improves recycling targets.	No cost	Quick Win

5.4	<p>Discuss with HR feasibility of including climate change / carbon reduction as element of all staff JD's /PDR.</p> <p>Update: HR have advised that this is difficult to include.</p>	Low	Raises awareness and increases opportunity for positive actions.	No cost	Short
5.5	<p>Include carbon implications assessment on committee report.</p> <p>Update: Not yet implemented, as carbon calculations can be difficult to quantify, although officers are exploring options</p>	Med	Raises awareness and identifies carbon "costs".	Low	Med
5.6	<p>Increase ready access to recycling receptacles:</p> <ul style="list-style-type: none"> • Reduce number waste bins • Increase number of paper recycling bins. <p>Update: Number of general waste bins has been reduced throughout offices. Increased number of recycling bins including can collection.</p> <p>Large paper recycling wheelie bins are located at strategic points on each floor.</p>	Low	<ul style="list-style-type: none"> • Improves recycling • Reduces waste to landfill • Highlights issue 	Low	Short

5.7	Promote office recycling initiative on regular basis. Update: Staff recycling awareness promotion carried out during 2012 and will continue on <i>ad hoc</i> basis.	Low	Low cost. Popular with staff Easy.	Low	Quick Win
5.8	Promote energy insulation measures to staff. Update: Staff energy efficiency awareness posters promotion during 2012 and will continue on <i>ad hoc</i> rolling basis.	Ditto	Ditto	Ditto	Ditto
5.9	Investigate Introduction of loan / deduction from salary for purchase of domestic loft / cavity wall measures by staff. Update: Not progressed to date, as nationally operated schemes were in operation.	Low	Popular with staff Reduces energy consumption Helps with NI186 target.	Med	Short
5.10	Investigate possibility of making staff 'Update' electronic only. Update: Completed	Low	Reduces cost. Saves paper.	Low	Short
5.11	Investigate potential for provision of safer driving / fuel efficient driver training for staff and members possibly linked to advanced driver training course. Update: Fuel efficient driver training has been investigated, but no budget available. Officers continue to	Med	Reduces cost. Low cost if lunchtime seminar.	Low	Short

	investigate any options for subsidised training through external agencies, should they become available.				
5.12	Encourage staff to allow more time to travel to meetings to encourage speed reduction. Update: This is reflected in corporate advice to staff	Low	<ul style="list-style-type: none"> • Low cost • Increased safety • Reduces fuel consumption 	Low	Quick Win
5.13	On electronic marketplace procurement investigate promotion of carbon footprint on standard items to allow comparison. Update: Not yet investigated. Environmental Services officers will discuss potential for this with Corporate Procurement officer.	Med/ High	<ul style="list-style-type: none"> • Increases awareness. • Highlights other environmental costs of procurement options. • Better informed choices. 	Med	Short
5.14	Promote concept of a 'computer siesta'. Update: To be included in staff awareness advice as appropriate.	Low	<ul style="list-style-type: none"> • Promote concept of turning off PC when away from desk for any length of time. • Good practice. 	No cost	Quick Win
5.15	Encourage a switch off lights campaign. Update: To be included in future staff awareness advice, although new lighting in Wallfields/Charringtons zoned and PIR linked to occupancy.	Med	Low cost Energy saving.	Low cost	Quick win

5.16	<p>Appoint volunteer staff energy wardens to promote switch off campaign.</p> <p>Update: Not yet implemented</p>	Low	Low cost Energy saving	No cost	Quick Win
5.17	<p>Investigate further improvements to office recycling, as good basis for staff awareness / promotion of climate change.</p> <p>Update: Number of general waste bins has been reduced throughout offices. Increased number of recycling bins including can collection.</p> <p>Large paper recycling wheelie bins are located at strategic points on each floor.</p>	Low	Low cost	Low	Short
5.18	<p>Promote use of 'Hippos' (water saving devices) to reduce flush volume in toilet cisterns</p> <p>Update: 'Hippos' and other water saving methods were promoted to local residents/staff through article in past LINK magazine (autumn 2010), together with free giveaways and also at past 2 Environment Film Festivals.</p> <p>Later in 2013 new "Don't be a Drip campaign" to be launched by Herts Sustainability Forum, of</p>	Med	Low cost Useful promotional tool	Low	Short

	which EHC is an active member. Water usage in East Herts, along with the rest of Herts is highest in UK at approx 170 litres per person per day. Top new build regulations aim for 105 litres ppd, but still need to reduce use in existing household as Herts is one of driest areas in UK and water resources are under severe pressure.				
5.19	Investigate development of a staff volunteering scheme to promote team development and undertake small scale local community environmental improvements Update: Not yet progressed	Low	Positive staff development tool Potential to link with other organisations e.g. Groundwork and Herts and Middx Wildlife Trust Will enable small projects to be undertaken	Low	Med
5.20	Undertake staff environmental awareness to provide briefings on carbon saving/green measures at home and work Update: Staff awareness to be promoted through Update magazine	Low	Provides information for staff. Encourages uptake of carbon saving measures and spreads corporate message	Low	Short

David Thorogood
Environmental Strategy and Development Manager
Ext 1621

14th May 2013ver FINAL

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 11 JUNE 2013

ENVIRONMENT SCRUTINY HEALTHCHECK – JANUARY 2013 TO APRIL 2013 AND 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 2013 to April 2013 and the 2012/13 performance outturns.

RECOMMENDATION FOR SCRUTINY MEMBERS:	
That:	
(A)	the reported performance for the period January 2013 to April 2013 and the 2012/13 performance outturns be received; and
(B)	the Executive be advised of any further recommendations.

1.0 Background

1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period January 2013 to April 2013 and the 2012/13 performance outturns.

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 April 2013 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 2012/13 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 are able to provide support and training on using the Covalent system if required.

1.5 **Essential Reference Paper ‘B’** shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper B has been sorted by status e.g. all performance indicators that are ‘red’ are listed first etc. **Essential Reference Paper ‘C’** shows the 2012/13 performance 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

Place

Performance analysis

2.1 **EHPI 157a - Processing of planning applications: ‘Major’ applications.** There is no performance to report for this month as Development Control Committee was not held in April, therefore no major decisions were determined. This means that some applications may get carried over to May’s committee meeting which could affect May’s performance.

2.2 **EHPI 2.1e - Planning Enforcement: Service of formal Notices.** There is no performance to report for this month as no notices were

served in April.

- 2.3 **NI 191 – Residual household waste per household and NI 192 - Percentage of household waste sent for reuse, recycling and composting.** The April performance data for these indicators were not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at the Environment Scrutiny meeting on 11 June 2013.
- 2.4 The following indicators were 'Green', meaning that the targets were either met or exceeded for April 2013. They were:
- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.
 - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste
 - EHPI 2.23 – Planning decisions delegated to officers
 - EHPI 2.4 – Fly-tips: Removal
 - EHPI 218a – Abandoned Vehicles – % investigated within 24 hours
 - EHPI 218b – Abandoned Vehicles – % removed within 24 hours of required time
 - EHPI 157b – Processing of planning applications: 'Minor' applications.
 - EHPI 157c – Processing of planning applications: Other applications.

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

Prosperity

Performance analysis

- 2.5 The following indicators were 'Green', meaning that the targets were either met or exceeded for April 2013. They were:
- EHPI 6.8 – Turnaround of pre NTO PCN challenges
 - EHPI 6.9 – Turnaround of NTO Representations

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

Unit Cost Indicators

- 2.6 2012/13 unit cost data for the following indicators are not currently

available, as the outturns can only be calculated after the 2012/13 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

CONCLUSION

2.7 In conclusion Members are asked to:

- Note the performance indicator analysis for the period January 2013 to April 2013 in **Essential Reference Paper 'B'**
- Note the 2012/13 performance outturns in **Essential Reference Paper 'C'**
- Agree the recommendations at the start of this report.

3.0 **Implications/Consultation**

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

Background Papers:

- 2012/13 Estimates and Future Targets Report – Executive 5 March 2013.

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

Contact member:

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

Councillor Paul Phillips – Executive Member for Economic Development.

Contact Officer:

Ceri Pettit – Corporate Planning and Performance Manager

Contact Tel Ext No 2240

ceri.pettit@eastherts.gov.uk

Report Author:

Karl Chui – Performance Monitoring Officer

Contact Tel Ext No 2243

karl.chui@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

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

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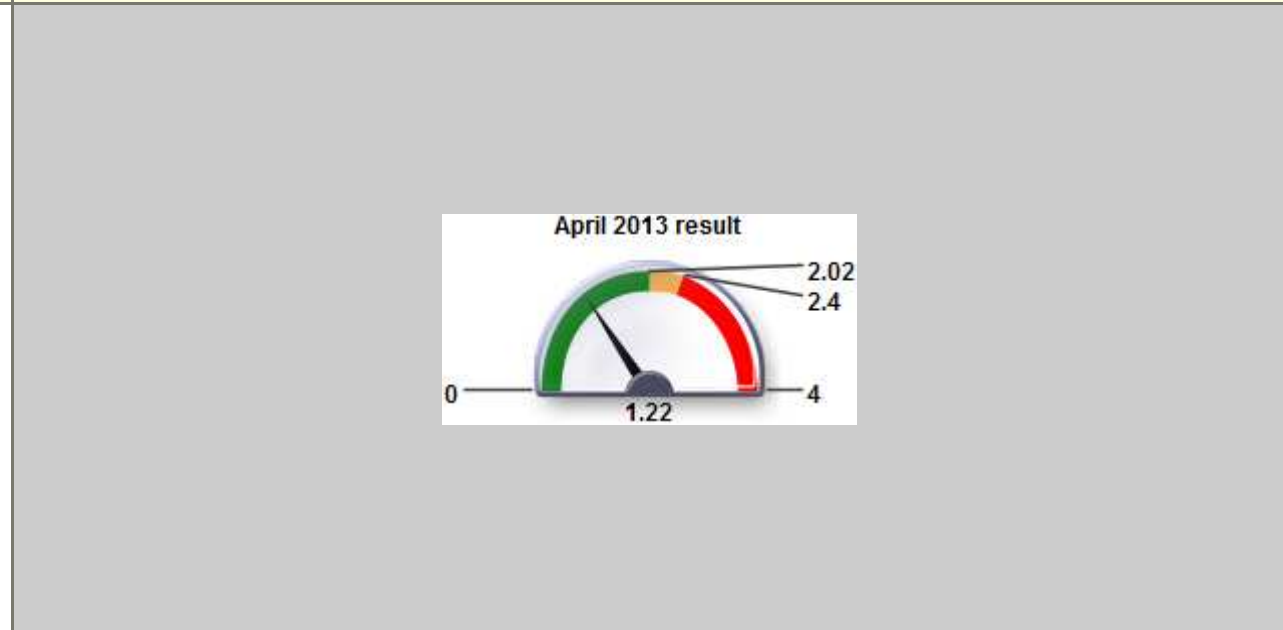
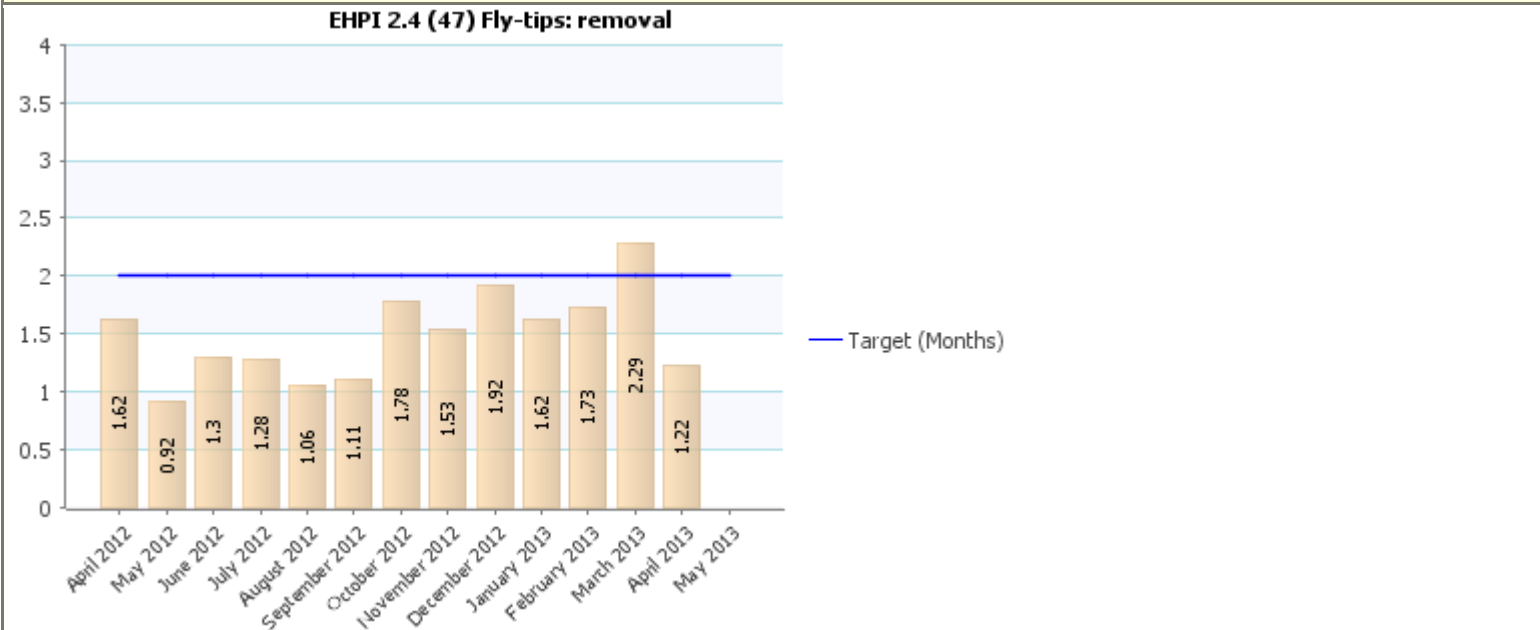
Environment Scrutiny January to April Corporate Healthcheck 2012/13

Traffic Light Green
Description Place

Environmental Services

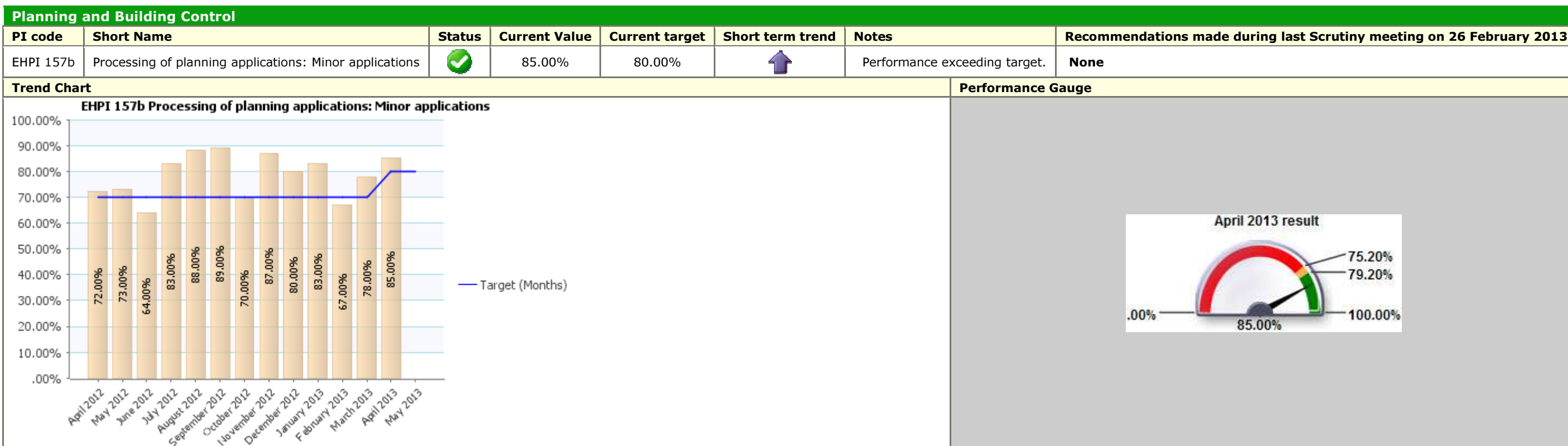
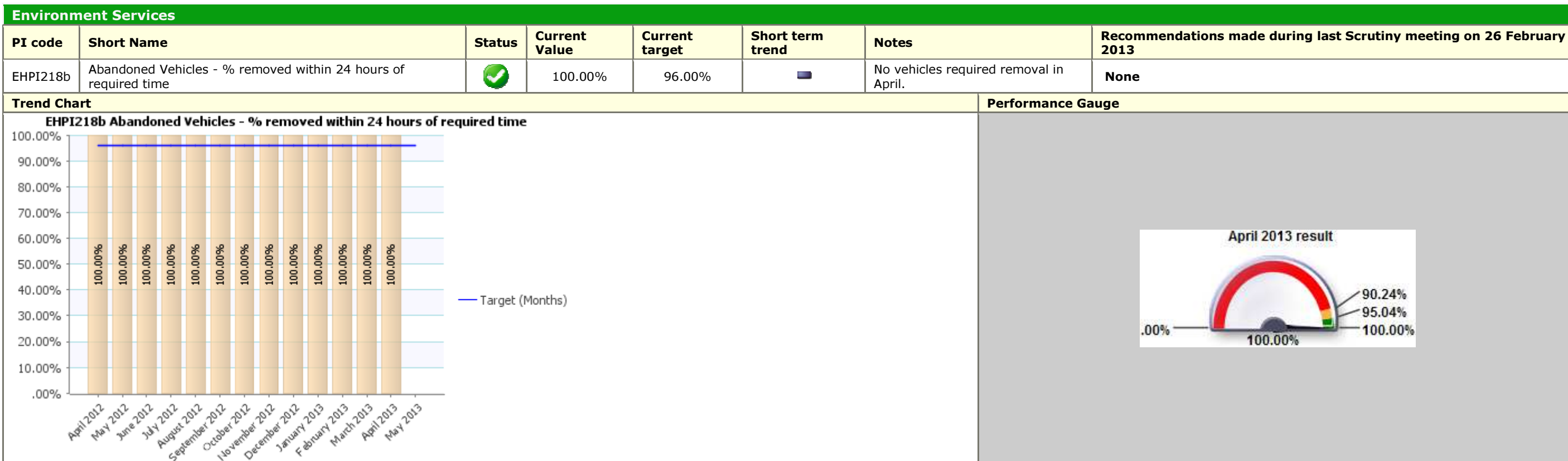
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013
EHPI 2.4 (47)	Fly-tips: removal		1.22	2		A good performance this month, better than expectation and the overall performance for 12/13.	None

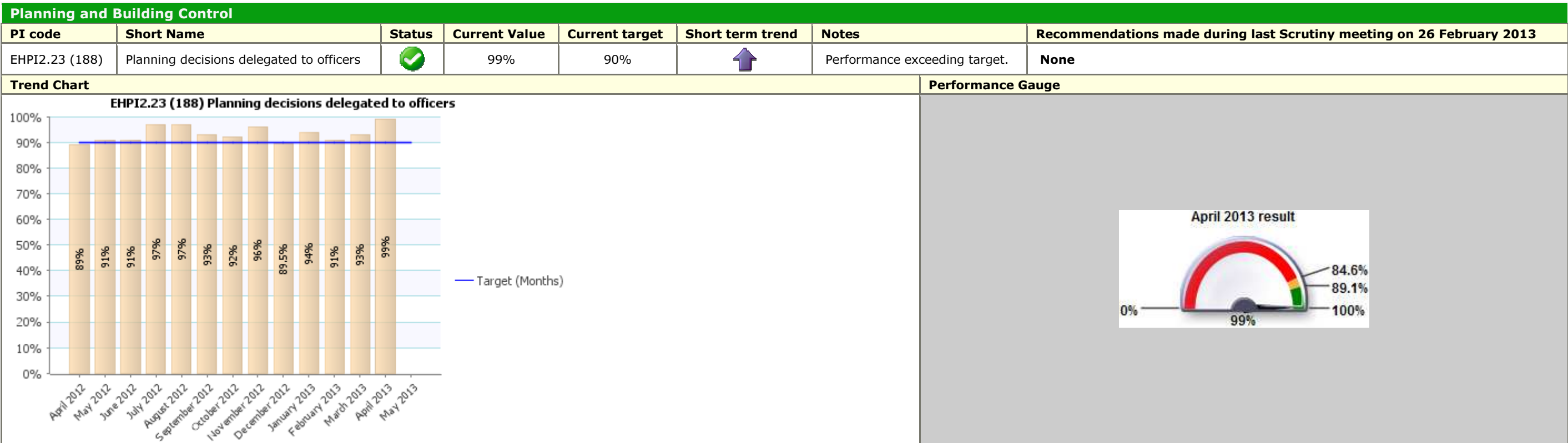
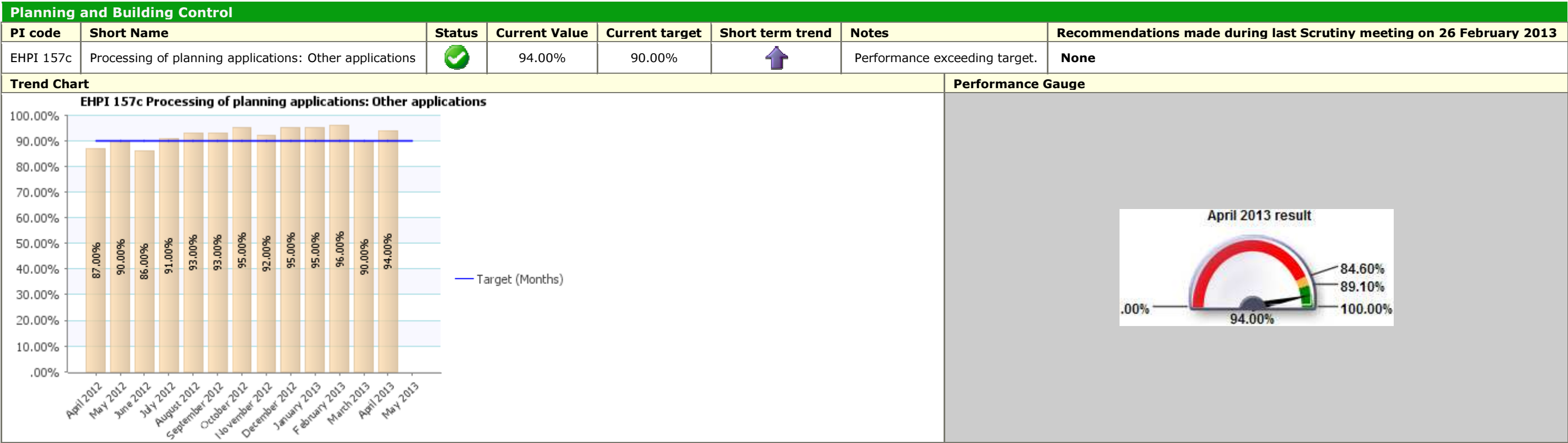
Trend Chart **Performance Gauge**



Environment Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013																														
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		25.64	47		April's performance is better than the overall performance for 12/13.	None																														
Trend Chart						Performance Gauge																															
<p>EHPI 2.2 (45) Waste: missed collections per 100,000 collections of household waste</p> <table border="1"> <caption>EHPI 2.2 (45) Waste: missed collections per 100,000 collections of household waste</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>30.65</td></tr> <tr><td>May 2012</td><td>29.44</td></tr> <tr><td>June 2012</td><td>29.73</td></tr> <tr><td>July 2012</td><td>28.93</td></tr> <tr><td>August 2012</td><td>26.88</td></tr> <tr><td>September 2012</td><td>36.61</td></tr> <tr><td>October 2012</td><td>26.8</td></tr> <tr><td>November 2012</td><td>27.46</td></tr> <tr><td>December 2012</td><td>28.5</td></tr> <tr><td>January 2013</td><td>32.52</td></tr> <tr><td>February 2013</td><td>24.88</td></tr> <tr><td>March 2013</td><td>25.02</td></tr> <tr><td>April 2013</td><td>25.64</td></tr> <tr><td>May 2013</td><td>25.64</td></tr> </tbody> </table>						Month	Value	April 2012	30.65	May 2012	29.44	June 2012	29.73	July 2012	28.93	August 2012	26.88	September 2012	36.61	October 2012	26.8	November 2012	27.46	December 2012	28.5	January 2013	32.52	February 2013	24.88	March 2013	25.02	April 2013	25.64	May 2013	25.64	<p>April 2013 result</p>	
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Environment Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013																														
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	95.00%		Twelve vehicles were inspected in April, all within 24 hours of first report.	None																														
Trend Chart						Performance Gauge																															
<p>EHPI218a Abandoned vehicles - % investigated within 24 hrs</p> <table border="1"> <caption>EHPI218a Abandoned vehicles - % investigated within 24 hrs</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>100.00%</td></tr> <tr><td>May 2012</td><td>100.00%</td></tr> <tr><td>June 2012</td><td>100.00%</td></tr> <tr><td>July 2012</td><td>100.00%</td></tr> <tr><td>August 2012</td><td>100.00%</td></tr> <tr><td>September 2012</td><td>100.00%</td></tr> <tr><td>October 2012</td><td>100.00%</td></tr> <tr><td>November 2012</td><td>100.00%</td></tr> <tr><td>December 2012</td><td>100.00%</td></tr> <tr><td>January 2013</td><td>100.00%</td></tr> <tr><td>February 2013</td><td>100.00%</td></tr> <tr><td>March 2013</td><td>93.75%</td></tr> <tr><td>April 2013</td><td>100.00%</td></tr> <tr><td>May 2013</td><td>100.00%</td></tr> </tbody> </table>						Month	Value	April 2012	100.00%	May 2012	100.00%	June 2012	100.00%	July 2012	100.00%	August 2012	100.00%	September 2012	100.00%	October 2012	100.00%	November 2012	100.00%	December 2012	100.00%	January 2013	100.00%	February 2013	100.00%	March 2013	93.75%	April 2013	100.00%	May 2013	100.00%	<p>April 2013 result</p>	
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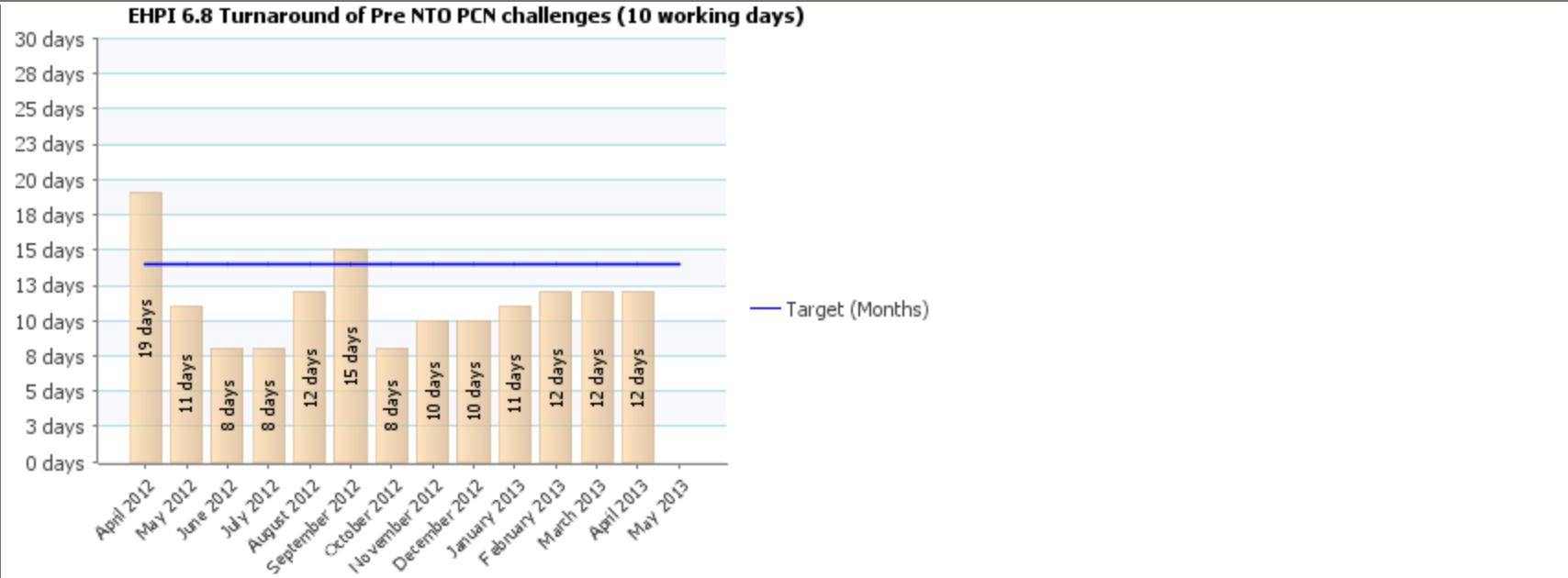
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013																														
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		100.00%	75.00%		Performance exceeding target.	None																														
Trend Chart						Performance Gauge																															
<p>EHPI 2.1d Planning Enforcement: Initial Site Inspections</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>92.00%</td></tr> <tr><td>May 2012</td><td>58.00%</td></tr> <tr><td>June 2012</td><td>77.00%</td></tr> <tr><td>July 2012</td><td>73.00%</td></tr> <tr><td>August 2012</td><td>87.00%</td></tr> <tr><td>September 2012</td><td>92.00%</td></tr> <tr><td>October 2012</td><td>93.30%</td></tr> <tr><td>November 2012</td><td>84.00%</td></tr> <tr><td>December 2012</td><td>100.00%</td></tr> <tr><td>January 2013</td><td>94.00%</td></tr> <tr><td>February 2013</td><td>82.00%</td></tr> <tr><td>March 2013</td><td>96.00%</td></tr> <tr><td>April 2013</td><td>100.00%</td></tr> <tr><td>May 2013</td><td>100.00%</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Performance (%)	April 2012	92.00%	May 2012	58.00%	June 2012	77.00%	July 2012	73.00%	August 2012	87.00%	September 2012	92.00%	October 2012	93.30%	November 2012	84.00%	December 2012	100.00%	January 2013	94.00%	February 2013	82.00%	March 2013	96.00%	April 2013	100.00%	May 2013	100.00%	<p>April 2013 result</p>	
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Traffic Light Green
Description Prosperity

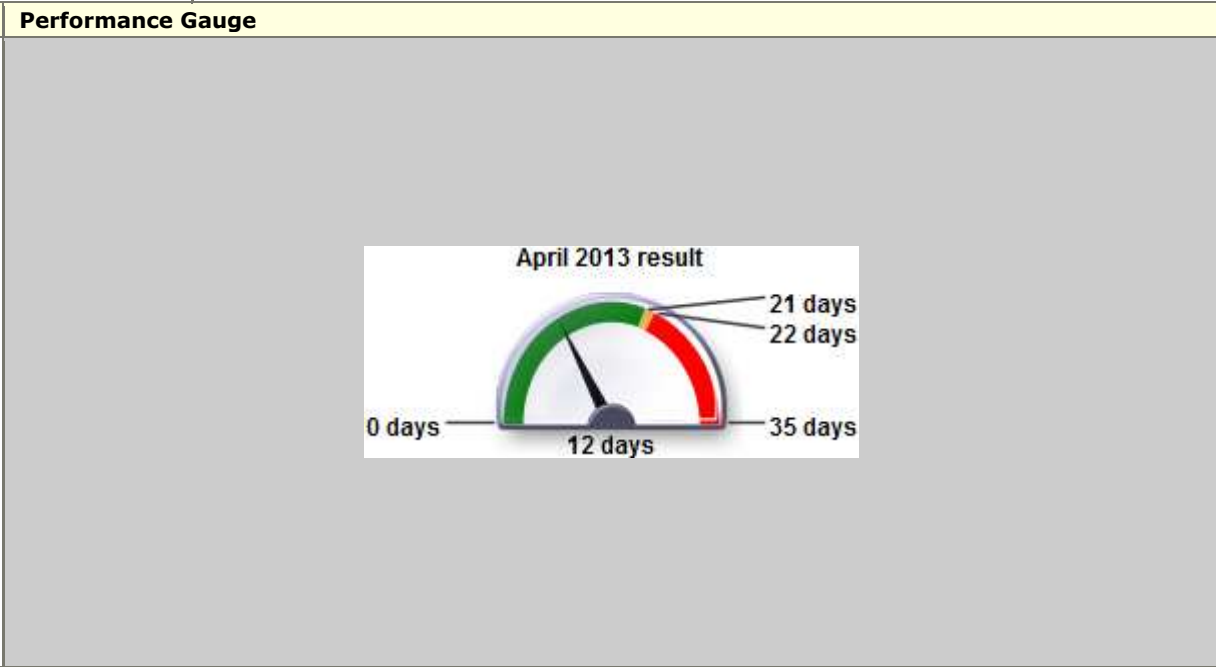
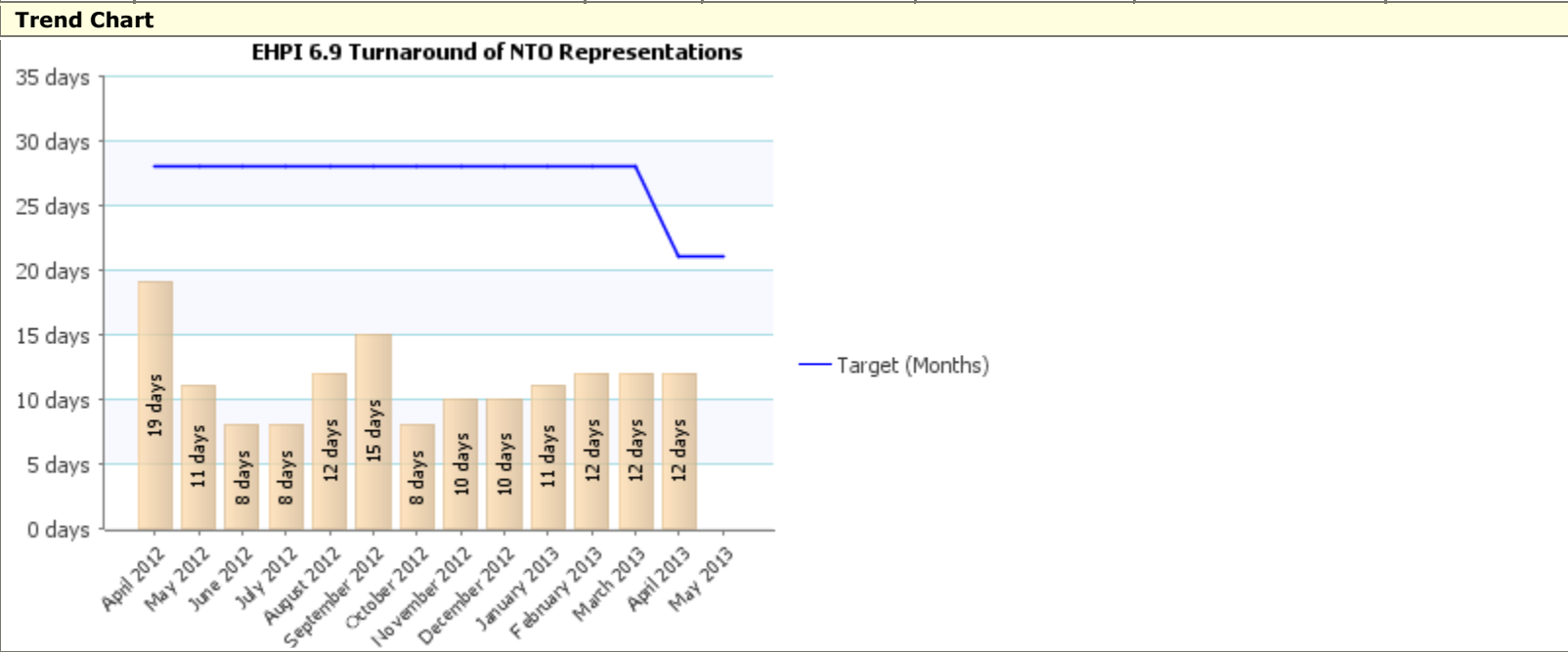
Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)		12 days	14 days		This PI remains within target	None

Trend Chart **Performance Gauge**



Parking Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013
EHPI 6.9	Turnaround of NTO Representations		12 days	21 days		This PI remains within target	None



Traffic Light Unknown
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 26 February 2013
EHPi 157a	Processing of planning applications: Major applications	?	N/A	60.00%	?	There is no performance to report for this month as Development Control Committee was not held in April, therefore no major decisions were determined. This means that some applications may get carried over to May's committee meeting which could affect May's performance.	None



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013																																													
EHPI 2.1e	Planning Enforcement: Service of formal Notices	?	N/A	50.00%	?	No notices were served in April.	None																																													
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<p>EHPI 2.1e Planning Enforcement: Service of formal Notices</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>100.00%</td><td>50.00%</td></tr> <tr><td>May 2012</td><td>100.00%</td><td>50.00%</td></tr> <tr><td>June 2012</td><td>100.00%</td><td>50.00%</td></tr> <tr><td>July 2012</td><td>50.00%</td><td>50.00%</td></tr> <tr><td>August 2012</td><td>0.00%</td><td>50.00%</td></tr> <tr><td>September 2012</td><td>100.00%</td><td>50.00%</td></tr> <tr><td>October 2012</td><td>100.00%</td><td>50.00%</td></tr> <tr><td>November 2012</td><td>100.00%</td><td>50.00%</td></tr> <tr><td>December 2012</td><td>66.00%</td><td>50.00%</td></tr> <tr><td>January 2013</td><td>0.00%</td><td>50.00%</td></tr> <tr><td>February 2013</td><td>0.00%</td><td>50.00%</td></tr> <tr><td>March 2013</td><td>0.00%</td><td>50.00%</td></tr> <tr><td>April 2013</td><td>0.00%</td><td>50.00%</td></tr> <tr><td>May 2013</td><td>0.00%</td><td>50.00%</td></tr> </tbody> </table>						Month	Performance (%)	Target (%)	April 2012	100.00%	50.00%	May 2012	100.00%	50.00%	June 2012	100.00%	50.00%	July 2012	50.00%	50.00%	August 2012	0.00%	50.00%	September 2012	100.00%	50.00%	October 2012	100.00%	50.00%	November 2012	100.00%	50.00%	December 2012	66.00%	50.00%	January 2013	0.00%	50.00%	February 2013	0.00%	50.00%	March 2013	0.00%	50.00%	April 2013	0.00%	50.00%	May 2013	0.00%	50.00%	<p>N/A</p>	
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Environment Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013																														
EHPI 191	Residual household waste per household	?	464			April performance data for this indicator was not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at the Environment Scrutiny meeting on 11 June 2013.	None																														
Trend Chart						Performance Gauge																															
<p>EHPI 191 Residual household waste per household</p> <table border="1"> <caption>EHPI 191 Residual household waste per household (Monthly Data)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>35</td></tr> <tr><td>May 2012</td><td>71</td></tr> <tr><td>June 2012</td><td>115</td></tr> <tr><td>July 2012</td><td>151</td></tr> <tr><td>August 2012</td><td>185</td></tr> <tr><td>September 2012</td><td>229</td></tr> <tr><td>October 2012</td><td>265</td></tr> <tr><td>November 2012</td><td>302</td></tr> <tr><td>December 2012</td><td>346</td></tr> <tr><td>January 2013</td><td>384</td></tr> <tr><td>February 2013</td><td>419</td></tr> <tr><td>March 2013</td><td>464</td></tr> <tr><td>April 2013</td><td>464</td></tr> <tr><td>May 2013</td><td>464</td></tr> </tbody> </table>						Month	Value	April 2012	35	May 2012	71	June 2012	115	July 2012	151	August 2012	185	September 2012	229	October 2012	265	November 2012	302	December 2012	346	January 2013	384	February 2013	419	March 2013	464	April 2013	464	May 2013	464	<p>N/A</p>	
Month	Value																																				
April 2012	35																																				
May 2012	71																																				
June 2012	115																																				
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February 2013	419																																				
March 2013	464																																				
April 2013	464																																				
May 2013	464																																				

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 February 2013
EHPI 192	Percentage of household waste sent for reuse, recycling and composting					April performance data for this indicator was not available for inclusion in this report, however the data for this period will be verbally reported by the Chief Executive and Director of Customer and Community Services at the Environment Scrutiny meeting on 11 June 2013.	None








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

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Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16			
		Outturn	Target 2012/13	Outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
Corporate Priority: Place												
EHPI 157a	Processing of planning applications: major applications	48.00%	60.00%	56.00%	▲	☹	Target not met. There was a total of 43 major decisions in the year of which 19 required a timescale that extended beyond the target. This remains primarily the result of negotiations required to resolve legal agreement matters.	60.00%	60.00%	60.00%	60.00%	Planning and Building Control
EHPI 157b	Processing of planning applications: minor applications	70.00%	70.00%	78.00%	▲	😊	Performance exceeding target.	80.00%	80.00%	80.00%	80.00%	Planning and Building Control
EHPI 157c	Processing of planning applications: other applications	95.00%	90.00%	92.00%	▼	😊	Performance exceeding target, however slightly lower than previous year.	90.00%	90.00%	90.00%	90.00%	Planning and Building Control
EHPI 159	Supply of ready to develop housing sites	88.0%	72 - 86%	72 - 86%**	▼	😊	The Council has now confirmed that the timescale for the publication of its District Plan is delayed because of crucial issues on which further information and resolution is required. However, work has progressed on the production of an Annual Monitoring Report for the 2011/12 year. This sets out an assessment of the supply of ready to develop housing sites which is following the East of England plan. The actual outturn will be available by July 2013.	90.0%	90.0%	Unable to set future targets		Planning and Building Control
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	N/A	75.00%	82.00%	N/A	😊	Performance exceeding target.	75.00%	75.00%	75.00%	75.00%	Planning and Building Control
EHPI 2.1e	Planning Enforcement: Service of formal Notices	N/A	50.00%	56.00%	N/A	😊	Performance exceeding target.	50.00%	50.00%	50.00%	50.00%	Planning and Building Control
EHPI 2.23	Planning decisions delegated.	92%	90%	93%	▲	😊	Performance exceeding target.	90%	90%	90%	90%	Planning and Building Control

Page 14	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13		Performance		2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Outturn	Short term trend	Status	Notes	Target	Stretch Target	Target	Target	
EHPI 64	Vacant dwellings returned to occupation or demolished	11	10	10	▼	😊	10 dwellings brought back into use of which 3 had been empty for 10 or more years.	10	10	10	10	Community Safety and Health
EHPI 191	Residual household waste per household	474 kg	454kg	464kg	▲	😐	Although the Kgs of waste per household is above target expectancy it still represents a decrease of 10kgs per household from the previous year. Overall the tonnage of waste collected across all streams has fallen by 1477 tonnes (2.8%) - a good result from the perspective of waste minimisation	450kg	450kg	448kg	446kg	Environment Services
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	48.35%	50.00%	47.27%	▼	😐	Kerbside paper continues to fall in line with the national trend and is 10% down. Glass collected kerbside has remained at last years level, whilst plastics and cans have increased almost 19%, but this represents only 289 tonnes. Composting levels are down over 800 tonnes, 5.2%. Collectively this has resulted in a lower than anticipated recycling performance but a better performance in terms of waste minimisation.	50.00%	50.00%	51.00%	52.00%	Environment Services
EHPI 195a	Improved street and environmental cleanliness: Litter	2%	2%	2%	—	😊	Although failure rate of grading is already very low this years outturn shows performance is on target.	2%	2%	2%	2%	Environment Services
EHPI 195b	Improved street and environmental cleanliness: Detritus	7%	7%	7%	—	😊	Performance has been maintained at last years level and on target.	7%	7%	7%	7%	Environment Services
EHPI 195c	Improved street and environmental cleanliness: Graffiti	0.67%	1.00%	0.00%	▲	😊	Performance exceeding target. There is a low level of graffiti in the district.	1.00%	1.00%	1.00%	1.00%	Environment Services
EHPI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	0%	—	😊	Performance exceeding target. Fly posting levels across the district are low.	1%	1%	1%	1%	Environment Services

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13		Performance		2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Outturn	Short term trend	Status	Notes	Target	Stretch Target	Target	Target	
EHPI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	27.40%	37.40%	27.40%**	—		This is an estimated outturn as the year end position is expected to be the same as last Autumn. The service is awaiting data from the wild life trust which will become available in June 2013, but unfortunately due to financial savings less activity and a reduced level of monitoring are potentially likely to mean that the data shows no increase in activity.	27.40%	27.40%	27.40%	27.40%	Environment Services
EHPI 218a	Abandoned vehicles - identified within 24 hours	99.99%	90.00%	99.19%	▼		Performance exceeding target. Only one vehicle out of the 124 inspected was not checked within 24 hours of report.	95.00%	95.00%	95.00%	95.00%	Environment Services
EHPI 218b	Abandoned vehicles - removed in 24 hours	100.00%	96.00%	100.00%	—		Performance exceeding target. All vehicles that required removal were taken away within 24 hours of our legal entitlement to do so.	96.00%	96.00%	96.00%	96.00%	Environment Services
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	36.8	48.0	29.0	▲		Performance exceeding target. This is the second year of the contract with Veolia and the best annual performance for 8 years reflects not only the maturing of the contract but the client management of the contract utilising the measures included in the contract.	47.0	47.0	46.0	45.0	Environment Services
EHPI 2.4	Fly-tips: removal.	1.21	2.00	1.47	▼		2012/13 outturn performance is better than target. Although not as good as previous years this is due to a reduction in small fly tips, which can be removed within a day, and an increase in larger ones, which take longer to clear. The number of flytips in the district has fallen from 889 in 2011/12 to 700 in 2012/13 (21%).	2.00	2.00	2.00	2.00	Environment Services
EHPI 90b	Satisfaction with waste recycling	77.00%	N/A	No survey due until 2013/14	N/A	N/A	No outturn required as the next resident survey is due to be conducted in 2013/14. Future target for 2015/16 will be provided following 2013/14 resident survey has been completed.	75.00%	75.00%	N/A	TBA after 2013/14 survey	Environment Services

Page 16	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16			
		Outturn	Target 2012/13	Outturn	Performance		Target	Stretch Target	Target	Target		
			Short term trend	Status	Notes							
Corporate Priority: Prosperity												
EHPI 6.8	Turnaround of Pre NTO PCN challenges	20 days	14 days (calendar)	12 days (calendar)			Performance is exceeding target.	14 days (calendar)	14 days (calendar)	14 days (calendar)	14 days (calendar)	Customer Services and Parking
EHPI 6.9	Turnaround of PCN Representations	21 days	28 days (calendar)	12 days (calendar)			Performance is exceeding target.	21 days	21 days	21 days	21 days	Customer Services and Parking

** - These are estimated figures based on the information currently available to the service. See the PI's note section for date of actual outturn data availability.

Status	
The 'smiley faces' reflect performance against target	
	indicator is 6% or more off target
	indicator is 1-5% off target
	indicator is on or above target
The 'arrows' reflect performance against 2011/12	
	performance is improving
	performance is the same
	performance in worsening

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY – 11 JUNE 2013

LEADER OF THE COUNCIL AND THE CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

2012/13 SERVICE PLANS – END OF YEAR MONITORING REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of the council's achievements against its priorities for 2012/13 at **Essential Reference Paper "B"** and details those service plan actions that are outstanding at **Essential Reference Paper "Ci"**. This report also monitors the outstanding 20 service plan actions from 2011/12, which are detailed in **Essential Reference Paper "D"**.

<u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY: That:</u>	
(A)	The progress against the council's priorities and the status of the outstanding actions detailed against 2012/13 Service Plan actions and 2011/12 Service Plan actions be received; and
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 The 2012/13 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 14 February 2012 and approved by the Executive at its meeting on 6 March 2012.

1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either on target, have a revised completion date, been suspended or deleted. The Committee received the six monthly progress report in November 2012.

1.3 This report covers the period 1 October 2012 to 31 March 2013 for the following services:

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

1.4 In addition, four actions from the 2011/12 Environment Services Service Plan had revised completion dates for after 31 March 2012 and these will form part of the 2012/13 monitoring process.

2.0 Report

2012/13 Analysis

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

	Status at the 6 monthly report (reported October - November 2012)	Status at the twelve month stage – end of year report
Have already been achieved	13% (4)	63% (19)
Are on target	60% (18)	7% (2)
Have had their completion dates revised	13% (4)	13% (4)
Have been suspended	3% (1)	7% (2)
Have been deleted	10% (3)	10% (3)

2.2 In summary:

- 63% of actions have been achieved - with most supporting the 'Place' priority.
- The majority of the actions with a revised completion date support the 'Prosperity' priority.

- All four actions that have been given a revised completion date, have been revised for the first time.
- The three actions that have been deleted were deleted during the period 1 April 2012 - 30 September 2012.
- Analysis of performance by corporate priority shows:
 - **People** - there is only one action that supports this priority and it is achieved.
 - **Place** - 86% of actions have been achieved (12 out of 14); 14% of the actions have been deleted (two out of 14);
 - **Prosperity** - 40% of actions have been achieved (six out of 15); 27% of the actions have a revised completion date (four out of 15); 13% of the actions are on target (two out of 15); 7% of the actions have been deleted (one out of 15) and 13% of the actions have been suspended (two out of 15)

2011/12 Analysis

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

	Status at the 6 monthly report (reported October - November 2012)	Status at the twelve month stage – end of year report
Are on target	-	50% (2)
Have had their completion dates revised	50% (2)	-
Have been suspended	25% (1)	25% (1)
Have been deleted	25% (1)	25% (1)

2.4 An overview of all council achievements by Corporate Priority for 2012/13 are detailed in **Essential Reference Paper “B”**.

2.5 **Essential Reference Paper “Ci”** details 2012/13 Service Plan actions that are either on target, off target, have a revised

completion date, or been suspended. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2012/13 Service Plan actions can be accessed by referring to the Council's performance management system, Covalent (www.covalentcpm.com/eastherts).

- 2.6 **Essential Reference Paper "Cii"** provides a graphical overview of the 30 action statuses by corporate priority for 2012/13.
- 2.7 **Essential Reference Paper "D"** details all the outstanding 2011/12 service plan actions. For ease of reference, these have been categorised by Corporate Priority based on the 2011/12 set.
- 2.8 2011/12 and 2012/13 actions that are still active will be reported as part of the 2013/14 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

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

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

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

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

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Telling the Story – An overview of achievements by Corporate Priority up to 31 March 2013:

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced. Text in ‘**Black**’ was reported in the first monitoring report, text in ‘**Blue**’ are new achievements for this reporting period.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities</p>	<ul style="list-style-type: none"> • Welcomed the Olympic torch in East Herts, which came through Hertford, Ware and Bishop’s Stortford. (12-CE03) • Held a successful and well attended annual Parish conference in Much Hadham for all parishes. • Joined Twitter and re-launched our Facebook page with usage growing and member social media training delivered. Currently over 2,000 people living or working in East Herts are connecting with us through our Twitter and Facebook pages. (12-CE01 and 12-CE09) • Provided £17,790 in grants for 67 Jubilee Street parties. The grants were given towards the costs of organising events that would bring people together in a fun, friendly way, and contribute to a sense of community and neighbourliness. Groups ranged from community centres, residents’ associations, village hall committees and parish councils to groups. (12-CE03 and 12-CE05) • Subsidised 55 Christmas Parties organised by groups that serve senior citizens, vulnerable people and people with disabilities (£3,264). Feedback was positive and showed how the events help combat

Priority: People	What we want to achieve	What we have done
	<p>Objective: Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities (continued)</p>	<p>loneliness and social isolation by providing mental stimulation and a rare opportunity to meet up with friends for good food, singing and dancing. (12-CE05).</p> <ul style="list-style-type: none"> • Awarded 19 community capital grants. The grants ranged from £1,000 to £12,000 and were awarded to parish councils, village halls, and sports clubs to improve community facilities, green spaces and purchase equipment in rural East Herts. (12-CE05). Some of the projects that were grant aided: <ul style="list-style-type: none"> ○ Replaced 20-year old, redundant play equipment on village green at Bramfield ○ Purchased recreational and sports equipment for successful youth club in Little Munden ○ Purchased IT equipment for popular Internet café at High Wych Memorial Hall ○ Contributed to build of new annex at Benington Village Hall which hosts monthly lunch club for elderly residents • Supported towns and parishes to fund projects that directly help residents, through the new home bonus grant. Some of the areas in East Herts that have been helped are: <ul style="list-style-type: none"> ➤ Little Berkamsted - a film club has been established as the parish council was able to purchase a new projector; replacement wooden foundations for the log play frame was paid for and the village hall was redecorated.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities (continued)</p>	<ul style="list-style-type: none"> ➤ Hertingfordbury - new swings and a see-saw were paid for; repairs have been scheduled for the East End Green track and the parish council was able to award a grant to the Greens Residents Association to fight an appeal against refusal of planning permission for a traveller camp. ➤ High Wych - funds were put towards the resurfacing of the village car park. ➤ Datchworth - the majority of the funds have been put aside to contribute to the costs of creating a Neighbourhood Plan, however a small part has been used to pay the first year's rent for two outreach post office services in Datchworth and Burnham Green village halls. ➤ Furneux Pelham - two standpipes and taps to help allotment holders have been paid for, as well as fencing to go round the site. The rest of the funds are going towards a wooden bus shelter. ➤ Buntingford - the funds were put towards refurbishing the Christmas lights and future community projects. <ul style="list-style-type: none"> • In partnership with art centres in East Herts and Inspirational Arts, the Arty Bus was launched to take an interactive journey through the wide and varied arts scene that East Herts has to offer. The 39-seater bus transported participants of all ages between locations, where they could get off and enjoy some fun and educational activities, before getting back on the bus and heading off to the next adventure. The bus went from Hertford Theatre to Rhodes one day and from Rhodes to Hertford Theatre the next; feedback was very positive.

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

Priority: People	What we want to achieve	What we have done
	<p>Objective: Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey (continued)</p>	<ul style="list-style-type: none"> • Installed a new Infreemation system to help us meet our target of delivering at least 85% Freedom of Information (FOI) requests within 20 days. This system makes the FOI process more accessible within the Council and helps to improve the overall management of requests. FOI performance was 92.4 % in 2013, which is an improvement on the previous year at 88.9%. (12-CPS03) • Invited an independent team facilitated by the LGA to give an objective view, share thinking and to help the council ensure it's heading in the right direction. The team concluded that the council was 'delivering good services with a high level of satisfaction from residents underpinned by a healthy financial base'. • Launched a new option on the council's website to make it easier and simpler for people to submit their comments for and against current planning applications. Using the new feature people can go directly to the application they wish to comment on and click a link allowing them to submit comments. There is also an option of adding attachments, such as supporting documents and photographs. this has proved a popular method of communicating with the Council in relation to planning applications. • As a member of the Local Strategic Partnership led by the council, funding was granted to work clubs at NextStep, Bishop's Stortford and the Selections Children's Centre in Hertford to help people living in East Herts to get into work. So far 64 work experience placements have resulted in 35 permanent offers of work. Work clubs help people

Priority: People	What we want to achieve	What we have done
	<p>Objective: Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey (continued)</p>	<p>with careers advice, skills development and recruitment opportunities. The also offer advice on CVs, job searching, job applications and computer skills.</p> <ul style="list-style-type: none"> • Received a good external audit report on the adequacy of the Council’s anti-fraud arrangements, which demonstrates strong corporate governance.(12-CR03)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to</p>	<ul style="list-style-type: none"> • Worked with Hertfordshire County Council, voluntary and community sector services to develop an integrated approach to engage more with older people forums to help strengthen their preventive role and achieve a wider range of health and wellbeing outcomes for this older community. • In partnership with small business Skill Ltd, hosted Shopmobility in the Jackson Square car park. As of March 2013, the charity has 533 registered users, which includes clients that are temporarily disabled. The service averaged 24 hires of electric scooters, manual and powered wheelchairs per week during the winter months. All trips are free to registered members who come from Bishops Stortford and surrounding villages. • Joined an online system making it easier for households wishing to join the East Herts Council Housing Register to apply for accommodation to do so, to view their assessment in more detail and update changes. A link at HomeOption takes applicants straight to the online form. It also explains what information they will need in order to register and how to contact the Council if they want advice in completing the form. • Agreed a new Housing Strategy at full Council on 26 September 2012. The strategy is now published. (12-HO1)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to (continued)</p>	<ul style="list-style-type: none"> • Approved a new housing register policy which sets out how homes will be allocated to applicants. Council approved the strategy on 6 March. The policy will go live on 1 May 2013. • Teamed up with Hertfordshire County Council, other districts in Hertfordshire, NHS Hertfordshire and voluntary organisations to win a £395,000 share of the Department of Health's Warm Homes Healthy People Fund. The fund was used to support vulnerable Hertfordshire residents to give them extra support to keep their homes warm and stay healthy during the winter by enhancing current schemes like improving insulation in homes, providing emergency heaters and providing extra services for homeless people. • Facilitated 175 new affordable homes of which approximately 75% will be for rent and 25% for shared ownership. This is an increase of 33% when compared to 2011/12. The majority of these properties are acquired and managed by housing associations from planning obligations on new private developments via S106 agreements where the council currently requests up to 40% affordable homes. Further developments are planned for 2013/14. (12-HO4).

Priority: People	What we want to achieve	What we have done
	<p>Objective: Address health inequalities and continue to ensure public health safety</p>	<ul style="list-style-type: none"> Extended the Air Quality Management Area (AQMA) on Gascoyne Way to include Ware Road and the Old Cross area in Hertford, as part of ongoing work to reduce pollution. An action plan to improve air quality within the AQMA has been put together and aims to improve air quality through traffic management and reducing congestion. To date there are 2 AQMAs in East Herts. The Local Air Quality Management Review and Assessment Process identified that the annual mean objective for nitrogen dioxide is likely to be exceeded alongside the London Road and Cambridge Road, and a small section of Station Road and West Road in Sawbridgeworth. The report will be submitted to DEFRA for appraisal and should they agree with the report's conclusions an AQMA will be declared in this area.

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Continue to review the council's assets and the best way to manage them</p>	<ul style="list-style-type: none"> ● Reviewed ownership and management arrangements for: <ul style="list-style-type: none"> ➤ Ware Drill Hall – asset transferred to a community group ➤ Scotts Grotto – retained current arrangements with Ware Society as this was the best management option ➤ Hornsmill Community Centre – provided support (12-CE07)
	<p>Objective: Ensure the sustainability of Hertford Theatre and explore possibilities for the theatre to be administered through a community trust</p>	<ul style="list-style-type: none"> ● Hertford Theatre completed its first full year since re-opening (previously Castle Hall). The Theatre has quickly become a vibrant and successful artistic and community hub. Success against the business plan and its growing cultural offer was acknowledged by the council's Scrutiny Committee in August 2012. (12-HT01 – 03).

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Reduce waste sent to landfill by increasing our recycling rate to more than 50%</p>	<ul style="list-style-type: none"> • Launched SURGE – a promotion scheme designed to improve the amount of waste recycled and a decrease the amount sent to landfill, the campaign particularly targeted low performing areas based on the average amount recycled per round. In the first three weeks of the campaign the council received 230 requests for more containers. The post scheme appraisal showed a significant increase in recycling levels in the areas covered and income from sale of extra material collected funded the cost of the project, which is now being extended to other areas. Phase 2 of the project (the next lowest performing recycling rounds) will take place in early April 2013 and results should be available in September. (12-ES11)
	<p>Objective: Reducing the carbon dioxide emissions from our own operations by 25% by 2020</p>	<ul style="list-style-type: none"> • Herts Sustainability Forum (HSF) has been established and has set up a Local Nature Partnership (LNP) which has been accredited by the Government. The HSF has also set up a Member working group to look at how to progress the Governments new framework for dealing with fuel poverty (known as the 'Green Deal'). Officers will report to East Herts Council's members once this work has been completed. The HSF is currently reviewing its priorities and has agreed to fund an awareness campaign covering a range of environmental matters. (12-ES17) • Continued to implement the Council's Climate Change Action Plan and a number of actions have been successfully completed. A report on progress will be presented to Environment Scrutiny Committee in June 2013. (12-ES18)

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Sustain the percentage of residents who are satisfied with our parks and open spaces</p>	<ul style="list-style-type: none"> • Raised awareness and use of open spaces by holding a 'Love Parks' week, at Southern Country Park which had an Olympics theme and 'Meet the Animals' events at Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles. These events attracted around 1000 visitors and positive feedback was received. Other activities have included 'The Big Dig' and a 'History Walk' with Friends of Pishiobury Park and Foxholes (Hertford) woodland walk. (12-ES05) • Retained our two 'green flags' for The Ridgeway in Hertford (for the fifth year running) and Southern Country Park in Bishop's Stortford (for the fourth year running). • Worked in partnership with the Environment Agency, Herts and Middlesex Wildlife Trust and Countryside Management Service to restore a quiet corner of Hartham Common in Hertford, back to a wetland habitat. As part of the partnership the council set up a new walking route around the field to provide views of the ponds and the river. The Environment Agency funded the project to create a series of ponds across the site that naturally fill from water sitting close to the surface. The habitat will be especially beneficial to damselfly and dragonflies. The agency also paid for fencing and gates so that cattle can be introduced onto the site. This will help to improve biodiversity by reducing nitrogen levels in the soil and by keeping the grass to a level that will naturally encourage wild flowers.

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Sustain the percentage of residents satisfied with street and environmental cleanliness</p>	<ul style="list-style-type: none"> • Won the bronze footprint RSPCA award, which is a national scheme that recognises local authorities that have clear procedures and policy on stray dogs. This year the council received 301 reports of stray dogs (both lost and found). 126 were collected by the Council of which 90 were reunited with their owners. The remainder were rehomed. • Held roadshows in Bishop's Stortford, Hertford and Ware to raise awareness of littering and in particular two of the biggest litter problems in East Herts – fast food packaging and cigarette litter, with local residents. The council is also encouraging local businesses to join the Tidy Business Scheme and help reduce litter as part of the 'Love where you live' campaign. 90 local businesses were visited and information packs circulated. 23 local businesses have applied to join at the end of February 2013. Visible enforcement activity has led to 10 fixed penalty notices being issued for litter and four relating to throwing cigarette butts from cars. (12-ES03) • Maintained performance in the quality of the street scene in relation to litter and graffiti and improved performance in fly-posting and the removal of abandoned vehicles.

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing</p>	<ul style="list-style-type: none"> • Contributed, as part of the East Herts Community Safety Partnership to the: <ul style="list-style-type: none"> ➤ Reduction of crime levels across the district. Recorded crime in East Herts has fallen by 15% from 6,130 in 2011/12 to 5,210 in 2012/13. ➤ Hosting FREE activities for young people aged 11-19 during the summer holidays, including zumba, canoeing and go-karting. Since 2009, 3075 young people have attended these summer activities and just under 10% have achieved a accredited outcome from Youth Connexions and crime during these activities has fallen. • Launched Operation Panther to combat anti -social behaviour and criminal damage across the whole of the area. The special operation, aims to deter young people from engaging in anti-social or criminal behaviour, initially just operated in Bishop's Stortford, Sawbridgeworth, Buntingford and the surrounding rural areas. It now covers the whole of East Herts. Working in partnership with the local police and housing associations the Council is able to take positive action against anti-social behaviour, criminal damage and repeat offenders. Overall anti social behaviour has reduced by 35% in East Herts in the last year.

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing (continued)</p>	<ul style="list-style-type: none"> • Issued all our Civil Enforcement Officers (CEO) with bodycam. The bodycams will not be used as part of the ordinary parking management and enforcement process. Instead where there has been a verbal or physical attack on a CEO, footage may be used for evidential purposes and also where it may help in resolving a complaint from a member of the public. • Removed over 100 graffiti tags in Hertford in partnership with the Probation Service Community Payback scheme, whose teams have helped us remove the graffiti.

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future</p>	<ul style="list-style-type: none"> • Approved a senior management restructure of three full-time Directors and the deletion of the Chief Executive post, to provide a more streamlined corporate team. An existing Director post has been redesignated to include many of the Chief Executive's previous functions and therefore by combining the two roles will save more than £100,000 annually. • Took robust action against fraud and during 2012/13 have prosecuted 8 people, issued 19 administration penalties and 38 cautions. This means that the council is recovering a combined total of Housing Benefit/Council Tax Benefit overpayments of £288, 462.28 against these 65 sanctions and other overpayments determined as fraudulent. A further £13,154.28 in overpayments of Department for Work & Pensions benefits were also identified. • Developing collaborative arrangements with other authorities on key areas of procurement activity such as office cleaning and the East of England Postal project, to provide greater resilience and optimise the use of resources. Both projects are in development and the office cleaning contract has recently been advertised in the Official Journal of European Union (OJEU). The postal project is at project board stage and is now awaiting for the GPS (Government Procurement Service) to complete their tender process for their postal tender before the collaborative tender can take place. (C12-CR04)

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

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Develop a practicable and pragmatic Parking and Transport Strategy and action plan which delivers integrated and value for money policies in respect to car parking, walking, cycling routes and vital bus routes (continued)</p>	<ul style="list-style-type: none"> • Expanded RingGo to enable motorists to top up their car park ticket by phone without having to pay the 20p transaction fee. The service was introduced last year to allow motorists to pay for their parking by phone using a credit and debit card, to solve the problem of having no change. Since the expansion of Ringo, usage has more than doubled with 41,716 transactions taking place in 2012/13, compared to 17,347 in 2011/12. • Granted the Park Mark Safer Parking Award for the Old London Road car park in Hertford bringing the total number of Safer Parking car parks in East Herts to seven. The Park Mark Safer Parking Award is given to parking facilities that have achieved the requirements of a risk assessment conducted by the Police and the British Parking Association. The Safer Parking Scheme is an initiative of the Associations of Chief Police Officers (ACPOS), aimed at reducing crime and the fear of crime in parking areas. The council has recently put in place measures to help deter criminal activity and anti-social behaviour.

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



Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: To freeze Council Tax for 2011/12 and 2012/13 and aspire to a zero percent increase in the following years.</p>	<ul style="list-style-type: none"> Froze council tax at the 2010/11 level for the financial year of 2011/12 and 2012/13. Further more the Council agreed a 1% drop in council tax from 1 April 2013 for the financial year 2013/14. The drop was due to a government grant given to the council for freezing its precept and it was decided to pass on the savings to residents.
	<p>Objective: Ensure, in partnership with the community, that new and existing housing and commercial development meet East Herts priorities.</p>	<ul style="list-style-type: none"> Made additional resources available to ensure feedback from residents in relation to the significant development proposals at Bishop's Stortford North can be thoroughly assessed. The Council has formulated an initial Site Issues and Development Brief document. This is now being updated with partners to ensure that development proposals meet East Herts priorities. A first application has now been submitted and further ones are likely to follow. The Council will continue to ensure that these are widely publicised (12-PBC01).
	<p>Objective: Deliver the five year rural land based business development programme.</p>	<ul style="list-style-type: none"> Continued to lead the bid, in partnership with North Herts and Uttlesford District Councils and Essex and Hertfordshire County Councils, for £2.1 million funding to help rural enterprises. Since the start of the programme 17 projects in East Herts have been allocated funding (32 across the programme), totalling £1,212,009 (£1, 654,196 across the programme) and 30 new jobs have been created or forecasted to be created to date in East Herts. (12-ED02)



Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Establish a sound planning framework for the District through the implementation of the Local Development Framework (LDF).</p>	<ul style="list-style-type: none"> Progressing well with the production of the Local Development Framework Core Strategy (now identified as the District Plan). Consultation has been delayed but this is necessary to ensure that the Plan is based on the most robust background information and will stand the test of challenge in the future. Whilst a precise date cannot be identified at present, it is now anticipated that a draft will be available for consultation later in 2013/14. (12-PBC03).




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2012/13 Service Planning Report (October 2013 - March 2014 progress)




Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status	Notes	
Place								
Sustain the percentage of residents satisfied with street and environmental cleanliness								
12-ES04	Review of Environmental Crime enforcement procedures.	<p>Target: Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime.</p> <p>Outcome: Review Environmental Crime Policies to ensure they are up to date. Improved service and customer knowledge of Environmental Crime and enforcement procedures via publicity, website improvements and customer service training.</p> <p>Critical Success Factors: Staff resources, Web and IT support. Support of external partners. Member support. Government implementing planned changes to Anti-social Behaviour legislation.</p> <p>Environmental Impacts: Reduction in Environmental Crime across the District.</p>	31-Mar-13	Deleted	Deleted		Deleted	April - September 2012. Project deleted because action is no longer appropriate. Suspended until 2013, pending Government review of Anti-Social Behaviour legislation. Expect to undertake a joint review with the Community Safety and Licensing Team next year.
Continue to review the Council's assets and the best way to manage them								
12-ES19	Community Asset Transfer of Presdales Recreation Grounds	<p>Target: Transfer management of Presdales Recreation Ground to a community based management organisation, i.e. Industrial & Provident Society or Community Interest Company.</p> <p>Outcome: Asset managed for the benefit of the community at no cost to the Council</p>	01-Sep-12	Deleted	Deleted		Deleted	April - September 2012. Project deleted because action is no longer appropriate currently suspended as no interest from partners in taking this forward at this time

Page 140 Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status	Notes
Prosperity							
Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.							
12-ES01	Carry out a feasibility study to identify further opportunities for commercial business and income generation by the service within the available resources	<p>Target: Feasibility study complete</p> <p>Outcome: Proposals on income generation opportunities brought forward. Potential to increase income to support statutory functions</p> <p>Critical Success Factors: Staff resources; Support from legal services (powers and duties legislation); economic climate</p> <p>Environmental Impacts: Potential to improve pest control services to residents and businesses</p>	30-Sep-12	Revised Completion Date (to 31 March 2013)	Off Target	 Revised Completion Date	<p>January - March 2013. Revised completion date. This project has been delayed slightly due to other work priorities. A range of possible opportunities to generate income have been suggested and are currently being evaluated. It is expected that this will be completed by the end of June 2013. Ideas include charging for 'boot camps' run by commercial organisations on the Council's open spaces (now implemented); selling pest control products associated with the services provide by the Council; marketing commercial pest control services to letting agencies, land owners and for new developments; selling ancillary products and services associated with waste and recycling services; extending contracts for providing refreshments on open spaces in the summer months.</p>
12-ES02	Investigate the potential for extending joint working and shared services with neighbouring authorities in the areas of pest control and animal services with the objective of improving efficiency and resilience	<p>Target: Undertake discussions with neighbouring authorities to identify potential opportunities</p> <p>Outcome: Establish joint business cases with the objective of improving efficiency and resilience</p> <p>Critical Success Factors: Commitment from neighbouring authorities; commitment of staff</p> <p>Environmental Impacts: Potential to improve resilience and customer response times at peak periods and during staff absences for these public health related services</p>	31-Mar-13	Action Deleted	Action Deleted	 Deleted	<p>April - September 2012. Project deleted because action is no longer appropriate, as neighbouring authorities have decided not to proceed.</p>

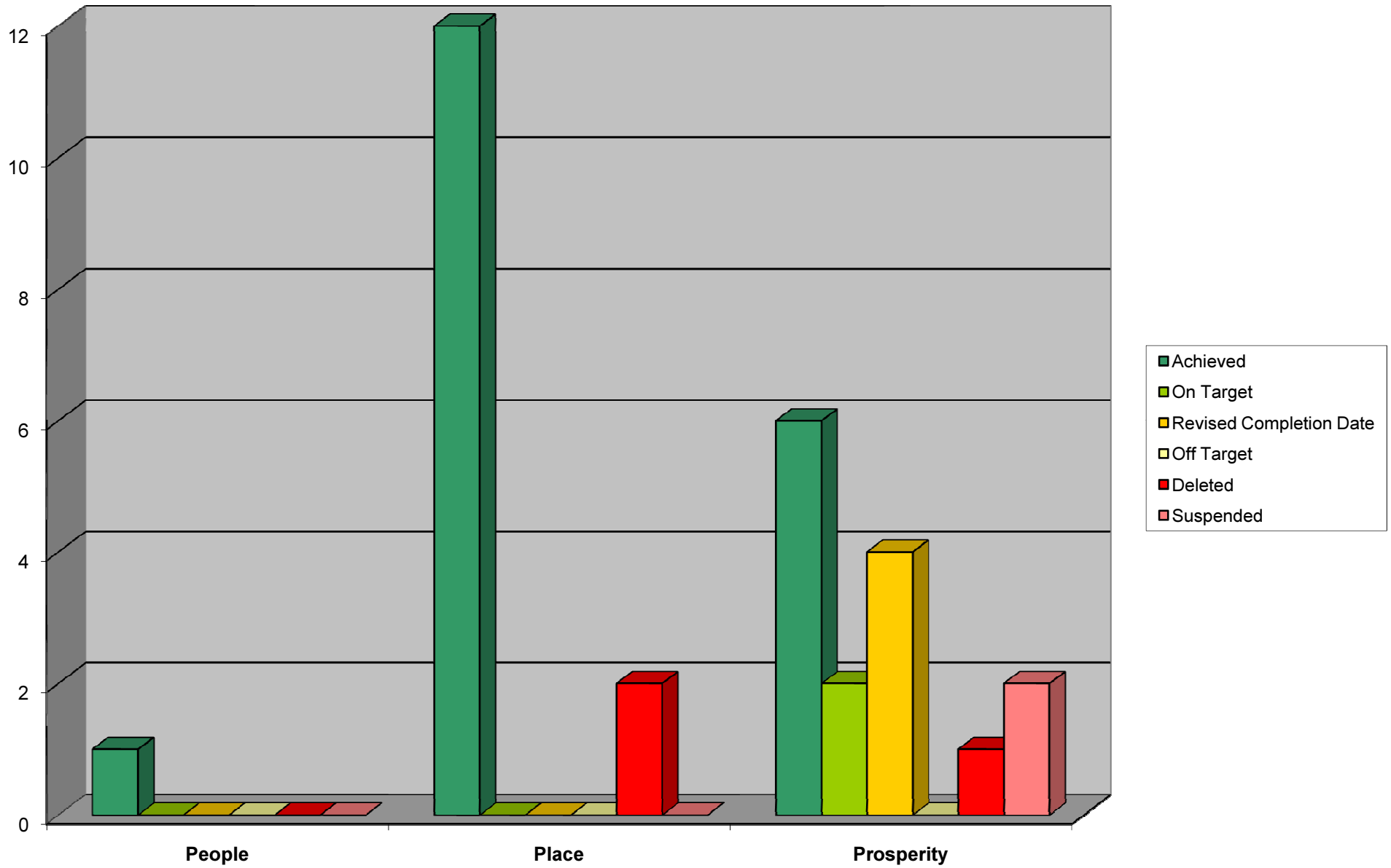
Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status		Notes
12-ES14	Implement Business Process Improvement Recommendations for the delivery of remote and mobile working for field staff	<p>Target: Remote working IT systems and procedures in place and operational</p> <p>Outcome: Improved efficiency and speed of response. MTFP financial targets achieved</p> <p>Critical Success Factors: Staff resources; approval of IT Capital Programme; Support from IT Services and Customer Services</p> <p>Environmental Impacts: Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30-Sep-12	Revised Completion Date (to 31 March 2013)	Action On Target		Revised Completion Date	January - March 2013. Revised Completion Date. Project is progressing but was delayed due to availability of IT resources earlier in the project. System is currently being tested and hand held devices are being piloted by field staff. It is anticipated that the system can be fully rolled out to staff in June 2013.
12-ES15	Provide business environment for remote and mobile working function within Environmental Services	<p>Target: New business processes in place</p> <p>Outcome: Real time data capture resulting in faster response to issues and complaints. Demonstrable efficiency gains</p> <p>Critical Success Factors: Staff resources; support from IT Services</p> <p>Environmental Impacts: Increased speed of response for dealing local environmental issues such as fly tipping, litter, graffiti which will improve the quality of the local environment</p>	30-Sep-12	Revised Completion Date (to 31 March 2013)	Action On Target		Revised Completion Date	January - March 2013. Revised Completion Date. Project is progressing but was delayed due to availability of IT resources earlier in the project. System is currently being tested and hand held devices are being piloted by field staff. It is anticipated that the system can be fully rolled out to staff in June 2013. Procedures and business processes are being reviewed alongside field trials.
12-ES16	Implement web based 'self service' systems and improve access to services for customers	<p>Target: Self service systems operational</p> <p>Outcome: Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p>Critical Success Factors: Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p>Environmental Impacts: Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	31-Mar-13	Suspended	Suspended		Suspended	April - September 2012. Project suspended for 2012/13 as IT Services resources have been allocated to other corporate projects. Will review in 2013/14.

Page Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status		Notes
Page 148 12-PBC06	DC and BC - Procurement process for replacement IT system for BC and DC	Target: Single replacement software for both services Outcome: More resilient and flexible services Critical Success Factors: Cost of software and implementation process Environmental Impacts: Greater customer self-service	31-Mar-13	Action On Target	Revised Completion Date (to 31 March 2014)		Action On Target	January - March 2013. Project manager assigned and project plan formulated working towards a completion date of 31 March 2014.
Establish a sound planning framework for the District through the implementation of the Local Development Framework (LDF).								
12-PBC03	Planning Policy - Production of and consultation on LDF Core Strategy, preferred options	Target: Consultation version available by end of 2012 Outcome: Further progress toward final Core Strategy Critical Success Factors: Staff skills and availability Environmental Impacts: Shaping of the future built environment of the district	31-Dec-12	Action On Target	Revised Completion Date (to 30 September 2013)		Action On Target	January - March 2013. Action remains on target in line with the revised timescales. Production of strategy proceeding in accordance with position determined at District Plan Panel meeting in February 2013.
12-PBC04	Conservation - programme of Conservation Area Assessment work	Target: Undertaking of further programme of Conservation Area assessment work. Outcome: Conservation Area assessments Critical Success Factors: Appropriate professional input, consultation and Member support Environmental Impacts: Further understanding	31-Mar-13	Action On Target	Action On Target		Revised Completion Date	January - March 2013. For the current programme of work a revised completion date of 31 December 2013 is suggested (from 31 March 2013). No further progress has been made in the last quarter of 2012/13 due to reduction in resources.

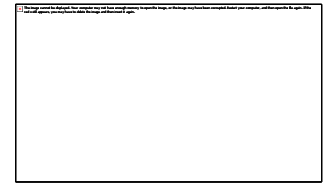
Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status	Notes	
Ensure, in partnership with the community, that new and existing housing and commercial development meet East Herts priorities.								
12-PBC05	Development Control - Implement introduction of local fee setting for planning and related applications	<p>Target: Ensure that local fees are established</p> <p>Outcome: Local Fees in place</p> <p>Critical Success Factors: Understanding of costs/ government implementation</p> <p>Environmental Impacts: None specifically identified</p>	31-Mar-13	Action On Target	Action On Target		Suspended	January - March 2013. Action suspended. No further action required in this period and awaits further progress from central government.

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


2012/13 Service Plan Actions - End of Year Report



	People	Place	Prosperity	
Achieved	1	12	6	19
On Target	0	0	2	2
Revised Completion Date	0	0	4	4
Off Target	0	0	0	0
Deleted	0	2	1	3
Suspended	0	0	2	2
	1	14	15	30



2011/12 Service Planning Report (October 2013 - March 2014 progress)

Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2012 status	October - Decemeber 2012 status	January - March 2013 Status	Notes
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.							
11-ES01	Deliver completed management plans for major parks in consultation with stakeholders.	Target: Management plans in place for the remaining major parks (Hertford Castle; Waytemore Castle; Hartham). Outcome: Clear direction and allocation of resources to meet local needs. Able to demonstrate local community involvement. Develop a consistent approach to producing Management Plans for the 40+ smaller parks and open spaces. Critical Success Factors: Staff resources. Support from the local community and external partners such as Groundwork Trust and CMS. Environmental Impacts: The development of parks considers environmental management, landscape and biodiversity implications.	31-Dec-11	Revised Completion Date (to 30 September 2013)	Action on Target	 Action On Target	January - March 2013. Pishiobury Park Management Plan complete. Hartham Management Plan currently subject to public consultation. Fields in Trust approval granted to adopt Hartham as a 'Queen Elizabeth II Jubilee' park Work continuing on Hertford and Waytemore Castle Grounds.
11-ES05	Undertake a review of the Parks and Open Spaces Strategy and Action Plan in 2012.	Target: Review of Strategy started in April 2012 and completed by March 2013. Outcome: Amend existing Strategy as required and develop a new Action Plan. Critical Success Factors: Staff resources, support form other Services and CMS. Community and Member support. Environmental Impacts: Strategic environmental and biodiversity impacts taken into account.	31-Mar-13	Action Deleted	Action Deleted	 Action Deleted	April - September 2012. Good progress being made. Draft Strategy to be submitted to the January 2013 Environment Scrutiny Committee. This action is now superseded by Action 12-ES06
11-ES14	Review of Environmental Crime enforcement procedures.	Target: Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime. Outcome: Review Environmental Crime Policies to ensure they are up to date. Improved service and customer knowledge of Environmental Crime and enforcement procedures via publicity, website improvements and customer service training. Critical Success Factors: Staff resources, Web and IT support. Support of external partners. Member support. Environmental Impacts: Reduction in Environmental Crime across the District.	31-Mar-12	Suspended (due date was 31 July 2013)	Suspended	 Suspended	April - September 2012. Project suspended pending Government implementing new legislation. To be revisited in 2013/14
By 2015 - Reduce by 25% the carbon dioxide emissions from local authority operations by 2020.							
11-ES21	Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre.	Target: Facility commissioned. Outcome: Exempla project. Production of sustainable energy and income generated from the sale of green electricity and feed in tariffs. Contributes to the enhancement of the town centre of Hertford. Critical Success Factors: Staff resources. Design and build of facility by Contractor. Support from the Council's Engineering and Property teams. Planning approval agreed. Environmental Impacts: Reduce Council's carbon footprint. Demonstration project for businesses in Hertfordshire.	31-Oct-11	Revised Completion Date (to 31 July 2013)	Revised Completion Date (to 31 March 2014)	 Action On Target	January - March 2013. In Progress. Further flood risk modelling has now been completed and submitted to the Environment Agency for consideration. Subject to this been satisfactory, planning application process will continue during the summer and Water Framework Directive study will be undertaken, in line with legislative requirements. Once all permissions have been granted the final phase of procurement and construction can proceed.

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE: 11 JUNE 2013

REPORT BY CHAIRMAN OF ENVIRONMENT SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

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

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

1.0 Background

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

2.0 Report

2.1 An article explaining the role of scrutiny and inviting suggestions from residents was published in the spring 2013 '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 the committee are invited to consider the topics and indicate whether they wish to confirm them as part of the 2013/14 work programme and suggest a preferred date (subject to relevant legislation or availability of any relevant officer/resources).

2.3 Table of topics (relevant to Environment Scrutiny)

Topic/issue	Why/outcome	Priority/comment
<p>Policy development on Grass Verge and Footpath Parking – for Env Scrutiny</p> <p><i>(Place)</i></p>	<p>This would pick up an issue touched on (but not undertaken) by the previous T&F group “Parking and Transport Strategy 2012-2022” which reported to Env Scrutiny in March 2012. Members on that original group felt it was an important issue and requested scrutiny look at it in more detail at a later date.</p>	<p>High – need to gather evidence to judge whether situation (across district or in targeted locations) warrants expenditure to address:</p> <ul style="list-style-type: none"> • Public interest • Safety/access • Visual amenity • Env damage
<p>Review of our Environmental Crime policies – for Env Scrutiny and Comm Scrutiny as a joint review</p> <p><i>(Place & People)</i></p>	<p>Significant changes to legislation expected.</p> <p>Introduced in the Queen’s Speech on 8 May 2013, with an initial expectation of receiving Royal Assent by the end of the parliamentary session in spring 2014.</p>	<p>High – but hold later in year and only when legislation/guidelines are finalised and clear</p> <p>(T&F group late 2013/14 possibly running into 2014/15)</p>
<p>Issues of interest raised at recent workshop – but not necessarily expressed as a scrutiny topic in themselves</p>		
Fuel Poverty	Make people aware of usage. How can reduce cost	Climate Change action plan identifies relevant projects – report coming to Env Scrutiny meeting.
Recycling		Major changes to the service coming in from Nov 2013.

		Members will be informed of plans for the introduction at Env Scrutiny in June and Sept 2013. Implementation report scheduled for Feb 2014, with fuller analysis later in year.
Future development ie planning		Sessions scheduled into 2013/14 Member Dev Programme: <ul style="list-style-type: none"> • Induction and updates for DMC members • Training for non-DMC members • Training before DMC x 4 • District 'tour' of sites • District Plan – results of public consultation and next steps • District plan – detailed policies

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

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p><i>(updated to 2013/14 wording)</i></p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing, particularly for those who are vulnerable, and delivering strong services</p> <p>Place This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</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) 2013/14

meeting	date	topic	Contact officer/lead	Next Exec
THIS	CIVIC YEAR			
2 in 2013/14	17 Sept 2013 Report deadline 4 Sept	<ul style="list-style-type: none"> Progress and implementation plan for changes to recycling services vacancy vacancy Healthcheck through to June 2013 Work Programme 	<ul style="list-style-type: none"> Lead Officer (on behalf of Head of Service) x x Lead Officer - Performance Scrutiny Officer 	1 Oct 2013 5 Nov 2013
3 in 2013/14	12 Nov 2013 Report deadline 30 Oct	<ul style="list-style-type: none"> If commissioned - T&F group report Community Infrastructure Levy (CIL replaces s106) Service Plans monitoring Apr 2013 – Sept 2013 (Environment only) Healthcheck through to Sept 2013 Work Programme 	<ul style="list-style-type: none"> Chairman T&F group Head of Service + Director of Neighbourhood Services Lead Officer – Corporate Planning Lead Officer - Performance Scrutiny Officer 	3 Dec 2013 7 Jan 2014 4 Feb 2014
Members information		<ul style="list-style-type: none"> 2014/15 Proposed Service Options 		
JOINT SCRUTINY	14 Jan 2014	<ul style="list-style-type: none"> 2014/15 Budget items 		
JOINT SCRUTINY	11 Feb 2014	<ul style="list-style-type: none"> 2014/15 Service Plans 2013/14 Estimates and 2014/15 Future targets Residents' Survey analysis and action plan (date TBC) 		
4 in 2013/14	25 Feb 2014 Report deadline 12 Feb	<ul style="list-style-type: none"> vacancy Monitor implementation of Vehicle Removals - short report on implementation with data up to 31/12/13 Monitor implementation of ANPR mobile camera - short report on 	<ul style="list-style-type: none"> x Head of Information, Customer and Parking Services Head of Information, Customer and Parking 	4 Mar 2014 8 April 2014 6 May 2014 3 June 2014

**Scrutiny work programme
Essential Reference Paper B**

		<p>implementation with data up to 31/12/13</p> <ul style="list-style-type: none">• Verbal update on implementation of changes to recycling services• Healthcheck through to Jan 2014• Work Programme 2014/15	<p>Services</p> <ul style="list-style-type: none">• If required – by Head of Service• Lead Officer - Performance• Scrutiny Officer	
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The four principles of good public scrutiny:

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

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