



MEETING : ENVIRONMENT SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 17 SEPTEMBER, 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 (Vice-Chairman)

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. Apologies

To receive apologies for absence.

2. Minutes (Pages 5 - 14)

To receive the Minutes of the meeting held on 11 June 2013.

3. Chairman's Announcements

4. Declarations of Interest

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

5. Environment Scrutiny - Work Programme (Pages 15 - 22)

6. New Recycling Scheme - Removing Card from the Organic waste stream - Progress with Implementation (Pages 23 - 28)

7. Environment Healthcheck May to July 2013 (Pages 29 - 56)

8. Fuel Poverty - An overview (Pages 57 - 68)

9. Urgent Business

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

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

PRESENT: Councillor Daniel Abbott (Chairman)
Councillors W Ashley, R Beeching,
E Buckmaster, M Pope, C Rowley and
K Warnell

ALSO PRESENT:

Councillors D Andrews, Mrs D Hollebon,
P Moore and P Ruffles

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Cliff Cardoza	- Head of Environmental Services
Catherine Davis	- Waste Services Officer
Marian Langley	- Scrutiny Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services
Ian Sharratt	- Environmental Manager
David Thorogood	- Environmental Co-Ordinator

56 APPOINTMENT OF VICE CHAIRMAN

It was moved by Councillor W Ashley and seconded by Councillor K Warnell, that Councillor J Wyllie be appointed Vice Chairman of Environment Scrutiny Committee, for the

Civic Year 2013/14.

RESOLVED – that Councillor J Wyllie be appointed Vice Chairman of Environment Scrutiny Committee, for the Civic Year 2013/14.

57 APOLOGIES

Apologies for absence were received from Councillors P Ballam, P Gray and B Wrangles. It was noted that Councillor R Beeching was substituting for Councillor P Ballam.

58 MINUTES

RESOLVED – that the Minutes of the meeting held on 26 February 2013 be confirmed as a correct record and signed by the Chairman.

59 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed guests and new Members to the Committee and thanked Members for allowing him to continue as Chairman.

The Chairman referred to the Executive meeting on 4 June 2013, which asked that the three scrutiny committees review the relevance of their Performance Indicators to determine if any new measures needed to be introduced. The Chief Executive and Director of Customer and Community Services also explained that the Executive felt that the work programme of each committee often previewed items to be submitted to the Executive rather than seeking opportunities to challenge and investigate matters which might be considered priorities for the Committees themselves. The Chairman commented that the Executive wished to encourage each scrutiny committee to set its own agenda on issues which would be beneficial to the District as a whole.

The Chairman asked Members to think about topics for inclusion on the work programme as the meeting progressed,

which could be added to the work programme later in the evening.

60 CONTRACT PERFORMANCE ENVIRONMENTAL OPERATIONS 2012/13

The Head of Environmental Services submitted an annual report on the performance of the Council's two main environmental operations contracts, for Waste Services (Refuse and Recycling, Street Cleansing) and Grounds Maintenance, the detail of which was set out in the report now submitted and Essential Reference Paper "B".

The Waste Services Officer provided updates on performance outturns in some key areas. She explained that the number of missed collections had decreased and that the percentage of household waste recycled had decreased slightly to 47.99% (against the Council's target of 50%). It was noted that residual waste collected from households had dropped by 10kg per household and this represented a significant improvement in terms of waste minimisation. Litter levels against the Council's performance indicator in 2012/13 had also decreased from 2.3% to 1.78%. There had also been a decrease in the number of "validated" complaints about litter received last year. The number of fly tipping incidents had also decreased by 27%. The Head of Environmental Services provided an update in relation to a number of "stop and search" events undertaken with partners to address the illegal transport of waste.

In response to a query from Councillor J Wyllie regarding commercial businesses and recycling, the Head of Environmental Services explained the issues associated with this and particularly the need to ensure that any commercial collection service "brakes even" from an accounting viewpoint. He advised that opportunities to provide commercial recycling would be kept under review and may become financially viable in the future. In response to a query from Councillor R Beeching concerning the collection of recycling from libraries, the Head of Environmental Service explained that this would fall within the category of Hertfordshire County Council's commercial waste, and East Herts did not currently provide a

commercial recycling collection service.

In response to a query concerning the damage done by some machines in relation to hedge pruning and how hedges were pruned, the Environment Manager – Parks and Open Spaces explained the rationale behind how hedges were trimmed and pruned along highways and rural roads. The Head of Environmental Services explained that hedges on highway verges were the responsibility of the County Council which the District Council cut under contract and to the County's specification. Any additional pruning would be at a cost to this Council. It was noted that many of these hedges were on private land and the tops were cut by the land owner or local farmers.

In response to a query from Councillor C Rowley regarding the reduction in household waste, the Waste Services Officer explained that as a result of the economic downturn, people were not buying as many newspapers and magazines. Councillor E Buckmaster added that the availability of digital information was also a contributing factor. In response to a further query from Councillor C Rowley regarding the Council's future focus in relation to supermarkets and extraneous packaging, the Head of Environmental Services explained that some producers had reduced their packaging with the support of Government organisations such as WRAP (Waste and Resources Action Programme). He advised that the Council had limited opportunities to influence packaging other than to lobby national organisations through the Hertfordshire Waste Partnership.

In response to a query from Councillor M Pope, concerning street cleansing, the Head of Environmental Services explained how the formula was applied.

In response to a query from Councillor J Wyllie regarding the cost and income implications of collecting commercial waste, the Head of Environmental Services explained the factors which affected the viability of commercial waste recycling. He stated that it cost £95 a ton to send waste to landfill and if that continued to increase, then it could become viable for the Council to run separate collection services for recyclables.

The possibility of operating a shared service with another Authority was considered.

Councillor D Andrews referred to the amount of litter signage at junctions and suggested that some of these should be relocated to just short of and after lay-bys. The Head of Environmental Services undertook to identify locations where this could be implemented in consultation with Hertfordshire Highways.

The Committee received and noted the report.

RESOLVED – that the performance of the Council's main environmental terms contracts be noted.

61 NEW RECYCLING SCHEME - REMOVING CARD FROM THE ORGANIC WASTE STREAM

The Executive Member for Community Safety and Environment submitted a report regarding the progress made in relation to the new recycling scheme to a dual stream system, the detail of which was set out in the report now submitted. The Head of Environmental Services anticipated that the start date for the new service (SPARC - Separate Paper and Recycling Collections) would be 11 November 2013. It was noted that vehicles designed to handle the new collections had been procured and new wheeled bins and the inner paper box inserts had been ordered.

The Head of Environmental Services stated that there would be extensive coverage explaining how the scheme would work including the use of the LINK magazine, road shows at public events in the five main towns, leaflets to every household etc, and that the onus would be on the individual household to request an inner paper box on an "opt in" basis so that it could delivered with their new wheeled bin.

In response to a query from Councillor K Warnell regarding redundant recycling boxes, the Head of Environmental Services explained that households would be encouraged to keep them and reuse them for other things such as storage

boxes or as “spare” paper boxes. They could also take them to recycling centres.

In response to a query from Councillor R Beeching, regarding recycling bring banks, the Head of Environmental Services explained that these were still in operation but limited to collections of paper and textiles. He further explained that some recycling facilities at supermarkets were operated by the Council while others by the supermarkets themselves as part of their own commercial business model.

In response to a query from Councillor Mrs D Hollebon, the Head of Environmental Services confirmed that consideration would be given to how best to communicate the assistance available to disabled and elderly people for the new scheme.

Members received the report.

RESOLVED – that the update in progressing the new recycling scheme be noted.

62 EAST HERTS CLIMATE CHANGE ACTION PLAN - REVIEW OF PROGRESS

The Executive Member for Community Safety and the Environment submitted a report on the progress achieved during the first three years of implementing the East Herts Climate Change Action Plan, the detail of which was set out in the report now submitted and supporting Essential Reference Papers.

The Environmental and Strategy Development Manager explained that there had been a reduction in carbon dioxide emissions in relation to the waste contract via improved scheduling of rounds, more energy efficient vehicles and the introduction of energy efficiency measures at Hertford Theatre. Savings had also been achieved at Wallfields, but occupancy had increased with the closure of The Causeway office. Energy usage had increased at Leisure Centres but this had to be viewed in the context of increasing membership levels and the expansion of the service to include

larger gymnasiums.

In response to a query from Councillor K Warnell concerning a review of the action plan, the Environmental and Strategy Development Manager confirmed that a cost benefit analysis was undertaken before any project was progressed. The issue of energy savings through “powering down” computer equipment was discussed. Councillor K Warnell stated that energy could be saved via a two stage standby and recommended that IT should review this. The Head of Environmental Services suggested that he would pass these comments on to IT for further review.

The Committee received the report.

RESOLVED – that the report be noted.

63 ENVIRONMENT SCRUTINY HEALTHCHECK AND PERFORMANCE OUTTURNS JANUARY TO APRIL 2013

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators for Environment Scrutiny Committee for the period January to April 2013, the detail of which was set out in the report now submitted and within the attached Essential Reference Papers.

Councillor J Wyllie referred to EHPI 157a (Process of planning applications: major applications) and queried the relevance of this as an indicator (and the “red” face shown), given that Planning Officers were trying to resolve legal agreement issues. The Chief Executive and Director of Customer and Community Services suggested that Members might wish to reconsider some of Environment’s Performance Indicators and descriptors, within the context of the review suggested earlier in the meeting as part of the committee’s work programme.

The Committee received the report.

RESOLVED – that the reported performance for the

period January to April 2013 be received.

64 2012/13 SERVICE PLAN MONITORING - END OF YEAR MONITORING

The Leader of the Council and Chief Executive and Director of Customer and Community Services submitted a report summarising the Council's achievements against its priorities for 2012/13, the detail of which was set out in the report now submitted and within the attached Essential Reference Papers.

The Chief Executive and Director of Customer and Community Services advised that the Executive had received a report containing all Service Plan summaries. A breakdown of which actions had been achieved, were on target, completed, suspended or deleted, was set out in the report now submitted. In summary, and from the viewpoint of the Environment Scrutiny, 63% of all actions had been achieved supporting the "Place" priority and the majority of actions with a revised completion date supporting the "Prosperity" priority. Four actions remained outstanding from 2011/12.

The Committee received the progress report.

RESOLVED – that the report be received.

65 ENVIRONMENT SCRUTINY WORK PROGRAMME

The Chairman submitted a report setting out the future work programme for Environment Scrutiny for 2013/14, the detail of which had been set out in Essential Reference Paper "B" of the report now submitted.

Councillor R Beeching suggested that Members might wish to only review the Committee's "red" Performance Indicators (PI). The Chief Executive and Director of Customer Services suggested that the overall message might be unduly negative if the small number of red items were considered without the context of all the positive results that were being produced.

In response to a query from Councillor J Wyllie regarding the possibility of reviewing the PI for Fuel Poverty, the Head of Environment Services said that the Environmental and Strategy Development Manager was keen to move forward on this issue. Members supported the suggestion that Officers report back to their meeting in September 2013, setting out the potential scope for a Task and Finish review of how the Council might work with partners on the issue of and approach to, tackling Fuel Poverty.

In response to a query from Councillor K Warnell regarding grass verge and footway parking, the Chief Executive and Director of Customer and Community Services explained the Council’s role and that it was not a Police matter unless an obstruction occurred. Members supported a request that Officers report back on footway parking to a meeting later in the year.

Members agreed that Councillor J Wyllie would work with officers on the Performance Indicator working group and, in the absence of any other volunteers, the Chairman would join him.

The Committee approved the report, as amended.

RESOLVED – that the report, as amended, be approved.

The meeting closed at 8.45 pm

Chairman
Date

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE: 17 SEPTEMBER 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 Attention is drawn to the two additional items that have been requested for inclusion on the work programme for this Committee:

- Review of Affordable Warmth Strategy (25 Feb 2014)
- Parks and Open Spaces – high level action plan (10 June 2014).

2.3 The agenda for the February 2014 meeting of Environment Scrutiny Committee is shown in **Essential Reference Paper B**. Members are asked whether there is any additional topic they wish to put forward for inclusion on this, or any future agenda.

3.0 Implications/Consultations

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

Background Papers: none

Contact Member: Cllr Daniel Abbott – Chairman Environment Scrutiny Committee
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Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services
Extn 2170
jeff.hughes@eastherts.gov.uk

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

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</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 2013/14 and into 2014/15

meeting	date	topic	Contact officer/lead	Next Exec
THIS	CIVIC YEAR			
3 in 2013/14	12 Nov 2013 Report deadline 30 Oct	<ul style="list-style-type: none"> Community Infrastructure Levy - Member Briefing Work Programme Healthcheck through to Sept 2013 including testing the new 'dashboard' Feedback from PI working group Service Plans monitoring Apr 2013 – Sept 2013 (Environment only) 	<ul style="list-style-type: none"> Head of Service and Director Scrutiny Officer Lead Officer - Performance Members + Lead Officer Lead Officer – Corporate Planning 	9 Dec 2013 7 Jan 2014 4 Feb 2014
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 		
4 in 2013/14	25 Feb 2014 Report deadline 12 Feb	<ul style="list-style-type: none"> Review of Affordable Warmth Strategy NEW REQUEST Verbal update on implementation of changes to recycling services vacancy Healthcheck through to Jan 2014 Draft Work Programme 2014/15 	<ul style="list-style-type: none"> Lead Officers Head of Service X Lead Officer - Performance Scrutiny Officer 	4 Mar 2014 8 Apr 2014 6 May 2014 3 June 2014
2014/15	CIVIC YEAR			
1 in 2014/15	10 June 2014	<ul style="list-style-type: none"> Work Programme 2014/15 Healthcheck through to March 2014 (which includes relevant 2013/14 Out turns and Targets) Service Plan monitoring – Oct 2013 	<ul style="list-style-type: none"> Scrutiny Officer Lead Officer - Performance Lead Officer – Corporate 	1 July 2014 5 Aug 2014 2 Sept 2014

**Scrutiny work programme
Essential Reference Paper B**

		<p>to March 2014</p> <ul style="list-style-type: none"> • Contract Performance for 2013/14 • Climate Change – <i>report on progress against action plan with data on savings from 2013/14 year</i> • Parks and Open Spaces – high level action plan NEW REQUEST • Monitor implementation of ANPR mobile camera – <i>short report on implementation phase with first few months of data.</i> 	<p>Planning</p> <ul style="list-style-type: none"> • Head of Service • Lead Officer with Head of Service • Lead Officer with Head of Service • Head of Service and Lead Officer (report timing subject to confirmation of implementation date) 	
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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**

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, should it choose to do so, any item within the remit of the Committee to be considered by the Executive (except items of urgent business). The relevant report to the Executive will be made available to the Scrutiny Committee. The Executive shall consider any report and recommendations on the item submitted by 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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EAST HERTS COUNCIL

ENVIRONMENTAL SCRUTINY COMMITTEE ⁷
17 SEPTEMBER 2013

REPORT BY THE EXECUTIVE MEMBER FOR COMMUNITY
SAFETY AND ENVIRONMENT

NEW RECYCLING SCHEME – REMOVING CARD FROM THE
ORGANIC WASTE STREAM – PROGRESS WITH
IMPLEMENTATION: UPDATE SEPTEMBER, 2013

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, since the previous report in June 2013.

<u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE: That</u>	
(A)	The progress in implementing the new be scrutinised.

1.0 Background

1.1 In March 2013, following consideration by Environmental Scrutiny Committee, the 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. The need to change also provided an opportunity to consider how recycling services could be improved and performance increased.

2.0 Report

- 2.1 The report details the progress made to date on the project, since the earlier progress report in June 2013, covering planning, programming, procurement, communications and outlines some of the milestones that have or are to be met.

Progress

- 2.2 A project plan with a separate media plan and associated risk assessment was drawn up to enable all the actions necessary to deliver the new service commencement in November 2013, to be identified and tracked. Contingency plans developed to mitigate against any potential delays. Considerable progress has been made since the scheme was approved.
- 2.3 The first two of the six 'twin pack' (two compartment) vehicles will be delivered week commencing 16 September, 2013 with the others arriving in pairs every fortnight, so all six vehicles will be with us, and with livery by week commencing 14 October, well before the 11 November service change date and allows plenty of time for driver and operative training.
- 2.4 The wheeled bins will go into production on 5 September, with the first bulk deliveries to the Buntingford Service Centre beginning w/c 16 September, i.e. two weeks before house to house deliveries commence. Successive bulk deliveries will continue as stock is distributed. The supplier has committed to being able to complete the house to house deliveries in the timescale the Council require. With deliveries beginning w/c 30 September for 4 weeks, with a further week possible to "mop up" any areas not completed in the 4 weeks. An initial stock of 10,000 inner paper boxes was ordered and will be delivered to the depot w/c 16

September, two weeks before individual deliveries begin. The leaflet asking residents if they wanted an inner paper box was distributed in early August, resulting in over 20,000 requests for the inner box to date, so a further 14,000 have been ordered, with delivery confirmed for 30 September. As the delivery schedule will take 4 weeks this should allow sufficient time before they are needed. There was a cut off date for residents to order the new box of 30 August. Any requests made after this date will be batched up so that deliveries can be made by area, which will be more cost effective. The public's response to the inner paper box is very encouraging and shows that people are engaging with and welcoming the service change.

- 2.5 Articles about the new service were in the last issue of The Link and a further article will be in the next issue as well. The delivery leaflet, that will be in a clear envelope and attached to the bins when they are delivered, is with the printers. The service leaflet and calendar are in draft form and will be ready in time for distribution in early October.
- 2.6 Nine road shows at a variety of events have been held, including carnivals, farmers markets, housing association open days, to reach as wide an audience as possible. The new service, bin and inner box have been very positively received at all the road shows. There has been minimal negative reaction to date (end of August) with around 70 residents declining to take the third bin. A number of these issues have been resolved and a variety of arrangements made to enable the bin to be accepted.
- 2.7 A range of communications with partners and other organisations is underway.

Significant Milestones

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

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

<u>To be Completed</u>	<u>Date</u>
Service Leaflet & Calendars	September
Vehicles delivered	6 Sept – 14 October
Bulk bin deliveries to depot commence	16 September
Inner paper boxes delivered to depot	16 & 30 September
Calendars & Service leaflets delivered	October
Container deliveries	30 Sept -24 October
Information pack and presentation to Members at Council Meeting	16 October
New service starts	11 November

3.0 Implications/Consultations

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.
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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 Health check report. Currently all aspects of the project are within the capital or revenue budgets allocated.</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 – 17 SEPTEMBER 2013

ENVIRONMENT SCRUTINY HEALTHCHECK – MAY 2013 TO JULY 2013.

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 May 2013 to July 2013.

RECOMMENDATION FOR SCRUTINY MEMBERS:
That:
(A) the reported performance for the period May 2013 to July 2013 be noted; 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 May 2013 to July 2013.



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 July 2013 presented in detail (the most up to date available) with previous months summarised in a trend chart.

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

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

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

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

2.0 Report – Indicators grouped by Corporate Priority

Place

Performance analysis

- 2.1 **EHPI 157a - Processing of planning applications: ‘Major’ applications.** Performance was ‘Red’ for July 2013. 1 out of 5 decisions were made within the target timescale. The remaining four were delayed either by applicants or as a result of the requirement for additional input from third party organisations. Corporate Management Team (CMT) were advised in the June Healthcheck report the reasons for performance being off target for the first quarter. CMT have accepted the recommendation that it would be inappropriate to change the approach in relation to the preparation of legal agreements at this stage, which had impacted on performance between April 2013 to June 2013. However CMT did support the proposal that the service ensured sufficient priority is made available for major development proposals. CMT is continuing to monitor

performance closely in respect to this measure.

- 2.2 **EHPI 218b – Abandoned Vehicles – % removed within 24 hours of required time.** Performance was 'Red' for July 2013. Performance target was not met due to Two vehicles collected on behalf of Riversmead were outside of the timescale as a result of access issues.
- 2.3 **NI 191 – Residual household waste per household and NI 192 - Percentage of household waste sent for reuse, recycling and composting.** The July 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 17 September 2013.
- 2.4 The following indicators were 'Green', meaning that the targets were either met or exceeded for July 2013. They were:
- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.
 - EHPI 2.1e - Planning Enforcement: Service of formal Notices.
 - 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 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 July 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.

CONCLUSION

2.6 In conclusion Members are asked to:

- Note the performance indicator analysis for the period May 2013 to July 2013 in **Essential Reference Paper 'B'**
- 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.
- 2012/13 Performance Outturns – Executive 4 June 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

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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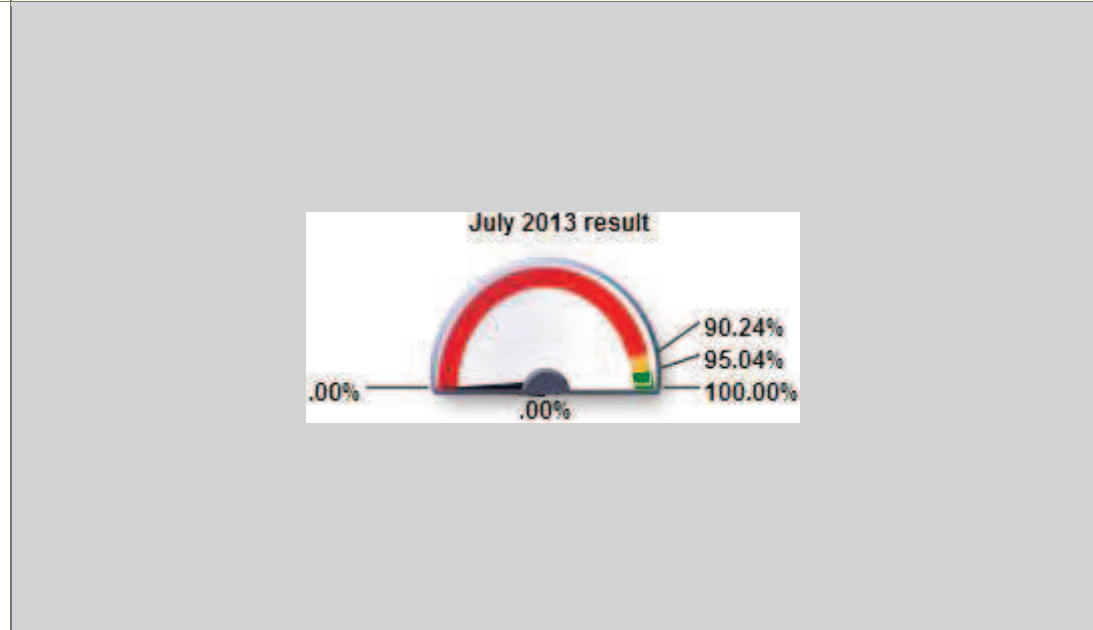
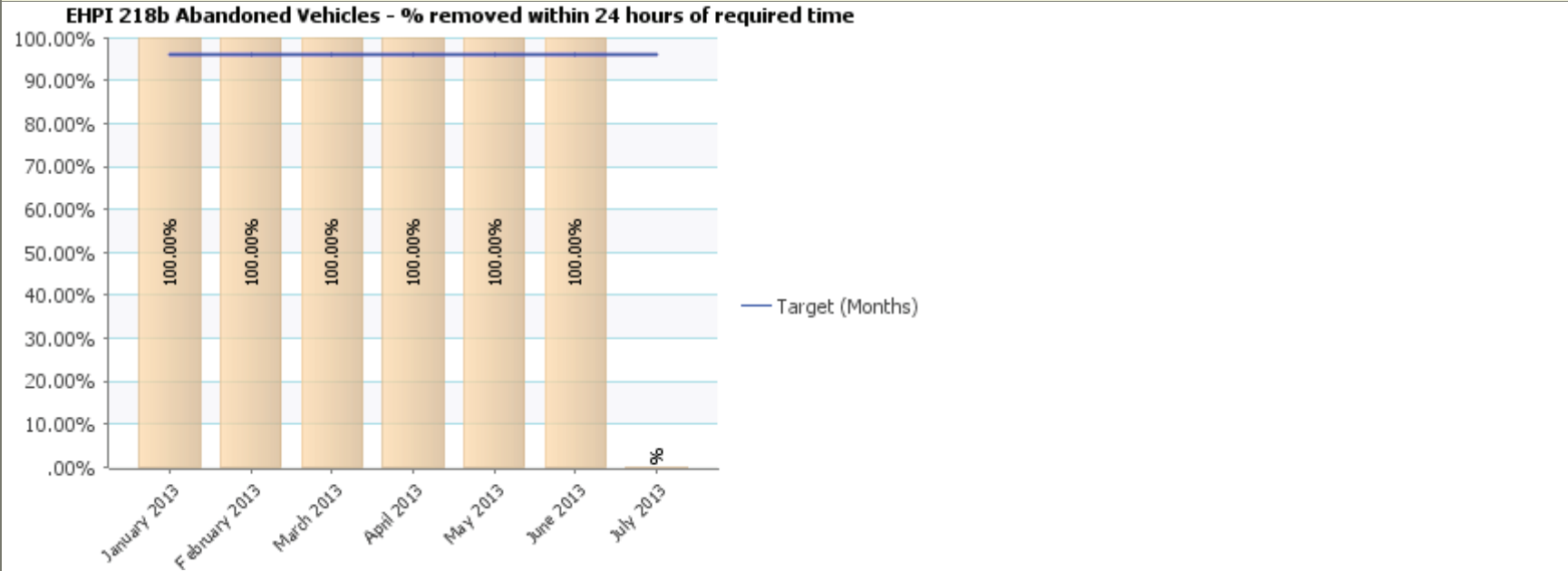
May to July Environment Scrutiny Corporate Healthcheck 2013/14



Traffic Light Red
Description Place

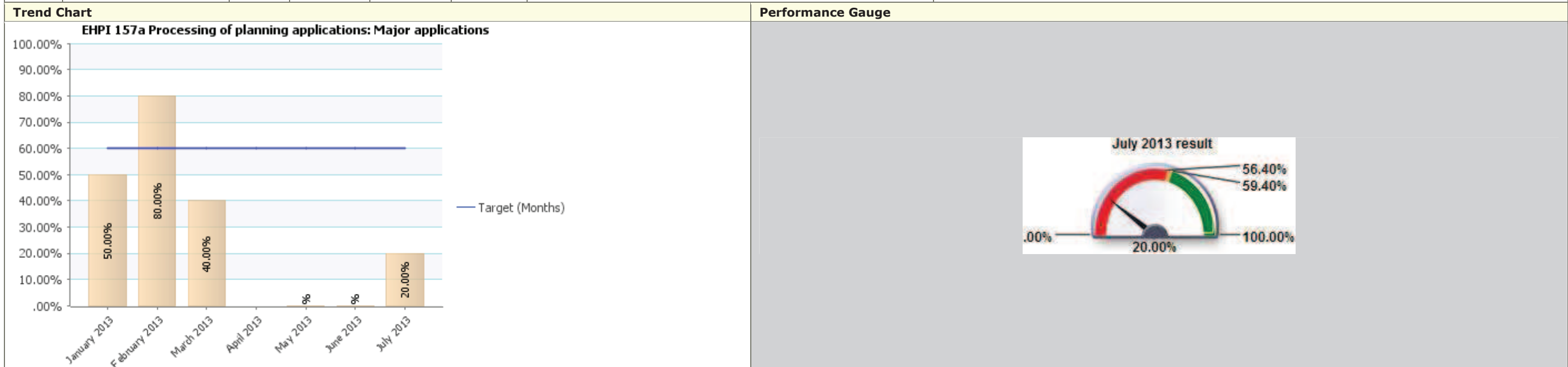
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.
EHPI 218b	Abandoned Vehicles - % removed within 24 hours of required time		.00%	96.00%		Two vehicles collected on behalf of Riversmead outside of the timescale as a result of access issues.	None.

Trend Chart **Performance Gauge**



Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.
EHPI 157a	Processing of planning applications: Major applications		20.00%	60.00%		Target not achieved - 1 out of 5 decisions made within target timescale. The remaining four were delayed either by applicants or as a result of the requirement for additional input from third party organisations.	Members queried the relevance of this as an indicator (and the "red" face shown), given that Planning Officers were trying to resolve legal agreement issues. A performance indicator review for Environment Scrutiny is currently being undertaken to determine the relevance and effectiveness in the current suite of indicators. The findings of this review will be presented to members of this committee in the November meeting.

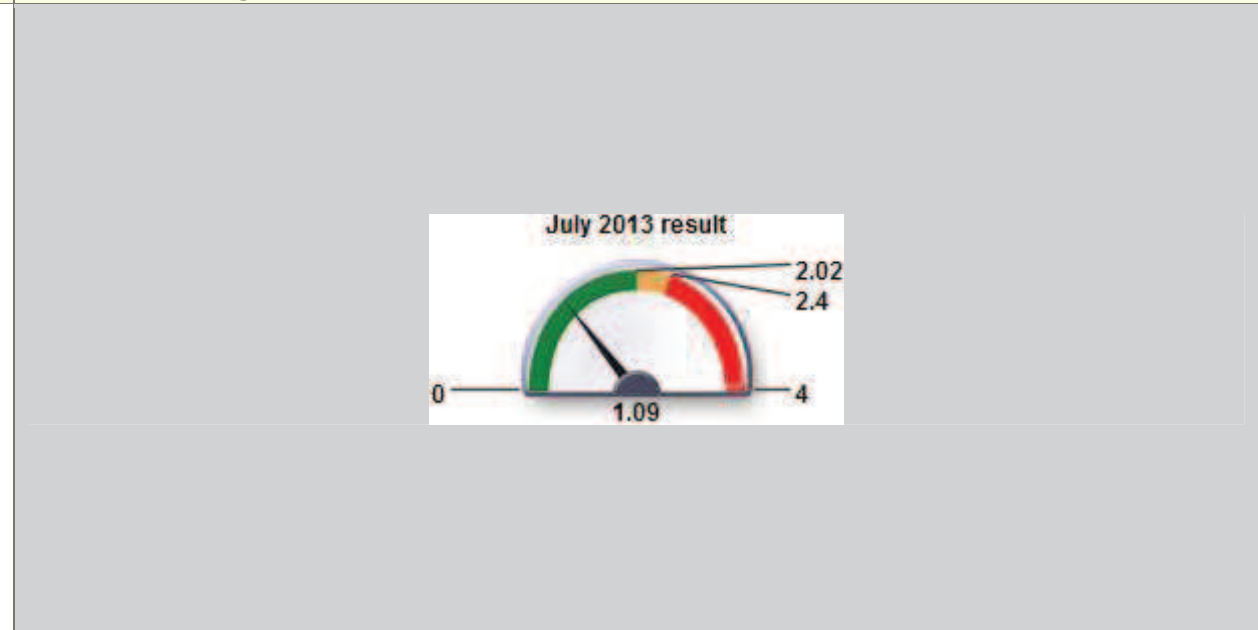
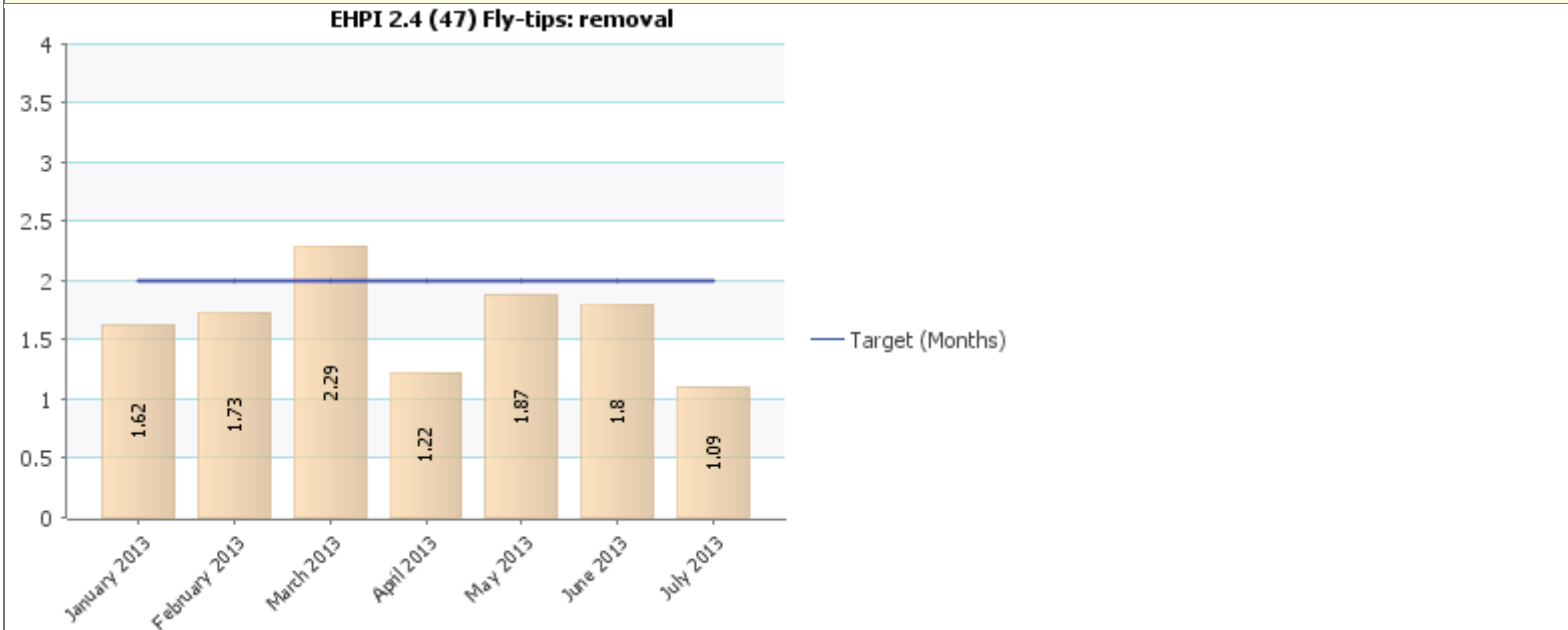


Traffic Light Green
Description Place

Environmental Services

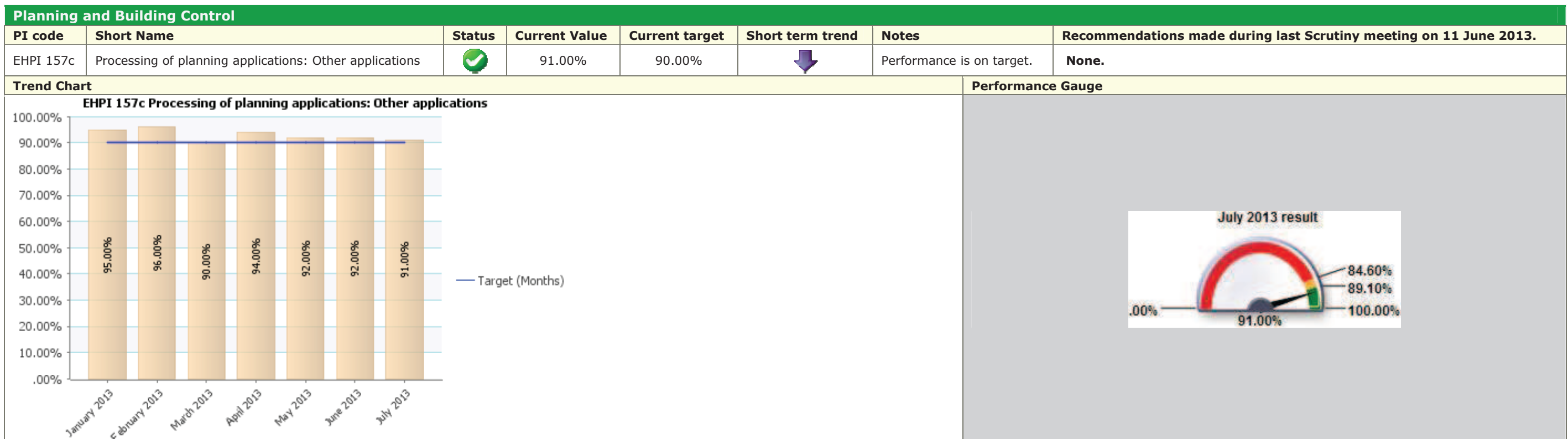
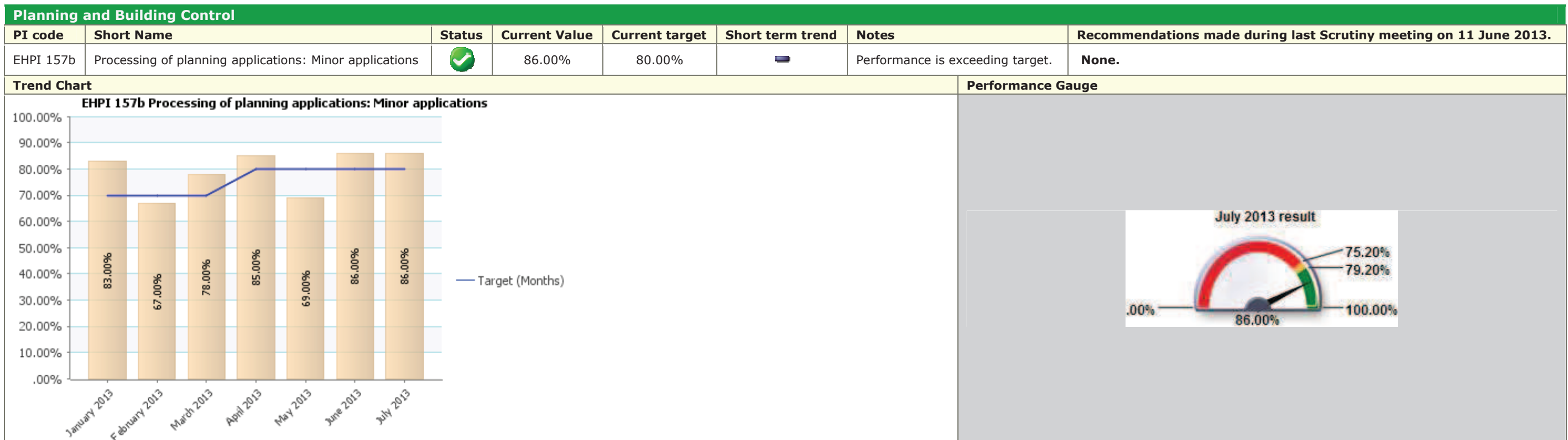
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.
EHPI 2.4 (47)	Fly-tips: removal		1.09	2		Overall the number of fly-tips for the month was higher, however removal time is at its lowest since March 2012.	None.

Trend Chart **Performance Gauge**



Environment Services																							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.																
EHPI 2.2 (45)	Waste: missed collections per 100,000 collections of household waste		29.57	47		missed collections are slightly higher than the previous month but remain under 30, significantly below the target of 47.	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>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>31.68</td></tr> <tr><td>June 2013</td><td>26.96</td></tr> <tr><td>July 2013</td><td>29.57</td></tr> </tbody> </table>						Month	Value	January 2013	32.52	February 2013	24.88	March 2013	25.02	April 2013	25.64	May 2013	31.68	June 2013	26.96	July 2013	29.57	<p>July 2013 result</p>	
Month	Value																						
January 2013	32.52																						
February 2013	24.88																						
March 2013	25.02																						
April 2013	25.64																						
May 2013	31.68																						
June 2013	26.96																						
July 2013	29.57																						

Environment Services																							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.																
EHPI 218a	Abandoned vehicles - % investigated within 24 hrs		94.44%	95.00%		one vehicle was inspected outside of the 1 day time frame. A further 17 were all inspected within 1 day.	None.																
Trend Chart						Performance Gauge																	
<p>EHPI 218a Abandoned vehicles - % investigated within 24 hrs</p> <table border="1"> <caption>EHPI 218a Abandoned vehicles - % investigated within 24 hrs</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <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> <tr><td>June 2013</td><td>100.00%</td></tr> <tr><td>July 2013</td><td>94.44%</td></tr> </tbody> </table>						Month	Value	January 2013	100.00%	February 2013	100.00%	March 2013	93.75%	April 2013	100.00%	May 2013	100.00%	June 2013	100.00%	July 2013	94.44%	<p>July 2013 result</p>	
Month	Value																						
January 2013	100.00%																						
February 2013	100.00%																						
March 2013	93.75%																						
April 2013	100.00%																						
May 2013	100.00%																						
June 2013	100.00%																						
July 2013	94.44%																						



Planning and Building Control																							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.																
EHPI 2.23 (188)	Planning decisions delegated to officers		95%	90%		9 out of 184 applications decided by committee.	None.																
Trend Chart						Performance Gauge																	
<p>EHPI 2.23 (188) Planning decisions delegated to officers</p> <table border="1"> <caption>EHPI 2.23 (188) Planning decisions delegated to officers - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>94%</td></tr> <tr><td>February 2013</td><td>91%</td></tr> <tr><td>March 2013</td><td>93%</td></tr> <tr><td>April 2013</td><td>99%</td></tr> <tr><td>May 2013</td><td>95%</td></tr> <tr><td>June 2013</td><td>97%</td></tr> <tr><td>July 2013</td><td>95%</td></tr> </tbody> </table>						Month	Value (%)	January 2013	94%	February 2013	91%	March 2013	93%	April 2013	99%	May 2013	95%	June 2013	97%	July 2013	95%	<p>July 2013 result</p>	
Month	Value (%)																						
January 2013	94%																						
February 2013	91%																						
March 2013	93%																						
April 2013	99%																						
May 2013	95%																						
June 2013	97%																						
July 2013	95%																						

Planning and Building Control																							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.																
EHPI 2.1d	Planning Enforcement: Initial Site Inspections		82.00%	75.00%		Performance is exceeding target.	None.																
Trend Chart						Performance Gauge																	
<p>EHPI 2.1d Planning Enforcement: Initial Site Inspections</p> <table border="1"> <caption>EHPI 2.1d Planning Enforcement: Initial Site Inspections - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <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>88.00%</td></tr> <tr><td>June 2013</td><td>76.00%</td></tr> <tr><td>July 2013</td><td>82.00%</td></tr> </tbody> </table>						Month	Value (%)	January 2013	94.00%	February 2013	82.00%	March 2013	96.00%	April 2013	100.00%	May 2013	88.00%	June 2013	76.00%	July 2013	82.00%	<p>July 2013 result</p>	
Month	Value (%)																						
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February 2013	82.00%																						
March 2013	96.00%																						
April 2013	100.00%																						
May 2013	88.00%																						
June 2013	76.00%																						
July 2013	82.00%																						

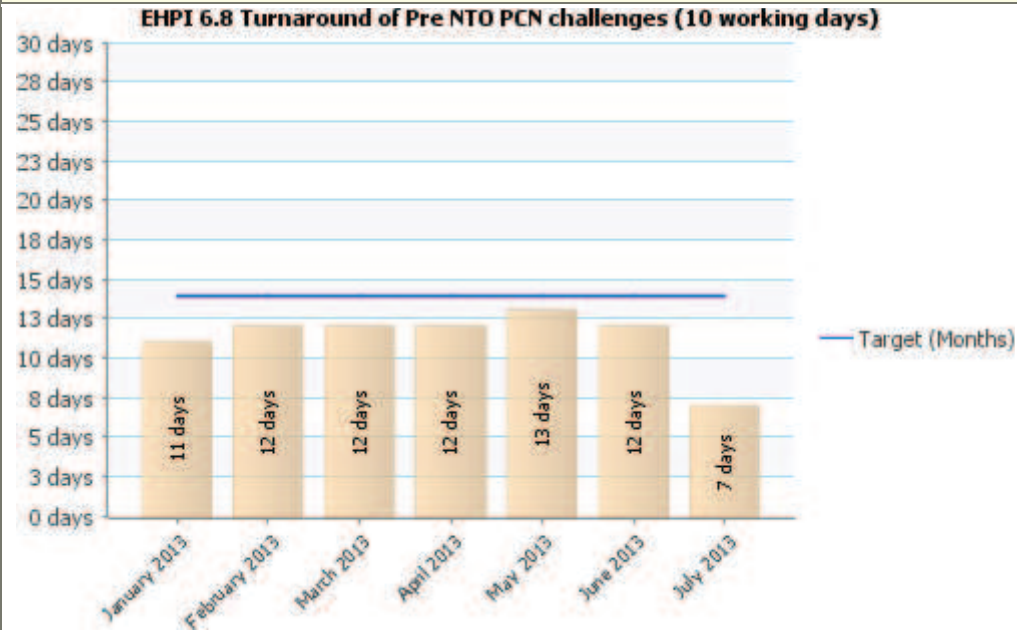
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.																													
EHPI 2.1e	Planning Enforcement: Service of formal Notices		100.00%	50.00%		Performance is exceeding target.	None.																													
Trend Chart						Performance Gauge																														
<p>EHPI 2.1e Planning Enforcement: Service of formal Notices</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <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> <tr> <td>June 2013</td> <td>100.00%</td> <td>50.00%</td> </tr> <tr> <td>July 2013</td> <td>100.00%</td> <td>50.00%</td> </tr> </tbody> </table>						Month	Performance (%)	Target (%)	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%	June 2013	100.00%	50.00%	July 2013	100.00%	50.00%	<p>July 2013 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> </tr> <tr> <td>47.00%</td> </tr> <tr> <td>49.50%</td> </tr> <tr> <td>100.00%</td> </tr> </tbody> </table>		Value (%)	0.00%	47.00%	49.50%	100.00%
Month	Performance (%)	Target (%)																																		
January 2013	0.00%	50.00%																																		
February 2013	0.00%	50.00%																																		
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Value (%)																																				
0.00%																																				
47.00%																																				
49.50%																																				
100.00%																																				

Traffic Light Green
Description Prosperity

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days)	✔	7 days	14 days	↑	This PI remains within target	None.

Trend Chart **Performance Gauge**



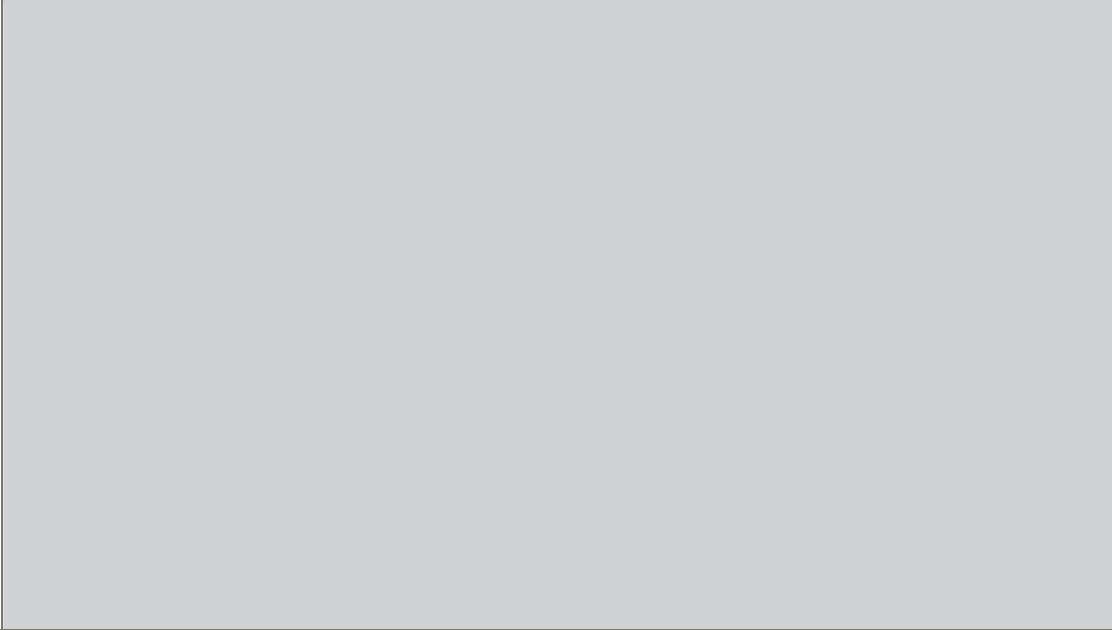
Parking Services																																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.																												
EHPI 6.9	Turnaround of NTO Representations		7 days	21 days		This PI remains within target	None.																												
Trend Chart						Performance Gauge																													
<p>EHPI 6.9 Turnaround of NTO Representations</p> <table border="1"> <caption>Actual Values from Trend Chart</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>11</td></tr> <tr><td>February 2013</td><td>12</td></tr> <tr><td>March 2013</td><td>12</td></tr> <tr><td>April 2013</td><td>12</td></tr> <tr><td>May 2013</td><td>13</td></tr> <tr><td>June 2013</td><td>12</td></tr> <tr><td>July 2013</td><td>7</td></tr> </tbody> </table>						Month	Value (days)	January 2013	11	February 2013	12	March 2013	12	April 2013	12	May 2013	13	June 2013	12	July 2013	7	<p>July 2013 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Zone</th> <th>Start (days)</th> <th>End (days)</th> </tr> </thead> <tbody> <tr><td>Green</td><td>0</td><td>21</td></tr> <tr><td>Yellow</td><td>21</td><td>22</td></tr> <tr><td>Red</td><td>22</td><td>35</td></tr> </tbody> </table>		Zone	Start (days)	End (days)	Green	0	21	Yellow	21	22	Red	22	35
Month	Value (days)																																		
January 2013	11																																		
February 2013	12																																		
March 2013	12																																		
April 2013	12																																		
May 2013	13																																		
June 2013	12																																		
July 2013	7																																		
Zone	Start (days)	End (days)																																	
Green	0	21																																	
Yellow	21	22																																	
Red	22	35																																	

Traffic Light Unknown
Description Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.
EHP1 191	Residual household waste per household		116			July performance data for this indicator is 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 Executive meeting on 3 September 2013.	None.

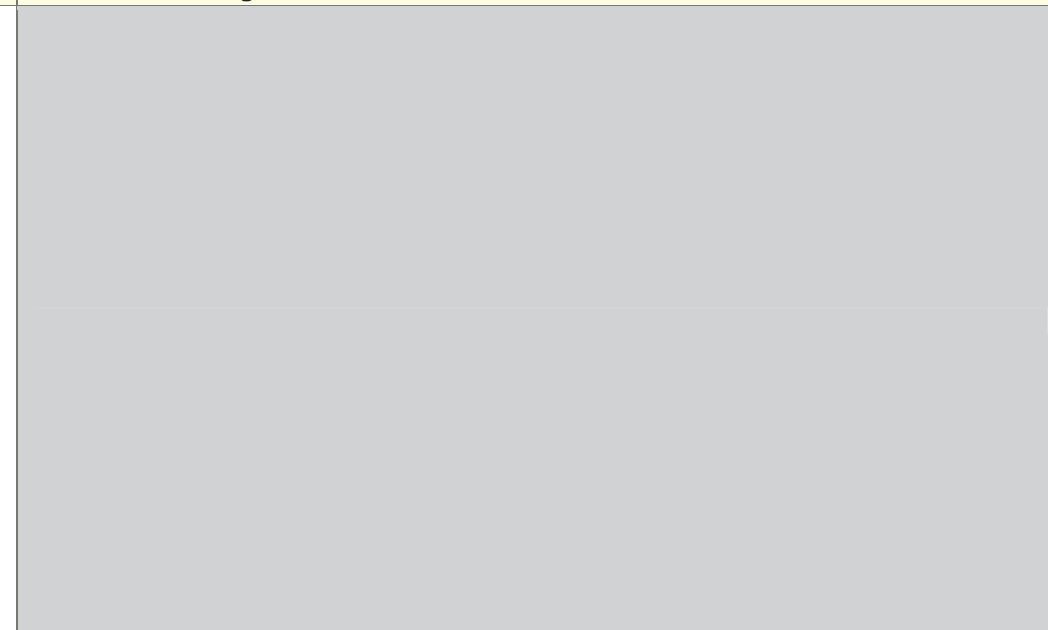
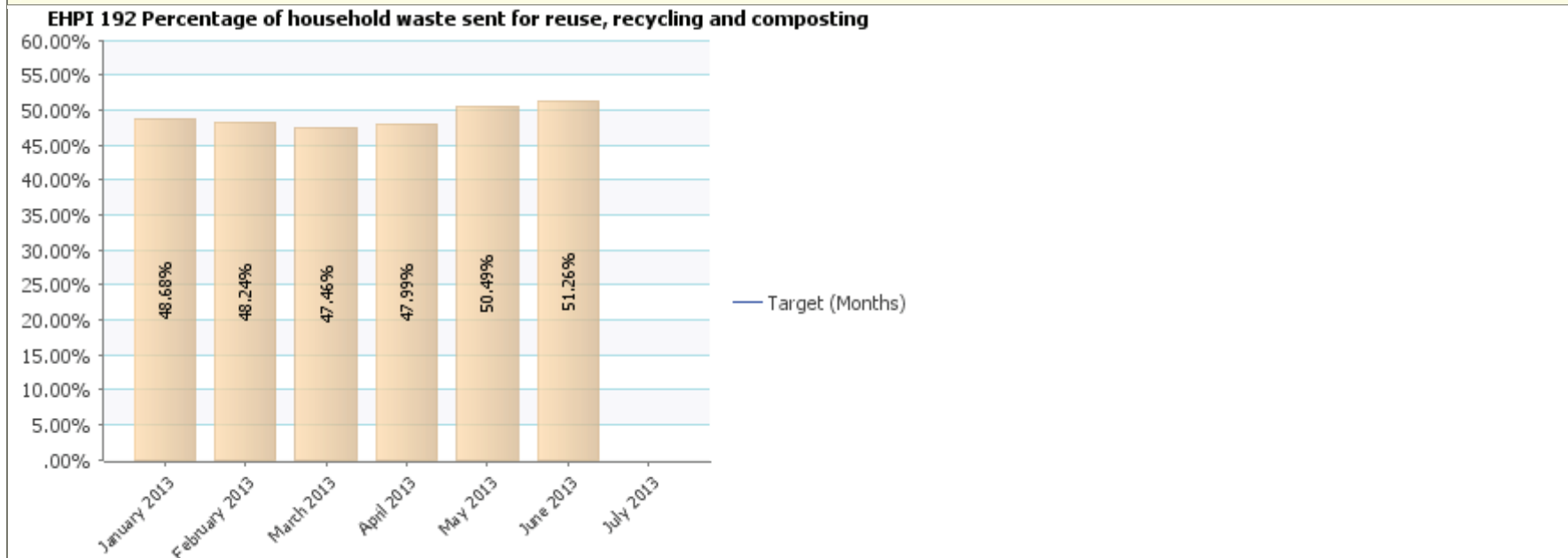
Trend Chart **Performance Gauge**



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 June 2013.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting		51.26%			July performance data for this indicator is 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 Executive meeting on 3 September 2013.	None.

Trend Chart **Performance Gauge**



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

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¹For information only: Performance indicator guidance

Formula Guidance
PI code and description
EHPI 157a Processing of planning applications: Major applications
PI Definition
<p>Percentage of planning applications by type determined in a timely manner. A timely manner is defined as</p> <ul style="list-style-type: none"> • within 13 weeks for Major applications; • within 8 weeks for Minor and Other applications; and <p>Good performance Good performance is typified by reaching or exceeding the target.</p>
Data Source
Planning and Building Control

¹ Note: More detailed guidance available on Covalent.

Formula Guidance
PI code and description
EHPI 157b Processing of planning applications: Minor applications
PI Definition
<p>Percentage of planning applications by type determined in a timely manner. A timely manner is defined as</p> <ul style="list-style-type: none"> • within 13 weeks for Major applications; • within 8 weeks for Minor and Other applications; and <p>Good performance Good performance is typified by reaching or exceeding the target.</p>
Data Source
Planning and Building Control

Formula Guidance
PI code and description
EHPI 157c Processing of planning applications: Other applications
PI Definition
<p>Percentage of planning applications by type determined in a timely manner. A timely manner is defined as</p> <ul style="list-style-type: none"> • within 13 weeks for Major applications; • within 8 weeks for Minor and Other applications; and <p>Good performance Good performance is typified by reaching or exceeding the target.</p>
Data Source
Planning and Building Control

Formula Guidance
PI code and description
EHPI 2.1d Planning Enforcement: Initial Site Inspections
PI Definition
Sum of enforcement cases where working days elapsed between date of receipt of enforcement case to initial site inspection date is equal to/less than 15 divided by total number of initial site inspections undertaken
Data Source
Other Guidance
Enforcement case: each individual potential breach of planning control brought to the attention of the service. Initial Site Inspection: the first visit to and inspection of the location of the enforcement case to establish relevant information.

Formula Guidance
PI code and description
EHPI 2.1e Planning Enforcement: Service of formal Notices
PI Definition
Sum of Formal Notices where the Date of Service is within 30 working days of the date of the DC Committee by which its service is authorised
Data Source
Other Guidance
Formal Notice: Planning Enforcement notices authorised to be served by the DC Committee (Does not include any other form of notice such as Listed Building or Advertisement) Date of Service: Date on which a Formal Notice is first served on any relevant party which has an interest in relation to it.

Formula Guidance
PI code and description
EHPI 2.2 (45) Waste: missed collections per 100,000 collections of household waste
PI Definition
Number of properties served by refuse, recycling and composting collections multiplied by frequency of each collection type, divided by 100,000 then divided into nos. of missed collections.
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 2.23 (188) Planning decisions delegated to officers
PI Definition
Number of applications decided by planning officers under a scheme of delegation and without referral to committee. APAS - Formula: $PS2 \text{ (Total Decisions) minus GAFquery (total Committee Decisions) = No x 100 / Total Decisions = \%}$
Data Source
Planning and Building Control

Formula Guidance
PI code and description
EHPI 2.4 (47) Fly-tips: removal
PI Definition
This PI is measured by the total time taken to clear fly-tips divided by number of fly-tips recorded on Mayrise, plus those reported and cleared same day by MRS.
Data Source
Environmental Services

Formula Guidance
PI code and description
EHPI 218a Abandoned vehicles - % investigated within 24 hrs
PI Definition
<ul style="list-style-type: none"> To encourage quick investigation of reports of abandoned vehicles. Abandoned vehicles add to fear of crime as well as being a hazard in themselves. <p>'Investigation' means that the Local Authority authorised officer will make enquiries into the status of the vehicle to confirm whether in their opinion it is abandoned. The 24hr target is met at the point when the authority has determined whether, in their opinion, the vehicle is abandoned, and is in a position to remove it or put a notice on it. The 24-hour period in the title of this PI excludes weekends and bank holidays, but does include other hours outside of the normal working day.</p> <p><i>Formula/ Worked Eg.</i> $N = (a / b) \times 100$ Where: a = number of reports of abandoned vehicles investigated within 24 hours b = total number of abandoned vehicles reported</p>
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 218b Abandoned Vehicles - % removed within 24 hours of required time
PI Definition
<p>To encourage quick removal of abandoned vehicles from the public realm. Abandoned vehicles add to fear of crime as well as being a hazard in themselves.</p> <p>The returns from the PI will be used to establish a baseline figure to inform us how many abandoned vehicles are being removed within this time period.</p> <p><i>Definition</i></p> <p>As per the Refuse Disposal (Amenity) Act 1978 the term 'vehicle' is any motor vehicle or trailer, or anything which forms part of a motor vehicle or trailer, including any item contained within it.</p> <p>An 'abandoned vehicle' is one which:</p> <ul style="list-style-type: none"> • appears to a local authority to have been abandoned without lawful authority, and • the authorised officer at the local authority decides that it is abandoned. <p>'Legally entitled to remove the vehicle' is defined as the point at which the authority can remove the vehicle, which will vary according to the vehicle and where it is abandoned. Once the report of an abandoned vehicle has been investigated by the authorised office and a decision made to the status of the vehicle, under current legislation the notification period is;</p> <p>Vehicle on public highway and only fit for destruction Notice period: 24 hours , Section 10 of RDV Regulations 1986; Period before removal from confirmation the vehicle is abandoned: 48 hrs</p> <p>Vehicle on public highway and not only fit for destruction Notice period: None, Section 3 of RDA Act 1978; Period before removal from confirmation the vehicle is abandoned: 24 hrs</p> <p>Vehicle not on public highway Notice period: 15 days for removal, Section 8 of RDV Regulations 1986 Period before removal from point at which confirmation the vehicle is abandoned: 16 days</p> <p>Whether the vehicle is fit for destruction is down to the discretion of the local authority officer involved.</p> <p>The 24-hour period in the title of this PI excludes weekends and bank holidays, but should includes other hours outside of the normal working day.</p> <p><i>Formula/ Worked Eg.</i></p> $N = (a / b) \times 100$ <p>where:</p> <p>a = Number of vehicles which are in the opinion of the local authority officer to be abandoned which are removed within 24 hours b = Total number of abandoned vehicles removed</p>

Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 6.8 Turnaround of Pre Notice to Owner (NTO) Parking Charge Notice (PCN) challenges (10 working days)
PI Definition
Sum of days elapsed from receipt of challenges (scanning date used as proxy for challenge received date) to response / total number of challenges.
Data Source
Parking Services
Other Guidance
Data for this PI taken from ICPS which works in calendar days; therefore adjust target to 14 days when calculating figure to allow for weekends.

Formula Guidance
PI code and description
EHPI 6.9 Turnaround of Notice to Owner (NTO) Representations
PI Definition
Sum of days elapsed from receipt of NtO representations (scanning date used as proxy for representation received date) to response / total number of NtO representations.
Data Source
Parking Services
Other Guidance
Calculated from ICPS but using calendar days not working days.

Formula Guidance
PI code and description
EHPI 191 Residual household waste per household
PI Definition
<p>This indicator is the number of kilograms of residual household waste collected per household.</p> <p>The Numerator (X) for this indicator is total kilograms of household waste less any household waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion.</p> <p>The denominator (Y) is the number of households as given by the dwelling stock figures from the Council Taxbase. The number of dwellings in each band at the end of the financial year (March figures) to which the indicator pertains, as provided by the Valuation Office, will be used. These are available from Local government finance statistics council tax and national nondomestic rates, dwelling numbers on valuation list (external link).</p> <p>Residual waste is any collected household waste that is not sent for reuse, recycling or composting.</p> <p>Good performance Good performance is typified by a lower figure per household</p>
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 192 Percentage of household waste sent for reuse, recycling and composting
PI Definition
<p>The percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion.</p> <p>The numerator is the total tonnage of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion.</p> <p>The denominator is the total tonnage of household waste collected.</p> <p>Good performance Good performance is typified by a higher percentage</p>
Data Source
Environment Services

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE - 17 SEPTEMBER 2013

REPORT BY THE EXECUTIVE MEMBER FOR HEALTH, HOUSING
AND COMMUNITY SUPPORT

FUEL POVERTY – AN OVERVIEW

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To appraise the Committee of the revised national definition of fuel poverty and to highlight activity being undertaken in East Herts to help address the issue amongst vulnerable residents.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE

That:

- | | |
|------------|---|
| (A) | activity relating to fuel poverty in East Herts be scrutinised and any areas for further discussion be identified; |
| (B) | progress with the Green Deal and the interim grant scheme be noted; and |
| (C) | the Affordable Warmth Strategy be reviewed before the end of the civic year following the publication of the Government's Fuel Poverty Strategy in 2014. |

1.0 Background

- 1.1 At the last meeting of the Environment Scrutiny Committee in June 2013, members requested that an initial report be presented to their next meeting outlining measures relating to fuel poverty in East Herts. Members will already be aware that the specific aim of

reducing fuel poverty forms part of the Council's 2013/14 Vision and Corporate priorities.

1.2 This report aims to provide an introduction to fuel poverty and to highlight broad areas of action in the District aimed at helping to assist those residents who may be fuel poor.

2.0 What is Fuel Poverty?

2.1 In the UK the concept of fuel poverty has traditionally been taken as occurring when a household is unable to afford to heat their home to the level required for health and comfort. The generally accepted definition has been when more than 10% of the household income is required to be spent on heating the dwelling to a comfortable level.

2.2 However, the Government initiated a review of fuel poverty – *The Hills Review*, which was published in March 2012, which proposed a revised definition. Following a period of consultation an amended version of this was adopted in July 2013, which is known as the *Low Income High Costs Indicator (LIHC)*.

Under the new measure of fuel poverty, fuel costs are equivalised to reflect the fact that different types of household will have different levels of spending power. Therefore under the new definition a household is considered to be fuel poor where:

- They have required fuel costs that are above average (the national median level)
- Were they to spend that amount, they would be left with a residual income below the official poverty line

2.3 The key elements in determining whether a household is fuel poor or not are:

- Income
- Fuel prices
- Fuel consumption (which is dependent on the dwelling characteristics and the lifestyle of the household)

2.4 Table 1 below shows the four quadrants of the LIHC indicator. Those defined as fuel poor are in the bottom left quadrant. This

quadrant could include some households who might not usually be considered to be poor under standard poverty definitions, but are pushed into fuel poverty by their very high energy requirements. While it is recognised that those households in the top left quadrant have low incomes, they also have relatively low fuel costs, and so are not fuel poor.

Table 1

Low Income Low Energy Costs	High Income Low Energy Costs
Low Income High Energy Costs	High Income High Energy Cost

2.5 Table 2 below shows the number of fuel poor households in England from 2003 onwards under the new low income high costs indicator. For comparative purposes, it also shows the old 10 per cent indicator, along with the total fuel poverty gap.

Table 2

Year	10 per cent (thousands)	Low income High Costs (thousands)	Fuel Poverty Gap £m (2011 prices)
2003	1,222	2,441	606
2004	1,236	2,492	644
2005	1,529	2,428	752
2006	2,432	2,262	886
2007	2,823	2,357	904
2008	3,335	2,438	957
2009	3,964	2,486	1,060
2010	3,526	2,474	1,024
2011	3,202	2,390	1,047

- 2.6 Table 2 also shows the total Fuel Poverty Gap, which is the difference between a household's required fuel costs, and what these costs would need to be for them not to be in fuel poverty. This gives an indication of the severity of the problem for different households.
- 2.7 One effect of the new definition is to reduce the number of households in apparent fuel poverty, since the old definition was heavily influenced by fluctuating fuel prices. The new definition aims to better understand the number of ongoing fuel poor.
- 2.8 The government has also revised the method by which incomes and fuel bills are calculated compared to that used under the old definition. Thus, for the low income high cost indicator, incomes are calculated after housing costs. This is to reflect the fact that money spent on housing costs cannot be spent on fuel. Both indicators use modelled fuel bills. It is necessary to model fuel bills, as this allows energy consumption to be controlled to ensure the household maintains an adequate standard of warmth. In reality, many households under-heat their home, relative to the recommended adequate standard of warmth, and this can be particularly acute with elderly people, leading to a likely underestimate of fuel poverty within this demographic.
- 2.9 Although the emphasis is on fuel for heating the home, fuel costs in the definition of fuel poverty also include spending on heating water, lights and appliance usage and cooking costs.
- 3.0 Fuel Poverty in East Herts
- 3.1 Fuel poverty is hard to measure, but it is not restricted to low income households in inner city areas. Indeed lower income families in social housing in more urban areas do not necessarily fall within the fuel poor, as social housing tends to be of a higher energy efficiency standard and these homes are usually on mains gas.
- 3.2 In fact, national surveys have suggested that because of the range of factors affecting fuel poverty, those households most affected can be spread throughout the community, often as isolated pockets within relatively affluent areas, since house type/energy efficiency and use of the house are important factors.
- 3.3 Thus across the UK there is usually a significant proportion of the fuel poor in more rural communities, off mains gas and living in

“hard to treat” properties. It is therefore likely that this picture is repeated across East Herts. Indeed the Council’s House Condition Survey in 2009 found that 24.4% of households in Social Housing were in Fuel Poverty (using the 10% definition of fuel poverty), compared with 35.5% of owner-occupiers, with social housing outperforming the rest of the stock in terms of overall energy efficiency. Rural housing was found to be less energy efficient than housing in our towns; e.g., a Standard Assessment Profile (SAP) rating of just 41 in the Rural North, compared with 57 in Buntingford and with the overall rating for East Herts of 52.

3.4 East Herts has a wide mix of house types with many older hard to treat homes and many of these homes are off gas.

4.0 Summary of Activity in East Herts

4.1 For some years East Herts Council has had an active programme of energy efficiency advice and grant measures aimed at all sections of our community.

4.2 In 2000 the Council adopted a Fuel Poverty Strategy, which was later reviewed in 2007. The revised strategy is termed the East Herts Affordable Warmth Strategy and sets out the Council’s aim to eradicate fuel poverty where reasonable, practicable and possible, in line with government policy. Given the changes nationally in the definition of fuel poverty and the advent of revised national energy efficiency assistance measures it is recommended that the Affordable Warmth Strategy is reviewed by this Committee at a future meeting.

4.3 A summary of principal measures relating to fuel poverty in East Herts is given below:

4.3.1 *General Energy Efficiency Advice* – The Council provides a range of energy efficiency information including signposting to available grants (both national and local) via its web site/ telephone and personal visits. Many enquiries tend to be from home owners wishing to verify current offers from utility providers as the Council is seen as a trusted brand.

4.3.2 *Hardship Funds* – The council and other agencies across East Herts signpost those in need to hardship funds operated by utility companies to arrange easier fuel bill repayment terms or to certain charitable trusts who can

provide funding for emergency works for very vulnerable people.

- 4.3.3 *Herts and Essex Energy Partnership (HEEP)* – Members may recall that the Council coordinated a partnership of 15 local authorities who obtained £6 million of government funding to provide grants and loans for significant energy improvement measures to local homes. Unfortunately this scheme ceased at the end of 2012 once the funding was spent.

Under the Herts Essex Energy Partnership, which offered a wide range of free and subsidised measures, from June 2009 to March 2012 some 1812 measures had been installed in East Herts homes, supported by £429,222 from the scheme funds. This saves an estimated 43,057 tonnes of Carbon Dioxide emissions over the lifetime of the measures, at an average cost of just £9.97 per tonne saved.

- 4.3.4 *Green Deal* – This Government initiated scheme, which was fully launched in January 2013, aims to provide a loan to householders to provide for a wide range of energy efficiency improvements. The cost of the loan, plus interest is paid back via the electricity bill. The additional sum to be paid back will always be less than the savings that the energy efficiency improvements generate (the so called “golden rule”). The Green Deal aims to provide a much wider range of energy improvement measures than has traditionally been available, including external wall insulation and double glazing.

The Green Deal has replaced the free and low cost loft/cavity wall insulation schemes that were previously widely available via energy providers. Officers have received significant enquiries about the Green Deal, but feedback from residents suggests the scheme is not currently proving popular. This view is reflected nationwide with a very poor take up, despite many thousands of energy audits having been completed.

In Hertfordshire, the Hertfordshire Sustainability Forum (HSF) - of which East Herts is a leading member – has been coordinating potential joint authority activity on the Green Deal. However, at the current time it is the Forum’s view that

authorities do not engage with their own versions of the scheme.

- 4.3.5 *Energy Company Obligation* - ECO is part of the Green Deal and offers possible full funding for certain energy efficiency improvements, such as external wall insulation, which would be too expensive to generally comply with the Golden Rule. It is available to certain vulnerable/low income groups and in some cases the able to pay, and is chiefly allocated through utility company projects.

Through the HSF a consortium of local authorities in Hertfordshire, including East Herts, is investigating the potential for a bid to the Government's Green Deal Communities Local Authority Fund, which was announced in July. This £20 million scheme is aimed at assisting with possible whole street ECO projects.

- 4.3.6 *East Herts Home Insulation Grants* – For some years the Council has maintained a capital budget of £20,000 to assist with home insulation measures, offering up to £50 per loft/cavity/ draught proofing measure, totalling a maximum grant of £150. These were not needed while HEEP funds were available, nor until recently as most cavity/loft insulation measures were available at heavily subsidised rates via the utility companies.

Now that national subsidies have stopped, the relatively small sum of £50 is insufficient to encourage take up of the grant and the measure. It had been hoped that the Green Deal would be utilised to provide funding for basic insulation measures. However, loft and cavity insulation appear to be unpopular within the Green Deal presumably due to the Deal's perceived complexity and also perhaps the fact that householders place a low financial value on these measures as they have so often been provided free of charge. This is despite the fact that loft and cavity wall insulation have some of the fastest pay backs of any insulation measures.

Therefore to address this, the Director of Neighbourhood Services, using his delegated powers, has agreed that the scheme be revised to provide a 50% grant of up to £200 towards loft insulation works and a 50% grant of up to £300 towards cavity wall insulation, given that there continues to

be evidence for ongoing demand for these insulation measures.

Officers propose to particularly promote the grant fund to those householders that may have previously considered either loft or cavity insulations but were excluded from previous subsidised schemes due to using their lofts for storage or the presence of narrow wall cavities. The grant scheme is open to all homeowners in the District regardless of income and will be kept under review.

4.3.7 *East Herts Discretionary Decent Homes Grants* – East Herts maintains a capital budget of £120,000 to provide means tested grants towards the costs of works to help homes meet the Decent Homes Standard. As part of this standard there is a requirement for homes to provide a reasonable degree of thermal comfort, and so energy efficiency measures, along with the repair of seriously defective boilers can be provided through this criterion. There is a £1000 limit for energy efficiency assistance, raised to £2000 for energy efficiency works in hard to treat homes. The cash limit is removed for households falling within government's vulnerable household definition.

The HEEP scheme, together with limited staffing resources, has meant that these particular grants have not recently been promoted while the focus has been on other housing priorities. As a result of the Medium Term Financial Plan, the Community Safety and Health Service has reluctantly reduced its staffing resource in this grant area to protect the need to deliver its statutory obligations. The Service has, however, made use of its strong association with Environmental Services and merged its domestic energy efficiency role with the Environmental Strategy and Development Manager in order to retain expertise in energy efficiency. Unfortunately, the ability to make a serious impact in this specific area is therefore limited.

4.3.8 *Keep Warm Stay Well* – For the past two winter seasons authorities in Hertfordshire have received funding, following a joint bid to the Department of Health, to specifically assist the vulnerable and fuel poor within the County. Almost £400,000 was obtained across the County for winter 2012/13 and within East Herts this was used to provide assistance to 86 households, with for example measures

such as basic draught proofing, emergency heaters and referrals to other agencies. The Department of Health has indicated that no such similar funding is likely to be available for winter 2013/14.

4.3.9 *GP Flu Clinics* – Officers hope to be promoting energy efficiency advice via GP flu clinics in the District this autumn, in order to try and target older more vulnerable householders; as it is often elderly people living alone in larger houses that may fall into fuel poverty.

4.3.10 *Fuel Switching* – A number of authorities in the UK have established community fuel switching schemes. The purpose of these is to tender on behalf of local residents who join the scheme to achieve more preferential rates from fuel suppliers. Once a certain number of householders have expressed interest in taking part, an “auction” is held with energy suppliers and the best price achieved offered to residents. The more residents that express an interest the cheaper the fuel offer achieved is likely to be. There is no obligation for residents to change suppliers until the resident is happy with the price offered. The two main schemes in the UK are operated by Oldham and Peterborough Councils. HCC has joined the Peterborough scheme and as such has promoted fuel switching to Hertfordshire residents, though it is understood that take up is relatively low. Clearly whilst it is hoped that fuel switching will achieve lower costs for residents there is no guarantee that the price offered will be the cheapest available on the market at any one time and better deals may be on offer elsewhere. However, the advantage of promoting fuel switching is that it encourages consumers to think about their fuel bills and possibly arrange their own switch to a new supplier. Data tends to suggest that it is older householders who are the more reluctant to fuel switch and may therefore be on considerably less favourable terms.

4.3.11 *Oil buying Clubs* – Oil buying clubs are groups of people mainly in rural areas, who combine their orders for domestic heating oil in order to achieve a more competitive price from the oil distribution company. Several such clubs operate across East Herts. Generally savings of at least 10% are achieved. The supplier gains by making fewer individual journeys thereby saving time and diesel as well as reducing congestion. Given that many of those households in fuel

poverty tend be off gas and using oil (approximately 30% of all those in fuel poverty), the use of an oil buying club can be a very helpful means to reduce fuel costs.

5.0 Implications/Consultations

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

Background Papers

Fuel Poverty; a Framework for Future Action – DECC (August 2013).
East Herts Affordable Warmth Strategy (2007)
East Herts Private Sector Housing Assistance Policy (2008)

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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<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:	Not applicable
Legal:	There are believed to be no legal implications arising from this report
Financial:	There are believed to be no direct financial implications arising from this report.
Human Resource:	The relaunch of the Council's insulation grants will impact upon the staffing resource of the Environmental Health service and the Environmental Strategy and Development Manager. The scheme has been kept simple so that its administration can be met within existing resources. Due to staffing vacancies during the restructure of the Environmental Health service, Decent Home Grants are being restricted according to risk and vulnerability.
Risk Management:	There are no risk management implications arising from this report

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