



MEETING : ENVIRONMENT SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 9 SEPTEMBER, 2014
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Mark Pope (Chairman)
Councillors D Abbott, W Ashley, P Ballam, E Buckmaster, A Dearman,
C Rowley (Vice-Chairman), G Williamson, C Woodward and B Wrangles

Conservative Group Substitutes: Councillors R Beeching
Liberal Democrat Group Substitutes:
Independent Group Substitute: Councillor M Newman

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

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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 10 June 2014

3. Chairman's Announcements

4. Declarations of Interest

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

5. Changes to Recycling Services: Review of Implementation and Analysis Results (Pages 15 - 24)

6. Environment Scrutiny Healthcheck: April 2014 to July 2014 (Pages 25 - 54)

7. Update Report on Fuel Poverty in East Herts (Pages 55 - 68)

8. Work Programme 2014/2015 (Pages 69 - 74)

9. East Herts Climate Change Action Plan Review of Progress (Pages 75 - 132)

10. 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
10 JUNE 2014, AT 7.00 PM

PRESENT: Councillor M Pope (Chairman)
Councillors D Abbott, W Ashley, R Beeching,
E Buckmaster, A Dearman, C Rowley,
G Williamson and B Wrangles

ALSO PRESENT:

Councillors S Bull, P Moore and P Ruffles

OFFICERS IN ATTENDANCE:

Neil Adkins	- Community Safety Officer
Lorraine Blackburn	- Democratic Services Officer
Cliff Cardoza	- Head of Environmental Services
Gillian Field	- Engineering and Environment Manager
Marian Langley	- Scrutiny Officer
Kylie Perrin	- Engineering Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services
Ian Sharratt	- Environmental Manager
Brian Simmonds	- Head of Community Safety and Health Services

44 APPOINTMENT OF VICE CHAIRMAN

It was moved by Councillor R Beeching and seconded by Councillor E Buckmaster that Councillor C Rowley be appointed Vice–Chairman of Environment Scrutiny Committee for the 2014/15 civic year.

RESOLVED – that Councillor C Rowley be appointed Vice–Chairman of Environment Scrutiny Committee for the 2014/15 civic year.

45 APOLOGIES

Apologies for absence had been received from Councillors P Ballam and C Woodward. It was noted that Councillor R Beeching was substituting for Councillor P Ballam.

46 MINUTES

RESOLVED – that the Minutes of the meeting held on 25 February 2014 be confirmed as a correct record and signed by the Chairman.

47 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed everyone to the first meeting of the civic year. He stated that any Member wishing to include an item on the agenda for scrutiny, should contact the Scrutiny Officer.

48 ENVIRONMENT SCRUTINY WORK PROGRAMME 2014/15

The Chairman submitted a report setting out the future work programme for Environment Scrutiny Committee for 2014/15. The Chairman referred to the Crime and Policing Act which had gained Royal Assent in March 2014 and of the possible need to review the implications of the new Act at a future meeting of the Committee. The Head of Environmental Services confirmed that the changes would make a significant

impact on the Council and that once further guidance had been received, Officers could move forward.

In regard to the issue of Anti-Social Behaviour, Councillor R Beeching asked whether there was the possibility of services such as licensing, enforcement and public health working together. The Head of Environmental Services confirmed that this was in hand. The Scrutiny Officer confirmed that a review of the joined-up service response to the wider public health agenda was planned for consideration at the Health and Wellbeing Panel on 14 October 2014.

On the issue of grass verge and pavement parking, the Chairman confirmed that Officers were waiting to see whether any work on this issue was going to be carried out by Hertfordshire County Council before reviewing any local response.

RESOLVED – that the work programme be approved.

49 CONTRACT PERFORMANCE 2013/14

The Head of Environmental Services submitted a report on the current performance on Waste Services (refuse and recycling, street cleansing) and Grounds Maintenance. A presentation was provided outlining the highlights achieved over the last 12 months.

Councillor E Buckmaster congratulated Officers on the report and the positive results achieved. He queried what had been done to ensure the public knew what they could and could not recycle, especially in respect of the changes to soft plastics. The Head of Environmental Services outlined what steps had been taken to create public awareness including placing “stickers” on the blue lidded bins.

Councillor R Beeching said that he was pleased to see that the litter along the A414 had been removed before the grass verge had been cut. He also referred to the income achieved regarding commercial waste collection versus the issue of the cost of its disposal. He further referred to a recent dog

chipping event he had attended and queried how the Council could work with other vets in the area to build on this work. Finally, he also referred to the Rivers Orchard and asked whether the Council could cut the grass there.

The Head of Environmental Services agreed to write to Members regarding the costs of disposing of commercial waste and confirmed that the Council has made a “small surplus”. He confirmed that the Council worked with a number of vets and the Dogs Trust and was trying to get as many dogs chipped before the new law came into effect in 2016. The Head of Environmental Services outlined the background to the Rivers Orchard and confirmed that as this land was in private ownership, the Council could not cut the grass. Councillor E Buckmaster commented that he was sure that Sawbridgeworth Town Council would cover the costs of the grass cut once a year.

Councillor B Wrangles referred to increases in fly-tipping and the possibility there might be a knock on effect on East Hertfordshire, if the Hoddesdon Recycling Centre was to close. The Head of Environmental Services agreed that the increase in fly tipping was not “good news” and referred to the positive results of partnership working with the Police and other agencies, in terms of “Stop and Search” initiatives. In relation to the possible closure of Hoddesdon Recycling Centre, he stated that Hertfordshire County Council was only at the consultation stage and that Officers would respond at the appropriate time.

Councillor D Abbott referred to the fact that 800 properties could not accommodate blue lidded recycling bins. The Head of Environmental Services explained why this had not been possible, due to the terraced nature of the properties or being sited on a steep hill and that this number was separate to any issue with communal properties (flats). He added that the service was trying to roll out kerbside recycling to as wide a number of flats as possible. In response to a query from Councillor R Beeching about the possible use of red or yellow sacks for those properties without blue lidded bins, the Head of Environmental Services confirmed that these householders

were happy to use a recycling box.

The Committee received the report.

RESOLVED – that the current performance of the Council's main environment management term contracts be noted.

50 PARKS AND OPEN SPACES - PROGRESS REPORT ON HIGH LEVEL STRATEGY ACTION PLAN

The Head of Environmental Services submitted a report on the progress on the High Level Action Plan created as part of the Parks and Open Spaces Strategy 2013-2018 reviewed and adopted by the Council in October 2013.

Councillor E Buckmaster suggested two initiatives in Sawbridgeworth, which would benefit from improvement; The Green and the toilet blocks. Councillor R Beeching also asked that any new signage in parks and open spaces be kept to a minimum. The Head of Environmental Services stated that negotiations were taking place with the Town Council in relation to the toilets and of the need to develop service level agreements. In relation to open spaces, there was no provision in the capital programme but the Council was keen to undertake measures to improve a number of open spaces. Reassurance was given that the new information boards and signage would be placed appropriately at the entrance points with minimal 'way markers' used within the natural setting.

In response to a query from Councillor R Beeching regarding planned circular walking routes, Officers confirmed that they would link up.

In response to a query from the Chairman, regarding the play audit, Officers confirmed that an audit in terms of equipment had been undertaken and they were now progressing matters to a higher level in terms of equipment for "natural play". It was anticipated that the audit would be completed by the end of 2015.

The Committee received the report.

RESOLVED - that the progress on the High Level Action Plan be received and noted.

51 TEMPORARY ROAD CLOSURES; ASSOCIATED
TIMESCALES AND THE APPLICATION PROCESS

The Director of Neighbourhood Services submitted a report about the process used in effecting temporary road closures in East Hertfordshire.

Councillor J Wyllie thanked the Officers for the full and detailed report which had been submitted at his request. He raised the issues associated with Bishop's Stortford Carnival last year, the problems associated with poor communication and queried whether the process could be simplified. The Head of Community Safety and Health Services explained how the process worked in terms of the Council acting as a facilitator and its liaison with Hertfordshire Highways. The difficulties of applicants using out of date forms was discussed. He concurred with the Member regarding the need for better communication. Councillor J Wyllie suggested that all Town Clerks be forwarded new forms. This was supported.

The Committee received the report.

RESOLVED – that (A) the report be received; and

(B) Officers be requested to forward new application forms to all Town Clerks.

52 FLOODING - WINTER 2013 AND THE LESSONS LEARNED

The Director of Neighbourhood Services submitted a report providing an account of the steps taken by the Council in dealing with the flooding since November 2013 and the lessons subsequently learned.

By way of highlighting the complexities involved in terms of dealing with flooding, the Head of Community Safety and Health Services explained that an area in Stanstead Abbots affected by flooding, had involved eight different owners or agencies, each responsible for different stretches of water or areas of management. Officers provided information regarding what grants were available to those affected by the flooding, including grants available to introduce resistance and resilience measures to vulnerable areas and the Business Support Scheme which offered up to £25,000 to businesses affected by the flooding. So far, eight grant applications had been received from residents although others were expected once the complex paperwork had been completed.

The Head of Community Safety and Health Services stated that as far as the “lessons learned” were concerned, there had been a very good response from staff who had been ready to assist up to 100 potential victims of flooding at Wodson Park.

Councillor G Williamson thanked the Chief Executive and Director of Customer and Community Services and staff for their support to residents. He acknowledged the complexities associated with multiple agencies being involved and stated that the public did not have an understanding of these facts and details.

Councillor P Ruffles stated that good communication was the key. He asked whether the Council knew what the effects might be in Hertford, of the sluice gates opening downstream particularly to residents of The Folly. The Chief Executive and Director of Community Services stated that the sluice gates were opened and closed by the Council only on the instruction of the Environment Agency.

Councillor R Beeching thanked Officers for the report and referred to the flood plains and the huge area it covered. He sought clarification on what Councillors could do in similar situations. The Head of Community Safety and Health Services explained the Council’s role in relation to the Hertford Resilience Planning Team and that Members would benefit from attending an Emergency Planning Training

Course planned for 10th or 11th September 2014.

Councillor C Rowley also thanked the Officers for the report and in having the resources to help up to 100 people.

Officers explained that flood surgeries were also continuing in affected parts of the District. It was noted that at Puckeridge recently, people were queuing to speak to the Officer and particularly about the difficulties residents were having in trying to find contractors willing and able to quote.

Councillor D Abbott thanked Officers for the report and questioned what was being done at the bottom of Parsonage Lane, Bishop's Stortford which flooded regularly in heavy rains. Officers explained that discussions were continuing with Hertfordshire Highways on this matter.

The Chief Executive and Director of Community Services referred to the extraordinary circumstances of the flooding in February 2014 and that no one could prepare for every eventuality. He suggested that Members might wish to encourage the public to think about their own responsibilities in advance adding that the Authority's Emergency Planning response was, in the first instance, about looking at individuals' safety and people at risk.

Members thanked the Officers and in terms of the lessons learned, acknowledged the pressure a longer emergency event might have on the Council's resources and the services' ability to cope.

The Committee received the report.

RESOLVED – that (A) the report be received; and

(B) in terms of the lessons learned, the pressure of a longer emergency event and the Council's resources and the services' ability to cope be acknowledged.

53 ENVIRONMENT HEALTHCHECK JANUARY 2014 - MARCH 2014 AND OUTTURNS FOR 2013/14

The Chief Executive and Director of Customer and Community Services submitted a report setting out the performance of key indicators relating to Environment Scrutiny for the period January to March 2014 and set out the 2013/14 Performance Indicator (PI) outturns.

The Chief Executive and Director of Customer and Community Services referred Members to the supporting Essential Reference Papers stating that overall, they indicated a “solid story” for this Committee adding that the vast number of PIs were green, two were amber (i.e. slightly below target) and two were red. The Chief Executive and Director of Customer and Community Services provided a summary of why these targets had not been reached.

The Committee received the report.

RESOLVED – that performance for the period January 2014 to March 2014 and the 2013/14 performance indicator outturns be received.

54 SERVICE PLANS - END OF YEAR MONITORING: 2011/12, 2012/13, 2013/14

The Leader of the Council and Chief Executive and Director of Customer and Community Services submitted a report on the 2013/14, 2012/13 and 2011/12 Service Plans End of Year Monitoring. The report provided a summary of the Council’s achievements against its priorities for 2013/14 and of the outstanding eight Service Plans’ actions from 2012/13 and 2011/12.

The Chief Executive and Director of Customer and Community Services explained that the 2013/14 figures had already achieved 62% on items contained within the Service Plans, the majority of the actions with a revised completion date which supported the “Prosperity” priority. In summary, the Chief Executive and Director of Customer and Community

Services said that it was a “good news story”.

In response to a query from the Chairman regarding the objective within Essential Reference Paper “B”, “Reduce Fuel Poverty” and the “Affordable Warmth Strategy “ item within the Work Programme, the Chief Executive and Director of Customer and Community Services confirmed that the latter would include the former when the report came to this Committee in September 2014.

Councillor R Beeching was happy to see the sum of £129,000 being given to the Citizens’ Advice Bureau. The Chief Executive and Director of Customer and Community Services stated that the Council had renegotiated with the CAB as part of their re-organisation. He provided background information about the possibility of providing more base funding to cope with the increase in demand for their services, adding that he believed the CAB in East Herts was one of the best in the County.

The Committee received the report.

RESOLVED – that the progress made against the Council’s priorities and the status of the outstanding actions detailed against 2013/14, 2012/13 and 2011/12 Service Plan Actions be received.

The meeting closed at 9.00 pm

Chairman
Date

EAST HERTS COUNCIL

ENVIRONMENTAL SCRUTINY COMMITTEE - 9 SEPTEMBER 2014

REPORT BY THE EXECUTIVE MEMBER FOR COMMUNITY SAFETY AND THE ENVIRONMENT

CHANGES TO RECYCLING SERVICES – REVIEW OF IMPLEMENTATION AND ANALYSIS OF RESULTS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To provide members with a review of the implementation of the changes to the recycling service, made in November 2013, and an update on the outcomes of these changes.

<u>RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE: That:</u>	
(A)	The Committee scrutinise and comment upon the implementation and outcomes of the recycling service changes

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 into a wheeled bin.

1.2 The primary motive behind this change was to enable cardboard to be moved from the organic waste stream into the dry recycling. 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. Aluminium foil and tetra packs were also added to the range of materials residents could recycle from home.

2.0 Report

2.1 The report reviews the implementation of the new service and provides an analysis of the results to date.

Implementation

2.2 Preparation for the new service began as soon as the change was approved by the Council in March 2013, with the procurement of six new “twin pack” vehicles, 49,000 wheeled bins and 28,500 inner paper boxes, which were offered to residents on an ‘opt-in’ basis.

2.3 Container deliveries by the bin provider’s distribution team started at the beginning of October 2013 and ran into November beyond the start date for the service change of 11 November. The deadline for residents to request an inner paper box was 30th August 2013. Residents requesting a box later than we could arrange for the distribution team to deliver continued to use their kerbside boxes until the Council’s waste contractor Veolia delivered their inner box.

2.4 To accommodate the changes required in reducing from eight to six recycling rounds and to make all collection services more efficient there were major changes to people’s day of collection, with some 90% having their day changed.

2.5 The changes to the service and days of collection were communicated in a variety of ways using different media. These included a new service leaflet and collection calendar, opt-in card for the inner paper box, “Yes Please/No Thanks” stickers stuck to inside of bin lid, A5 flyer left with bins on delivery, advertisements in both local papers, articles in the two Link magazines prior to service launch. All details were also on the Council’s web site.

2.6 In addition, officers ran ‘road shows’ at various events including: Bishop’s Stortford Carnival; Hertford Carnival ; Ware Festival; Buntingford Classic Car Show; Sawbridgeworth and Hertford Farmers Markets; Circle Anglia Residents Fun Day and the Council’s ‘Get Park Active’ events in Southern Country Park and Pishiobury Park.

2. 7 The service started on its scheduled date of 11 November with residents having their first new collection under the new service in the weeks that followed.
2. 8 Customer enquiries call volumes were high, although not as high as anticipated, and below the levels experienced when waste collections moved to Alternate Weekly Collections (ARC) in November 2009.
- 2.9 Two additional staff were employed on short term contracts in the Waste Services Team as Recycling Advisors, providing on site advice as to how bins could be stored, resolving any misunderstandings about what could or could not be put in the new bins and advising residents to move their card from the brown to the blue lidded bin. An additional member of staff was employed, via an agency, to assist with the anticipated increased work load in telephone calls. However as calls tapered off to near normal levels sooner than expected it was feasible to discontinue with this additional resource earlier than planned.

Satisfaction Levels

- 2.10 The Residents' Survey, undertaken in September/October 2013, showed a 3 point increase in satisfaction from 77% in 2011 to 80% in 2013. Allied to this waste services satisfaction levels rose by 6 points, 77% up to 83%. Survey respondents would have been aware of the impending changes to the service, through advanced publicity and a series of nine road shows through the summer. The planned changes did not have an adverse effect on satisfaction levels, if anything quite the opposite. Feedback at these events was very positively in favour of the changes.

Removal of Card from the Organic Waste Stream

- 2.11 The levels of non - compostable card being received in loads at the processing plant are now very low. Latest audits conducted in late July 2014 showed an acceptable level of 3.96%. Without the action taken by the Council, this would have been close to 20%. The composting plant assesses each load for the level of unwanted material, with the vast majority of loads being graded at 1 (no contaminants), with the occasional level 2 (minor amount).
- 2.12 In this respect the scheme has been highly successful and achieved the primary aim of removing the card from the compostable waste, thus avoiding the very real and serious threat

of the plants no longer being able to accept the material. Such action would have had a major adverse impact upon services, performance levels, resident's satisfaction levels and the Council's reputation.

Increase in Recycling/Waste Performance

- 2.13 The change in the service has engendered a marked increase in recycling performance allied to a reduction in waste levels. From November 2013, when the new service started through to June 2014 the comingled material has seen an increase of over 2,600 tonnes compared to same period in 2012 – 2013, when glass was collected separately from plastics and cans. Whilst undoubtedly some of this growth is card moved from the organic stream into the dry recycling bin, the capture rate for other materials has increased. Residents have said that they find the new system easier to use, with only paper having to be kept separate. The amount of paper collected in the same period is slightly below the 2012/13 levels (4.3%) but this is much better than expected. Nationally and in East Herts the quantity of paper being captured for recycling has been falling for several years due to people moving to electronic media. In East Herts, the 2012/13 level for November to March was 11% below the 2011/12 figure same period.
- 2.14 Whilst the card in the compostable waste is now at a negligible level the amount of material collected for composting since the new service began has increased by 9% compared with the previous year, having a positive effect on the Councils recycling performance statistics. However, the amount of compostable waste, the vast majority of which is garden waste, is affected by the weather conditions and last spring was exceptionally wet. This would have suppressed garden waste levels in the early part of the growing season.
- 2.15 The amount of waste sent for disposal (mainly to landfill) has fallen by 2% since November 2013 and although this is only a small reduction it is against current trends. Encouragingly the reduction in the first quarter of 2014/15 is over 4%.
- 2.16 Overall in performance terms with the virtual elimination of card from the compostable waste stream, the increase in dry recycling and the reduction in waste being disposed of the scheme has been highly successful and has exceeded expectations. Since SPARC began in November 2013 to June 2014 the

recycling/composting rate has been 50.14%, compared to 45.42% for November 2012 – June 2013, exceeding the 4% growth expectation. It is estimated that performance for the full financial year of 2014/15 will be 51%, which would be 4.3% above the 2012/2013 level.

Communal Properties

- 2.17 The comingled service is being extended to the communal properties and their residents have received a letter and service leaflet to let them know what they can now include in the recycling bins. This means for the first time residents in communal properties are able to recycle their card. There is an on-going programme to re-label the communal recycling bins and provide additional capacity where this is required.

Removing Soft Plastics

- 2.18 In February 2014 the Council approved a communication programme to encourage residents to exclude soft plastics, e.g. carrier and other plastic bags, cling film and shrink wrap from the comingled recycling. This decision was taken as this material was usually too heavily contaminated with food waste to meet the specification to allow it to be reprocessed and was being landfilled. It also presented the materials reclamation facility (MRF) that sorts our material with a problem in that the bags etc. often masked or became entangled with other materials and as a result there was a significant price difference between material with or without the soft plastics in the mix. This change is still on-going with the quality of the material improving. The level of soft plastics is reducing and it is anticipated that the MRF company will shortly upgrade our material to being acceptable as virtually free of this unwanted material and increase the price paid. This will help to keep the cost of the service down.

Financial Performance

- 2.19 The capital estimate for the procurement of the new blue lidded bins and inner paper boxes was £1,100,000 and the project came in within budget with an expenditure of £1,094,850. The balance has been carried forward into 2014/15 to support further demand and replacement of inner paper boxes.
- 2.20 The cost of procuring a new recycling vehicle fleet was £1,049,800 against an estimate of £1,100,000.

- 2.21 The Council applied to Hertfordshire County Council for £680,000 of capital support. However, due to a high demand from other Hertfordshire district councils the actual award was £235,789.
- 2.22 The ongoing revenue budget impact at the start of project was estimated as a full year saving on collection costs of £25,800. In fact, the smaller recycling vehicle fleet and associated collection round efficiencies will deliver a saving of around £94,300 for 2014/15 compared with the previous year.
- 2.23 However, the additional income expected from higher recycling performance has not been forthcoming. It was hoped to generate an additional £125,000 per annum from additional material sales and recycling credits. Unfortunately, the value of the comingled material has been well below expectation. A Herts Waste Partnership consortium contract, upon which the estimates were based, proved abortive when the winning tenderer withdrew. Retendered prices were considerably lower than the abortive tender. In addition, the amount of paper being collected is falling, due to residents preferences for electronic media, which also has a significant adverse effect upon income. As a result income in 2013/2014 was some £70,000 below estimate and is likely to fall further this year. As noted in 2.13, the amount of material collected has increased significantly as a result of the service changes and the removal of soft plastics will help by increasing the price paid for comingled material.
- 2.24 While the financial benefits of the project to date are not as good as had been hoped it should be noted that overall net cost of the Council's recycling services has fallen by around £71,000 (excluding capital charges) between 2013/14 and 2014/15 and are therefore delivering better value for tax payers and improved services. The project also delivered its primary objective of protecting the brown bin composting service while continuing to allow residents to recycle cardboard at the kerbside.

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

Report to Environmental Scrutiny Update on the Comingled Recycling Scheme (SPARC) & Building on its Success 25 February 2014

Contact Member: Malcolm Alexander – Executive Member for
Community Safety & Environment
Malcolm.Alexander@eastherts.gov.uk

Contact Officer: Cliff Cardoza – Head of Environmental Services ext
1698
Cliff.cardoza@eastherts.gov.uk

Report Author: Trevor Watkins – Waste Services Manager ext 1594
Trevor.Watkins@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<i>Place – Safe and Clean</i> This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.
Consultation:	There has been no specific consultation in relation to this report.
Legal:	There are none for this report.
Financial:	There are none for this report. Details of the financial performance of the SPARC Project against the original proposals are contained within the report.
Human Resource:	There are none for this report.
Risk Management:	There are none for this report.
Health and wellbeing – issues and impacts:	There are none for this report.

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 9 SEPTEMBER 2014

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

ENVIRONMENT SCRUTINY HEALTHCHECK – APRIL 2014 TO JULY 2014

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 April 2014 to July 2014.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY:	
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That:	
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(A)	The reported performance for the period April 2014 to July 2014 be noted; and
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(B)	The Executive be advised of any further recommendations.
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1.0 Background

1.1 This is a performance report relevant to Environment Scrutiny's terms of reference covering the period April 2014 to July 2014.

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 2014 presented in detail (the most up to date available)

with previous months summarised in a trend chart.

- The indicators where data is collected quarterly, with performance for Quarter 1 presented in detail (the most up to date available) with previous quarters 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 dashboard performance indicator summary analysis.

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

Essential Reference Paper ‘D’ Provides guidance notes and definitions for the 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 2014. One application was received in this period which was not determined in the required timescale. This was delayed as a result of the requirement for further information to be provided with regard to impact of development on

ecological issues.

2.2 EHPI 2.1d – Planning Enforcement: Initial site inspections.

Performance was 'Red' for July 2014. Slight downturn in inspection target due to staff annual leave in this period (50%). 21 out of 30 site inspections completed.

2.3 EHPI 2.4 – Fly-tips: Removal. Performance was 'Green' for July 2014. However scrutiny are advised that the service has identified an error in the data submitted from April 2014 to July 2014, due to the new computer system that was introduced at the start of the financial year. The table below details the updated performance data following the correction:

Corporate Healthcheck Report	Previously reported	Performance data following adjustment
April	2.52 days	1.82 days
May	1.83 days	1.98 days
June	2.16 days	1.76 days
July	2.54 days	1.50 days

2.4 EHPI 2.1e – Planning Enforcement: Service of formal Notices.

There were no notices served in July 2014 and therefore no performance analysis is available.

2.5 EHPI 191 – Residual household waste per household and EHPI 192 – Percentage of household waste sent for reuse, recycling and composting.

Performance data for July is not available at the time of writing this report. A verbal update will be provided by the Chief Executive and Director of Customer and Community Services.

2.6 The following indicators were 'Green', meaning that the targets were either met or exceeded for July/Quarter 1 for 2014. They were:

- EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.
- EHPI 2.5 – Total waste collected by the district (kg per household).
- EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal.
- EHPI 2.23 – Planning decisions delegated to officers
- EHPI 157b – Processing of planning applications: 'Minor'

- applications.
- EHPI 157c – Processing of planning applications: Other applications.

2.7 While meeting the targets for July 2014 the following indicators showed a declining trend when performance was compared to the previous month:

- EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.
- EHPI 2.4 – Fly-tips: Removal.
- EHPI 157c – Processing of planning applications: Other applications.

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

Prosperity

Performance analysis

2.8 The following indicators were 'Green', meaning that the targets were either met or exceeded for July 2014. They were:

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

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

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:

- 2013/14 Estimates and Future Targets Report – Executive 4 March 2014.

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'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Place – Safe and Clean <i>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</i></p> <p>Prosperity – Improving the economic and social opportunities available to our communities <i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>By not having effective performance management arrangements in place puts the Council at risk of not being clear whether it's priorities and objectives are being met and if there are any service delivery issues, that could impact on their delivery. The Corporate Healthcheck report is one tool designed to help mitigate against this risk. Also effective performance management arrangements help to support transparency and increase local accountability.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>There are no direct Health and Wellbeing implications in regard to this report. However a number of the council's performance indicators do support/contribute to the health and wellbeing agenda.</p>

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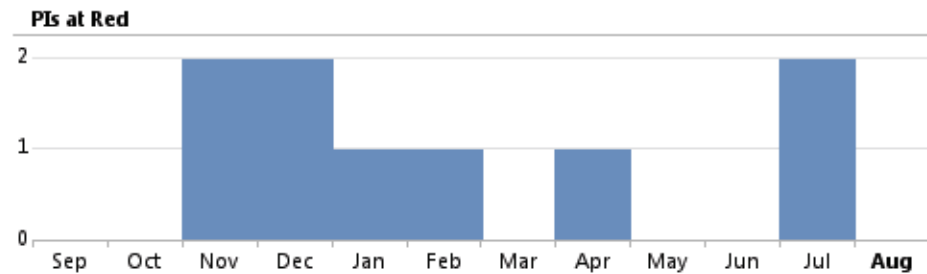
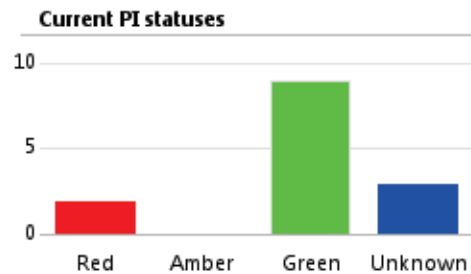
Environment Scrutiny Dashboard - Essential Reference Paper B

2 PIs at Red

0 PIs at Amber

9 PIs at Green

14 Total number of PIs



Best Performing (PIs)	Value	Target	Gauge
EHPI 6.9 Turnaround of NTO Representations. (MINI...	7 days	21 days	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 ...	7 days	14 days	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	1.50 da...	2.00 da...	
EHPI 2.5 Total waste collected by the district (kg per ...	247 kgs	260 kgs	
EHPI 157b Processing of planning applications: Min...	89.00%	80.00%	
EHPI 2.23 (188) Planning decisions delegated to offic...	96%	90%	
EHPI 2.2 Waste: missed collections per 100,000 collec...	39.15	46.00	
EHPI 157c Processing of planning applications: Othe...	91.00%	90.00%	
EHPI 2.6 Percentage of residual waste (refuse) sent f...	45%	45%	
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	70.00%	75.00%	
EHPI 157a Processing of planning applications: Majo...	.00%	60.00%	
EHPI 191 Residual household waste per household. (...			
EHPI 192 Percentage of household waste sent for re...			
EHPI 2.1e Planning Enforcement: Service of formal N...		70.00%	

Improving (PIs)	Value	Target	History
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	1.50 da...	2.00 da...	
EHPI 157b Processing of planning applications: Min...	89.00%	80.00%	
EHPI 2.23 (188) Planning decisions delegated to offic...	96%	90%	

Worst Performing (PIs)	Value	Target	Gauge
EHPI 157a Processing of planning applications: Majo...	.00%	60.00%	
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	70.00%	75.00%	
EHPI 2.6 Percentage of residual waste (refuse) sent f...	45%	45%	
EHPI 157c Processing of planning applications: Othe...	91.00%	90.00%	
EHPI 2.2 Waste: missed collections per 100,000 collec...	39.15	46.00	
EHPI 2.23 (188) Planning decisions delegated to offic...	96%	90%	
EHPI 157b Processing of planning applications: Min...	89.00%	80.00%	
EHPI 2.5 Total waste collected by the district (kg per ...	247 kgs	260 kgs	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	1.50 da...	2.00 da...	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 ...	7 days	14 days	
EHPI 6.9 Turnaround of NTO Representations. (MINI...	7 days	21 days	
EHPI 191 Residual household waste per household. (...			
EHPI 192 Percentage of household waste sent for re...			
EHPI 2.1e Planning Enforcement: Service of formal N...		70.00%	

Deteriorating (PIs)	Value	Target	History
EHPI 157a Processing of planning applications: Majo...	.00%	60.00%	
EHPI 2.2 Waste: missed collections per 100,000 collec...	39.15	46.00	
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	70.00%	75.00%	
EHPI 157c Processing of planning applications: Othe...	91.00%	90.00%	

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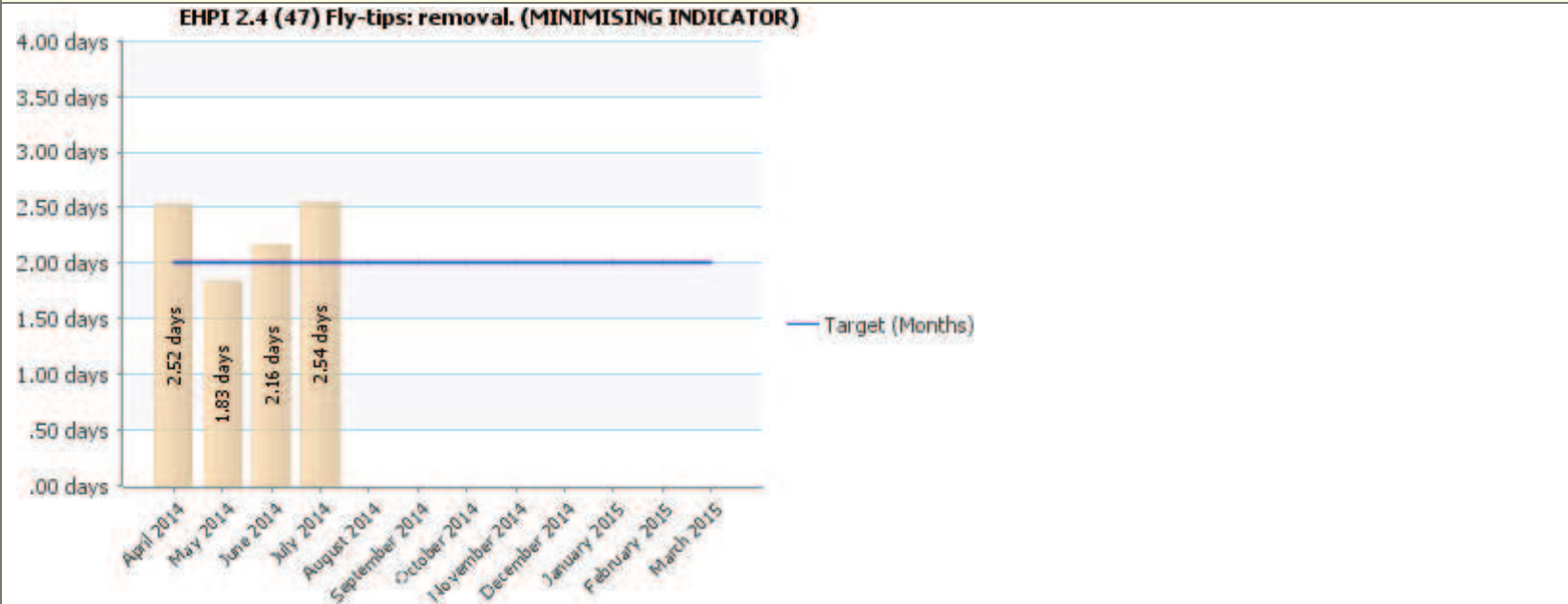
April to July Environment Scrutiny Healthcheck 2014/15

Traffic Light Red
Corporate Priority: Place

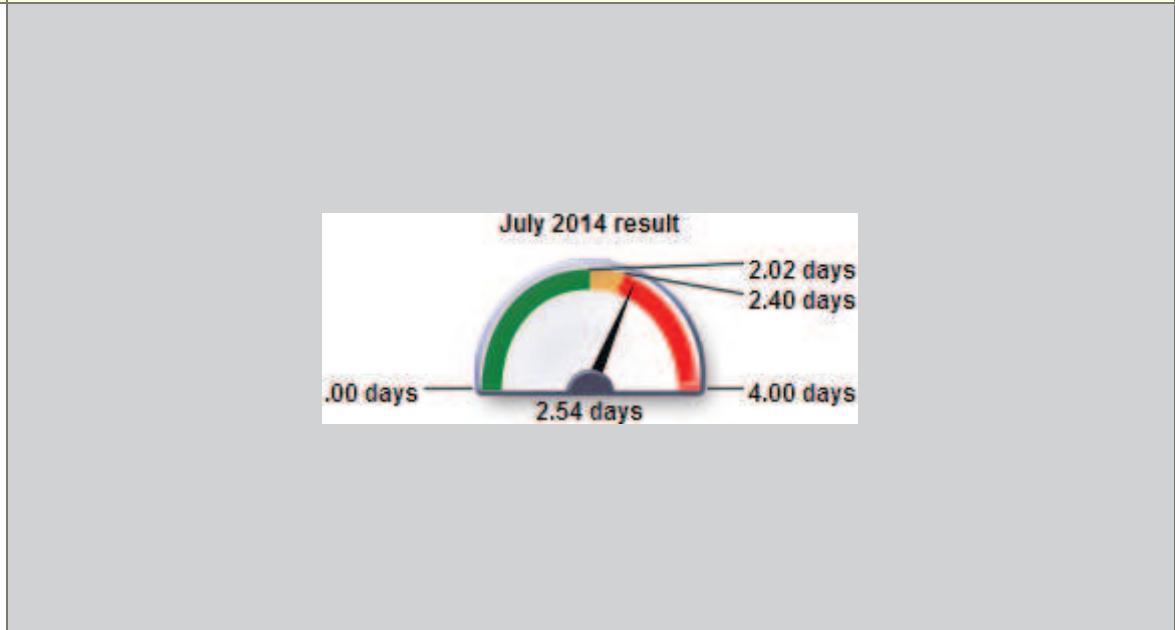
Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)		2.54 days	2.00 days		Only a few smaller fly tips, which are easier to clear, occurred in July. However because specialist removal contractors needed to be employed for others, due to the hazardous nature of the material, this has had an adverse effect on performance this month. However the year to date performance is only just outside the expected parameters.	None

Trend Chart



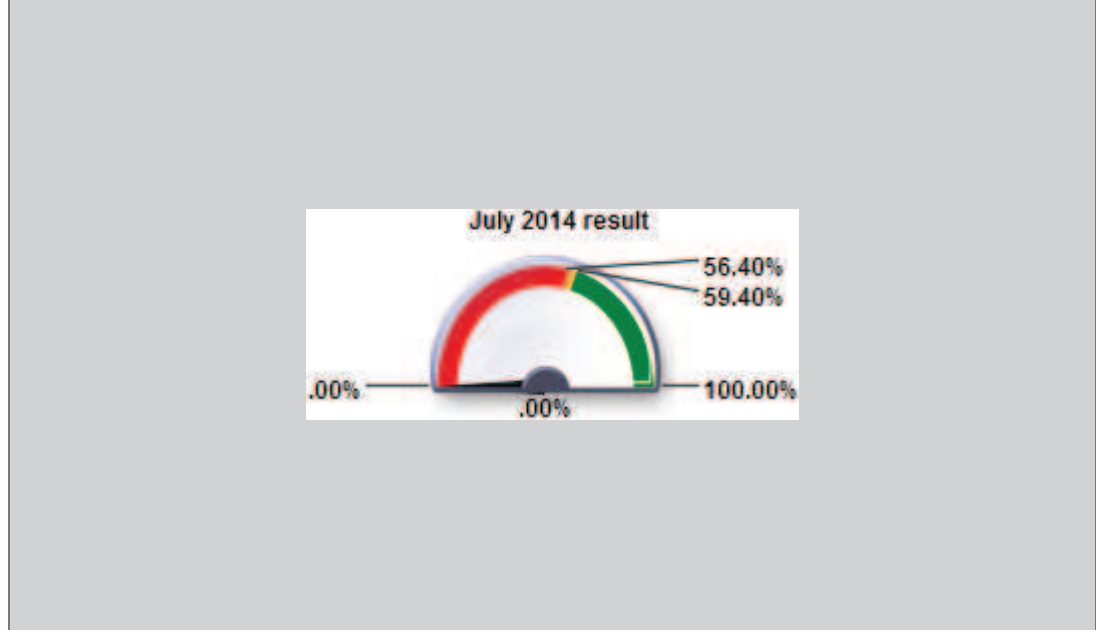
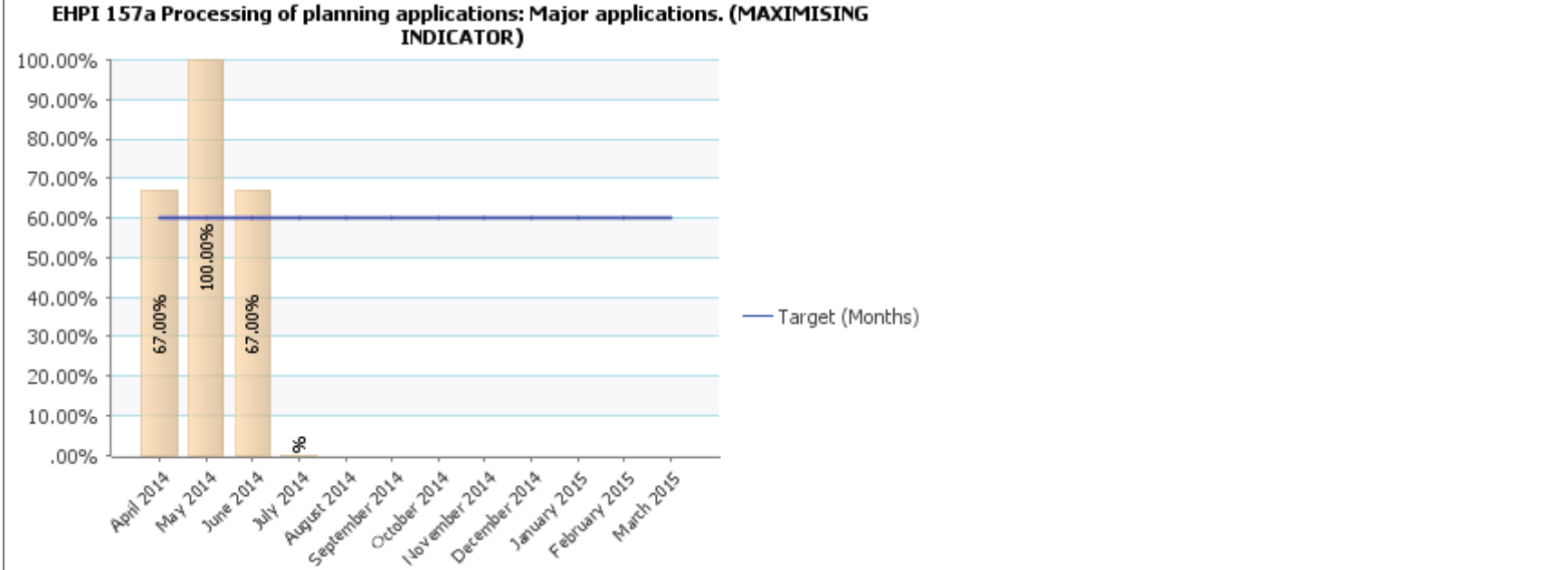
Performance Gauge



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		.00%	60.00%		Performance was off target. 1 out of 1 major application was not determined on time. This was delayed as a result of the requirement for further information to be provided with regard to impact of development on ecological issues.	None

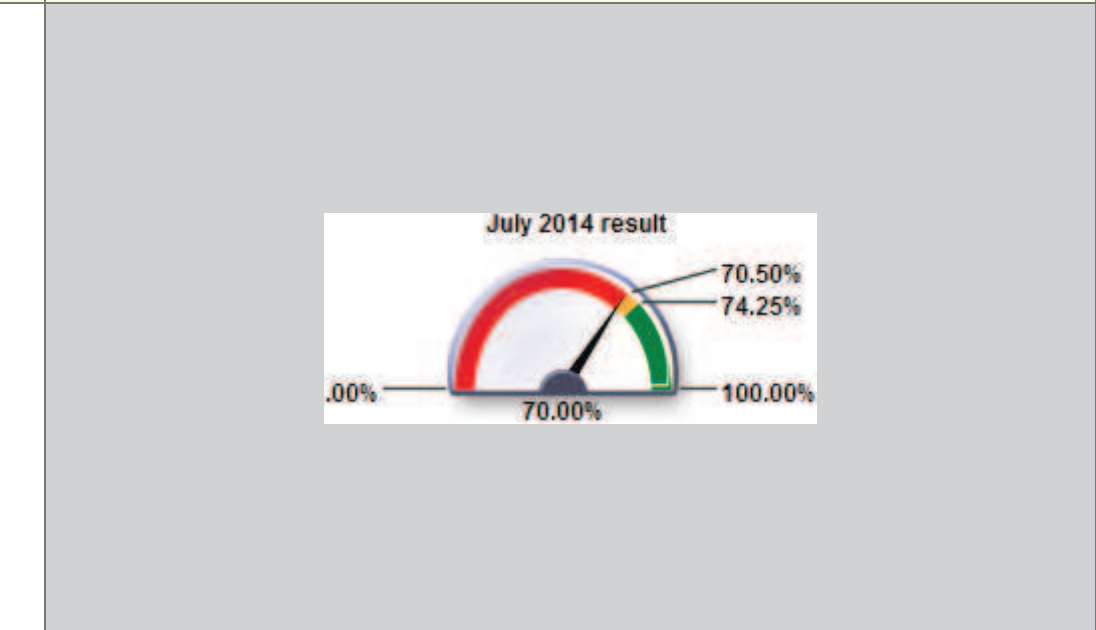
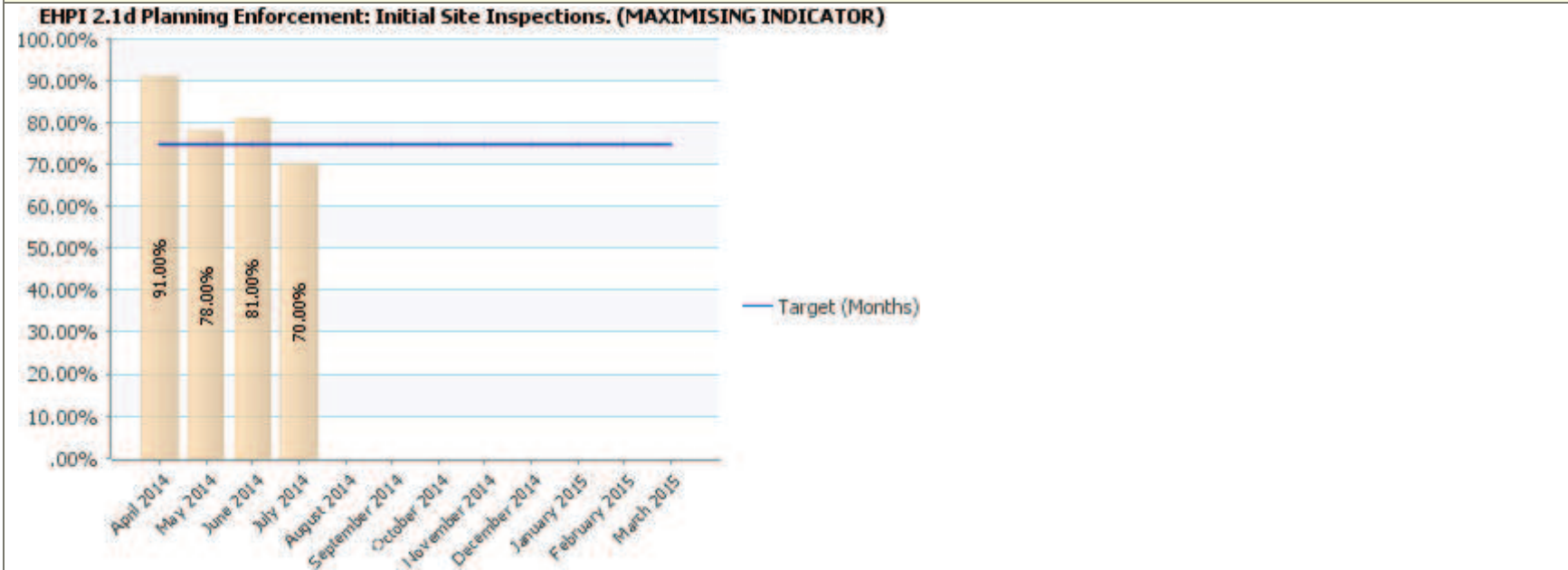
Trend Chart **Performance Gauge**



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)		70.00%	75.00%		Performance target was not met. 21 out of 30 site inspections completed.	None

Trend Chart **Performance Gauge**

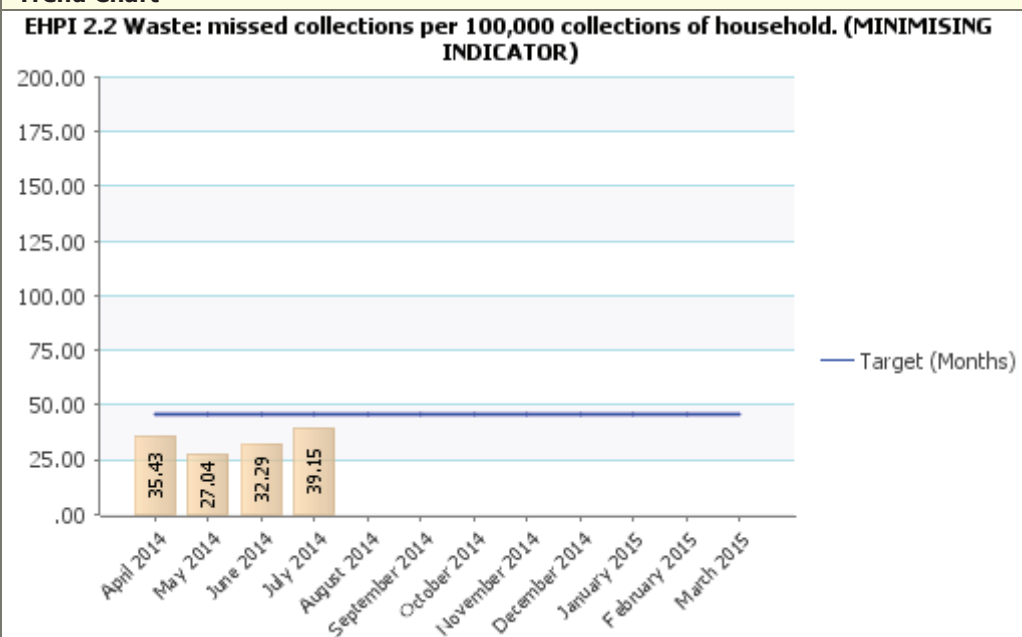


Traffic Light Green
Corporate Priority: Place

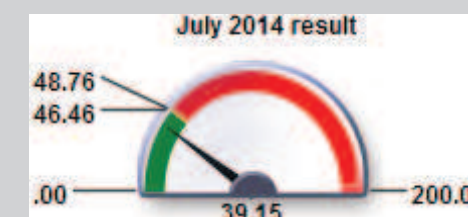
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 2.2	Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		39.15	46.00		Whilst the levels for the recycling & composting services were similar to last month the missed collections on refuse rose from 26 to 37 per 100,000 collections. The overall performance this year's remains better than expected.	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 10 June 2014.																											
EHPI 2.5	Total waste collected by the district (kg per household). (MAXIMISING INDICATOR)		247 kgs	260 kgs	N/A	Overall waste collected whether for disposal, recycling is slightly better than expectation with recycling being considerably higher, composting also above anticipated, whilst waste is below expectancy.	None																											
Trend Chart						Performance Gauge																												
<p>EHPI 2.5 Total waste collected by the district (kg per household). (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.5 Total waste collected by the district (kg per household)</caption> <thead> <tr> <th>Quarter</th> <th>Current Value (kgs)</th> <th>Target (kgs)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>247</td> <td>~260</td> </tr> <tr> <td>Q2 2014/15</td> <td>~245</td> <td>~245</td> </tr> <tr> <td>Q3 2014/15</td> <td>~245</td> <td>~245</td> </tr> <tr> <td>Q4 2014/15</td> <td>~225</td> <td>~245</td> </tr> </tbody> </table>						Quarter	Current Value (kgs)	Target (kgs)	Q1 2014/15	247	~260	Q2 2014/15	~245	~245	Q3 2014/15	~245	~245	Q4 2014/15	~225	~245	<p>Q1 2014/15 result</p> <table border="1"> <thead> <tr> <th>Value (kgs)</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Green</td> </tr> <tr> <td>247</td> <td>Green</td> </tr> <tr> <td>263</td> <td>Yellow</td> </tr> <tr> <td>276</td> <td>Red</td> </tr> <tr> <td>360</td> <td>Red</td> </tr> </tbody> </table>		Value (kgs)	Zone	0	Green	247	Green	263	Yellow	276	Red	360	Red
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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 10 June 2014.																									
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)		45%	45%	N/A	With a good increase in recycling compared to Quarter 1 for 2013/14 the amount of material disposed of is below our anticipation.	None																									
Trend Chart						Performance Gauge																										
<p>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal</caption> <thead> <tr> <th>Quarter</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>45</td> <td>~45</td> </tr> <tr> <td>Q2 2014/15</td> <td>~46</td> <td>~46</td> </tr> <tr> <td>Q3 2014/15</td> <td>~46</td> <td>~46</td> </tr> <tr> <td>Q4 2014/15</td> <td>~52</td> <td>~46</td> </tr> </tbody> </table>						Quarter	Current Value (%)	Target (%)	Q1 2014/15	45	~45	Q2 2014/15	~46	~46	Q3 2014/15	~46	~46	Q4 2014/15	~52	~46	<p>Q1 2014/15 result</p> <table border="1"> <thead> <tr> <th>Value (%)</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Green</td> </tr> <tr> <td>45</td> <td>Green</td> </tr> <tr> <td>48</td> <td>Yellow</td> </tr> <tr> <td>62</td> <td>Red</td> </tr> </tbody> </table>		Value (%)	Zone	0	Green	45	Green	48	Yellow	62	Red
Quarter	Current Value (%)	Target (%)																														
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Planning and Building Control																						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.															
EHPI 157b	Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)		89.00%	80.00%		Performance exceeding target. 32 out of 36 applications were processed on time.	None															
Trend Chart						Performance Gauge																
<p>EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 157b Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>95.00%</td></tr> <tr><td>May 2014</td><td>82.00%</td></tr> <tr><td>June 2014</td><td>88.00%</td></tr> <tr><td>July 2014</td><td>89.00%</td></tr> </tbody> </table>						Month	Value (%)	April 2014	95.00%	May 2014	82.00%	June 2014	88.00%	July 2014	89.00%	<p>July 2014 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>75.20%</td></tr> <tr><td>79.20%</td></tr> <tr><td>89.00%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Value (%)	75.20%	79.20%	89.00%	100.00%
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Planning and Building Control																						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.															
EHPI 157c	Processing of planning applications: Other applications. (MAXIMISING INDICATOR)		91.00%	90.00%		Performance exceeding target. 118 out of 130 applications were processed on time.	None															
Trend Chart						Performance Gauge																
<p>EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 157c Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>94.00%</td></tr> <tr><td>May 2014</td><td>93.00%</td></tr> <tr><td>June 2014</td><td>94.00%</td></tr> <tr><td>July 2014</td><td>91.00%</td></tr> </tbody> </table>						Month	Value (%)	April 2014	94.00%	May 2014	93.00%	June 2014	94.00%	July 2014	91.00%	<p>July 2014 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>84.60%</td></tr> <tr><td>89.10%</td></tr> <tr><td>91.00%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Value (%)	84.60%	89.10%	91.00%	100.00%
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100.00%																						

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 2.23 (188)	Planning decisions delegated to officers (MAXIMISING INDICATOR)		96%	90%		Performance exceeding target. 138 out of 143 decisions on time.	None

Trend Chart	Performance Gauge																
<p>EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>96%</td></tr> <tr><td>May 2014</td><td>95%</td></tr> <tr><td>June 2014</td><td>95%</td></tr> <tr><td>July 2014</td><td>96%</td></tr> </tbody> </table>	Month	Value (%)	April 2014	96%	May 2014	95%	June 2014	95%	July 2014	96%	<p>July 2014 result</p> <table border="1"> <thead> <tr> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>0%</td></tr> <tr><td>84.6%</td></tr> <tr><td>89.1%</td></tr> <tr><td>96%</td></tr> <tr><td>100%</td></tr> </tbody> </table>	Percentage	0%	84.6%	89.1%	96%	100%
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96%																	
100%																	

Traffic Light Green
Corporate Priority: Prosperity

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)		7 days	14 days		This PI remains within target.	None

Trend Chart	Performance Gauge																
<p>EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>7 days</td></tr> <tr><td>May 2014</td><td>7 days</td></tr> <tr><td>June 2014</td><td>7 days</td></tr> <tr><td>July 2014</td><td>7 days</td></tr> </tbody> </table>	Month	Value (days)	April 2014	7 days	May 2014	7 days	June 2014	7 days	July 2014	7 days	<p>July 2014 result</p> <table border="1"> <thead> <tr> <th>Days</th> </tr> </thead> <tbody> <tr><td>0 days</td></tr> <tr><td>7 days</td></tr> <tr><td>14 days</td></tr> <tr><td>15 days</td></tr> <tr><td>30 days</td></tr> </tbody> </table>	Days	0 days	7 days	14 days	15 days	30 days
Month	Value (days)																
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14 days																	
15 days																	
30 days																	

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 6.9	Turnaround of NTO Representations. (MINIMISING INDICATOR)		7 days	21 days		This PI remains within target.	None

Trend Chart	Performance Gauge										
<p>EHPI 6.9 Turnaround of NTO Representations. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 6.9 Turnaround of NTO Representations Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>7</td></tr> <tr><td>May 2014</td><td>7</td></tr> <tr><td>June 2014</td><td>7</td></tr> <tr><td>July 2014</td><td>7</td></tr> </tbody> </table>	Month	Value (days)	April 2014	7	May 2014	7	June 2014	7	July 2014	7	<p>July 2014 result</p>
Month	Value (days)										
April 2014	7										
May 2014	7										
June 2014	7										
July 2014	7										

Traffic Light Unknown
Corporate Priority: Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 191	Residual household waste per household. (MINIMISING INDICATOR)	N/A	TBA	N/A	TBA	Performance data is not currently available at the time of writing this report. A verbal update will be provided by the Director of Customer and Community Services.	None





Trend Chart	Performance Gauge								
<p>EHPI 191 Residual household waste per household. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 191 Residual household waste per household Data</caption> <thead> <tr> <th>Month</th> <th>Value (kg)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>5</td></tr> <tr><td>May 2014</td><td>68</td></tr> <tr><td>June 2014</td><td>111</td></tr> </tbody> </table>	Month	Value (kg)	April 2014	5	May 2014	68	June 2014	111	<p style="text-align: center; font-size: 2em;">N/A</p>
Month	Value (kg)								
April 2014	5								
May 2014	68								
June 2014	111								




Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	N/A	TBA	N/A	TBA	Performance data in not currently available at the time of writing this report. A verbal update will be provided by the Director of Customer and Community Services.	None



Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 June 2014.
EHPI 2.1e	Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)	N/A	N/A	70.00%	N/A	No notices served were served in July 2014.	None



PI Status	
	Alert
	Warning
	OK
	Unknown

Short Term Trends	
	Improving
	No Change
	Getting Worse

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For information only: Performance indicator guidance

Sorted by PI code

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

EHPI 157b – Processing of planning applications: Minor applications
PI Definition
Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

Good performance

Good performance is typified by reaching or exceeding the target.

Data Source

Planning and Building Control

EHPI 157c – Processing of planning applications: Other applications

PI Definition

Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

Good performance

Good performance is typified by reaching or exceeding the target.

Data Source

Planning and Building Control

EHPI 191 – Residual household waste per household

PI Definition

This indicator is the number of kilograms of residual household waste collected per household.
 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.
 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 \(external link\)](#).

Residual waste is any collected household waste that is not sent for reuse, recycling or composting.

Good performance

Good performance is typified by a lower figure per household

Data Source

Environment Services

EHPI 192 – Percentage of household waste sent for reuse, recycling and composting

PI Definition

The percentage of household waste arisings which have been sent by the authority for reuse,

recycling, composting or anaerobic digestion.

The numerator is the total tonnage of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion.

The denominator is the total tonnage of household waste collected.

Good performance

Good performance is typified by a higher percentage

Data Source

Environment Services

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

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.

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
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 of 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.

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

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

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

EHPI 2.5 - Total waste collected by the district (kg per household).

PI Definition

This indicator shows over time whether waste produced by householders is reducing or increasing. The Council works with the Herts Waste Partnership to actively encourage residents to think about how they can minimise the amount of waste they produce and therefore the cost to the tax payer of collecting and disposing of it.

Data Source

Environment Services

EHPI 2.6 - Percentage of residual waste (refuse) sent for disposal.

PI Definition

The percentage of residual waste (refuse) which has been sent by the authority for disposal.

The numerator is the total tonnage of residual waste collected which is sent for disposal.

The denominator is the total tonnage of residual waste collected.

Data Source
Environment Services

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.

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.

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE - 9 SEPTEMBER 2014

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

UPDATE REPORT ON FUEL POVERTY IN EAST HERTS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To appraise the Committee of the recent publication of the Government's draft consultation report for addressing Fuel Poverty in England and to consider the local activity to assist with fuel poverty

<u>RECOMMENDATION FOR : Environment Scrutiny Committee</u>	
That:	
(A)	The activity relating to fuel poverty in East Herts be scrutinised and that any areas be identified for specific discussion/inclusion within future reports on Fuel Poverty within East Herts; and,
(B)	a further report detailing a Fuel Poverty Action Plan for East Herts be submitted once the Government's Fuel Poverty Framework is published later this year.

1.0 Background

1.1 At a meeting of the Environment Scrutiny Committee in September 2013, Members received a detailed report providing an update on activity relating to measures to improve domestic energy efficiency in East Herts. At that meeting, it was agreed that a new Fuel Poverty Strategy be prepared for the District in the light of the expected publication in March 2014 of the

Government's Fuel Poverty Strategy for England. Members will already be aware that the specific aim of reducing fuel poverty forms part of the Council's Vision and Corporate priorities.

1.2 Unfortunately the Government Strategy document has been repeatedly delayed with the initial consultation having only been released in late July 2014. This report therefore aims to provide a background to the consultation framework and to highlight areas for likely priority within East Herts. It is expected that the national policy will ultimately be published later this autumn. It is then intended to present a further report to members detailing a specific Fuel Poverty Strategy and Action Plan for East Herts, based on the national framework.

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 an initial review of fuel poverty *The Hills Review*, which was adopted in July 2013, and which is known as the *Low Income High Costs Indicator (LIHC)*.

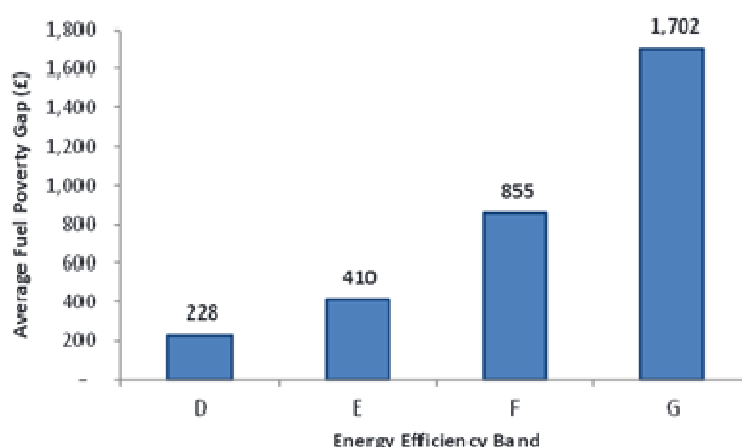
Under the new measure of fuel poverty, fuel costs are "equivalised" to reflect the fact that different types of household will have different levels of spending power. Therefore under the new definition a household is considered to be fuel poor where:

- 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 The main 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.
- 2.5 An innovation is that the measurement of fuel poverty will now include an assessment not only of the extent of the problem, but also the depth of the problem i.e. how badly affected each household actually is. This will be achieved by looking at how much more a fuel poor household needs to spend to keep warm compared to a typical household.
- 2.6 The most recent Department of Energy and Climate Change research (DECC 2013) has shown the following general attributes for a fuel poor household:
- Annual income after tax and housing is less than half that of non- fuel poor
 - Household energy costs are 20% higher
 - 70% are of working age and of whom 80% are in work
 - 45% are families
 - 85% live in private tenure, mostly owner occupiers
 - Most live in energy inefficient older homes, with 65% of such homes rated as band E or below
- 2.7 In particular the privately rented sector is disproportionately represented amongst fuel poor households. This has been recognised by the Government and within the next four years it will no longer be possible to let a home that has an Energy Performance Certificate of band F or G.
- 2.8 Fuel poor households tend to use the most expensive fuels for heating. Thus those deepest in fuel poverty have a fuel poverty gap of over £800 (off gas) compared with £332 for those using mains gas. The fuel poverty gap also increases for those living in poorly insulated homes as the graph below indicates.



- 2.9 Traditionally it has been thought that those households using prepayment meters are particularly likely to be fuel poor. The latest research does not support this view, indicating instead that these tend to have the lowest fuel poverty gap whilst those on standard credit tariffs are the most affected.
- 2.10 Taken together the information above allows us to build a picture of those most likely to be in fuel poverty along with the types of home most likely to be affected. In turn using this information the Government is intending to develop a policy to direct action to those that are in most need and that this policy framework can then be used by local authorities in directing energy efficiency activity in their own local area.

3.0 Fuel Poverty in East Herts

- 3.1 In East Herts the latest data available (DECC 2013) indicates that approximately 7.5% of local households are fuel poor. This is average for Hertfordshire as a whole. Watford Borough has the largest proportion of fuel poor at 10.3% whilst Stevenage and Broxbourne the least at 6.3%. Interestingly East Herts has a very similar level of fuel poor as typical inner London Boroughs such as Tower Hamlets and Islington, backing up the evidence that suggests that fuel poverty is not necessarily an inner city problem.
- 3.2 Whilst the figure of 7.5% for East Herts is average for the county as a whole this is based on a wide range of 2.4% to 17.1%, with the higher proportion within the rural north of the District and within those communities that are off gas. It is hoped that further data on specific communities may be available for a future report. This reflects a similar picture across the UK where there is usually a significantly greater proportion of the fuel poor in more rural communities, off mains gas and living in “hard to treat” properties (DECC 2013). Indeed the East Herts Council’s House Condition Survey in 2009 found that rural housing was 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.

It is suggested that given this data future fuel poverty and energy efficiency activity be emphasised in the rural areas, particularly the rural north of the District wherever possible.

4.0 The Government Framework

- 4.1. The Government is intending to set a new statutory target for reducing the number of fuel poor homes. It is likely that this target will be that “as many fuel poor homes as is reasonably practicable will achieve a minimum energy efficiency standard of band C, by 2030”; with draft intermediate milestones of 2020 to achieve band E and 2025 to reach band D. The Government also sees these targets as contributing to the UK national carbon reduction targets of reducing carbon dioxide emissions by 80% by 2050. This may be seen as a challenging ambition as currently just 4% of fuel poor households live in homes of Band C or better, compared to over 18% for non-fuel poor households.
- 4.2. In order to meet this target significant activity will be required to improve the energy efficiency of the general housing stock. It is expected that in the framework to be published later this year there will be a range of actions aimed at reducing fuel poverty based on the existing support that is provided nationally to improve the fuel efficiency of homes.

However, whilst it is not yet clear how the framework will re- target specific actions to reflect the needs of the most fuel poor the three guiding principles recognised by the Government are as follows:

- Prioritisation of the most fuel poor
- Developing a cost effective policy to support the fuel poor
- Prioritise “vulnerable” households in future fuel poverty policy decisions.

5.0 The Role of Local Authorities

- 5.1 The draft framework makes clear that it sees local authorities as having a key role to play in delivering action on the ground to combat fuel poverty. In particular it indicates that local authorities may wish to work with local Health and Wellbeing Boards, as well as local health partners in developing local initiatives. Local authorities are especially seen as key in their ability to engage customers and provide trusted support to the local community and to act as the honest broker in an area where customers often feel the need for technical support and advice. Secondly local authorities are seen as having valuable experience of targeting support to specific households due to their local knowledge.
- 5.2 Poorly heated and insulated homes have an adverse effect on the occupiers’ health and wellbeing. Therefore it is important that fuel poverty data is included in the local Joint Strategic Needs

Assessment (JSNA), which is being developed and is used to inform decisions about local Health and Wellbeing priorities and investment.

6.0 Making the National Framework local to East Herts

6.1 It is suggested that Members may wish to receive a further report on establishing a local fuel poverty strategy and action plan once the Government publishes its strategy, which as indicated above, is expected this autumn. However, in the meantime, work on improving energy efficiency in homes in East Herts and thereby helping to reduce fuel poverty continues. A summary of current activity is detailed below.

- 6.1.1 *General Energy Efficiency Advice* – The Council continues to provide a range of energy efficiency information including signposting to available grants (both national and local) via its web site/ telephone. 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. Advice is also given on hardship funds operated by utility companies which can provide emergency support to the most fuel poor and vulnerable, with 11 local residents directed toward these funds last year.
- 6.1.2 *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. However, in common with the national picture, the Green Deal has not proved as popular as expected and take up has been particularly low amongst the fuel poor due to the loan based nature of the assistance.
- 6.1.3 *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. The Government has extended the timeframe

for ECO assistance to 2017 which is expected to allow a wider provision of energy efficiency measures by the utility companies, with some redirection towards those at most risk of fuel poverty. Since March this year it has also used some of the budget allocation to enhance the so called Green Deal cash back incentive scheme which can provide generous cash back payments to householders for undertaking certain energy efficiency measures. For example up to £6000 cash back is available for the installation of external wall insulation, although this particular measure still remains very expensive and therefore is likely to be out of the reach of the fuel poor. However, measures such as external wall insulation are particularly effective for many of the hard to treat homes in East Herts that do not have cavity walls, given that some 35% of heat is lost through solid walls.

6.1.4 *East Herts Home Insulation Grants* – For some years the Council has maintained a capital budget of £20,000 to assist with home insulation measures. Last year, in the light of a reduction in nationally available subsidised or free measures, the East Herts scheme was enhanced to provide 50% grant of up to £200 towards loft insulation works and a 50% grant of up to £300 towards cavity wall insulation. Officers are currently looking at extending the parameters of the scheme to provide assistance for a wider range of insulation measures, particularly directed at hard to treat homes, although the total budget will remain unchanged. It is suggested that up to £2000 grants be available towards external wall insulation, based on 20% of the average costs of the works which is £10,000 and up to £1000 grants (i.e. up to 20%) to be available for internal wall insulation, based on a typical works cost of £5000 to £6000. Given that national assistance is also available for internal and external wall insulation including cash back and the Green Deal, this should make such improvements attractive. Members may also wish to comment on whether they would like to see the payments for loft and cavity wall enhanced further, but perhaps in a targeted way towards off gas homes in the more rural areas.

6.1.5 *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 in

exceptional circumstances. 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. Members may wish to comment on how these grants may best be designed to sit alongside and encourage take up of Green Deal.

6.1.6 *Free Loft and Cavity Wall Insulation* – The Council is working with a regional home energy insulation company to offer free cavity wall insulation to suitable homes in East Herts. The offer is open to any homeowner regardless of income. Until recently free loft insulation was also available for qualifying homes, but due to changes in the funding regime managed by the utility companies, this has for the most part currently ceased, though it is hoped that it may be possible to re-offer this element from mid September. A further update will be provided at the meeting. In the meantime residents seeking free loft insulation are being directed towards a scheme operated by British Gas, which unusually at the moment is open to any homeowner, although the scheme is due to cease at the end of August, or to their energy supplier. Where free insulation is not available, East Herts Insulation Grants may reduce cost to householders.

6.1.7 *Keep Warm Stay Well* – For the past three winter seasons authorities in Hertfordshire have worked together to specifically assist the vulnerable and fuel poor within the County during the coldest months. Nationally in 2012/13 there were 31,100 excess winter deaths linked to the cold. Almost £400,000 was obtained across the County for winter 2012/13 and slightly less for 2013/14. Last year within East Herts this was used to provide assistance to 82 households, with for example measures such as basic draught proofing, emergency heaters and referrals to other agencies. This year additional funding has been sourced through Health budgets and this will permit the scheme to operate for the next two years. In addition it is planned to expand the assistance available. The precise nature of the additional assistance is currently being planned. The new scheme will also operate all year, with a stronger focus on health benefits and be rebadged as “Herts Healthy Homes”. However, the “Keep Warm Stay Well” brand will remain for the winter campaigns.

6.1.8 *GP Flu Clinics* – Officers are working with health centres in the District to promote energy efficiency advice for the winter period, 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. It is hoped that publicity will be provided via Flu Clinics along with an officer presence at some clinics to provide advice and if possible will target rural areas. The initiative will be linked with Keep Warm Stay Well.

- 6.1.9 *Tariff Switching* – A number of authorities in the UK have established community fuel tariff 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. HCC promoted a scheme to Hertfordshire residents last year, which was operated by Peterborough Council. However, it is understood that take up has been relatively low. Clearly whilst it is hoped that fuel tariff 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 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 and so tariff switching can assist those in fuel poverty.
- 6.1.10 *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. Given that many of those households in fuel poverty tend to 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. It is suggested that further work is undertaken to see if such clubs can be more actively promoted across East Herts.
- 6.1.11 *Community Energy* - Community energy covers aspects of collective action to reduce, purchase, manage and generate energy. Community energy projects have an emphasis on local engagement, local leadership and control and the local community benefiting collectively from the outcomes. It is a concept that is being keenly promoted by the Government. Community-led action can often tackle challenging issues around energy, with community groups well placed to understand their immediate local areas and to bring people together with common purpose. Reducing energy use can reduce carbon emissions, and also save people money on their energy bills. The local

community can work together and save energy in a number of ways, for example in relation to reducing fuel poverty: the community may share tips on how households can use less energy on a day-to-day basis; advise people about what support is available to help them insulate their own homes; establish community oil buying clubs or encourage fuel tariff switching. Thus Community Energy is about members of the community acting as advocates for action. Research elsewhere in the UK has shown that communities/community groups can be particularly effective at engaging vulnerable consumers and reaching those in fuel poverty. East Herts is attempting to encourage this through schemes such as Keep Warm Stay Well, but there could be an opportunity to encourage the creation of specific local community energy efficiency networks. The Herts Sustainability Forum is intending to explore the potential for Community Energy in Hertfordshire over the coming months. The concept of Community Energy is explored further in the Climate Change Update Report elsewhere on this agenda.

7.0 Conclusion

7.1 Fuel poverty is hard to measure, but it is not restricted to low income households in inner city areas, as national statistics and local data for East Herts makes clear.

7.2 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. It is hoped measures outlined in the report above will assist in combating local fuel poverty. It is recommended that Members receive a further report once officers have assessed the implications of the Government's framework strategy on fuel poverty which is expected later this year.

8.0 Implications/Consultations

8.1 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).
Cutting the Cost of Keeping Warm – DECC (July 2014)
East Herts Private Sector Housing Assistance Policy (2008)

Contact Member: Councillor Linda Haysey -Executive Member for Health, Housing and Community Support.
Linda.haysey@eastherts.gov.uk

Contact Officer: Brian Simmonds – Head of Community Safety and Health Services – Extn 1498
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IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p><i>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</i></p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p><i>Place – Safe and Clean</i></p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><i>Prosperity – Improving the economic and social opportunities available to our communities</i></p> <p>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>Consultation:</p>	<p><i>Not applicable</i></p>
<p>Legal:</p>	<p><i>There are believed to be no legal implications arising from this report.</i></p>
<p>Financial:</p>	<p><i>There are believed to be no financial implications arising from this report.</i></p>
<p>Human Resource:</p>	<p><i>There are no significant implications arising from this report.</i></p>
<p>Risk Management:</p>	<p><i>There are no risk management implications arising from this report.</i></p>
<p>Health and wellbeing – issues and impacts:</p>	<p><i>Fuel Poverty has a significant effect on people's health and well being, with cold, poorly heated and uninsulated homes a recognised cause of excess winter deaths and other health issues.</i></p>

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE - 9 SEPTEMBER 2014

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>	
That:	
(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 The draft agenda for 2014/15 meetings of Environment Scrutiny Committee is shown in **Essential Reference Paper B**. The timing of some items shown may have to change depending on availability of essential data (eg from central government).

2.2 Government guidance on the Anti-Social Behaviour, Crime and Policing Act 2014 has recently been published. Officers are reviewing the documents and the powers in the new act to assess the impact on East Herts' current Environmental Crime policies.

2.3 Members are asked if they will accept a new agenda item on this committee's 11 November 2014 meeting where this initial 'impact'

assessment can be reported and any further work (if necessary) can be identified.

2.4 Members are asked whether there is any additional topic they wish to put forward for inclusion on any future agenda.

2.5 Members are also asked whether they wish to extend an invitation to one or more of the Executive members to attend a particular meeting or for a specific agenda item.

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 Mark Pope – Chairman Environment Scrutiny Committee
mark.pope@eastherts.gov.uk

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

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

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p>(2014/15 version)</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute. This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean. This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities 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 the Executive and all Members and the public are asked through an annual item in the 'council tax' edition of LINK magazine which is delivered to every household.</p> <p>Members of each scrutiny committee (and the HWP) are consulted at every meeting as their work programme is a standing item on the agenda.</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>
<p>Health and wellbeing – issues and impacts:</p>	<p>The broad remit of scrutiny is to review topics which are of concern to the public, many of which have an indirect impact on the general wellbeing of residents of East Herts.</p> <p>The Health and Wellbeing Panel is set up to specifically focus in on issues and topics which have a direct and immediate impact on the health and wellbeing of all those who live, work or study in the district.</p>

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Environment Scrutiny Committee work programme 2014/15

meeting	date	topic	Contact officer/lead	Next Exec
3 in 2014/15	11 Nov 2014 Report deadline 29 Oct	<ul style="list-style-type: none"> • NEW REQUEST: Impact of the ASB, Crime and Policing Act 2014 on East Herts' Environmental Crime policies • ? • Work Programme • Service Plans monitoring Apr 2014 – Sept 2014 (Environment only) • Healthcheck through to Sept 2014 	<ul style="list-style-type: none"> • Head of Service (and Lead Officer) • X • Scrutiny Officer • Lead Officer – Corporate Planning • Lead Officer - Performance 	2 Dec 2014 6 Jan 2015 3 Feb 2015
JOINT SCRUTINY	20 Jan 2015	<ul style="list-style-type: none"> • 2015/16 Budget items 		
JOINT SCRUTINY	10 Feb 2015	<ul style="list-style-type: none"> • 2015/16 Service Plans • 2014/15 Estimates and 2015/16 Future targets 		
4 in 2014/15	17 Feb 2015 Report deadline 4 Feb	<ul style="list-style-type: none"> • IF COMMISSIONED: Review of changes to East Herts' Environmental Crime policies in the light of the new ASB, Crime and Policing Act • ? • ? • Healthcheck through to Jan 2015 • Work Programme – planning for 2015/16 	<ul style="list-style-type: none"> • X • X • Lead Officer - Performance • Scrutiny Officer 	3 Mar 2015

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.

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE - 9 SEPTEMBER, 2014

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 four years of implementation of the East Herts Climate Change Action Plan.

RECOMMENDATION FOR: Environment Scrutiny

That:

(A)	the progress achieved in implementing the East Herts Climate Change Action Plan, since its initial adoption by the Council in late December 2009 be scrutinised.
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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 an annual 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 2014) in implementing the Action Plan.

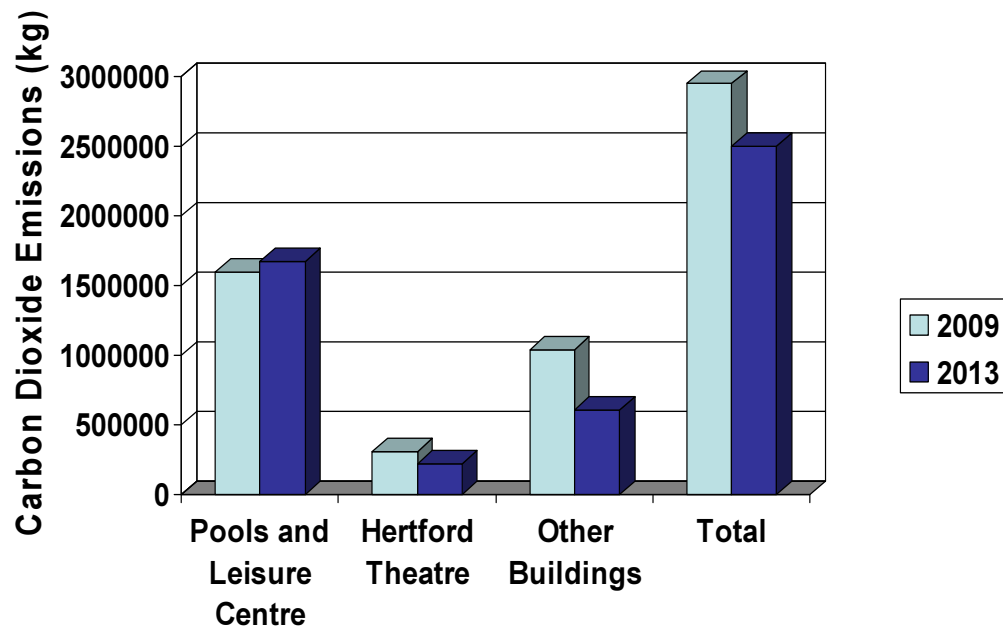
2.0 Report

- 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 A comprehensive analysis is undertaken each year of energy use of all the Council's buildings. Including the main offices and leisure facilities plus smaller sites the total CO₂ emissions arising for the 2013/14 year was 2,498 tonnes. This compares with the baseline of 2,946 tonnes for the baseline year of 2008/09. This represents an overall total reduction of over 15%.
- 2.2 Of particular note is the continuing range of energy efficiency projects completed with further planned within the District's pools and leisure centres. Whilst overall CO₂ emissions for the leisure facilities have risen by 4% last year, but there has been a corresponding increase in usage of an additional 11,668 customer visits. Since the baseline year of 2009 average CO₂ emissions per visit to the Council's leisure facilities have fallen by almost 50% per visit in 2013. This represents major efficiencies in carbon dioxide emissions, since the leisure centres and pools in particular utilise a large proportion of the energy consumed by East Herts Council in its service provision. Measures that have been undertaken include:
- new heat pumps, valve wraps, heat exchanger, extraction fans, pool cover (Grange Paddocks);
 - new energy efficient changing room space heaters, pool cover (Ward Freman Pool);
 - New circulation pump, pool cover (Hartham);
 - Pool cover (Fanshawe Pool)
- 2.3 The past refurbishment of Castle Hall into Hertford Theatre which included the installation of a range of energy efficiency measures has resulted in considerable ongoing carbon reductions year-on-year down 90,472 kg CO₂ to 220,369kg CO₂ in 2013 from 310,841kg CO₂ in 2009. This represents a fall of 29% in CO₂ emissions.
- 2.4 The waste contract has delivered considerable ongoing CO₂ savings since the 2008/09 baseline, mainly as a result of improved scheduling of rounds and the use of newer more energy efficient vehicles. The total reduction in carbon emissions achieved since 2008/09 to date is some 27%, which is in excess of the Council's

agreed carbon reduction target of 25% by 2020. This year in particular there has been a further fall of 97,193 kg CO₂ with a very significant 33% reduction in emissions from the fuel use of the refuse freighters alone between 2012/13 and 2013/14. This is because in November 2013 the number of recycling vehicles changed from 8 kerbsider vehicles to 6 twin packs together with a move to zonal working on rounds making collections more efficient. This reduction was anticipated in the report to Environmental Scrutiny last year, but it is pleasing to note that the reduction has materialised and is in excess of that predicted despite the use of new vehicles fitted with compactor mechanisms, which tend to be energy intensive.

- 2.5 The graph below indicates the savings over time from the EHC main static sources (as discussed above) between the baseline year of 2008/09 and 2013/14.

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 a reduction of 15% in total CO₂ emissions, from major

sources, achieved so far (a further 2% improvement from 2012/13) If all sources are included CO₂ emissions from East Herts Council service delivery has fallen by almost 17% since the baseline year.

3.0 Community Energy

3.1 In January 2014 the Government launched its “Community Energy Strategy”. Whilst this report focuses on the carbon savings achieved through the implementation of the Council’s Climate Change Strategy and Action Plan, Members may wish to consider some of the issues raised in the Community Energy Strategy. This is because of the potential issues it raises for enabling community involvement in the provision of renewables within the community and indicates how the Council could have a role in facilitating such measures through the use of its own buildings or through encouraging local action. As well as renewable energy generation community energy is also very much about community action on energy efficiency and fuel poverty. **Essential Reference Paper “C”** provides a summary of the issues raised within the Government’s Community Energy Strategy offers some suggestions on the Council’s possible role.

3.2 The Hertfordshire Sustainability Forum, which East Herts currently chairs, will be discussing community energy in more depth to examine the potential opportunity for Hertfordshire at its meeting on 9th October 2014. In addition the Forum, in conjunction with the University of Hertfordshire is looking at hosting a high level conference on the topic in March 2015.

4.0 Implications/Consultations

4.1 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 –
March 2012 and June 2013

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean</p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities</p> <p>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>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 and this is likely to increase as energy rise over the coming years.</p>
<p>Human Resource:</p>	<p>There are no significant implications arising from this report.</p>
<p>Risk Management:</p>	<p>There are no risk management implications arising from this report.</p>

Health and wellbeing – issues and impacts:	There are no specific health and well being issues arising from this report.
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ESSENTIAL REFERENCE PAPER”B”

East Herts Council

Annual Review of Progress East Herts Climate Change Action Plan September 2014

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 June 2013 members requested that a report be brought to a meeting of the Committee in September 2014 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 2014) 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:

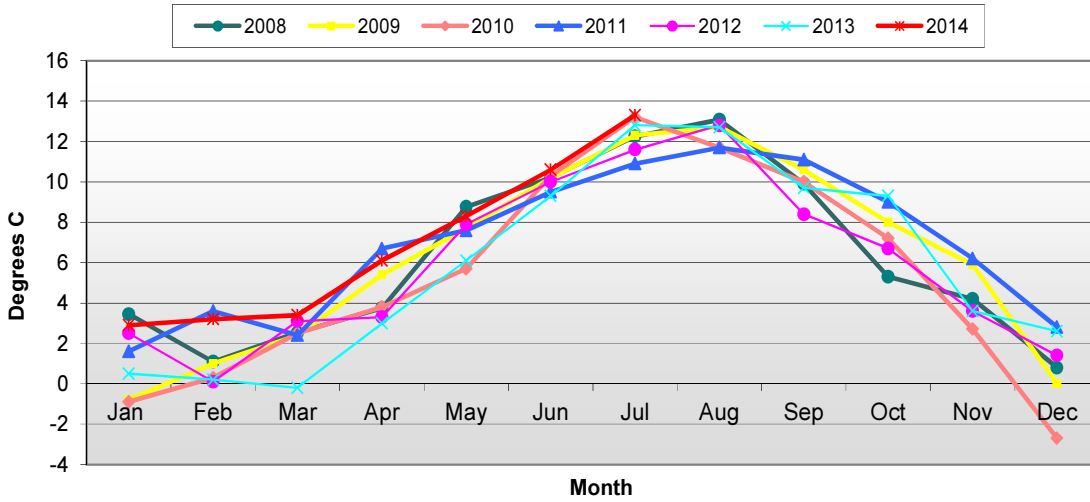
Clearly the main purpose of the Climate Change Action Plan is to reduce the Council's overall carbon emissions relating from its operations and delivery of services. Many energy efficiency measures have been adopted by the Council, which have resulted in direct carbon dioxide reduction, as well as financial 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 in that time. Chiefly these equate to weather conditions, we have seen

several longer and colder than average winter temperatures as well as cooler summers (figures 1 & 2 below refer). Although this last winter 2013/14 has been significantly milder and wetter than the norm and for example at Wallfields this has contributed to a decrease in use of heating gas resulting in a carbon emissions figure of 16% less than 2012/13 (see weather graphs below).

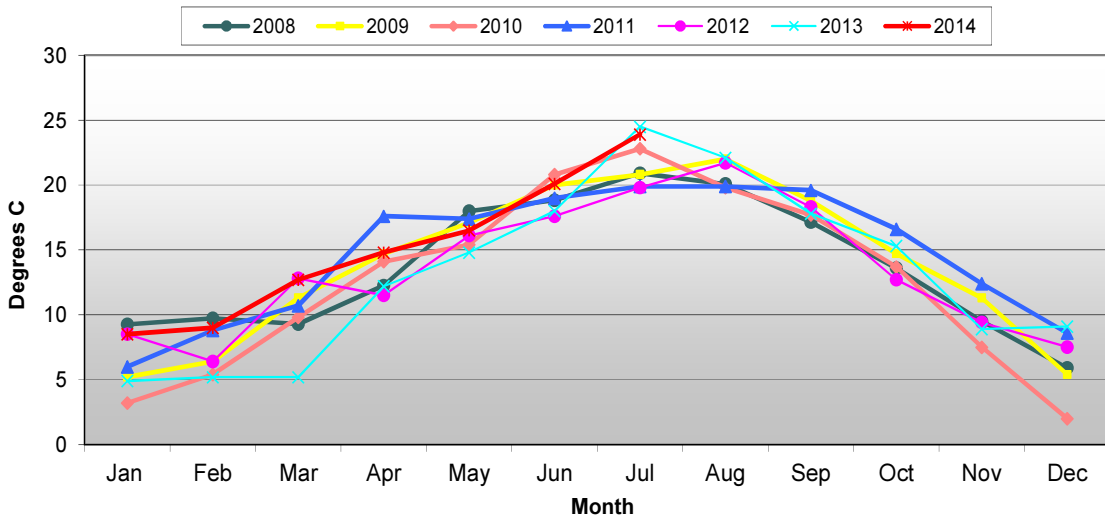
Secondly, over the past few years there has been considerable staff reorganisation, with more staff working from Wallfields leading to increased energy use in that building and additional staff joining the Council from Stevenage.

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 4 years. However, as is noted in the accompanying report the energy efficiency measure undertaken at Hertford Theatre and the Leisure centres have made a large impact in negating increased energy use. Similarly the new waste contract and recent further organisation to the waste rounds last year has meant that despite increase service provision CO₂ emissions by the recycling /waste collection service have fallen by a total of some 27% between 2008/09 and 2013/14.

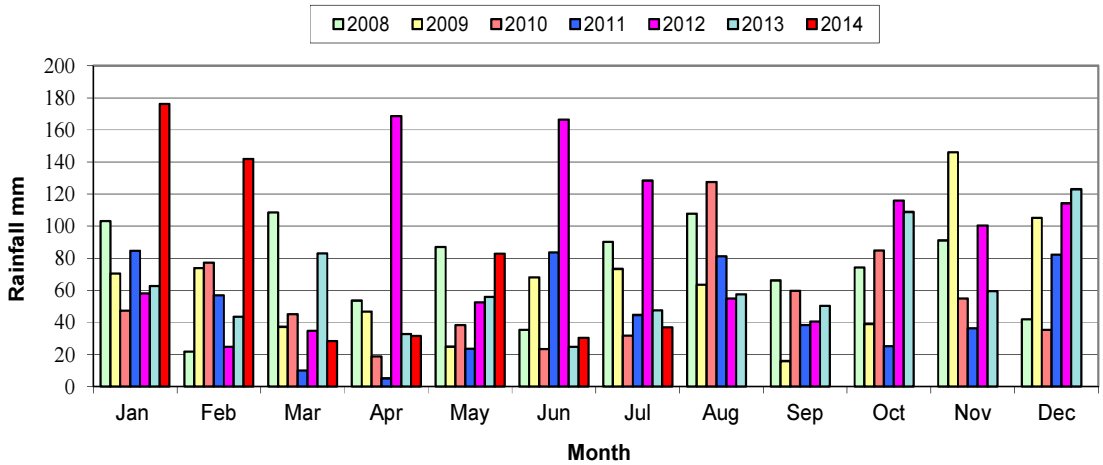
Comparison Minimum Temperature



Comparisons Maximum Temperature



Comparison Rainfall



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, in 2012, the Executive agreed a revised business case to reflect the additional requirements of the Environment Agency, with funding included in the current capital programme. Since then further ongoing negotiations have been taking place with the Environment Agency. Initially concerns were expressed by the Agency over possible hypothetical flood risks, which had become apparent in the initial computer modelling undertaken for the site. However, this was resolved following revised modelling parameters. More recently the Agency has indicated that though it does not require a fish pass to be proved at the site, it would like to see an eel and elver pass incorporated into the design. To this end a specialist eel consultant was commissioned to provide drawings and schematics for a suitable eel pas. To complete this work the firm has had to undertake a low flow survey during this summer to ensure that water will always flow through the pass at all times of the year. This work is nearly complete and will be submitted along with a further descriptive narrative of the flood risk assessment and other project details for informal consideration by the EA this month. Subject to feedback from the Agency it should then be possible to proceed with formal planning consent. A public exhibition and drop-in session to show case the scheme was held at Hertford Theatre in December 2013. The afternoon was well attended with 78 people expressing support for the proposals and 2 indicating reservations.

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	High	Relatively low cost.	Low	Med

	<p>all council premises inc pools, offices, depot, car parks etc.</p> <p>Update: Use of smart metering investigated. Meters yet to be installed Provision had been made in capital programme, however, following recent negotiations with a major utility company it is hoped that it will be possible to provide smart meters later this year at no cost to the Council at almost all sites, except for those where there are telemetry reception issues.</p>		<p>Accurate metering of all utilities, on demand and up-to-date. Ability to set warning thresholds.</p>		
1.2	<p>Metering linked to web & make available on intranet/internet/reception areas.</p> <p>Update: It is intended that the smart metering will be web enabled</p>	Med	<p>Improve awareness of staff and public on energy use.</p>	Low	Med
Technical Equipment 1.3	<p>Investigate use of Gas flow regulator – Wallfields.</p> <p>Update: Agreed not to progress as officers have payback as insufficient at the current time, however, project will be kept under review in he light of continuing energy price rises.</p>	Med	<p>Some LA's have seen 5-8% reduction in gas use.</p>	High	Med
1.4	<p>Investigate voltage regulation at depot/ Wallfields.</p> <p>Update: Voltage regulator now installed and</p>	Provisional approximate total 6% reduction in electricity	<p>Case studies from LA's have shown 3-7% reduction in electricity use.</p>	Med	Med

	<p>operating effectively at Wallfields. Added advantage of voltage modulation is being achieved. Not progressing with voltage regulation at Depot as insufficient business case.</p>	<p>consumption at Wallfields, equating to annual saving of over 15,000 kg CO₂</p>			
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 but is estimated at 2% overall saving on Wallfields carbon emissions. Improved lux levels achieved through out building improved lux levels achieved through out Wallfields.</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 and other facilities.</p> <p>Update: PIR lighting control now operational at Wallfields/Charringtons.</p>	<p>Ongoing year on year energy saving achieved. E.g contributed to carbon emissions reduction</p>	<p>Reduces energy use.</p> <p>Can switch off if little movement in room.</p>	High	Med

		from electricity use at Wallfields of 13% for 2013/14			
1.7	<p>Investigate auto power down of PCs.</p> <p>Update: Not implemented as use of virtual terminal has (thin client) is achieving significant energy reductions, and further reductions expected for next year as move to zero client is completed.</p>	Med	<p>Ease of control.</p> <p>Reduces energy consumption.</p>	Med	Med
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 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 and also cooling demand for summer period. Initial figure for summer 2014 shows that cooling demand is down despite warm summer – further detail can be provided on</p>	<p>Reduces cooling costs.</p> <p>Likely to be popular as overheating is a problem on top floor.</p>	High	Long

		summer cooling 2015 once all data available.			
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, although initial data from summer 2014 indicates above expected reduction in electricity demand.</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.</p> <p>Improved working environment.</p>	High	Med/ Long
Renewables					
1.11	Commission detailed report on potential for renewables	N/A	Provides comprehensive	Med	Short

	<p>across Council buildings.</p> <p>Update: Micro Hydro scheme at Hertford Weir has good business case and is progressing (likely saving 30-40% energy demand) Other options for other buildings are limited but officers are keeping options under review. With increasing energy costs and currently declining costs of renewables the business case for micro renewables is likely to change.</p>		evidence for best value approach for renewables.		
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, with increasing energy costs and currently declining costs of renewables the business case for renewable heat is likely to change.</p>	Med	<p>Reduces energy demand.</p> <p>Incentives available.</p> <p>Good exemplar.</p>	High	Short
1.13	<p>Install public exemplar solar PV array at Wallfields.</p> <p>Update: Solar PV array is being progressed with specific item in capital programme. Procurement options and detailed costings are being investigated this autumn. Should business case be met then installation could take place this financial year.</p>	Med	<p>Reduces energy demand.</p> <p>Good exemplar.</p> <p>Incentives available.</p>	High	Short

1.14	<p>Install 15kW turbine at Buntingford.</p> <p>Update: Initial discussion with landowner held who was sympathetic but at current time business case appears insufficient and project not being progressed.</p>	High	<p>Reduces energy demand.</p> <p>Good exemplar.</p> <p>Incentives available.</p>	High	Med
1.15	<p>Investigate installation of solar thermal at second public convenience e.g. Bell Street.</p> <p>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.</p>	Low	<p>Reduces energy demand.</p> <p>Good exemplar.</p> <p>Existing project working well.</p>	Low	Short
1.16	<p>Install mini hydro facility at Castle Hall.</p> <p>Update: Micro Hydro scheme at Hertford Weir has good business case and is progressing (likely saving 30-40% energy demand) Other in December 2010. 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/eel pass design to be carried out.</p>	High	<p>Reduces energy demand.</p> <p>Good exemplar</p> <p>Incentives available</p>	High	Med
1.17	<p>Investigate opportunity for</p>	Low	<p>Good exemplar.</p>	Med	Med

	<p>solar signage in car parks.</p> <p>Update: No progress so far.</p>		Small energy reduction.		
1.18	<p>Investigate rationalisation of server room to minimise power requirements.</p> <p>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. It is expected that there will be a rationalization of servers over the coming year and this may reduce energy demand at Wallfields significantly.</p>	<p>High</p> <p>Current 2013 carbon emissions from Servers are approx 230,000 kg CO₂</p>	Reduce energy consumption.	Low	Med
1.19	<p>Reduce unnecessary storage of data on servers.</p> <p>Update: IT Services are looking at opportunities for energy efficiencies wherever possible</p>	Med	Reduce energy consumption.	Low	Short
1.20	<p>Increase occupancy level of Wallfields to reduce per 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.</p>	High	Reduces per head heating costs.	High	Med

	<p>Heating demand has decreased, but summer cooling need may be increased, however, initial data from warm summer 2014 has indicated that this may not be the case. Extensive range of passive cooling measures has been installed. Due to the relatively cool summers in 2012/13 their true operational efficiency is still 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. “Remote working’ technology for field staff rolling out.</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</p>	Despite programme of efficiency measures CO₂	Likely high reduction in energy demand.	High Grant Available	Med

	<p>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. Recent measures since last report include:</p> <p>new heat pumps, valve wraps, heat exchanger, extraction fans, pool cover (Grange Paddocks);</p> <p>new energy efficient changing room space heaters, pool cover (Ward Freman Pool);</p> <p>new circulation pump, pool cover (Hartham);</p> <p>pool cover (Fanshawe Pool)</p> <p>Previous measures installed include:</p> <p>motion sensors installed at Hartham/Grange Paddocks gym & studios</p> <p>induction lighting at Hartham</p> <p>replacement high efficiency glazing at Grange Paddocks</p> <p>variable speed drives installed at all pools to aid efficient pool water circulation</p>	<p>emissions from leisure facilities have risen significantly over the 2009 baseline. However, at the same time there has been a very large increase in customer visits such that the sites are much more heavily used, and hence there is a higher resultant energy demand. Taking increased use into account there has actually been a <u>reduction of almost 50%</u> in carbon emissions per customer visit between 2008/09 and 2013/14.</p>			
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	<p>new air con units at Fanshawes/ Hartham & Grange Paddocks.</p> <p>medium in pool filters replaced with silica glass granules which is more efficient filter reducing energy and chemical use.</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 are replacing ending equipment during summer 2014 and it is understood that the machines will be more energy efficient.</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 practicable.</p>	Low	Reduces water consumption. Low cost.	Low	Short
1.26.1a	<p>Install timer control devices to urinals to reduce unnecessary flushing</p>	Low	Reduces water consumption. Low cost.	Low	Short

	Update: Timer control devices fitted to all appropriate units.				
1.27	<p>Investigate potential for rainwater harvesting at Wallfields and other sites.</p> <p>Update: Officers investigated options for Wallfields and Depot, but currently installation costs are high and water unit costs are low. 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, but recent winter 2013 has seen above average precipitation.</p>	Water harvesting will indirectly reduce carbon emissions slightly as water supply production is relatively high energy user	<p>Good exemplar.</p> <p>Water saving.</p>	High	Med
1.28	<p>Introduce carbon offset budget to compensate for corporate carbon footprint.</p> <p>Update: Not currently progressed, as no financial benefit at this time</p>	High	<p>Enables Council to be carbon neutral.</p> <p>Good exemplar project.</p> <p>Provides budget for other projects.</p>	Med	Short
1.29	<p>Introduce teleconferencing facilities to reduce need to travel.</p> <p>Update: Systems investigated in the past, but no business case to progress.</p>	Med	<p>Reduces need to travel.</p> <p>Reduces costs.</p> <p>Convenience.</p>	Med	Med

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 very difficult to quantify	Potential energy saving. Convenience / reduces wasted staff time.	Low	Short
1.31	Investigate use of Pool covers at Pools. Update: See note 1.24 above.	Med Use of pool covers at all pools is estimated to be saving 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 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	Low Carbon saving not possible to quantify	Reduces carbon emissions from production and transport	Low	Short

	of kitchen facilities following refurbishment works, thereby further minimising use of water bottles.				
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
Transport					
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: The use of car sharing helps to maximise use of the available spaces. 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 ad hoc 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 (Aug 2014) there are 66 registered staff users. There are 9 regular sharers, with a share rate of 32.8%. The 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</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>Services/Community Development car share on a regular weekly basis amongst themselves. 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. A car share promotion is planned for October 2014.</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. Bike mileage scheme is in operation. Hertford Theatre has been asked to promote the availability of public transport/ location</p>	<p>Likely low</p>	<p>Carbon saving. Health benefits. Subsidised bikes.</p>	<p>Med</p>	<p>Med</p>

	<p>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 – is available 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 e.g with Stevenage Council 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 strengthened where possible as was case when the Waste Contract was last tendered. 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 planning applications on line are in operation. Greater use of electronic document management. 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: http://www.eastherts.gov.uk/ind</p>	High	Reduced paper.	High	Med

	<p>ex.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-i.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: Not introduced. Some staff work at home. All staff can log in to any work station.</p>	Home working staff commuter data not quantifiable	Faster decision making as meetings can be held sooner than otherwise.	High	Med
3.2.2	<p>b) WiFi – access to Council network from any workstation,</p> <p>Update: New IT system permits access to all files from any workstation in office or from any PC.</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: New IT system permits access to all files from any workstation in office or</p>	High	Reduced number of workstations and saving in office space.	High	Med

	from any PC.				
3.2.4	d) Home working – IT and telephony at home. Update: New IT system permits access to all files from any workstation in office or from any PC.	Home working staff commuter data not quantifiable	Reduce travel to/from work. Office space savings.	High	Med
3.3	Provide oasis links with partners – e.g. accessibility from Town and Parish Council offices. Update: Not directly progressed but new IT system permits access to East Herts network from any workstation in office or from any PC.	High	Reduced need for customer travel to visit office – vehicle emissions savings.	High	Med
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.	High	Reduce paper / printing (including water, energy and ink).	High	Med

	<p>Update: IT Services continue to investigate range of options to enable more efficient methods of working. New IT system more energy efficient. It is hoped that it may be possible to quantify carbon saving in a future report once sufficient data collated.</p>		<p>Require fewer / smaller printers – leasing and maintenance savings.</p> <p>Saving in staff time – both print unit and service staff making copies.</p>		
3.5.1	<p>Omit the last blank page from Council committee agenda papers – replace with worded statement at end of report to indicate final page</p> <p>Update: Completed</p>	Low	Reduces paper	No cost	Short
3.6	<p>Revise default printer settings – double sided and replace single side printers.</p> <p>Update: Double sided printing is undertaken on most machines, where possible.</p>	Low	Reduce paper.	Low	Quick Win
3.7	<p>Ensure all new PC's are low energy units.</p> <p>Update: IT Services now actively consider energy efficiency of equipment during procurement process and new equipment that is currently being installed is significantly more energy efficient. It is hoped that it may be possible to quantify carbon saving in a</p>	Low	Electricity saving.	Low	Quick Win

	future report once sufficient data collated.				
3.8	<p>Procure software for automatically powering down PCs after a period of non-use.</p> <p>Update: Following roll out of new IT equipment during 2014 it is hoped that it may be possible to quantify carbon saving in a future report once sufficient data collated.</p>	<p>Current 2013/14 carbon emissions from PC terminals are approx 110,600kg CO₂ This is likely to reduce with installation of new IT equipment this year.</p>	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. Procurement of electrical timers is being investigated for larger electrical equipment as part of web based metering proposal</p>	Med	Energy saving Convenience	Low	Short
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</p>	<p>Current 2013 carbon emissions from Servers are approx 230,000 kg</p>	Electricity saving	Low	Med

	server room technology				
Other 3.11	Continue to specify use of sustainably sourced (FSC) timber for projects and procurement. Update: Council policy in place. FSC timber specified where ever available.	High	Protects forests. Ethically correct.	Low	Quick Win
<u>Contracted out services</u> 3.12	Investigate potential for energy saving / procurement saving measures within contracts. Update: Energy efficiency is now a factor that is considered within major contracts e.g as was the case with the Waste Contract leading to balanced approach between energy/cost efficiencies	Low	Possible reduction in energy consumption. Reduction in costs. Better procurement choices.	Med	Med
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	High	Potential carbon saving	High	Long

	<p>contracts relating to transport issues – readjust weighting of contract evaluation.</p> <p>Update: Stricter environmental criteria are now increased in consideration within new contracts e.g Waste Contract.</p>				
	<p>Carbon limits for tenders Mapping routes. Alternative fuel / electric vehicles.</p> <p>Update: The waste contract has delivered considerable ongoing CO₂ savings since the 2009 baseline, mainly as a result of improved scheduling of rounds using mapping technology and the use of newer more energy efficient vehicles. 33% reduction in emissions from the fuel use of the refuse freighters between 2012/13 and 2013/14. This is because in November 2013 the number of recycling vehicles changed from 8 kerbsider vehicles to 6 twin packs together with a move to zonal working on rounds making collections more efficient.</p>	<p>There has been a fall of 97,193 kg CO₂ emissions over the past 2013/14 year overall, with a 33% reduction in that form refuse freighters.</p>			
Contracted Services –					

<p>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>	<p>High</p>	<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>	<p>High</p>	<p>Long</p>
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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>There has been a very significant 33% reduction in emissions from the fuel use of the refuse freighters between 2012/13 and 2013/14. This is because in November 2013 the number of recycling vehicles changed from 8 kerbsider vehicles to 6 twin packs together with a move to zonal working on rounds making collections more efficient.</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>

3.18	<p>Next Refuse and Recycling contract to include options and costs 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>Significant ongoing energy efficiency savings achieved amounting to total of 27% reduction in CO₂ emissions between 2008/09 and 2013/14.</p>	Fuel savings.	High	Long
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 introduced November 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 contribute to reduction in energy use.</p>	Med	<p>Better understanding of how recycling impacts on the Council carbon footprint. Set targets which involved contractors.</p>	Med	Med

	Update: Monitoring of carbon impacts of recyclables on ongoing basis.				
3.21	<p>Depot operations – evaluate energy efficiency of materials processing machinery.</p> <p>Update: Not yet implemented</p>	Med	Procure energy efficient machinery.	High	Med
3.22	<p>In future procurement/ service contracts the Council will consider the impacts of Climate Change, where appropriate.</p> <p>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. Officers to raise this with Procurement Manager.</p>	Variable – depending on contract	<p>Reduced carbon emissions</p> <p>Potentially helps achieve national/ local carbon saving targets</p>	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>Planning Policy advise that this action can now be deleted as it cannot be required, since it is unlikely to proceed though the examination process for inclusion within the new Plan in 2016. This is due to changes in the national planning strategy approach.</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 continue to 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 screens when leaving the office.	Med	Low cost	No cost	Quick Win
5.2	Staff awareness sessions to include climate change / energy / facts and figures / top tips. Update: Top tips on energy saving to be promoted to staff e.g through Staff Update as occasional feature later in 2014; and, additional information to be provided in kitchen areas. Liftshare promotion / recycling promotions during October 2014.	Low	Improves awareness. Demonstrates commitment from senior management.	No cost	Quick Win
5.3	Introduce climate / carbon awareness at staff induction. Update: Possibility of including a top tips/information for staff to be considered.	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 implemented, as carbon calculations can be difficult to quantify, but key issue is to insure that energy efficiency is considered at procurement/design stage of projects</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 2013 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: Energy efficiency awareness promoted on <i>ad hoc</i> basis - likely use of Herts Sustainability campaign posters during 2015	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 local residents/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	Med	Reduces cost. Low cost if lunchtime seminar.	Low	Short

	budget available. Officers will continue to 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 Manager.	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: Use of new highly energy efficient equipment means this is less of an issue but see 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	Med	Low cost Energy saving.	Low cost	Quick win

	Wallfields/Charringtons zoned and PIR linked to occupancy.				
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’ not used for Council premise as dual flush toilets preferred option. However, water saving options/kit were promoted to local residents/staff in October 2013 through “Don’t be a Drip campaign” launched by Herts Sustainability Forum, of which EHC is</p>	Med	Low cost Useful promotional tool	Low	Short

	<p>an active member.</p> <p>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.</p>				
5.19	<p>Investigate development of a staff volunteering scheme to promote team development and undertake small scale local community environmental improvements</p> <p>Update: Not progressed</p>	Low	<p>Positive staff development tool</p> <p>Potential to link with other organisations e.g. Groundwork and Herts and Middx Wildlife Trust</p> <p>Will enable small projects to be undertaken</p>	Low	Med
5.20	<p>Undertake staff environmental awareness to provide briefings on carbon saving/green measures at home and work</p> <p>Update: Staff awareness to be promoted through Update magazine on <i>ad hoc</i> basis</p>	Low	<p>Provides information for staff. Encourages uptake of carbon saving measures and spreads corporate message</p>	Low	Short

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Community Energy

1.0 What is community energy?

The Government's Community Energy Strategy was published by Department of Energy and Climate Change (DECC) in January 2014. The Government defines community energy as collective action to reduce, purchase, manage and generate energy. There are clear links with the national carbon reduction agenda and also fuel poverty and energy efficiency initiatives.

Community energy projects have an emphasis on local engagement, local leadership and control and the local community benefiting collectively from the outcomes.

Community-led action can often tackle challenging issues around energy, with community groups well placed to understand their immediate local areas and to bring people together with common purpose.

Examples of community energy projects include:

- Community-owned renewable installations such as solar photovoltaic. We have one example of Community Energy in Hertford at Millmead School, where solar PV was installed in May 2014 by Hertford Energy Now (following very positive local interest in the share offer). HEN is a cooperative of local people who have invested a minimum of £250 each in shares in the scheme and who will receive an above inflation dividend for 20 years, with the option to cash in their shares at any time.
- Members of the community jointly switching to a renewable heat source such as a heat pump or biomass boiler.
- A community group supporting energy saving measures such as the installation of cavity wall or solid wall insulation, which can be funded wholly or partly by the Green Deal.
- Working in partnership with the local Distribution Network Operator (DNO) to pilot smart technologies.
- Collective purchasing of heating oil for off gas-grid communities

- Collective switching of electricity or gas suppliers.

2.0 Chief Benefits of Community Energy to East Herts

- Will assist with overall carbon reduction targets for the district
- Provision of more energy efficient homes
- Assist with the reduction of fuel poverty
- Facilitate community action
- Enable local people to invest in their own area; helping the community achieve a return on its investment whilst benefitting the local economy
- Generate free renewable energy which can offset use of purchased energy from the grid

3.0 Support available for Community Energy

The Government is encouraging local authorities to become involved in supporting local community energy projects, although there is some specific national financial support available to community groups to aid the development of Community Energy Schemes.

4.0 How could East Herts offer support?

- Specific grants
- Provision of Advice
- Joint funding of schemes as a partners within a community project
- By providing a location or site for the renewable energy resource e.g the roof at Wallfields is suitable for PV generation.
- Facilitating public meetings to raise awareness of the Government's Community Energy Initiative, and encouraging the formation of interested groups to investigate ideas in their local area.
- By liaising with local businesses e.g energy efficiency companies, solar installers, of which there are very few in East Herts at present.

5.0 Community Electricity and Heat Generation

Community electricity or heat generation can enable communities to benefit from local resources. Renewable electricity and heat generation contribute to the UK's goal of reducing greenhouse gas emissions, helping our community play a part in reducing climate change. The community may be able to receive a financial benefit from electricity and heat generation, in addition to other benefits, such as bringing everyone together or engaging people with ideas on how to save energy or money on energy bills. Officers have already been working with community groups to encourage this behaviour shift for some time but there is an opportunity to extend the work further across the district.

6.0 Feed in Tariffs (FIT's) scheme

FIT's support individuals and organisations, including communities, to generate low-carbon electricity using small-scale systems. The scheme covers a number of technologies including solar PV panels, wind turbines, anaerobic digestion (biogas energy) and micro combined heat and power (micro-CHP).

Currently FITs are available on installations of up to 5 megawatts (MW). The Government is consulting on the introduction of a higher threshold of 10 MW for community groups. Feed-in Tariffs provide a payment for the electricity that is generated; the up-front costs need to be funded eg via a local share offer or loan finance (as in the case of Mill Mead School)

There are additional benefits for some community groups for FITs. Community Interest Companies (CICs), cooperatives and Community Benefit Societies are able to fix tariff rates for a period and may be exempt from certain energy efficiency requirements for energy generated using solar PV panels. There are also certain potential tax advantages for these schemes, through the Enterprise Investment Scheme (EIS).

7.0 The Renewable Heat Incentive (RHI) Scheme

The RHI helps organisations, including communities, to meet the cost of installing renewable heat technologies. The scheme covers

biomass, ground and water source heat pumps, geothermal, solar thermal, biomethane and biogas heating.

Currently the RHI is available for non-domestic installations, but the domestic RHI is becoming available during 2014. The RHI provides payments for the heat produced renewably for 20 years, and as for FITs, the up-front costs need to be funded by the community organisation. As well as receiving RHI payments, community groups generating heat can sell the heat produced to provide a supplementary income stream.

8.0 Heat Networks

The Heat Networks Delivery Unit within DECC will support local authority-led heat network projects in England and Wales. There are many funding and delivery models for these. These might include setting up energy service companies (ESCOs) that are wholly owned by the local authority, co-operative models that are owned by those they serve or joint venture companies including a private developer or financier. These are of chief interest in new large scale developments.

9.0 Rural Community Energy Fund (RCEF)

The £15m RCEF is aimed at helping rural communities in England access funding to carry out feasibility studies for renewable energy projects, fund pre-planning studies and preparation of planning applications. RCEF funds will support eligible rural projects including wind, solar, biomass, heat pumps, anaerobic digestion, gas Combined Heat and Power (CHP).

As announced in the Community Energy Strategy, the Government is also launching an Urban Communities Energy Fund (UCEF) as a counterpart to RCEF for non-rural communities in England.

10.0 Reducing energy use in the local community

Reducing energy use can reduce carbon emissions, and also save people money on their energy bills. The local community can work together and save energy in a number of ways.

For example, the community may get together to improve the energy efficiency of a local building; share tips on how households can use less energy on a day-to-day basis; or advise people about what support is available to help them insulate their homes.

Communities can be particularly effective at engaging vulnerable consumers and reaching those in fuel poverty.

East Herts is attempting to encourage this through schemes such as Keep Warm Stay Well, but there could be an opportunity to encourage the creation of specific local community energy efficiency networks. These could also look at water efficiency and there may be an opportunity to team up with the Utility companies in this regard. The Herts Sustainability Forum is currently exploring this area further.

11.0 Community Energy Demand Management

Some community groups, who have undertaken energy generation and energy reduction projects elsewhere in the UK have also considered energy demand management. With a progressively smarter grid, consumers are offered more information about their energy use and incentivised to shift their demand to help balance supply and therefore reduce the need for costly generation capacity to meet high peak demand. This also helps to accommodate renewable electricity generation, electrification of heating (eg heat pumps) and electric vehicles.

Communities wishing to undertake demand management projects work with their local Distribution Network Operator (DNO). Such partnerships are eligible to apply to Ofgem's Low Carbon Networks Fund if they wish to pilot new approaches. Community groups are also being invited to collaborate with others to bid for funding through the Technology Strategy Board Localised Energy Systems competition.

Future community energy management initiatives will benefit from better consumption data, available as a result of the roll-out of smart meters. Most households will start to have smart meters installed by their energy company between 2015 and 2020, although some energy companies are starting to install smart meters now. As

community leader we may wish to promote the move to smart meters or provide mini meters on a loan basis during the interim period.

12.0 Community Collective Purchasing and Switching

Community energy purchasing and switching can help consumers secure better deals on electricity, gas, heating oil, insulation or renewable technologies through discounts or referral fees. Community groups can bring people together to purchase collectively or switch together, saving money. The involvement of a community group can reach out to the most vulnerable members of the community who may be most in need. In East Herts, for example, we already have several Oil Buying Clubs, although there is no doubt further opportunity to encourage additional such groups.

HCC has also been operating Fuel Tariff Switching Scheme in partnership with Peterborough Council, although it is not clear how successful this has been. There is possibly an opportunity for further promotion in this area or through East Herts taking a more direct lead in the local area.

Fuel tariff switching can help with fuel poverty issues, although it is not always possible to guarantee the lowest available rate at any one time through the fuel switching auction process.

13.0 Governance and legal structures for community groups

A legal structure for community groups is needed to apply for the majority of grants and to qualify for loans. The following are examples of community group legal structures that can be used to develop community energy initiative. Such structures or groups could be either new (created specifically for the purpose) or simply utilise the structure of an existing organisation (e.g local charity):

There are two types of ***Industrial and Provident Society***:

- Community Benefit Society (BenCom). This is set up to benefit a particular stakeholder group. They cannot operate like a private company and IPSs can offer community shares (less than £20,000 limit).

- Co-operative Society. This is run by and for the interest of its members. Co-operatives pay out dividends to members, often on the basis of participation not investment. Each member gets one vote, regardless of the number of shares they own. An example of this type of structure is Hertford Energy Now (at Millmead School).
- **Community Interest Companies (CICs)** cannot be formed or used solely for the personal gain of a particular person, or group of people. They have an asset lock and a limit on dividends. CICs are supervised by the CIC Regulator. CICs cannot run community share offers.

Charities are run by trustees, supported by donations and have charitable status (tax relief). They are regulated by the Charity Commission.

Joint Ventures involve a community group and one or more other bodies like a private investor who may bring business or technical skills, capital, legal expertise, local land etc.

14.0 Business planning and funding

Community groups need to develop a business plan. This may have to fund an income and enough profit to pay interest on any premium or loans and give investors a reasonable rate of return. Other costs are likely to include administration, project management, communication, planning, testing, community share offers, land ownership/leasing, insurances, legal advice, installation, grid connection, ongoing maintenance, repair and taxes and decommissioning.

Funding for the up-front costs can come from loans, grants, private investors, or community share offers. Not for profit organisations like CICs and IPSs may find difficulty borrowing all of the funding for less than £1m and may only be able to raise a 50% bank loan. East Herts Council could potentially consider providing assistance in the establishment of such groups.

Some banks also specifically support community groups. These include: Charity Bank, Triodos and the Cooperative Bank.

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