



ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE

10.00 am THURSDAY, 24 NOVEMBER 2016

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

PART 1

1. To receive any declarations of interest from Members
2. To receive the Minutes of the Environment and Highways Scrutiny Committee held on 13 October 2016 (*Pages 5 - 8*)
3. To receive the Minutes of the Special Budget Environment and Highways Scrutiny Committee held on 8 November 2016 (*Pages 9 - 12*)
4. To receive the Scrutiny Forward Work Programme 2016/2017. (*Pages 13 - 16*)

To scrutinise information and monitoring issues being reported by:

Report of the Head of Head of Engineering and Transport

5. Highway Development Control Service Report Card (*Pages 17 - 28*)

Report of the Head of Planning and Public Protection

6. Environmental Health and Trading Standards Service Report Card (*Pages 29 - 50*)

Report of the Head of Streetcare

7. Reduce, Reuse, Recycle Qtr 2 Highlight Report (*Pages 51 - 60*)

8. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members).
9. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Friday, 18 November 2016

Committee Membership:

Chairperson: **Councillor I.D.Williams**

Councillors: M.Crowley, D.W.Davies, Mrs.R.Davies, S.K.Hunt,
I.B.James, R.James, E.E.Jones, C.Morgan,
S.Rahaman and Mrs.A.Wingrave

Notes:

- (1) *If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) *If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) *For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*

- (4) *The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) *Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

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ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

Members Present:

13 October 2016

Chairperson: Councillor I.D.Williams

Councillors: M.Crowley, D.W.Davies, Mrs.R.Davies,
E.E.Jones, C.Morgan, S.Rahaman and
Mrs.A.Wingrave

Officers In Attendance D.Griffiths, M. Thomas and N.Evans

Cabinet Invitees: Councillors E.V.Latham and Mrs.S.Miller

1. **TO RECEIVE THE MINUTES OF THE ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE HELD ON 1 SEPTEMBER 2016**

The Committee noted the Minutes.

2. **TO RECEIVE THE SCRUTINY FORWARD WORK PROGRAMME 2016/2017.**

The Committee noted the Work Programme.

3. **PRE-DECISION**

The Scrutiny Committee scrutinised the following matters:

Cabinet Board Proposals

3.1 Officer Urgency Action 0150 re: Environmental Health and Trading Standards – Enforcement Policy 2016

Members considered the report that updated the Environmental Health and Trading Standards Enforcement Policy 2016. Members were advised that the reason behind the urgency was due to the need to ensure compliance with applicable legislation.

Members asked how this enforcement team could link with waste enforcement officers or parking enforcement officers and were advised that due to the nature of the work it would be difficult to be part of a consistent approach.

Following scrutiny the report was noted.

3.2 Proposed Taxi Ranks – Orchards Street, Neath

Members considered a report that contained objections to the proposed ranks in Orchard Street, Neath.

Officers advised that the two letters of objections received raised valid concerns. Subsequently, in consultation with Local Members two alternative ranks are proposed seeking Members' permission to advertise the new locations.

Members asked if it was a temporary measure until the multi storey car park was demolished why were they being advertised as permanent. Officers advised that temporary orders last for only 18 months and cannot be renewed. In this case, it would be dependant upon the town centre regeneration programme. Officers stated that once the regeneration scheme was completed the order could be reviewed and revoked in whole or in part dependant upon the success or otherwise of the locations.

It is confirmed HOWEVER, that the intention is to reinstate the taxi rank to its current location adjacent to the former Wilkinson store.

Members noted that there are no taxi's at Port Talbot Parkway railway station particularly on a Sunday. Officers stated that taxi drivers have to purchase permits to collect passengers on Network Rail Land operated on their behalf by the franchisee. Due to the current construction of the Transport Hub at the location, the Network Rail taxi rank had been temporarily relocated to the adjacent Arriva Trains car park.

Members enquired generally whether there is a limit on the number of taxi licences that can be granted. Officers confirmed that taxi licencing was managed by Democratic Services. The Head of Engineering & Transport advised that it was his understanding that the number of licences issued in the County are not limited.

Following scrutiny the committee were supportive of the proposal to be considered by the Cabinet Board.

CHAIRPERSON

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ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE

(Committee Rooms 1/2 - Port Talbot Civic Centre)

Members Present:

8 November 2016

Chairperson: Councillor I.D.Williams

Councillors: M.Crowley, D.W.Davies, E.E.Jones,
S.Rahaman and Mrs.A.Wingrave

Officers In Attendance Mrs.N.Pearce, M.Roberts, D.Griffiths and
N.Evans

Cabinet Invitees: Councillors E.V.Latham

1. **CONSULTATION ON ENVIRONMENT BUDGET AND DRAFT SAVINGS 2017/18**

Members considered the report on the Environment Directorate Budget and Savings for 2017/2018.

Officers stated that the level of savings required in 2017/2018 is £11.2m and over the next three years amounted to £36m.

Officers noted that within the report there were a couple of errors and these would be highlighted to Members at the opportune time. Members were advised that there were some savings that had been offered previously that would now not be taken forward.

The first saving that has been removed is the planned cost efficiencies in the Pollution Control and Contaminated Land. Officers advised that it would not be beneficial for the Council to make this saving as the work to deal with contaminated land is now being done in house rather than outsourcing.

Members considered the savings in relation to Asset Sponsorship. Officers regretfully informed Members that up until recently 17 roundabouts in the County Borough were sponsored realising circa £30k income however, in the last week or so 11 have been removed. Officers continued that feedback had been requested on why the sponsorship has ceased but in all likelihood it would be in relation to

the revenue realised from the investment. Members were advised that there would be additional areas where advertising could be placed such as gateway areas to towns and villages in the County Borough.

Officers however, advised that the savings of £75k is likely to be delayed until 2018/2019. Members asked whether it was one company per roundabout or could more than one be placed on each roundabout. Officers confirmed that one company per roundabout and they would have signs on each spur.

Members also asked whether there was any correlation between roundabout sponsorship and an increase in accidents at those sites. Officers confirmed that this wasn't the case.

Members were advised that ENV 639 Waste Collection and the main impacts should read Savings from side waste restriction. Officers advised that this saving was as a result of the Task and Finish Group that identified the level of restriction and that from June 2017 the restriction to three bags will be implemented and this will realise the savings.

Members queried why the Public Convenience at Resolven was singled out for closure. Officers advised that a review of provision of Resolven would be presented to the Environment and Highways Scrutiny Committee because of an historic arrangement that linked to the adjacent car park with associated costs included in the Streetcare budget. Members were further advised that there would be a review of all other conveniences across the County Borough.

Members asked whether there was the opportunity for innovative ideas on alternative use for the building. Officers advised that a report will be coming to the Committee in due course and if Members are minded to close the facility then it would be handed over to the Estates Department who would market the building which may well lead to a change of use but also include a public convenience.

Officers advised that in relation to saving ENV 645 this was the incorrect wording on the main impacts and it should read "Full Year's impact of savings partially delivered in 2016/2017". Members welcomed this explanation as they had concerns in relation to the statement that there would be a reduction in jobs that will reduce waste enforcement. Officers advised that a reduction in posts in this area was not proposed.

Officers advised that the savings in relation to the MENTOR System were due to bringing in a new in house system so they would now not need to pay for the software licences.

Members welcomed the prospect of merging the Crematorium and Cemetery Services and suggested that once the amalgamation happens perhaps the service could offer a genealogy service whereby the Council could sell the details of deaths, burials and cremations to family members who may be researching their respective family trees.

Officers explained the saving on Green Waste and that the Head of Streetcare has challenged his staff to see whether they can make Green Waste collection easier for residents whilst saving money for the Council. Members asked why there wasn't a figure attributed to this savings and it was confirmed that the review was ongoing and a report would be presented to Members in December that would provide options for consideration.

Members were informed that ENV 601 was reviewed two years ago in relation to school crossing patrols and this is the result of the need to reinstate a school crossing patrol at a school that now meets the criteria for a school crossing patrol. Members were advised that this would result in an additional pressure for the unit.

Members raised concern in relation to the two savings suggested in relation to Community Transport that amounted to circa £460k. The Head of Engineering and Transport stated to Members that the savings were brought forward to 2017/2018 from the subsequent year.

The Head of Service continued that 8 day centres had closed and they were dealing with the tail end of the process impacting on drivers, escorts and fleet. Members were informed that 23 staff had taken Voluntary Redundancy, 7 had gained alternative employment within the Council and some have left the organisation. The section was currently in the process of disposing of 26 vehicles.

Members noted that mention had been made of further reviews in Social Services particularly around complex needs. It was stated that the Social Care Health and Housing Scrutiny Committee had recently been informed that the review of complex needs would not go ahead and the savings would not be realised. The Head of Service then stated that this could impact on the ability of the service to meet the

total savings indicated within the report and he would have to review the position

Officers clarified that the FFP proposal related to the withdrawal of free Christmas parking from 2017 onwards. Members will be considering this year's free Christmas parking at the Environment and Highways Scrutiny and Cabinet Board on 24th November 2016.

Members were asked to note that the Welsh Government had made available across Wales a pot of circa £3m of which Neath Port Talbot would receive circa £130k. Officers advised that this is an unhypothicated revenue allocation. Should Members decide to allocate this to the Parking Budget during the budget round, then the Parking Account will still be in deficit following the recent initiative to support town centres through reduced car parking charges.

Members asked for it to be noted that whilst the Council is spending a significant amount of money regenerating our town centres in the County Borough this should be considered when reviewing the wider budget issues to ensure that we assist people to be able to use the town centres.

Following scrutiny the report was noted.

CHAIRPERSON

**Environment and Highways Scrutiny Committee
Forward Work Programme 2016/17**

Date of Meeting	Agenda Item
13 th October 2016	Neighbourhood Services Service Report Card
	Waste Services Service Report Card
	Highways and Drainage Service Report Card
	Pre-Scrutiny of Cabinet Items
8 th November 2016	Special Budget Scrutiny
24 th November 2016	Highways Development Control Service Report Card
	Environmental Health and Trading Standards Service Report Cards

	Quarter 2 Corporate Highlight Report – Reduce, Reuse, Recycle
	Quarter 2 Performance Monitoring
	Pre-Scrutiny of Cabinet Items
5 th January 2017	Planning Policy Countryside and Wildlife Service Report Card
ECR to be invited to consider Planning report Cards	Building Services and Lighting Services Service Report Cards
	Pre-Scrutiny of Cabinet Items
16 th February 2017	Integrated Transport Unit Report Card
	Quarter 3 Corporate Highlight Report – Reduce, Reuse, Recycle
	Quarter 3 Performance Monitoring
	Reduce, Reuse Recycle Highlight Report
	Pre-Scrutiny of Cabinet Items

30 th March 2017	Parking Services Service Report Card
	Pre-Scrutiny of Cabinet Items

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Scrutiny Committee

24th November 2016

Report of the Head of Engineering & Transport

D. W. Griffiths

Matter for Monitoring

Wards Affected: All

Engineering and Transport – Highway Development Control Report Card

Purpose of Report

- 1 To present for Scrutiny the Report Card for the Highway Development Control Unit.

Executive Summary

- 2 The Environment and Highways Cabinet Board on the 26th May 2016 approved the Divisional Business Plan for Engineering and Transport.
- 3 Each Business Unit within the division is required to complete a Report Card for each financial year, outlining the following:-
 - Performance against last year's Action Plan and Targets.
 - The challenges and opportunities faced in the short and medium term.
 - The actions and targets for the 12 months from April 2016 to March 2017.
- 4 The Report Card, set out in Appendix A, summarises the service priorities, key measures and key actions for the Highway Development Control Unit.

Consultation Outcome

- 5 Employees within the individual services and external customers where relevant have been consulted in the development of the Report Card.

Financial Impact

6 The work delivered is funded by a revenue budget.

Equality Impact Assessment

7 Not applicable.

Workforce Impacts

8 These are covered in the appended report card.

Legal Impacts

9 Not applicable.

Risk Management

10 A Risk Matrix for the Directorate has been prepared which incorporates the risk within this service area.

Recommendation

11 This item is for monitoring purposes.

Reasons for Proposed Decision

12 Not applicable.

Implementation of Decision

13 Not applicable.

Sustainability Appraisal

14 The activities of the Environment Directorate have an impact on all themes of the Corporate Performance Plan. Operational Business Plans contribute to service improvement by setting out service specific priorities for the next 12 months and how they will be met. Managers are required to consider Corporate policies such as equalities and health when determining how they meet their service priorities.

Appendices

15 Appendix 1 Highway Development Control Report Card.

List of Background Papers

16 Engineering & Transport Business Plan - Environment and Highways Cabinet Board – 26th May 2016.

Officer Contact

17 David Adlam Highway Development Control Manager

☎ 01639 686398

✉ d.adlam@npt.gov.uk

Service Report Card 2016-2017

Highway Development Control Service

Section 1: Brief description of the service

The Highway Development Control Section consists of six staff in undertaking the separate functions below:

1. To act as a statutory consultee in giving advice on development proposals, planning applications, planning appeals/enforcement. It looks to limit the impact of traffic from new developments, including improvements to the highway infrastructure, new infrastructure, promote highway safety in new developments and creating sustainable developments and better places to live.
2. The adoption of new development roads through inspections to ensure they are built in accordance to the design and specification of the Authority and highway improvements on existing highways due to developments.
3. To give advice on land drainage issues on development proposals, planning applications, enforcement on land owners regarding culverts, water courses and ditches as well as statutory undertaker's apparatus consultations.
4. To act as the consenting body in issuing consent on any works that take place to construct features within a watercourse. This would take the form of temporary or permanent consent. An Impact assessment under the Water Framework Directive could be required for certain works.
5. To undertake the approval and assessment of proposed sustainable urban drainage schemes within new developments.
6. To act as a statutory consultee in Issuing Heavy Goods Operators Licences for the Traffic Commissioner.

The Section undertakes both statutory and regulatory duties within the areas mentioned above.

The section has just 6 staff to cover all these areas.
The Section is located under the Head of Engineering and Transport within the Environment Directorate.

Section 2: Overall Summary of Performance for 2015-16 Financial Year

Work in supporting the on- going SIP programme through delivery of these important developments by ensuring pupils can attend the schools safely taking into consideration traffic movements, generation and ensuring sufficient areas are available to provide drop off and pick up points and bus provision. These highway improvements align with the aims contained within the Better Schools, Brighter Prospect agenda.

Continues to deliver safe highway infrastructure for large and small developments bringing economic benefit to the Authority - contained within the Prosperity for All agenda.

Continues to meet its 100% water course consenting determinations target to ensure any changes to a water course does not result in flooding of third party properties.

There was a reduction in the number of returns on planning applications within the 21 days statutory period due to increasing workload.

The section had an underspend of £2,172 during the year 2015/16.

Sickness levels were above the Councils average due to long term sickness of a member of staff, making the FTE days lost equating to 19.2 per FTE. This figure seems high but there are only 6 FTE in the section which will cause the figure to be higher than that where a section has more staff.

100% of staff underwent their performance appraisal.

There were no customer complaints or compliments made during the year.

**Section 3:
Service Priorities 2016-17**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: Highway Referred Planning Application	Staff have been given a priority list of statutory functions where this is the top function to be undertaken within 21 days.	D Adlam	Review is undertaken at the end of each financial year	Alterations have been made in the way replies are made to the planning section, which should speed up the process and improve returns within the 21 days statutory period
2: Drainage Referred Planning Application	Staff have been given a priority list of statutory functions where this is the second function to be undertaken within 21 days.	D Adlam	Review is undertaken at the end of each financial year	Alterations have been made in the way replies are made to the planning section, which should speed up the process and improve returns within the 21 days statutory period
3: Water Course Consents	Staff have been given a priority list of statutory functions where this is the third most important function which has to be completed within 8 weeks.	D Adlam	Review is undertaken at the end of each financial year	This will remain as at present a 100% of applications are dealt with within the 8 week statutory period.
4: Heavy Goods Vehicles Operators Licence	Staff have been given a priority list of statutory functions where this is the third function to be undertaken within 21 days	D Adlam	Review is undertaken at the end of each financial year	A 100% return is being achieved within the 21 day statutory period.

5: Pre – application comments (PAC) for major developments.	This is a new function through changes in the planning legislation which gives the Highway Authority as a statutory consultee 28 days to reply to the submitted notice issued directly by a developer for their proposed major development.	D Adlam	Review will be undertaken at the end of each financial year	This is a new function so no data is yet available
6: Submit Statutory Consultee’s report regarding replies to planning section on Highway comments.	This is a new function introduced by the Welsh Government. They require the Highway Authority as statutory consultee to submit a report on the type and number of replies given to referred planning applications.	D Adlam	A report will be submitted to the Welsh Government each year	This is a new function so no data is yet available

**Section 4:
Service Performance Quadrant 2016-17**

The statutory requirements for the Highway Development Control Section to respond to its ever increasing workload with diminished staff resources are evidenced below. Through making continuous reviews of the way it under takes its duties is resulting in some improvements in the number of referred planning applications requiring land drainage consultations dealt with within the set statutory periods, but also demonstrates a failure to improve the referred highway applications. Although there was a significant increase in the number of water course consent required the determination rate of 100% was maintained. Two more measures have been added which will be reported on during the year, one which relates to HGV Operators Licencing which the Unit has 21 days to reply to the Traffic Commissioner and Pre Application Consultations (PAC) for Statutory Highway Consultees where the Unit has 28 days to reply with comments to the developer.

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Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Service Measure 1: e.g. % Highway Referred Planning Application and replies within 21 days (Priority 1)	65% Rec. 339 Rep. 220	65% Rec. 344 Rep. 224	N/A	71% Rec. 169 Rep. 120	65% Rec. 171 Rep. 111
Service Measure 2: e.g. % Drainage Referred Planning Applications and replies within 21 days (Priority 2)	53% Rec. 194 Rep. 103	49% Rec. 186 Rep. 91	N/A	51% Rec. 90 Rep. 46	57% Rec. 104 Rep. 59
Service measure 3: e.g. % Water Course Consents and replies within 8 weeks (Priority 3)	100% Rec.126 Rep.126	100% Rec.57 Rep.57	N/A	100% Rec.27 Rep.27	100% Rec.29 Rep.29
Service measure 4: e.g. % HGV Operators Licence and replies within 21 days (Priority 4)	100%	100% Rec.28 Rep.28	N/A	100% Rec.5 Rep.5	100% Rec.6 Rep.6

Service measure 5: e.g. % of Major Development Pre Applications Consultations (PAC) and replies within 28 days (Priority 5)	0%	0%	N/A	0%	0% as this only commenced in August 2016
Corporate measure (CM01): a) Number of transactional services fully web enabled	None	None	N/A	N/A	N/A
b) Number of transactional services partially web enabled	None	None	N/A	N/A	N/A

**Section 5:
Financial Quadrant 2016-17:**

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As at the end of March 2016, Highway Development Control came within its budget of £163,728.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 2 (projected to year end)
Corporate Measure (CM02): % revenue expenditure within budget Revenue Budget £163,728	1.3% underspend £1,812	1.6% underspend £2,172	0% over/underspend (this figure is not known until towards the end of the financial year) £0
Corporate Measure (CM03): Amount of FFP savings at risk	No FFP items	No FFP items	No FFP items

**Section 6:
Employee Quadrant 2016-17**

Sickness levels have increased this year over last year equating to 19.2 days being lost per FTE employee, being above the Council average, due to a member of staff having to under go an operation on their spine which required clearance from her consultant and OHU before they could start back to work. They are currently on a phased return to work programme. Staff have been advised accordingly of the sickness management procedures, and are looking to improve on their sickness record during 2016/17.

There were no unplanned employee departures during the last twelve months.

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Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence			
Service: Highway Development Control	17.8 days	7.4 days	19.2 days
Total Service FTE days lost in the period	116	48	115
Directorate: Environment	10.2 days	4.7 days	5.0 days
Council:	9.7 Days	2.2 days	2.4 days

	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM11): Staff engagement Measure	New	New	New
Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%)	100%	0%	100%
Number of staff who have received a performance appraisal during 2016-17	6	6	6
Corporate Measure (CM06): Number of employees left due to unplanned departures	1	0	0

Section 7: Customer

Highway development Control has not had any complaints or compliments during the year (the same as the previous year). No customer surveys have been undertaken as the section undertake both statutory and regulatory duties.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM07): Total number of complaints Internal External (from the public)	None	None	None
Corporate Measure (CM08): Total number of compliments Internal External (members of the public)	None	None	None
Corporate Measure (CM09): customer satisfaction measure/s	None	None	

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Scrutiny Committee

24th November 2016

Report of the Head of Planning and Public Protection

N.Pearce

Matter for Monitoring

Wards Affected: All

Planning and Public Protection – Environmental Health and Trading Standards Report Card

Purpose of Report

1. To present for Scrutiny the Report Card for the Environmental Health and Trading Standards Service.

Executive Summary

2. In accordance with the approved Divisional Business Plan for Planning and Public Protection each Business Unit within the division is required to complete a Service Report Card for each financial year.
3. This interim report updates Members on the progress made over the current financial year and in particular outlines:
 - The ongoing performance against last year's Action Plan and Targets;
 - The ongoing challenges and opportunities faced in the short and medium term; and
 - The progress being made in respect of the actions and targets for the 6 months from 1st April 2016 to 30th September 2016.
4. The Environmental Health and Trading Standards service comprises the General Environmental Health team, the Food and Health Protection team and the Trading Standards team.
5. The Report Card, set out in Appendix A, summarises the service priorities, key measures and key actions for the Environmental Health and Trading Standards Service.

Consultation Outcome

6. Employees within the individual services and external customers where relevant have been consulted in the development of the Report Card.

Financial Impact

7. The work delivered is fully covered by a combination of existing revenue budgets and grant income.

Equality Impact Assessment

8. Not applicable.

Workforce Impacts

9. These are covered in the appended report card.

Legal Impacts

10. Not applicable.

Risk Management

11. A Risk Matrix for the Directorate has been prepared which incorporates the significant risks within this service area.

Recommendation

12. This item is for monitoring purposes.

Reasons for Proposed Decision

13. Not applicable.

Implementation of Decision

14. Not applicable.

Sustainability Appraisal

15. The activities of the Environment Directorate have an impact on all themes of the Corporate Performance Plan. Operational Business Plans contribute to service improvement by setting out service

specific priorities for the next 12 months and how they will be met. Managers are required to consider corporate policies such as equalities and health when determining how they meet their service priorities.

Appendices

16. Appendix 1 Environmental Health and Trading Standards Report Card.

List of Background Papers

16. Environmental Health and Trading Standards Business Plan 2016-17.

Officer Contact

17. Mark Thomas, Environmental Health and Trading Standards Manager
Tel. No. 01639 685612
email: m.thomas2@npt.gov.uk

Service Report Card 2016-2017

Environmental Health and Trading Standards Service

Section 1: Brief description of the service

The Environmental Health and Trading Standards department is a team comprising of 40 people which equates to 36.5 Full time Equivalent (FTEs) and two unpaid Environmental Health students. The three areas of the service are General Environmental Health team (14 FTE), the Food and Health protection team (10 FTE) and the Trading Standards team (12.5 FTE).

Our key priority is to ensure the Council meets its statutory requirements in a number of areas (as listed below) to protect the public health of the residents and visitors of Neath Port Talbot, through the different levels of regulation and to ensure a fair, safe and equitable trading environment where consumers are confident and informed and legitimate businesses can flourish.

. The range of services provided are :

- **General Environmental Health:** Statutory nuisance (Eg : noise, smoke, damp complaints). Securing potentially unsafe properties that are open to access, filthy and verminous premises, dealing with burial of the unclaimed dead, drainage CCTV surveys and private water supply regulation.
- **Housing Enforcement :** Deal with the enforcement of housing conditions and manage the mandatory Houses in Multiple

Occupation licencing scheme. Houses in multiple occupations are inspected based on risk. Empty property work aims to deal with ruinous and dilapidated dwellings and bring long standing empty houses back into use. Allegations of illegal evictions and harassment are investigated and enforced. The service is also involved in the promotion of the national registration and/or licencing of private sector landlords and letting agents scheme in Wales and its enforcement after Nov 24th 2016.

- **Health and Safety:** Proactively inspections of identified high risk premise. Allegations of non-compliance with health and safety legislation are investigated. RIDDOR reports are monitored and accidents investigated when appropriate.
 - **Pollution Control:** Contaminated land and Air pollution.
 - **Food Safety:** Proactively inspect food businesses and food hygiene legislation is enforced. The Food Hygiene Rating scheme is managed in partnership with the Food Standards Agency. Food sampling is regularly undertaken and food related complaints are investigated.
- Health protection:** Investigations of Infectious Disease and Outbreak control.
- **Trading Standards (Retail and Industrial Enforcement):** Inspections of businesses for compliance with the law, Provision of business advice, Food and feed standards enforcement (the farm to fork approach), including the description, declarations of ingredients and the presence of additives and allergens, Product safety, Pricing, Petroleum approval enforcement, Inspection & verification of weighing and measuring equipment. Inspections of sector specific businesses for compliance with the law, Welfare inspections of livestock including on farm, small holding and in transit, Livestock movement controls, Feed hygiene enforcement at farms, Animal disease control
 - **Consumer Fraud and Underage sales:** Product Counterfeiting, Rogue Traders / Cowboy builders, Underage sales of age restricted products and the mis-description of goods and service. The investigation of complex consumer frauds including Financial Investigation. Identifying the victims scams, particularly the vulnerable, and where appropriate taking enforcement action and signposting to other agencies for support.

Section 2: Overall Summary of Performance for 2015-16 Financial Year

We are making good progress in delivering our key actions for 2016-2017 which includes:

- The follow up of the Food Standards Agency audit has been carried out and the findings are being considered prior to the report being published. Early indications are that the overall report is however positive.
- A review of the general Environmental Health function is progressing with a number of options to be considered.
- Promotional work including training events and the preparatory work in readiness of the new requirement for Landlords and letting agents to become registered or licenced by 24th November 2016.
- The inspection of high risk food hygiene inspections are on target and the broadly complaint percentage remains high (92.8%).
- The inspection of high risk Food and Feed inspections are on target.
- The Contaminated land register is being translated prior to going online.
- 98.8% of Infectious disease cases are responded to and investigated within appropriate guidelines.
- A dedicated officer to focus on problematic empty homes and explore options of bringing them back into use has been set up, which will hopefully tackle the long term problems these buildings have on their community

Trials of mobile devices to enable inspection, data collection and better communication are ongoing

**Section 3:
Service Priorities 2016-17**

Priority Measure	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
PM1 – To successfully complete the follow up audit of the Environmental Health and Trading Standards Service by the Food Standards Agency (FSA)	Work is being undertaken to ensure that all the action points on the previous audit are completed.	Mark Thomas	December 2016	Sufficient evidence is submitted to the FSA to demonstrate that all action points highlighted in a previous audit have been advanced or complied with. The report from the FSA will confirm whether the recommendations of the audit have been advanced or complied with. This will be the appropriate measure.
PM2 – Continue to inspect all high risk food premises based on risk assessments and categorisation of premises. Categories A to C will be inspected but work will also commence on inspecting category D premises.	The risk assessment inspections will be undertaken and staff resources will be deployed to cover the priority premises.	Mark Thomas	Ongoing	KPIs will demonstrate the number of premises inspected and will be defined as the appropriate measure.
PM3 –To establish and maximise the percentage of food establishments which are “broadly compliant” with food hygiene standards	Inspections will be undertaken to risk assess relevant businesses and their compliance with the Food Hygiene Rating scheme standards. Businesses are offered advice and guidance to	Mark Thomas	Ongoing	This measure is a PAM, and the KPI’s will demonstrate the number of premises inspected that are broadly compliant in accordance with the FSA definition

	achieve full compliance.			
PM4 – Review/Restructure the General Environmental Health Service to reflect the demands of the service and the specialisms within the team.	An assessment of service demands will be undertaken and staff will be allocated to address the high demand services according to subject area. Improved performance management will be introduced to track workload and officer performance. Work will also progress towards improving the online presence of the service	Mark Thomas	March 2017 and ongoing thereafter	The capacity of the service will improve and will be better able to deliver its regulatory functions in a proactive manner. Staff will have more ownership for their work and accountability will improve. This will be reflected in the KPIs going forward, which will also be the appropriate measure.
PM5 – Implement the objectives of the Rent Smart Wales Initiative in terms of improving the quality of landlords in homes provided by the private rented sector.	Promote the registration and licencing of landlords and letting agents and consider utilising enforcement powers for non-compliance when necessary and appropriate.	Mark Thomas	March 2017	Number of Rent Smart Wales enquiries recorded and associated actions will be the appropriate measures.
PM6 – Mobile working will be piloted in Environmental Health and Trading Standards	Funding will be secured through Rent Smart wales and through proceeds of Crime Awards to pay for mobile devices for staff	Mark Thomas	Ongoing	The introduction of mobile devices will allow officers to spend more time on site rather than travelling to and from the office. This should increase the capacity of the service to deal with demands going forward. KPIs will demonstrate if this is successful and will be the appropriate measure.
PM7- Achieve 100% of the FSA / WhoTS feed premises inspection plan and 100% all of	Work will be reprioritised to ensure that these inspections are completed.	Mark Thomas	March 2017	KPI's will demonstrate the number of premises inspected in each of the categories and will be defined

high risk food standards premises based on risk assessments and categorisation of premises by the Trading Standards Team				as the appropriate measure.
PM8 – Improve the intelligence gathering work undertaken by the Consumer Fraud team which has recently been expanded to reflect priorities going forward.	Further work will be undertaken with regional and national partners, and the “scammers and suckers” work will be prioritised to further protect vulnerable people.	Mark Thomas	Ongoing	There isn't a single measure that can be used to demonstrate effectiveness. It will be a combination of factors but primarily a reduction in the number of people who fall victim to fraud. The protocol will be the appropriate measure, together with a reduction in the number of people who fall victim to all kinds of consumer fraud or victims of unsafe goods.
PM9 – A protocol relating to Phase 1 / Geoenvironmental Desk Studies for Council projects will be adopted.	The draft protocol will be further revised to reflect recent experiences and will be consulted upon with appropriate departments.	Mark Thomas	December 2016	The protocol will ensure that officers involved in delivering council schemes are made aware at an early stage of the implications associated with contamination and what actions are required to demonstrate delivery of those sites having regard to necessary mitigation. The protocol will be the appropriate measure.
PM10 - Investigate all complaints and referrals of infectious diseases (E.coli,	Complaints and referrals to be allocated to suitably trained staff to investigate within	Mark Thomas	Ongoing	All complaints and referrals will be evaluated against the appropriate time scales. This will be the

salmonella, Campylobacter, Giardia, Hepatitis E etc) within appropriate time scales .	appropriate time scales.			appropriate measure.
PM11- Manage the National House in Multiple Occupation licencing scheme and ensure all known licensable HMO's are identified and inspected based on risk.	To continue to enforce the HMO licencing scheme and inspect identified HMO's based on risk.	Mark Thomas	Ongoing	Record the percentage of HMO's licenced in relation to the number of properties occupied within the Private Rented Sector. These figures will be the appropriate measure.
PM12 - Fulfil the Authorities legal obligation under the Environmental Protection Act 1990 to take reasonable steps to investigate allegations of Statutory Nuisances.		Mark Thomas	Ongoing	Number of complaints received, together with other data relating to the outcome e.g. resolved informally/formal action will be the appropriate measure.
PM13 - Maximise the number of empty houses brought back into use		Mark Thomas	Ongoing	The current KPI is currently under review by Welsh Government and Stakeholders. It is due to be updated shortly. The amended KPI will be the appropriate measure.
PM14 - Continue to fulfil the Authorities responsibility to monitor RIDDOR reports and where appropriate investigate. This will include a minimum of two Health and Safety interventions.		Mark Thomas	Ongoing	RIDDOR reports and subsequent actions will be recorded. Intervention plans/results will be collated. Both of the above will be the appropriate measure.
PM15 - Investigate complaints relating to poor rented accommodation, and		Mark Thomas	Ongoing	Complaints and subsequent actions including enforcement action when necessary will be

<p>inappropriate landlord behaviour such as illegal eviction and harassment.</p>				<p>recorded and will be the appropriate measure.</p>
<p>PM16 – The Council's Contaminated land Public register will be translated into Welsh and uploaded onto the web.</p>		<p>Mark Thomas</p>	<p>March 2017</p>	<p>The Contaminated Land Public Register is frequently referred to by third parties interested in developing within Neath Port Talbot. Its availability on line will allow customers to self-serve thus releasing staff to concentrate on other duties. The availability of the register online will be the appropriate measure.</p>
<p>PM17 – Regular monitoring in respect of air quality and nickel levels will continue.</p>	<p>Air quality and nickel levels is monitored extensively throughout the County Borough, the results of which are publically available and are acted upon by Natural Resources Wales, the Welsh Government, and the European Union. This will continue and any necessary mitigation will be identified where necessary.</p>	<p>Mark Thomas</p>	<p>Ongoing</p>	<p>The results of this monitoring are crucial given the potential threat of infraction proceedings should exceedances arise. The results from monitoring and the identification of necessary mitigation will be the appropriate measure.</p>

Section 4: Service Performance Quadrant

Priority 1: FSA follow up audit:-

The FSA carried out a follow up visit on the 8th and 9th August 2016 to assess the progress of the action plan. The FSA report is currently being considered by the department prior to it being finalised and published.

Priority 2: Food hygiene inspections:-

Proactive inspections are scheduled throughout the year(s) - based on risk, in accordance with National protocols. Category A rated premises are inspected on a 6 monthly basis; Category B rated premises on a 12 monthly basis; and Category C rated premises on a 18 monthly basis. Food inspections of high risk businesses remain a key priority for the service. Of the 370 high risk premises scheduled for inspection, 174 premises have been inspected. The quarterly percentages are accumulative and are currently ahead of the same quarter last year (40% - 2015/16; and 47% - 2016/17). The target remains at 100% at the end of quarter 4.

Priority 3: Food establishments which are “broadly compliant”:-

Of 1118 registered food establishments in Neath Port Talbot, 1038 were broadly compliant with food hygiene standards. This equates to 92.84% of relevant establishments classed as broadly compliant.

Priority 4: Review/Restructure the General Environmental Health Service:-

The review of the General Environmental service is underway. The Environmental Health and Trading Standards Manager has

collated information regarding service requests and is currently evaluating the information. Draft proposals are currently being drawn up.

Priority 5: Rent Smart Wales initiative:-

An officer has been nominated as a point of contact for the scheme. In partnership with a training provider, the required Landlord Training is being offered locally to landlords.

Enforcement of the legislation has not come in to force to date, officers continue to remind landlords of their responsibilities under the scheme, and encourage them to comply.

Letting agents in the area have also been contacted reminding them of their responsibilities under the scheme.

Communication with Housing benefits has been improved, and housing benefits regularly notify us of properties where families rent properties to family members. The notification enables us to make contact with these landlords to ensure they are aware of the scheme requirements.

Promotional work of the scheme continues, with links to Rent Smart Wales being placed on the internet, the scheme being advertised in the foyers of main council buildings, and advertised in the Council's internal magazine.

Priority 6: Mobile working:-

EH&TS are liaising with the IT section to develop appropriate mobile working solutions. Proformas for food hygiene and trading standards inspections have been developed. Currently two devices have been identified as being suitable, these are being trialled by staff. Feedback will be collated and the most appropriate and effective device will be selected.

Priority 7: High risk food standards:-

Premises have been identified and the inspection programme has been created and is being monitored. 2 of the 9 businesses identified have been inspected so far. The feed standards inspection programme has been put in place, staff briefed and is underway. An animal health/feed inspection officer has recently left the department and the post has been frozen. Consequently resources have been rearranged to accommodate the extra work. The Team Leader is also exploring the opportunity to exploit the cross border / regional arrangements that are shared with Swansea to meet the feed inspection and sampling targets.

Of the 6 high risk premises liable for an animal health visit, 4 have been visited. One of the high risk premises is the sheep market which is visited weekly

High risk Food standards business inspections are spread throughout the financial year. Some high risk businesses were inspected at the end of the last financial year and it would be too early to inspect them in the first half of the current year as it would not give the department a good indication of how the business is developing over time. Officers are regularly reminded that they are the priority for the work programme. Certain inspections require specialist equipment and for efficiency and reasons of costs these businesses are all inspected at the same time. Of the 37 businesses designated high risk, 21 have been inspected.

Priority 8: Intelligence gathering work:-

Trading Standards enforcement across the United Kingdom is now largely intelligence led. The Senior Investigation Officer within Trading Standards has arranged training for all Trading Standards staff on the Intelligence Operating Model (IOM) used within the service across the UK. It is difficult to measure improvement and performance in this area, however the Trading Standards Team Leader and the Senior Investigations Officer in conjunction with the Local Intelligence Officer, and using information from the Regional Intelligence Analyst, are monitoring the application and use of the IOM via team meetings, reviews and examining the intelligence database. The department is also currently reviewing the work it does in educating the public in relation to scams and consumer frauds. A revitalised, more focussed approach to educating the consumer will be in place by the

end of the financial year.

Priority 9: Geo-environmental Desk Studies (Phase 1):-

The protocol has been revised and is due to be shared with interested parties shortly.

Priority 10: Infectious diseases: investigations and control:-

Strong links already exist with the local health authority, and particularly the Public Health department which provide the services of the Consultant in Communicable Disease Control who acts as Proper Officer for receiving notifications of relevant infectious diseases, and particularly food poisoning organisms. Investigations and screening follow-ups occur in accordance with All-Wales expert rules. 110 complaints / referrals of infectious disease were received within the first half of the year, the majority from Campylobacter and Salmonella. The department responded to 98.8% of these cases within the All Wales expert rule time periods.

Priority 11: HMO (House in Multiple Occupation) licencing scheme:-

There are 448 known houses in multiple occupations in Neath Port Talbot, the percentage of these that have licence is 1.34%. The low percentage of licensed HMO's is due to the criteria for the National mandatory HMO licensing scheme.

Priority 12: Statutory Nuisances:-

The Environmental Protection Act 1990 defines Statutory Nuisance, and it covers many issues and scenarios. The most common allegations of Statutory Nuisance relates to excessive noise, and to date the department has received in excess of 350 noise related service requests. Continued failure to comply with an Abatement notice has recently resulted in the team seizing noise making equipment from a commercial property. 15 noise abatements notices have been served in the first half of the year.

In addition to noise complaints, allegations of smoke and odour causing Statutory Nuisance are common. The department

received in excess of 100 smoke/odour complaints, 14 of which have resulted in the service of a statutory notice

In addition to investigating allegations of statutory nuisance, the department are also consulted regarding Planning and Licensing applications.

Priority 13: Empty Houses brought back into use:-

The national indicator continues to be under review . An officer has been allocated to deal with complaints concerning problematic empty properties. As part of the role, the officer is currently researching the various methods that may be available to us which may assist in bringing empty properties back in to use.

Priority 14: 'RIDDOR' / Accident investigations:-

50 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations Reports (RIDDOR) were received, however this may be an under report of the number received. Due to pressures on the department during the summer months, only the most serious reports were recorded.

In addition to RIDDOR reports, approximately 30 Health and Safety service requests were received.

Officers were involved in a joint Health and Safety project with Swansea Council (South West Wales Estates Engagement Project), however the project was not well attended by businesses from Neath Port Talbot.

Priority 15: Complaints relating to rented accommodation:-

To date the department has received in excess of 25 service requests in relation to allegations of inappropriate behaviour by landlords, in particular harassment and/or illegal eviction.

In excess of 200 service requests were received in relation to property conditions in rented accommodation.

Priority 16: Contaminated Land Public register:-

The register has been reviewed updated and has been submitted for translation.

The contaminated land strategy has also been submitted for translation.

The contaminated land website is currently being reviewed. The website will be updated when the translated documents are available.

Priority 17: Air quality monitoring:-

Monitoring results provide vital evidence of compliance with statutory air quality limits and targets, breach of which could lead to infraction proceedings. Where exceedances occur the monitoring data helps to identify these and informs mitigation measures. To help further understand the sources of pollution, in June 2016, King's College London published the final report from a monitoring campaign on Nickel. A similar campaign was conducted for PM and the report on this is currently being compiled.

**Section 5:
Financial Quadrant 2016-17:**

Summary of financial performance. The service was merged with the Planning Service in April 2016 and we were tasked with saving £200k towards the FFP. This has resulted in a reduction in staff and restructure of internal services. The service is also moving towards an increase in cost recovery and income generation in order to ensure that we maintain financial resilience. The target was not achieved in year one due to a delay in accommodation savings however this is being covered via other one off savings. Permanent solutions will be found for year 2.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 2 (projected to year end)
Corporate Measure (CM02): % revenue expenditure within budget Revenue Budget £	10.07% overspend £1,617,180	1.63% overspend £1,670,630	0% over/underspend £1,673,050
Corporate Measure (CM03): Amount of FFP savings Amount of FFP savings at risk			£ £200,000 £80,000 (although this has been achieved from other one off savings)

Section 6: Employee Quadrant 2016-17

Our cumulative sickness figure for the 2nd quarter identifies an average sickness of 7.9 days. This is higher than Council's average of 4.6 days and the Environment Directorate figure of 5 days. During the 6 month period from 1st April 2016 to 30 September 2016, three members of staff were absent on long term sickness which has contributed to the high increase compared to same period the previous year. They have now returned to work and sickness levels are reducing.

It is understood that a scheme to measure staff engagement is being piloted elsewhere within the Council and will be rolled out in due course. Currently there is no data to record.

There was 1 unplanned departure during the period. 12.5% of employee performance appraisals have been completed to date. The delay in rolling out the appraisals is due to a new system being introduced at the beginning of the 2nd quarter. The target of 100% by April 2017 will remain the objective.

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Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence			
Service: Environmental Health and Trading Standards	7	2.5	7.9
Total Service FTE days lost in the period	205	108	324
Directorate: Environment	10.2	4.7	5
Council:	9.7 Days	4.2 Days	4.6

	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM11): Staff engagement Measure	New	New	-
Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) Number of staff who have received a performance appraisal during 2016-17	60.5%	42%	12.5%
Corporate Measure (CM06): Number of employees left due to unplanned departures	New	New	5 1

Section 7: Customer Quadrant 2016-17

The very nature of the service provided results in the receipt of complaints. More often than not this is from a restricted number of complainants. One complaint was received in the first half of the year relating to EHTS, this was against an Officer who had taken enforcement action against the complainant. The complaint was not upheld following investigation.

The nature of the service delivered often dictates that there is a disgruntled customer regardless of the outcome. However on the rare occasion that thankyou cards and letters are received, we have not historically recorded them. There will be greater emphasis on recording such compliments going forward.

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Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM07): Total number of complaints			
Internal	0	0	0
External (from the public)	0	0	1
Corporate Measure (CM08): Total number of compliments			
Internal	0	0	0
External (members of the public)	0-	0	0

Corporate Measure (CM09): customer satisfaction measure/s	None	Customer satisfaction surveys are being developed for feedback at workshops and training events. These will be in use from the 3 rd Quarter onwards.
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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Scrutiny Committee

24th November 2016

Report of the Head of Streetcare

M. Roberts

Matter for Monitoring

Wards Affected: All

Corporate Improvement Objective – Reduce, Reuse, Recycle Report – (1st April to 30th September) 2016-17

Purpose of Report

- 1 To provide Members with the Reduce, Reuse, Recycle Highlight Report – which provides a progress update for the first **six** months of 2016-17 for one of the six Corporate Improvement Plan objectives which falls within the remit of the Environment & Highway Scrutiny Committee. The report will enable the Environment & Highways Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

- 2 Overall we are on track to deliver what we have planned to deliver during 2016-2017
- 3 We are progressing well with the Council's Waste Strategy and have met the most recent statutory target of 58% for combined reuse, recycling and composting performance.
- 4 We continue to change the way we deliver our services as agreed previously by Members with a view to achieving the next target of 64% in 2019/20.

Financial Impact

- 5 The performance described in the attached highlight report is being delivered against a challenging financial backdrop

Equality Impact Assessment

- 6 In delivering the reduction, reuse and recycling of waste, equality issues are considered as part of the formal decision process in relation to individual measures.

Workforce Impact

- 7 Any workforce impacts are identified and considered as part of the decision process for individual measures to reduce, reuse and recycle waste. Ongoing service changes previously approved by Members as part of the Council's Waste Strategy are altering the day to day waste collection operations.

Legal Impact

- 8 To support the discharge of the duty placed on the Council, as contained within the Local Government (Wales) Measure 2009, to 'make arrangements to secure continuous improvement in the exercise of its functions'.

Risk Management

- 9 Failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

- 10 There is no requirement under the Constitution for external consultation on this item

Recommendation(s)

- 11 For Members to note the progress report for Reduce Reuse, Recycle corporate improvement objective as contained within the attached highlight report

Reason for Proposed Decision(s)

12 Matter for monitoring. No decision required.

Implementation of Decision

13 Matter for monitoring. No decision required

Appendices

14 Appendix 1 – Reduce, Reuse, Recycle Highlight Report – Quarter 2 (**Quarters 1 and 2 cumulative**), 2016-17

List of Background Papers

15 The Neath Port Talbot Corporate Improvement Plan – 2016/2019
“Rising to the Challenge”

Officer Contact

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17 Andrew Lewis, Waste & Neighbourhood Services Manager, Telephone 01639 686021. E-mail: a.lewis@npt.gov.uk

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Highlight Report – 1st April to 30th September 2016

Corporate Improvement Priority: Increase the percentage of waste recycled and composted

RAG Status	Summary of Progress
Green	<p>With the further roll-out of our improved weekly recycling service, together with the implementation of our side waste restriction policy, which is in addition to the fortnightly collection of residual waste and smaller wheeled bins, we have continued to promote the shift from a throwaway society to one that recycles first.</p> <p>We continue to realise performance through current arrangements for waste treatment and disposal, whilst progress is being made towards putting in place a new waste services contract.</p>

Page 55	What will be different? (Outcomes)	Lead Officer	RAG Status	Progress
	<p>More people will have an extended recycling service (e.g. collect more items such as batteries) and their waste sorted at the kerbside.</p>		Green	<ul style="list-style-type: none"> • % of households on recycle+ - Phase II roll out of Recycle+ completed (almost 40,000 properties now serviced by new scheme.) A total of £688,840 in grant funding has recently been secured from WG under the CCP funding regime, part of which will be used to supplement the third and final phase of roll out which is on track for completion by end of March 2017. • Order has been placed for recycling kit for final phase of roll out. Additional 'kerbsort' recycling vehicles due for delivery by the end of January 2017 • Household participation – last survey indicated an 80.5% participation rate. It is proposed to conduct another survey following completion of the roll out of Recycle+ in March 2017. Communication and engagement work has continued as resources have allowed, including school visits, road shows/



Reduce, Reuse, Recycle

towards zero waste

Highlight Report – 1st April to 30th September 2016

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 56</p>			<p>local events, social media and local press/radio promotions.</p> <p>First phase of the side waste restriction policy introduced in June 2016 to further increase household recycling. To date 930 properties have been issued with exemptions, 9 applications have been rejected.</p> <p>Waste analysis has been carried out which is used to inform future awareness activities/promotions.</p> <p>High trade waste producers are being contacted and encouraged to recycle.</p> <ul style="list-style-type: none"> • Have achieved, the 2015/16 statutory target of 58%. Current performance indicated an increase from 59.21% in first half of 2015 (April to September) to 63.68% for first half of 2016. (see figure 1 below)
<p>2. New contract arrangements will be in place for waste treatment and disposal to ensure we are getting the best deal for the Council.</p>		<p>Green</p>	<ul style="list-style-type: none"> • MREC procurement including food waste treatment is on-going. • A longer term cost model for NPT to achieve the 70% target is planned to be produced once the issue of longer term waste treatment/disposal arrangements is resolved. <p>Service performance for the first half of 2016 (April to September):</p> <ul style="list-style-type: none"> • The % of municipal waste sent to landfill – 8.0% (see figure 2 below) • The % of municipal waste used to recover heat and power – 33.5%.(see figure 3 below)

Measures: Graphs

Figure 1

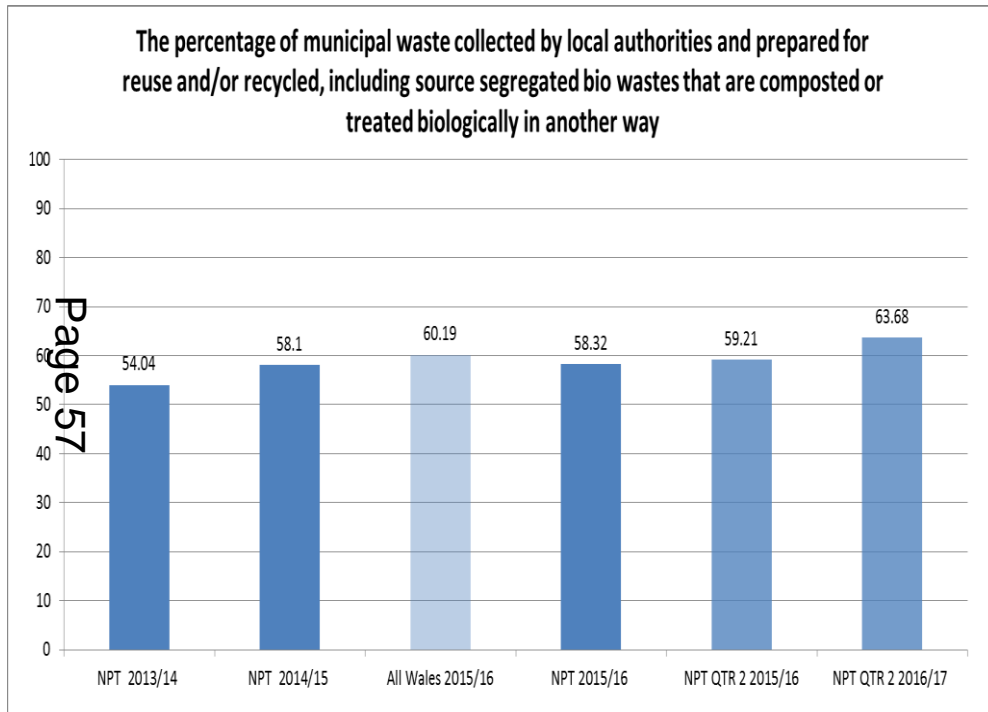


Figure 2

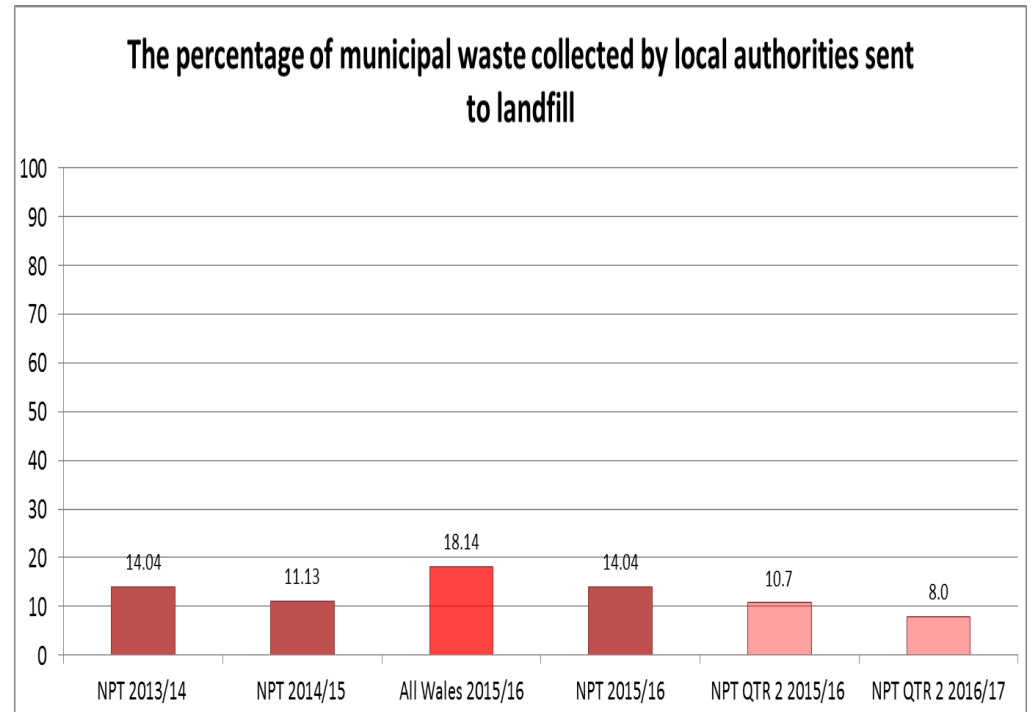
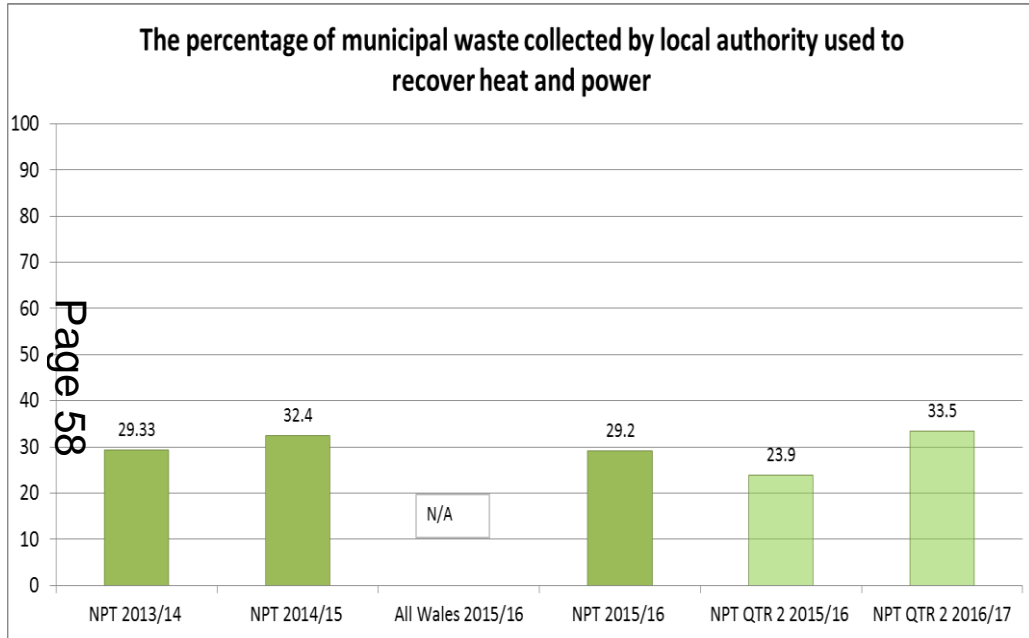


Figure 3



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Highlight Report – 1st April to 30th September 2016

Corporate Risks as reported to Cabinet 19th October 2016:

Ref	Section	Risk Description	Mitigating Action	Latest L'hood score Sept 16	Latest L'hood impact Sept 16	Latest Total score at Sept 16	Latest Proximiy at Sept 16	Target Date	Risk owner
ENV 01 Page 59	Streetcare	Waste Management – failure to procure replacement longer term residual and food waste treatment/disposal arrangements plus longer term material transfer and disposal arrangements for recylates	Put in place new waste services arrangements	5	4	20 H	1	On going	Head of Streetcare & Head of Finance
ENV 02	Streetcare	Updated Sept 16 - Waste Management- Failure to meet statutory targets for reuse, recycling, composting (particularly 70% target) and biodegradable waste to landfill, failure of public to participate and accept the necessary changes to meet statutory requirements, plus associated fines and reputational damage.	Further changes to be made to the way we collect waste, including the expansion of the Recycle+ kerbside sort recycling service; put in place longer term arrangements for the treatment of food waste by anaerobic digestion (which means composting food waste to produce energy and fertilizer) and residual waste, plus restrictions on side waste. <u>Updated Sept 16</u> – Some vehicle and service changes took place April/May 2016	4	5	20 H	1-4	On going	Head of Streetcare

Highlight Report – 1st April to 30th September 2016

			with full roll out due Feb/Mar 2017 and a side waste policy came into effect June 2016.						
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Risks are assessed in terms of proximity i.e. when the risk would occur. Estimating when a risk would occur helps prioritise the risk.

The proximity scale to be used is:

1. Zero to one year
- One year to two years
- Two years to three years
- Three years plus

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5x5 Risk Matrix below:		Likelihood						
Key								
Likelihood	Impact							
1. Very Unlikely	1. Low		5	M	M	H	H	H
2. Unlikely	2. Low/Medium		4	L	M	H	H	H
3. Likely	3. Medium		3	L	L	M	H	H
4. Very Likely	4. Medium/High	2	L	L	M	M	M	
5. Certainty	5. High	1	L	L	L	L	L	
		0	1	2	3	4	5	
L	Low Risk	Impact						
M	Medium Risk							
H	High Risk							