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30 October 2009

To: Councillor Tom Bygott, Portfolio Holder

Mike Mason
Deborah Roberts
Bridget Smith

Hazel Smith

Scrutiny Monitor
Scrutiny Monitor
Scrutiny Monitor and Opposition
Spokesman
Opposition Spokesman

Dear Sir / Madam

You are invited to attend the next meeting of **ENVIRONMENTAL SERVICES PORTFOLIO HOLDER'S MEETING**, which will be held in **JEAVONS ROOM, FIRST FLOOR** at South Cambridgeshire Hall on **MONDAY, 9 NOVEMBER 2009** at **2.30 p.m.**

Please note the new start time.

Yours faithfully
GJ HARLOCK
Chief Executive

Requests for a large print agenda must be received at least 48 hours before the meeting.

AGENDA		PAGES
PROCEDURAL ITEMS		
1.	Declarations of Interest	
2.	Minutes of Previous Meeting The Portfolio Holder is asked to sign the minutes of the meeting held on 28 July 2009 as a correct record.	1 - 4
DECISION ITEMS		
3.	Draft Service Plans 2010/11: Environmental Services	5 - 62
4.	Community Clean-Up Campaign Plan	63 - 66
5.	Consultation on A strategy for hazardous waste management in England	67 - 74
6.	Waste Framework Directive - Consultation Response (Key)	75 - 86
7.	Progress report on the implementation of the private sector housing renewal strategy - renewable energy grants, replacement boiler grants and major renovation loans	87 - 90

ITEMS FOR DISCUSSION

- | | | |
|------------|---|------------------|
| 8. | Financial Monitoring - six-month progress report | 91 - 98 |
| 9. | 2009/10 Service Improvements Performance Report (6 month progress) | 99 - 104 |
| 10. | 2009/10 Performance Indicators Report (6 month progress) | 105 - 112 |

STANDING ITEMS

- | | | |
|------------|--|------------------|
| 11. | Forward Plan
The Portfolio Holder will maintain, for agreement at each meeting, a Forward Plan identifying all matters relevant to the Portfolio which it is believed are likely to be the subject of consideration and / or decision by the Portfolio Holder, or recommendation to, or referral by, the Portfolio Holder to Cabinet, Council, or any other constituent part of the Council. The plan will be updated as necessary. The Portfolio Holder will be responsible for the content and accuracy of the forward plan. | 113 - 114 |
| 12. | Date of Next Meeting
14 December 2009 at 2.00pm | |

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SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of a meeting of the Environmental Services Portfolio Holder's Meeting held on
Tuesday, 28 July 2009 at 2.00 p.m.

Portfolio Holder: Mrs SM Ellington

Councillors in attendance:

Scrutiny and Overview Committee monitors: Mrs DP Roberts
Opposition spokesmen Mrs HM Smith

Officers:

Richard May Democratic Services Manager
Dale Robinson Corporate Manager, Health & Environmental
Services
Ian Senior Democratic Services Officer

1. DECLARATIONS OF INTEREST

There were no declarations of interest.

2. MINUTES OF PREVIOUS MEETING

The Environmental Services Portfolio Holder signed the minutes of the meeting held on 18 May 2009 as a correct record,

3. ENVIRONMENTAL HEALTH-HEALTH AND SAFETY SERVICE PLAN

The Environmental Services Portfolio Holder considered a draft Health and Safety Service Plan for 2009-10.

The Corporate Manager (Health and Environmental Services) explained the relationship between local authorities and the Health and Safety Executive (HSE), emphasising the good partnership arrangements between the HSE and South Cambridgeshire District Council. He stressed that health and safety was intended to identify what was reasonably practical in a given situation, and not simply to prevent certain activities altogether. The Portfolio Holder was informed that the Health and Safety Service Plan, while conforming to the HSE's requirements, had been drafted so as to meet the specific conditions existing in South Cambridgeshire.

Those present discussed a number of elements contained in the Service Plan.

In the objectives at paragraph 1.2.2, Councillor Hazel Smith suggested that "Be professional, consistent and equitable, showing mutual respect towards others" would be better if it used the word "encouraging" instead of "showing". The Corporate Manager (Health and Environmental Services) agreed to review the wording used at a future date. He explained that respect promoted understanding which, in turn, made sure that objectives were achieved.

At paragraph 1.3.4, the Corporate Manager (Health and Environmental Services) highlighted the importance of understanding the range of perceptions held by different people within so-called hard to reach groups.

At paragraph 2.0, reference to "...the proposed new village of Northstowe" should be re-worded as "...the proposed new town....".

The Corporate Manager (Health and Environmental Services) informed the Portfolio Holder that the Health and Environmental Service Plan covered most of the important aspects within the Health and Safety Service Plan. The Portfolio Holder agreed that there was little point in continuing with the latter unless it related to items not being addressed elsewhere and said that, subject to confirmation that the Council would not expose itself to legal challenge, the Health and safety Service Plan 2009-10 should be the last one produced by South Cambridgeshire District Council.

The Environmental Services Portfolio Holder **approved** the Health and Safety Service Plan 2009/10, attached to this report. The Environmental Services Portfolio Holder noted that the Health and Environmental Services' Service Plan addressed the issues contained in the Health and Safety Service Plan and agreed that, subject to the Corporate Manager (Health and Environmental Services) being satisfied that such an action would not present the Council with any difficulties in relation to the requirements of the Health and Safety Executive, the Health and Safety Service Plan should not be produced after 2009-10.

4. MEMBER TRAINING AND DEVELOPMENT UPDATE

The Environmental Services Portfolio Holder considered a report updating her about the implementation of the 2009-2010 Member Training and Development programme and proposing the reconvening of the Task and Finish group to oversee the annual Member training and development survey.

The Democratic Services Manager highlighted the good progress made to date, but added that continued good progress would require that appropriate resources were made available.

The following points were raised.

- Co-ordination with Cambridge City Council and Cambridgeshire County Council was the most efficient and effective way of conducting training sessions for members of the various development control and planning policy joint Committees.
- Recent training sessions relating to scrutiny and overview and equality and diversity had been well received.
- Lead members, Committee chairmen and peer pressure would be key in encouraging greater engagement with, and participation in, future events, publicity for which should indicate who would benefit most from the training in question and what the aims were of the course.
- Training within political groups might be more attractive to some members.
- The suggestion that every member should undertake a minimum of six hours training every year.
- In paragraph 5(b) of the report, the phrase "...positive changes in behaviour..." should be reworded as "...improved knowledge and skills...".

Suggestions for future training events included

- A policy and legislation briefing to explain the differing responsibilities of central and local government, the County and District council, the Executive and Regulatory Committees, officers and members, and so on.
- Dealing with the media
- Computer-based file management

The Environmental Services Portfolio Holder **agreed** to reconvene the Member Training Task and Finish Group to oversee the production of the 2009 Member survey and subsequent training and development plan for 2010-2011.

5. FOOD STANDARDS AGENCY FUNDING UNDER SPECIAL GRANT SCHEME

The Environmental Services Portfolio Holder received and noted a report informing her about progress being made with the county food liaison group application for funding under the Safer Food, Better Business (SFBB) project. She welcomed the Council's success in obtaining this funding.

6. FORWARD PLAN

The Environmental Services Portfolio Holder received and noted the Forward Plan attached to the agenda. She requested that the Corporate Manager (Health and Environmental Services) brief the local members shortly after zoo inspections were carried out.

7. DATE OF NEXT MEETING

Those present noted that future meetings had been scheduled as follows:

- 9 November 2009 at 2.00pm
- 14 December 2009 at 2.00pm
- 25 January 2010 at 10.00am
- 16 March 2010 at 2.00pm
- 18 May 2010 at 2.00pm

The Meeting ended at 4.00 p.m.

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SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Environmental Services Portfolio Holder 9 November 2009
AUTHOR/S: Executive Director (Operational Services) / Corporate Manager (Health and Environmental Services)

**HEALTH & ENVIRONMENTAL SERVICES
DRAFT SERVICE PLAN**

Purpose

1. To seek the views and approval of the Portfolio Holder on the Health & Environmental Services draft service plan.
2. This is not a key decision because it is a draft document but it is important that the portfolio holder views and requirements are included and accurately reflected in the plan as it is developed.

Background

3. The service planning process for 2010-11 is a critical aspect of the Council's businesses planning cycle. It is key to delivering the 3A's; developing performance management; involving staff; and linking resources with service development. Each Corporate Manager is preparing a service plan for their service areas.

Considerations

4. The above draft plan has been prepared in consultation with the staff and the Portfolio Holder. It is still in draft form and will require improvements in comprehension and formatting and the addition of information not available yet. The plan will not be able to be finalised until February 2010 in light of the outcome of the budget process.

Implications

5.	Financial	As detailed within the draft plan
	Legal	
	Staffing	
	Risk Management	
	Equal Opportunities	

Consultations

6. Staff and Members have been consulted in the production of the plan. Customer views obtained via other sources are included in the draft plan and have provided valuable information on the service improvements and/or performance. Further consultation with staff is in progress.

Effect on Strategic Aims

7.	Commitment to being a listening council, providing first class services accessible to all.
	Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.
	Commitment to making South Cambridgeshire a place in which residents can feel proud to live.
	Commitment to assisting provision for local jobs for all.
	Commitment to providing a voice for rural life.
As detailed within the draft plan	

Recommendations

8. The Environmental Services Portfolio Holder is asked to:
- (a) Consider the attached draft plan and specify any amendments and / or changes required and;
 - (b) To approve the draft plan to be taken forward through the Council's decision making and prioritisation processes

Background Papers: the following background papers were used in the preparation of this report: As referenced in the draft service plan

Contact Officer: Dale Robinson – Corporate Manager Health & Environmental Services
Telephone: (01954) 713229

HEALTH & ENVIRONMENTAL SERVICES



SERVICE PLAN

2010/11 TO 2012/13

Portfolio Holder/s: Cllr Mrs S Ellington / Cllr T Bygott
Approved:



SERVICE PLAN OVERVIEW

1. Key Functions and Responsibilities

1.1. Profile of Service

Health & Environmental Services (H&ES) takes a holistic view of the interaction of people with their home, work, leisure and natural environment. The essence of the service is the prevention, detection and control of environmental hazards that affect human health, with 'health' defined in its broadest sense as “ a state of complete physical, mental and social well-being”. It is made up of a very broad and intertwined set of sub-services and activities, many of which are aligned to legislative and regulatory requirements. Environmental and public health is an inescapable part of our daily lives. The task of the service is to lessen the affect of the wider determinants of health i.e. economic prosperity, poor housing conditions, crime, living and working conditions, water and sanitation that impact the individual's health & well-being.

1.2. Key Service Areas

The service can be subdivided into key service areas delivering statutory functions; as detailed in Appendix 1.

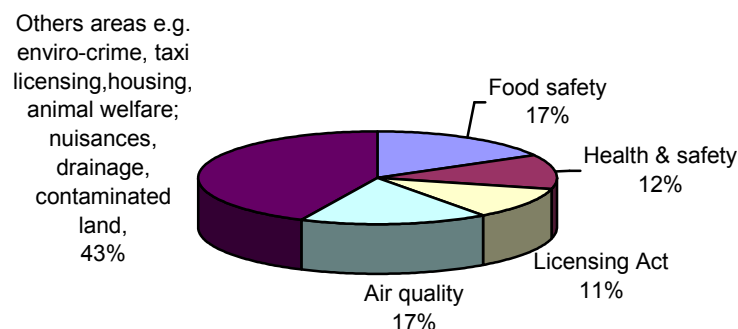
2. Context

2.1. External Drivers

2.1.1. National Enforcement Priorities

For the reasons outlined in Appendix 2, Air Quality (including regulation of pollution from factories and homes); Alcohol, entertainment and late night refreshment licensing and its enforcement; Hygiene of businesses selling, distributing and manufacturing food and the safety and fitness of food in the premises; and Improving health in the workplace have been set as the National enforcement priorities. These are currently under review by Local Better Regulation Office (LBRO) and may well change in due course in the meantime Local Authorities must have regard to these priorities and ensure that sufficient resources are in place to effectively regulate these sectors. Figure 1 demonstrates that appropriate resources are directed towards these national priority areas.

Figure 1: Estimated number of FTE equivalent field staff allocated to national priority enforcement areas as proportion of total field staff employed



2.1.2. Regulatory Reform Agenda

Central to the Country's economic and social goals, is proportionate and effective regulation with an emphasis on securing compliance by advice, assistance, and education whilst appropriately using intelligence and risk based mechanisms to drive inspection and enforcement. Fundamental to this approach is that the majority of

businesses, which are complaint, will receive a lighter touch, meanwhile rogue businesses will be expected to face quick, meaningful and proportionate action and penalties. LBRO's (a statutory body with considerable power over local authority regulatory bodies) job is to provide best practice guidance to local authority regulators and look to drive up performance. LBRO will hold under performing Authorities to account.

H&ES has registered its interest in the Trading Places project where staff from Environmental Health would trade places with managers of business to understand each other's perspectives better. In addition the national Retail Enforcement Pilot has been completed. This project looked to see if the burden on businesses could be reduced by one lead regulator undertaking initial inspections for others at the time they carried out their primary inspection/visit. Evaluation has shown that this did not lead to the anticipated reduction in visits to businesses and businesses did not see inspections as a major cost to them. They welcomed the level of support provided by local regulators in assisting them understand what is required to comply with the ever-changing legislation. This view is mirrored in our Business Satisfaction returns.

2.1.3. New Legislation

2.1.3.1. Regulatory Enforcement & Sanctions Act 2008

Part 3 of the above Act provides regulators an extended toolkit of alternative civil sanctions as a more proportionate and flexible response to non-compliance. The power to use these new sanctions will however only be granted by ministerial order following advice from LBRO on whether, in a particular field, local authorities in general are Hampton compliant. To date the necessary ministerial order has not been made. Part 2 of the Act, establishing the Primary Authority scheme, has come into force. To date nationally a small number of businesses have joined the scheme, none in South Cambridgeshire and there are no indications that any will do so.

2.1.3.2. Government proposals following Bristol Report¹

The Government has agreed to a phased increase the mandatory disabled facility grant (DFG) limit from £25,000 to £50,000. In 2008 the limit rose to £30,000 but there has been not trailing of further rises. However, taken together with the demographic changes in Cambridgeshire the capital programme available for DFG's will in future be under severe pressure and is unlikely to be sufficient to meet the demand especially if the programme has to be cut.

2.1.3.3. The Private Water Supplies (England) Regulations 2008

An important policy objective is to ensure that everyone who uses or consumes water from a private water supply can be assured of its quality and safety. The necessary Regulations have been delayed and will come into force in 2010. This will require all of our 139 private water supplies to be individually risk assessed for potential public health impact over a five-year period. Cambridge Water Co. draw water from the same aquifers as these supplies and are interested in a partnership arrangement with H&ES for undertaking the appropriate risk assessment process. Accordingly it is anticipated that this requirement can be met without the need for additional resources.

2.1.3.4. Guided Bus

The introduction of the Guided Bus could lead to increases in applications for Taxi licences and the need for the introduction of taxi ranks within South Cambridgeshire.

¹ DCLG (2007); Disabled Facilities Grant programme: The Government's proposal to improve programme delivery. London. The Stationery Office

2.1.3.5. Licensing Act 2003 Review

The Licensing Act is being changed to meet the requirements of the EU Services Directive and provide the power for the Licensing Officer to instigate reviews. It is also proposed to allow premises with a capacity of less than 100 to have live music without the need for a licence. This could result in increased noise and disturbance resulting in complaints and dissatisfaction. Licensing Authorities have been asked to consider a 'Yellow and Red' card approach to problem premises. A 'yellow card' would mean the imposition of tough conditions visibly displayed in the community and if not complied with result in a premises license being revoked if matters have not improved i.e. under aged sales and/or disturbance issues.

2.1.3.6. The Pitt Review and Floods and Water Management Bill

The Government is pushing Local Authorities hard to implement the recommendations of the Pitt Review and above Bill continues its passage through Parliament. Although mainly a responsibility for the County, its affects on SCDC could be far reaching especially around the need to produce local surface water management plans; technical and resource capabilities in dealing with and planning for flooding; and responsibility for maintenance of SUDs. The Bill also contains proposal for Water companies to become responsible for private sewers, which will have implications for the service dealing with the public health implications of defective private sewers and resident's expectations. In addition additional workload could result from the suggestion to make surface water run-off a Statutory Nuisance.

2.1.3.7. Housing legislation changes re Caravan Site Licences

Changes to legislation and model conditions attached to caravan site licences relating to the need for fire risk assessments will place additional burdens on staff within H&ES.

2.1.3.8. Health Protection Regulations

Environmental Health Officers (EHO's) have powers to control the spread of infectious diseases. These regulations seek to update these by introducing more flexibility & safeguards especially around Human Rights. As well as certain diseases GP's will now also be required to notify cases of contamination which present or could present significant harm to human health. To protect public health EHO's will be able to obtain an Order imposing restrictions or requirements on individuals and have available to them other powers to contain incidents of infectious disease.

2.1.4. Other External Influences

2.1.4.1. Review of Local Air Quality Management & Introduction of further Air Quality Objectives

A review of the above regime has been commenced to improve air quality outcomes; make better use of resources and recommend further legislative change. The implications of this are unknown at present. A new air quality objective for PM_{2.5} and an exposure reduction approach is being considered. Progress of these proposals will need to be monitored throughout the year.

2.1.4.2. Scores on the Doors - National Scheme

The Food Standards Agency is consulting on a national Scores on the Door's scheme. Although similar to the scheme at SCDC their proposals do include some important differences that will have to be taken into account.

2.1.4.3. HGV Safety Markings

Legislation is being introduced to require reflective borders to be placed on the sides and rear of the Council's HGV's by the end of 2010 at an estimated cost of £5,000.

2.1.5. Local Demands

2.1.5.1. Housing Growth & Demographic changes

Substantial downturn in the housing completion rate has occurred in 2009/10. The District will still see its population grow from 140,500 in 2007 to 169,800 by 2021 but the rate of growth has slowed. As a result the need for further investment in for example refuse collection vehicles will be able to be put back from that anticipated. However, growth has already exerted pressure on services and budget increases in the refuse and recycling service will be required in 2010/11 to deal with these. Alongside the population growth commercial and public facilities will also be needed to service the greater population. The new town of Northstowe will look and feel different to any other settlement in South Cambridgeshire and may require a different service delivery model from that provided today.

South Cambridgeshire has an aging population. In future the percentage of children and young people in the District is forecast to decrease and the percentage of over 65's increase. In the 2008 place survey 23% of respondents described themselves as having a long term illness, disability or infirmity, with 38% of these saying this limited their daily activities. This is likely to have a differential impact, increasing demand, on some of our services especially around nuisance complaints; assisted collections, clinical waste collections and disabled facility grant referrals.

2.1.5.2. Commissioning Review of Home Improvement Agencies

Supporting People in Cambridgeshire have initiated a commissioning review of the Home Improvement Agencies across Cambridgeshire, which may lead to the progression of a shared service or a tendering process for HIA services in Cambridgeshire and possible savings to the Council through efficiency gains.

2.1.5.3. Activity Demands on the Service

As exemplified by the food control statistic (Appendix 3) we are seeing a gradual increase in the number of commercial establishments requiring control. This growth can currently be accommodated within existing resources following efficiency improvements agreed from changes to the regulatory regime allowing environmental health practitioners to deal with low risk premises by alternative strategies other than by inspection. However the ability of the service to meet the demands placed on it will be severely affected by the budget cuts recently announced for 2010/11.

Reactive activity across the various service areas (Appendix 3) remains reasonably stable, except in refuse and recycling where the number of requests for service is declining. The large increase in activity in 2004/05 coincides with the changes made to the refuse and recycling service.

2.1.6. Cambridgeshire's Local Area Agreement and South Cambridgeshire's Community Strategy /LSP Objectives

The Cambridgeshire LAA includes targets where Health & Environmental Services will have a considerable contribution to make especially surrounding anti-social behaviour, business satisfaction with regulatory services and public health matters around smoking, obesity, alcohol and health inequalities. H&ES policy areas also contribute to a number of proposals with the Sustainable Community Strategy (SCS) of the LSP. Targets and proposals of direct relevance in the Cambridgeshire Together Local Area Agreement and the SCS are listed in Appendix 3.

2.1.7. Making Cambridgeshire Count

Cambridgeshire public service providers have embarked upon an ambitious change project to redesign services outside of traditional structures and organisational boundaries with the aim improve efficiency and services generally whilst reducing costs.

This work has only just begun and outcomes are unclear at present. It is anticipated however that this will have substantial implications for the services provided by H&ES and will require staff within the service to devote time towards working up and the implementation of agreed proposals.

2.1.8. Strategic Review of Recycling and Waste Management

The strategic review of waste and recycling services has resulted in agreement to re-configure the service provided, based on a two stream co-mingled recycling service alongside the existing alternate weekly green and black-wheeled bins, which will lead to an enhanced level of service to users at substantially less cost than the existing service. This change will require prioritisation of staff time towards its implementation, including procurement, communication, TUPE transfers etc. In addition the service will require a larger depot facility. Discussions have commenced with a neighbouring authority regarding possible efficiency gains through the sharing of depot facilities and spare vehicles.

2.1.9. EU Service directive and M3

The introduction of the Directive together with the new M3 workflow system, replacing Proactive will provide an opportunity to consider how the service can become more efficient through the introduction of mobile working. A business case will need to be produced in 2010/11 to justify any investment required.

2.1.10. Public Service Cuts

Following the recession and the Country's need to repay its substantial levels of debt public sector will be required to make substantial savings. Members have agreed to cut £1.6M from the Council's General fund in 2010/11. H&ES will have to find its part of these savings, which will inevitably mean loss service and hit performance. Funding streams for the Council's Capital programme are predicted to dry up after 2010/11 making the current programme unsustainable. The impact of this have yet to be agreed but it is likely that discretionary spend will cease resulting in the Council no longer being able to implement its Private Sector Housing Strategy and having to stop the provision of Cat1 Hazards loans; replacement boilers and solar hot water grants; and Housing Repair Grants.

2.2. Key Partners

Key partners are wide ranging, involving joint contracting and partnership working through shared services, staff and 'virtual' approaches. An audit of key strategic/high level external partnership arrangements has been undertaken. The RECAP waste partnership has been ranked in the top ten council partnerships. It has achieved Beacon Status and has been extremely successful in ensuring the best value for the council taxpayer of Cambridgeshire. The Improving Health Partnership and the Countywide Community Well-being partnerships, under the LSP and LAA structures respectively are also seen as key partnerships. Other key partners are listed in Appendix 4.

2.3. Internal Drivers

The Council continues to undergo a period of substantial change. A number of corporate and countywide initiatives will have a substantial bearing on the way the service is delivered i.e. customer service excellence, performance management, equalities, climate change. Coming on top of those found in previous years, substantial savings for the service are looked for in 2010/11, which will impact on this on the services' ability to perform to the same standards in the past.

The Members have published their Vision, Aims, Approaches, Actions and Values for 2010/11 onwards. Those that have a direct relevance to Health & Environmental

services are included in Appendix 5. The Councils' values are relatively new but staff are already acting on these and altering behaviours to embed them. Specific actions around customer service and commitment to improving services are included in this plan.

2.4. Service Objectives

As detailed in section 1.1 the service is made up of a broad set and intertwined set of sub-services and activities. Staff within each of these services have considered the objectives of each of their services and how they can be brought to together in one overall Statement of Purpose for Health & Environmental Services. In so doing they have ensured that the Statement of Purpose below reflects and fully embraces the Council's new 3A's (Aims, approaches and Actions) as in Appendix 6. The service values also reflect those of the Council overall.

3. Strengths and Weaknesses

A SWOT analysis has been undertaken taking into account the external and internal drivers and performance of the services.

Table 1: Main Strengths, Weaknesses, Opportunities and Threats

Strengths: <ul style="list-style-type: none"> • Customer focus • Resident, user & business satisfaction • Emphasis on the national enforcement priorities • Risk based approach adopted • Refuse and recycling performance • Core EH Performance • Value for Money services • Partnership working • Abandoned vehicle removal • Investors in People accreditation • Beacon status • Professional, trained & skilled workforce • Low level staff sickness in EH • Ability to access external funding • Flexible staff • Scores on the doors • Nationally recognised experts 	Opportunities: <ul style="list-style-type: none"> • Enviro-crime website enhancements • Community strategy objectives • Local Better Regulation Office • Housing and population growth and demographic changes • Commissioning review of HIA • Efficiency requirements • Flexible and mobile working • Waste collection strategic review • Closer working with Business sector • Customer Excellence • Making Cambridgeshire Count • Reconfigured refuse & Recycling service
Weaknesses: <ul style="list-style-type: none"> • Website information and navigation • Cleanliness after collection • Staff employed on core Env Health functions per 1000 population • Recruitment & retention of EHO's. • Management capacity • Home Improvement Agency staffing resources to meet demand • Dog control service • Up to date Private sector stock condition information • Long term sickness levels in Environment operations 	Threats: <ul style="list-style-type: none"> • Staff/EHO ratio per 1000 population • Local Better Regulation Office • Government's response to Bristol report into DFG's • Housing and population growth and demographic changes • Budget cuts • Naming and shaming • New software solution not performing • Making Cambridgeshire Count • Depot size • Economic downturn impacts • Capital programme cuts

<ul style="list-style-type: none"> Keeping customer informed and providing full explanation on completion of complaint/enquiry 	<ul style="list-style-type: none"> Pitt Review and Floods and Water Management Bill Health protection legislative changes
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4. Progress/Performance Overview

4.1. Overall Performance against Best Value Indicators and Local Indicators

The service's performance benchmarked against the national performance indicators together with performance trends against local performance Indicators is given in Appendix 12. Performance has improved in a number of notable areas from last year, especially around recycling; vacancy rate; abandoned vehicles; contaminated land; street cleanliness and customer service.

Performance	Functions
Good	<ul style="list-style-type: none"> amount waste recycled/composted & residual waste per household Waste/recycling collection and core EH value for money Licensing; Pest control and core EH performance Satisfaction with street cleanliness and waste & recycling Staff sickness & vacancy rate in EH Refuse & recycling collection dependability and customer services Customer service including paying invoices and responsiveness Food hygiene compliance Dealing with contaminated land Street cleanliness (litter); Place survey results Dealing with abandoned vehicles
Average	<ul style="list-style-type: none"> Cleanliness after refuse/recycling collections Dry recycling percentage of total weight collected Cost of waste collection services Tackling fuel poverty Street cleanliness (detritus) Private sector housing KLOE assessment
Poor	<ul style="list-style-type: none"> Home Improvement Agency time taken to complete works Visible graffiti and fly-posting Awareness of civil protection arrangements Dog control services Sickness in environment operations Keeping customer informed & providing a full explanation Private stock condition information

4.2. Customer Consultation & Satisfaction

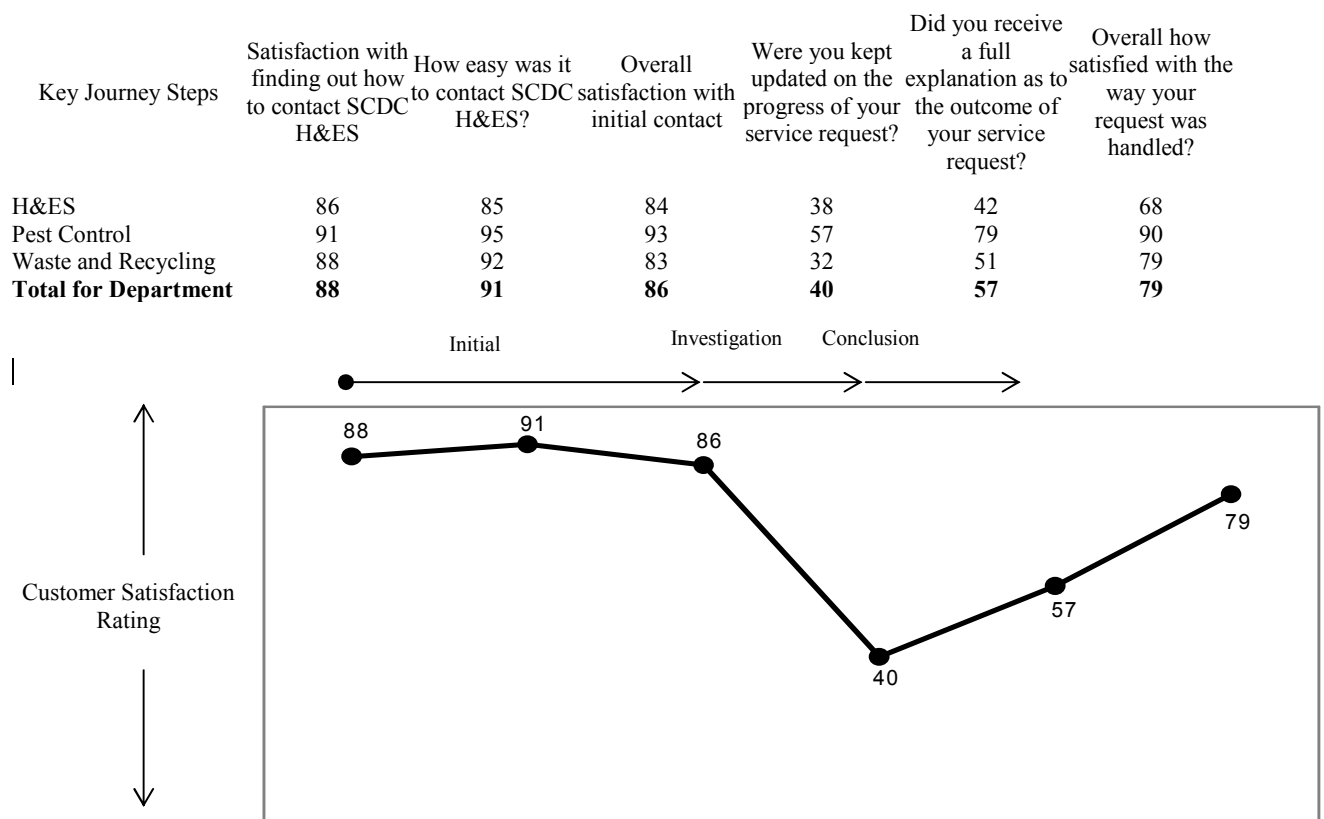
Overall the service has seen some significant improvements in customer satisfaction and perceptions as detailed in tables in Appendix 8. The methodology used in the latest survey was considerably different from past surveys making comparisons problematical. Generally The Place Survey results present a good picture, with satisfaction levels high. Customers commented that many services had got better especially around recycling and refuse collection services and keeping the district clean and free of waste. Despite this an important proportion still felt that rubbish and litter lying around was a problem and felt it important to maintain clean streets. Areas to watch are cleanliness of the street after collections and frequency of emptying at recycling sites. Improvements in both of these should result from the introduction of the re-configured waste and recycling service in October 2010.

In 2009 compared to other Districts in the County SCDC residents did not consider anti-social behaviour issues to be such a problem for them and that these had continued to reduce from those experienced in 2003 and 2006.

Plotting the customer journey as in figure 2 shows that greater attention and effort is required in keeping the customer informed and providing them with a full explanation on the completion of their complaint/enquiry.

Business satisfaction levels (Appendix 8 Table 3) are excellent with results at 98% plus in most areas. NI182 results are towards the top end of benchmarks.

Figure 2: Customer Experience Journey



5. Budget and Expenditure

20010/10 costs Health & Environmental Services

£

Capital

Revenue

Expenditure

Employees

Premises-related expenditure

Transport-related expenditure

Supplies and services

Third party payments

Income

6. Value for Money Overview

Expenditure per head in 2008/09 (Appendix 9) for all three of the major services was well below the comparative group averages i.e. Waste collection 10th lowest of 16, street cleansing lowest of 16 and environmental and public health services 2nd lowest of 16.

Table 2 Expenditure 2008 compared to all Districts and SPARSE Authorities²

Expenditure on services per head	South Cambs	Rural-80 ³	SPARSE authorities	All Districts
Street Cleaning	£5.30	£7.99	£8.32	£9.71
Waste Collection	£21.48	£23.16	£22.81	£22.29
Environmental & public health services	£9.08	£13.76	£13.06	£12.44

Key

Authority spending 20% less than average	Authority spending 0-20% more than average
Authority spending 0-20% lower than average	Authority spending 20% more than average

Net expenditure per head on core Environmental Health functions in 2007/08 was substantially below the benchmark groups as in Table 2 and Appendix 9. Given the reasonably good performance of the service against this low level of expenditure the service can be said to offer good value for money. Figure 7 (Appendix 9) demonstrates that net expenditure has fallen since 2005/06. The gap between the national average and SCDC's net expenditure has widened and remains substantially below the national average figure. With further cuts being implemented in 2010/11 this trend is set to continue and will undoubtedly start to affect performance.

The SPARSE group of authorities has, as detailed in Appendix 9, undertaken a Value for Money comparison for waste and Recycling services. In 2007/08 the service achieved top quartile performance at below average cost. The implementation of the re-configured refuse and recycling service should see this performance not just maintained but improved especially as the service is likely to be even more cost effective, moving well below average cost. As far as table 2's comparison is concerned, it is anticipated that the expenditure on the service per head will move to be 20% less than average.

6.1. Efficiency Measures and Proposals for Savings

H&ES has a track record in identifying and implementing efficiency and cost savings. The ability to do so is however getting increasingly difficult. As a direct result of the recession and the level of public debt SCDC has identified the need to make a further £1.6M of savings in 2010/11 and H&ES has been required to find £190,000 of this amount. In order to find these savings the service will:

- Increase pest control income through continuing to provide the service for East Cambridgeshire DC and re-using materials where possible.
- Not undertake the planned private sector house condition stock survey
- Increase a selection of fees and charges by 6%
- Undertake the NI195 assessment process with in-house resources
- Reductions in trade waste service costs

² SPARSE performance Service from RA Forms 2008

³ Rural-80: the average of 51 authorities who have over 80% of population classified as rural

- On the expiry of the contract, undertake the collection from paper banks using in-house capabilities.
- Reduce the hours of a position within Licensing
- Introduce a charge for environmental information provided where this involves officer time to obtain.
- Efficiency savings expected to be attained through the HIA commissioning review.
- Make savings in internal health & safety budget via various cutbacks.
- Possible sharing of depot with neighbouring authority
- Removal of staff benefit in paying for a professional body subscription
- Reductions in training budgets

In addition to this the reconfiguration of the refuse & recycling service is anticipated to save the council a further £473,000 in year three of the new service. If found this will mean that H&ES will have removed over £1.65M from its budgets since 2005/06. Further efficiency improvements and savings will also be considered through the business case for mobile working, use of text messaging and e-mail messaging; standardising the specification for over-bath showers; investigation of joint procurement of fuel with RECAP partners; refuse collection rounds efficiencies; licensing consumable supplier. Substantial savings may also accrue through the Making Cambridgeshire Count initiative.

7. Workforce Overview

7.1. Training

Spending on training within the service as a percentage of the total environmental health salary budget has fallen to approximately 1%. The low vacancy rate is one reason for the low spending on top of the fact that many of the staff have completed their required training programmes. Training spend may need to rise to accommodate the re-deployment of staff as a result of the spending cuts in 2010/11. Further training will be required to deal with the legislative and other external pressures highlighted in section 2. As part of its succession planning strategy the service will continue to provide in house training schemes to develop its own work force i.e. student EHO's, HGV driver training; CPC driver training etc.

7.2. Staff Sickness and Vacancy Rate

Staff sickness excluding environment operations remains relatively low 1.5%. Sickness in environment operations, via good management techniques, dropped substantially from 11% – 12% to around 5% but in 2008/09 has risen again (mainly due to long term sickness) back to 9%. Management has been asked to maintain their focus on reducing this. The vacancy rate has dropped to approx. 2%. The recession has helped in increasing the pool of labour available for HGV drivers and street cleansing operatives especially, however the recruitment of qualified EHO staff remains problematical. The age profile of the work force has become more balanced with less coming close to retirement however there are still a number of employees expected to retire in the next few years that will need replacing.

7.3. HGV Drivers Hours restrictions

Government is looking to remove the driver hours exemptions available to local authority HGV drivers. If implemented then Tacho-graphs will have to be fitted to the HGV vehicles and drivers will be required to take a 45 minute break after 4 hours. The cost and inefficiency implications of such a change would be substantial.

7.4. Staffing Benchmarks

H&ES employs less staff per 1000 population on core environmental health functions than our comparative local authority groups. The rate of staff and EHO's employed on

core environmental health functions per 1000 population have remained relatively static (Appendix 10). The pace of population growth in the district is uncertain however in order to ensure that this gap does not grow further field staff will need to be employed in future years.

8. Are we meeting the needs of all our Community?

8.1. Equalities

SCDC has made a commitment to reach the achieving level of the new Equality Framework by June 2010. Health & Environmental Services has carried out EqIA's for all its high and medium risk services. In 2010/11 the service will focus on low risk EqIA's for enforcement policy, out of hours service, environmental complaints, pest control, street cleansing, emergency planning and awarded watercourses as well as ensuring that all new policies or service changes have an EqIA undertaken. In addition the service was successful in bidding for funding from the governments Migrant Impact Fund to combat overcrowding in Houses in Multiple Occupation. This work will be taken forward into 2010/11.

8.2. Safeguarding of Children & Young People

H&ES is committed to the safeguarding of children and young people and will ensure that all staff are aware of the need to be vigilant and can easily and quickly report any concerns about the safety or well being of a child or young person to a designated officer. Managers throughout the service will give the safeguarding of children and young people a high profile and where appropriate specific actions are included in operational plans for relevant service areas.

9. Risk Overview

The H&ES risk register is attached at Appendix 13. This provides an analysis of the major risks affecting the service over the next 12 months and is built from much of the preceding commentary. The greatest risks to the service revolve around depot size, management capacity, IT infrastructure, and tendering processes. Actions have been proposed to reduce and manage these risks within the change and improvement plans that follow. The links to these are shown in table 3.

Table 3: Actions proposed to manage the identified risks To be completed when risk register reviewed 12th Nov.

Risk Number	Short Title/description	Action/Change/Improvement proposed
13	Depot size	<ul style="list-style-type: none"> Continue discussions on possible depot move and bid for moving costs in 2010/11 Pedestrian/ vehicle separation works implemented Dependant on outcome of Housing futures and PFI project works. Additional permanent refuse collection rounds delayed
15	Staff perception of a Council wide privatisation agenda	<ul style="list-style-type: none"> Improved local Communication with staff involved
16	Management Capacity to meet demands	<ul style="list-style-type: none"> Senior management informed
11	Meeting air quality A14 corridor	<ul style="list-style-type: none"> Implementation of air quality strategy Agreement and implementation of air quality action plan for A14 corridor

Risk Number	Short Title/description	Action/Change/Improvement proposed
21	Savings requirement	<ul style="list-style-type: none"> Managers considering proposals which will be individually risk assessed
10	Disabled facility grant demand	<ul style="list-style-type: none"> Bid to re-instate post of Assistant Surveyor in HIA unit Assessment of the existing capital budget provision indicates this should be sufficient until 2011/12 Risk of increased mandatory limit receding in short term

For risks see Can we meet the challenges

- Aging workforce
- Moral due to job insecurity
- Police pulling out of out of hours stray dog service
- Veolia reduced performance at end of contract
- Drivers CPC and drivers hours
- MBT plant lack of public understanding

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IMPROVEMENT PLAN: HEALTH & ENVIRONMENTAL SERVICES SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Action #	Council Action	Actions		Supporting Information	Completion by Month	Officer
	We will achieve Customer Excellence accreditation by March 2011	<ul style="list-style-type: none"> Devote staff time project Collation of data Submit services for accreditation 		Additional Resources Required: None Outputs: Accredited services Outcomes: Improved customer service; improved staff morale Risks: Failure reduced staff morale Other services affected: Council wide	Set by project group	IG H&ES lead
Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
A	SO4 SV7	To ensure equal access to services and the promotion of good relations in all sections of the community.	Undertake EQIA's for: <ul style="list-style-type: none"> Enforcement Policy Out of Hours service Environmental protection complaints Pest control Street Cleansing, flytipping Emergency planning Awarded Watercourse 	Additional Resources Required: None Outputs: Completed EqIA. Outcomes: Compliance with legal duties and equity of service Risks: Service redesign costs; inability of redesign; damage to reputation Other services affected: Policy and performance support	End of March 2011	IG to coordinate
A	SV1 SV4	Increase efficiency and improve customer accessibility to service	Implementation of phase II of M3 <ul style="list-style-type: none"> Address matching of GIS Book & Pay system Interactive enviro-crime website 	Additional Resources Required: None Outputs: Upgraded software capability Outcomes: Improved customer services Risks: system failure Other services affected: ICT; revenues	End of March 2011	SW to lead project group IG to lead enviro-crime website

IMPROVEMENT PLAN: FOOD & HEALTH & SAFETY SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
B	SO3	To ensure the safety and quality of private potable water supplies.	To implement the required changes as result of the Private Water Supply (England) Regulations 2008	Additional Resources Required: None Outputs: Revised risk assessment processes and retraining of staff Outcomes: safe wholesome water and targeted regulatory activity Risks: failure to implement correctly charging regime in-effective Other services affected: None	As per legislative timetable	JGK

IMPROVEMENT PLAN: HEALTH PROTECTION (INC PEST CONTROL) SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
A	SV2	To address the Council's funding gaps and therefore help maintain service levels elsewhere in the Council	Introduce charge for time spent dealing with enquiries for environmental information	Additional Resources Required: £7.5K income Outputs: Charging regime and policy Outcomes: Income Risks: Legal challenge Other services affected: None	April 2010	SW
B	SO1 SO2	To ensure that land is suitable for the use and potable water supplies protected	Undertake remediation options appraisal for potential contaminated land at site of old gas works Cottenham	Additional Resources Required: Dependant upon remediation options but could be substantial. DEFRA grant for intrusive investigations and detailed quantitative risk assessment obtained Outputs: Decision on designation of contaminated land Outcomes: Land suitable for use; public and environmental health protected Risks: Reputation damage; costs; Other services affected: Legal	End of March 2011	SW

IMPROVEMENT PLAN: ENVIRONMENTAL PROTECTION SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
B	SO4	To ensure SCDC has good understanding of the condition of private housing stock to inform investment decisions and strategies for improvement	Investigate alternative ways to obtain up to date and relevant private sector housing stock condition information	Additional Resources Required: None Outputs: Report to Corporate manager and alternative approach agreed to traditional stock condition survey Outcomes: Informed decisions; targeted resources to areas of need; KLOE met Risks: No alternative found; alternatives' cost greater than anticipated. Other services affected: None	December 2010	BH
B Cii	SO2 SO4	To improve the living conditions of migrant workers in private rented accommodation	To take part in the Joint Cambs. Migrant Workers Project to combat overcrowding, exploitation and health and well-being issues for migrant workers in private rented accommodation	Additional Resources Required: Migrant Impacts fund bid successful. Outputs: Temporary posts recruited; info and publicity; enforcement and advice action; HMO licensing Outcomes: increased knowledge regarding responsibilities in private rented sector; improved living conditions Risks: project evaluation demonstrates ineffectual scheme Other services affected: None	Ongoing	BH
B	SO2 SO3	To ensure the health, safety and well-being of caravan site residents and visitors	Implement the changes to the legislation and model standards covering the licensing of caravan sites especially those relating to the need for site owners to undertake a fire risk assessment.	Additional Resources Required: None Outputs: Licensed sites compliant with legislation and model standards Outcomes: improved fire safety for site occupiers. Risks: compliance levels low; Fire Authority enforcement not prioritised. Other services affected: None	End of March 2011	BH

IMPROVEMENT PLAN: LICENSING SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
B	SO2 SO3 SO4	To meet the licensing objectives of:- <ul style="list-style-type: none"> The prevention of crime and disorder Public safety The prevention of public nuisance The protection of children from harm 	Investigate, report and implement a suitable yellow and red card approach and policy to problem licensed premises	Additional Resources Required: None Outputs: Report to members; introduction of suitable scheme and policy Outcomes: Transparent licensing regime with problem premises effectively controlled leading to reduced disturbance, under age sales and licensing objectives being achieved. Risks: Agreed policy ineffectual. Other services affected: Legal	End of December 2010	MB
B	SO4	To ensure that public transport systems are joined up and access to services improved.	Research and investigate the need for taxi ranks in the District as a result of the introduction of the Guided Bus	Additional Resources Required: None Outputs: Report on need; possible taxi rank (s) introduced Outcomes: Public able to obtain taxi from guided bus stops improving access to services. Risks: Taxi trade not using rank Other services affected: Legal	End of October 2010	MB

IMPROVEMENT PLAN: WASTE MANAGEMENT & RECYCLING SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Action #	Council Action	Actions	Supporting Information	Completion by Month	Officer
	We will meet or surpass a 65% recycling and composting rate by 2012	Implement new refuse and recycling service as per project plan including procurement; communications	Additional Resources Required: Invest to save initiative as per business case. Outputs: Procured bins and caddies, delivery company, MRF; vehicles; new service operational Outcomes: improved efficiencies; cost savings; increased recycling and customer satisfaction Risks: Risks as identified in project plan Other services affected: HR; Procurement officer; communications unit	End of September 2010	DSR
	We will achieve ?% (target to be added) reductions in the emission of CO2 from the Councils operations and publicise the outcome in order to set an example to other organisations	Calculate CO2 savings as a result of the new refuse and recycling service	Additional Resources Required: None Outputs: Calculated figure for NI187 Outcomes: Reductions in CO2 emissions demonstrated Risks: No reductions found Other services affected: Sustainability officer	End of December 2010	KK

IMPROVEMENT PLAN: WASTE MANAGEMENT & RECYCLING SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
A	SV4	To ensure environment operations services are delivered	Secure and move into new depot to deal with capacity and health & safety issues at current depot location including negotiations over sharing options with neighbouring authority	Additional Resources Required: earmarked amounts in MTFS £37K 10/11; £15K 11/12 onwards plus £30K identified in business case for new refuse & recycling service Outputs: New depot Outcomes: Operating licence secured; health & safety concerns mitigated against; service able to be delivered Risks: landlord agreement not reached Other services affected: legal	September 2010	SH/C
B	SO2	To ensure the safety of our workforce and comply with the law	Fit vehicle safety markings to all Council HGV 's	Additional Resources Required: £5K Outputs: Safety markings fitted Outcomes: legally compliant HGV's; enhanced level of safety Risks: markings do not stay in place; existing budgets can't meet costs Other services affected: None	As per legislative timetable	SH/C
A	SO1	To ensure customer service is maintained and best value obtained	Introduce the in-house service for the servicing and emptying of the existing paper recycling banks	Additional Resources Required: Cost savings anticipated Outputs: banks serviced by existing SCDC vehicles and crews Outcomes: service levels maintained at reduced cost Risks: unable to meet emptying demand; fly-tipped waste; inappropriately sized banks Other services affected: None	End of September 2010	SH/C

IMPROVEMENT PLAN: STREET CLEANSING & ENVIRO-CRIME SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Action #	Council Action	Actions	Supporting Information	Completion by Month	Officer
	We will improve and maintain the appearance of our villages in 2010/11 by	Continuing our programme of installing litterbins at a further 10 lay-bys on the major routes in the District	Additional Resources Required: £12K 10/11; £500 11/12 onwards Outputs: bins installed at 10 more lay-bys Outcomes: Cleaner lay-bys and district; improved reputation & customer satisfaction; improved NI195 Risks: vandalism; fly-tipping next to bins; inability to service Other services affected: DLO for installation	December 2010	SH/C
	We will improve and maintain the appearance of our villages in 2010/11 by	Continuing enhanced street cleaning within 10 of our larger villages past 2010/11	Additional Resources Required: 17K plus LPSA money 10/11; £35K 11/12 onwards Outputs: enhanced street cleaning within 10 village centres Outcomes: Cleaner district; improved reputation & customer satisfaction; improved NI195 Risks: workforce availability; greater number of villages requesting service Other services affected: None	April 2010	SH/C

IMPROVEMENT PLAN: STREET CLEANSING & ENVIRO-CRIME SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

	We will improve and maintain the appearance of our villages in 2010/11 by	Undertaking a further 10 community clean-up events	Additional Resources Required: None Outputs: 10 Community clean-up events held Outcomes: Cleaner district; improved reputation & customer satisfaction; improved NI195 Risks: lack of community support, Health & Safety concerns not taken into account Other services affected: Partnerships officer; environment operations staff; community safety officer	10 clean-ups by end of March 2011	PMQ
	We will improve and maintain the appearance of our villages in 2010/11 by	Maintaining our street cleansing & envirocrime operations including the litter picking of the A11 and A14 verges	Additional Resources Required: None Outputs: litter pick of A11 & A14; enviro-crime enforcement actions Outcomes: Cleaner lay-bys and district; improved reputation & customer satisfaction; improved NI195 Risks: Contractor doesn't perform. Other services affected: Legal	Ongoing 1st litter pick end of May 2010 2nd Litter pick end of Nov 2010	PMQ / SH/C SH/C SH/C
	Introduce our own Best Kept Village Competition.	To investigate and report to Members on options available for the introduction of a Best Kept Village Competition including criteria to be applied for possible introduction in 2011.	Additional Resources Required: None Outputs: Member report on viable schemes; competition scheme itself Outcomes: Pride in village, objectives dependant upon scheme chosen Risks: To be defined within member report for the various options Other services affected: Partnerships officer; New Communities	Report by December 2010	PMQ

IMPROVEMENT PLAN: STREET CLEANSING & ENVIRO-CRIME SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
C	SV4	To ensure that a best value service is provided	Review the existing Abandoned Vehicle contract	Additional Resources Required: None Outputs: Report to PFH Outcomes: service levels maintained or improved. Risks: Contractor doesn't perform Other services affected: Procurement officer	?? month in 2010	PMQ
A	SO2	To mitigate against the identified risk of the police withdrawing from the current arrangements	Review the out of hours stray dog collection and kennelling arrangements	Additional Resources Required: None Outputs: Review report Outcomes: Robust stray dog collection arrangements that meets legal requirements Risks: No private sector interest in providing service; increased costs Other services affected: None	End of March 2011	PMQ
C	SV2	To address the Council's funding gaps and therefore help maintain service levels elsewhere in the Council	To undertake NI195 assessment process with in-house staff	Additional Resources Required: £7.5 K Saving Outputs: Trained staff; sampling strategy & assessment reports compiled; surveys completed Outcomes: robust and acceptable in house assessment for NI195 Risks: assessment not accepted by Audit Commission. Other services affected: None	End of May 2010	PMQ

IMPROVEMENT PLAN: AWARDED WATERCOURSE SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
Aii	SO2 SO3	To ensure flood protection/mitigation measures and policies are in place to adequately protect residents from the harm caused by flooding	Continue to represent the interests of SCDC and its residents in the County's application of the Pitt Review Recommendations and Floods and Water Management Bill	Additional Resources Required: None Outputs: various depending on issue Outcomes: Improved flood protection and mitigation for residents Risks: County Council attempts to discharge its responsibilities by inappropriate and unilateral delegation to Districts without funding following Other services affected: Development services and new communities	Ongoing	PM

IMPROVEMENT PLAN: HOME IMPROVEMENT AGENCY SERVICE

(To be used to set out plans of the service to address Council Actions or other plans to improve the service or address corporate themes set out in the Overview). List the Council Actions that are the responsibility of your service first.

Council Aim/ Approach # See Key	Service Objective # See Key	Supporting Objective	SMART* Actions or Milestones	Supporting Information	Completion by Month	Officer
A	SV4	To seek Best Value in the provision of Home Improvement Agency Services across Cambridgeshire	Implement results of the HIA commissioning review	Additional Resources Required: None; potential savings Outputs: re-configured service; new service provider; tendering exercise Outcomes: Robust service; improved targeting of funds; efficiencies of scale and cost savings Risks: resources move away from SCDC clients; SCDC influence on polices and service reduced. Other services affected: Housing; Legal: HR	As per commissioning review timetable	DSR

NB Improvement objectives greyed out will not be progressed in 2009/10 due to funding not being agreed or External reason for not proceeding

Key for Improvement Plan

Relevant Council Aim/s:

- A - We are committed to being a listening Council providing first class services accessible to all.
- B – We are committed to ensuring that South Cambridgeshire continues to be a safe and healthy place for you and your family
- C - We are committed to making South Cambridgeshire a place in which residents can feel proud to live.
- D – We are committed to assisting provision of local jobs for your and your family
- E - We are committed to providing a voice for rural life

Relevant Council Approach/es: (add in relevant Council approaches for your Improvement Plan)

- Ai – Listening and engaging with our local community
- A ii - Working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership
- Bi – Working closely through our Crime and Reduction Partnership to reduce crime and the fear of crime
- Bii – Working with partners to combat Anti Social behaviour
- C i - Making affordable housing more available to local people
- C ii - Ensuring that affordable housing is in balance with the community
- Di – Working closely with local businesses
- Ei - Protecting existing communities, villages and the countryside

Service Objectives: Health & environmental services within South Cambridgeshire District Council are committed to work in partnership with local organisations, businesses and the wider community to:

- SO1 ❖ *Protect and enhance the environment now and in the future*
- SO2 ❖ *Improve on the sense of health, safety and well being within our existing and future villages, communities and businesses*
- SO3 ❖ *Safeguard and improve public health*
- SO4 ❖ *Enhance the quality of life of citizens generally and for those most vulnerable and disadvantaged specifically.*

Values

- SV1 ❖ *High quality customer service to the public*
- SV2 ❖ *Target resources to areas of greatest risk/effect/change.*
- SV3 ❖ *Provide sensible, clear, open, honest and fair decisions*
- SV4 ❖ *To improve service to the public that represents best value*
- SV5 ❖ *Be professional, consistent and equitable, showing mutual respect towards others.*
- SV6 ❖ *Use common sense*
- SV7 ❖ *To engage and listen and be responsive and flexible to people's needs*
- SV8 ❖ *Set standards by which to be judged*

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APPENDICES

Appendix 1 – Key Service areas Core Functions

Food and Health & Safety - Core Functions: -

- Food hygiene control
- Food Safety Alerts response
- Food premises & food related complaints
- Food sampling
- Food safety education & promotion
- Acupuncturists and tattooists registration
- Food poisoning investigation
- Infectious diseases control
- Food and health & safety business advice
- Health & safety control
- Health & safety accident/ occupational disease investigation
- Food premises registration
- Workplace complaints
- Health & safety awareness education and promotion
- National Assistance burials
- Private water supplies
- Asbestos removal control
- Zoo licensing

Health Protection (inc pest control) - Core Functions: -

- Contaminated land
- Air Quality
- Public health – Partnership working
- Smoking harm reduction inc. Smoke free compliance
- Pest Control treatment & advice/enforcement
- Home Energy Conservation
- Planning policy advice
- Development control consultations
- Health promotion

Environmental Protection - Core Functions: -

- Pollution control – IPC and LAAPC permits to operate
- Noise nuisances
- Odour, dust and Light nuisances
- Foul sewerage and drainage
- Private sector housing standards
- Caravan site licence control
- Development control consultations
- Smoke control/nuisance

Licensing - Core Functions: -

- Premises licensing (alcohol & entertainment)
- Riding Establishments licensing
- Animal breeding and boarding licenses
- Personal licences (to sell alcohol)
- Pet shop and dangerous wild animal licences
- Taxi/private hire vehicles and drivers licensing
- Gambling Premises licenses
- Street trading licences
- Lotteries, door to door and motor salvage licensing

Refuse and Recycling - Core Functions: -

- Domestic collections
- Bulky household collections
- Enforcement, promotional and educational activities
- Kerbside dry recycling collections
- Domestic Clinical waste collections
- Development control consultations and planning policy
- Bring bank recycling
- Trade waste collection
- Waste strategy and policy inc partnership working
- Kerbside compostable collections
- Septic and cesspool collections

Street cleansing & enviro-crime - Core Functions: -

- Mechanical street cleaning
- Litter picking
- Abandoned vehicle control
- Litter and dog waste bin provision and clearance
- Fly-tipping
- Stray dog control
- Litter control
- Graffiti control and clearance
- Enforcement, promotional and educational activities

Awarded watercourses - Core Functions: -

- Mechanical and manual maintenance
- Flooding emergency response
- Land drainage - development control consultations and planning policy

Home improvement agency - Core Functions: -

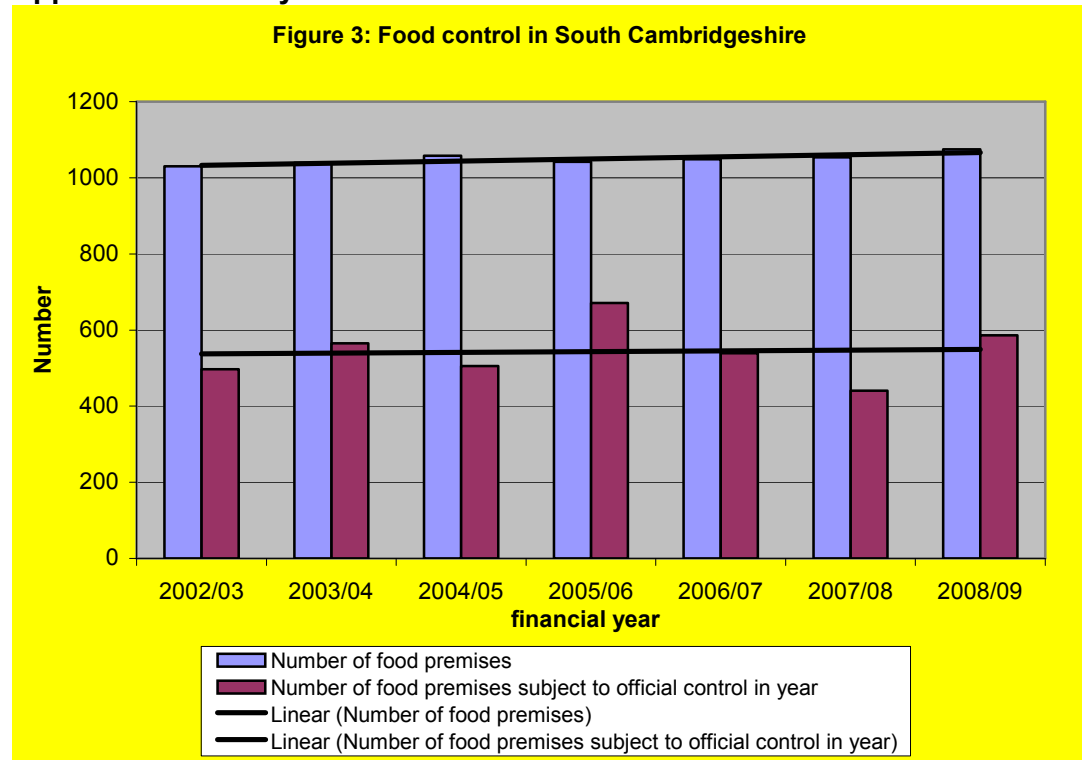
- Mandatory Disabled facilities grants
- Home repair assistance grants
- Handy person scheme
- Benefits advice and sign-posting
- Technical, application support and advice service

Appendix 2: National enforcement priorities for Local authority regulatory services¹

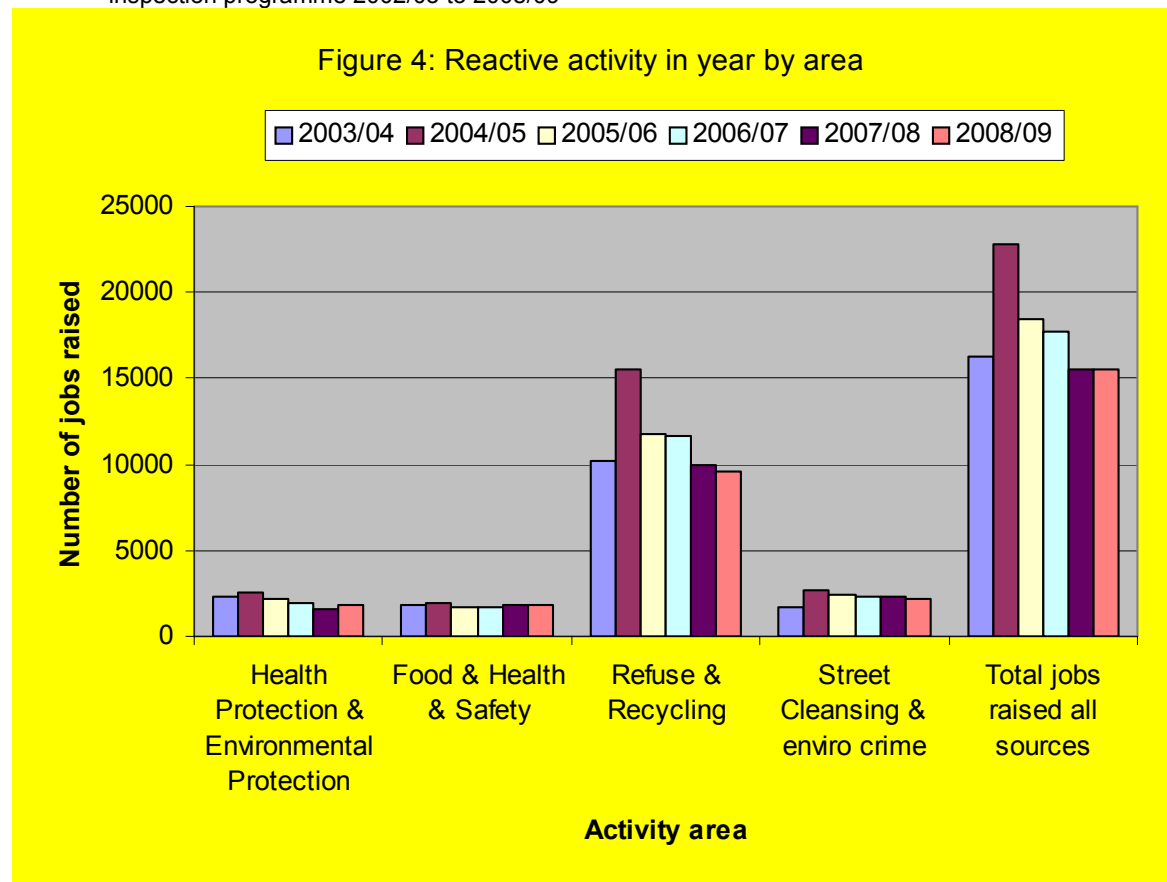
<i>National enforcement priority area</i>	<i>Why?</i>
Air Quality, including regulation of pollution from factories and homes	<ul style="list-style-type: none"> • Contribution to tackling climate change • Damages health, quality of life and shortens life expectancy • Health impacts from particulates in 2005 cost £9.1 - £21 billion • Important issue for citizens and local authorities • Hugely politically important
Alcohol, entertainment and late night refreshment licensing and its enforcement	<ul style="list-style-type: none"> • 1 in 5 violent incidents in or around public houses • Up to 22,000 premature deaths per year related to alcohol consumption • 17 million working days lost through alcohol related absence • 35% of total A & E costs are alcohol related • Public perception is that drunk, rowdy behaviour is getting worse.
Hygiene of businesses selling, distributing and manufacturing food and the safety and fitness of food in the premises	<ul style="list-style-type: none"> • A death a day arising from food business operations. • 1,467 cases of food borne disease per day • 33 hospitalisations per day • Considered a priority area by businesses and citizens • In 2005 poor standards cost the economy £900 million
Improving health in the workplace	<p>In Local authority enforced sectors</p> <ul style="list-style-type: none"> • 560,000 workers experience ill-health or illness caused by or made worse by their work. • 410 people per day start an episode of work-related illness • £360 - £610 million costs to employers of ill-health • Several £billion cost to economy each year

¹ Rogers Peter (2005) – National enforcement priorities for local authority regulatory services – Cabinet Office, London

Appendix 3: Activity Demands on the Service



Source: Food Standards Agency Returns: Table 2.1 Food hygiene - Compliance with inspection programme 2002/03 to 2008/09



Source: Performance reports Proactive SCDC 2003/04 to 2008/09

Appendix 4: Health & Environmental Services Contribution to the LAA and LSP Sustainable Community Strategy.

The South Cambridgeshire Local Strategic Partnership agreed objectives and priorities of direct relevance to Health & Environmental Services.

	Strategic Objectives		Priorities
1	Active, healthy and inclusive communities where residents can play a full part in community life, with a structure of thriving voluntary and community organisations.	c	Tackling health inequalities by ensuring that health needs are met, particularly in relation to the health of Travellers and new migrant populations
		d	Promoting independence for older people and reducing falls in older people
		e	Preventing obesity through promoting healthy eating, physical activity and mental health and well-being
		g	Meeting housing need through the provision of new affordable housing and adaptations to existing housing in established communities
		j	Promoting sustainability for the benefit of the local and global environment
2	Safe and clean communities where residents do not feel vulnerable or isolated and need not fear crime or anti-social behaviour.	b	Reducing levels of crime and anti-social behaviour including hidden crimes such as domestic violence
		d	Reducing the harm from alcohol and other substance misuse
		e	Reducing the fear of crime
		f	Protecting and enhancing the environment and cleanliness of our communities
		g	Promoting smoke free environments and reducing the number of people who smoke
3	Building successful new communities , where developments include affordable homes to meet local needs and form attractive places where people want to live, and which are supported by a full range of quality services and social networks.	d	Ensuring good health and mental well-being through the delivery of joint service provision and community development
4			
	A sustainable infrastructure and environment with good transport links and access to the countryside of the district, which is itself protected and improved, and with sustainable measures, which minimise waste and tackle climate change.	c	Seeking to minimise climate change through promoting a low energy future and minimising waste
		f	Supporting the start-up and development of new businesses and social enterprises

Relevant Targets within the LAA

- NI 17: Perceptions of anti-social behaviour
- NI 56: Obesity among primary school children
- NI 120: All age all cause mortality rate
- NI 123: 16+ current smoking prevalence
- NI 131: Delayed transfers of care from hospital

- NI 172: % of businesses showing growth
- NI 182: Satisfaction of businesses with local authority regulation
- NI 186: Per capita emissions of CO2 in the area
- NI 188: Adapting to climate change

Relevant Targets within the Sustainable Community Strategy

- NI 119 Self reported measure of people's overall health & well-being
- NI192 Household waste recycled and composted
- NI195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly-posting)
- NI196 Improved street and environmental cleanliness – Fly tipping
- % people who feel safe when outside in their local area after dark

Appendix 5: Key Partners to H&ES.

- *Central Government departments* – BIS, DCLG, Cabinet Office, DEFRA, Home Office, Department of Health
- *Central Government agencies/bodies* – Food Standards Agency, Health & Safety Executive, Local Better Regulation Office, Environment Agency, Health Protection Agency.
- *Councils* – Cambridgeshire & Peterborough Association of Local councils, Parish Councils, Cambridgeshire County Council, Cambridge City Council, Huntingdon District Council, Fenland District Council, East Cambridgeshire District Council, Internal drainage boards.
- *Health related*- Cambridgeshire primary care Trust, NICE, Cambridgeshire Tobacco Control Alliance, Ambulance Trust,
- *Crime and criminal justice related* – Cambridgeshire Constabulary, Probation service; Trading Standards
- *Contractors*- Donarbon, Veolia, Pearsons, Waste Recycling Group, Charlton recycled Autoparts Ltd, NETCEN, Transparency data, Northgate.

Appendix 6: Health & Environmental Services Interaction with Council Vision, Aims, Approaches, Actions and Values

COUNCIL VISION

We will make South Cambridgeshire a safe and healthy place where residents are proud to live and where there will be opportunities for employment, enterprise and world –leading innovation. We will be a listening Council, providing a voice for rural life and first-class services accessible to all.

[AIMS]		
A. WE ARE COMMITTED TO BEING A LISTENING COUNCIL, PROVIDING FIRST CLASS SERVICES ACCESSIBLE TO ALL.		
[Approaches]	[Actions]	
<p>We will do this by</p> <ul style="list-style-type: none"> ii. working with voluntary organisations, Parish Councils and Cambridgeshire County Council to improve services through partnership iii. making South Cambridgeshire District Council more open and accessible iv. achieving improved customer satisfaction with our services 	<p>We will</p> <ul style="list-style-type: none"> 1. work with voluntary organisations to establish a relationship with hard-to-reach and vulnerable residents 2. work with voluntary groups to provide information and advice at events in 20 villages a year by 2010 3. We will achieve Customer Service Excellence accreditation by 31st March 2011 	<p>lead member Cllr Bygott</p> <p>Cllr Bard</p> <p>Cllr Bygott</p>
B. WE ARE COMMITTED TO ENSURING THAT SOUTH CAMBRIDGESHIRE CONTINUES TO BE A SAFE AND HEALTHY PLACE FOR YOU AND YOUR FAMILY		
<p>We will do this by</p> <ul style="list-style-type: none"> iv. understanding where health inequalities exist and focussing on areas of need 	<p>We will</p> <ul style="list-style-type: none"> 1. work closely with partners including NHS Cambridgeshire to identify and target key groups and provide increased opportunities for sport and recreation for the most vulnerable groups – to continue as core business 	<p>lead member Cllr Bard</p>
C. WE ARE COMMITTED TO MAKING SOUTH CAMBRIDGESHIRE A PLACE IN WHICH RESIDENTS CAN FEEL PROUD TO LIVE		
<p>We will do this by</p> <ul style="list-style-type: none"> ii. Extending and encouraging the use of recycling opportunities 	<p>We will</p> <ul style="list-style-type: none"> 1. We will meet or surpass a 65% recycling and composting rate by 2012 	<p>lead member Cllr Ellington</p>

iii Working to improve the cleanliness of our villages	2. We will improve & maintain the appearance of our villages in 2010/11 by: <ul style="list-style-type: none"> a. Continuing our programme of installing litterbins at a further 10 lay-bys on the major routes in the District b. Continuing enhanced street cleaning within 10 of our larger villages past 2010/11 c. Undertaking a further 10 community clean-up events d. Maintaining our street cleansing & enviro-crime operations including the litter picking of the A11 and A14 verges 	Cllr Ellington
iv taking account of climate change in all the services that we deliver	3. We will achieve ?% reductions in the emission of CO2 from the Councils operations and publicise the outcome in order to set an example to other organisations	Cllr Bygott
D. WE ARE COMMITTED TO ASSISTING PROVISION FOR LOCAL JOBS FOR YOU AND YOUR FAMILY		
We will do this by <ul style="list-style-type: none"> i. working closely with local businesses ii. promoting economic development 	We will <ul style="list-style-type: none"> 1. Core business 2. Support businesses to comply with the law while targeting those who flout it 	lead member Cllr Bard Cllr Ellington
E. WE ARE COMMITTED TO PROVIDING A VOICE FOR RURAL LIFE		

COUNCIL VALUES

The Council has set values that will drive the behaviours that underpin the three A's above as: -

- ❖ Customer Service
- ❖ Commitment to improving Services
- ❖ Trust
- ❖ Mutual Respect

Appendix 7: Health & Environmental Services Statement of Purpose and Links to Corporate Aims & Approaches

Health & Environmental Services Objectives		Links with Council Aims	Links with Council Approaches	Links with Council Actions
Health & environmental services within South Cambridgeshire District Council are committed to work in partnership with local organisations, businesses and the wider community to:		A; B; C; D; E		
SO1	❖ <i>Protect and enhance the environment now and in the future</i>	C; D; E	Civ; Cv; Cvi; Cvii; Cviii; Di; Dii; Ei	C1; C2; C3;
SO2	❖ <i>Improve on the sense of health, safety and well being within our existing and future villages, communities and businesses</i>	B; C, E	Bi; Bii; C; Ei	B1; D1;D2
SO3	❖ <i>Safeguard and improve public health</i>	B; D	Aii; Biii; Biv; Di; Dii	A1; A2; D1;D2
SO4	❖ <i>Enhance the quality of life of citizens generally and for those most vulnerable and disadvantaged specifically.</i>	A; B; E	Aii; Biii; Biv; Ei	A1;A3; B1;
Values				
SV1	❖ <i>High quality customer service to the public</i>	A; D	Aiv; Di	A3
SV2	❖ <i>Target resources to areas of greatest risk/effect/change.</i>	A; D	Av; Dii	A3; B1
SV3	❖ <i>Provide sensible, clear, open, honest and fair decisions</i>	A; D	Aiv; Di	
SV4	❖ <i>To improve service to the public that represents best value</i>	A; D	Av; Di	
SV5	❖ <i>Be professional, consistent and equitable, showing mutual respect towards others.</i>	A; C; D	Civ; Di	A3
SV6	❖ <i>Use common sense</i>	A; D		
SV7	❖ <i>To engage and listen and be responsive and flexible to people's needs</i>	A; C; D; E	Ai; Aii; Civ; Di; Eii	A3
SV8	❖ <i>Set standards by which to be judged</i>	A; C; D	Dii	A3

Appendix 8 – Customer Satisfaction Results

Table 1: % Of Customers Who Felt The Service Had Got Better Or Worse Over the last 12 Months²

	Better	Worse	
Keeping public land clear of litter	15%	8%	😊
Refuse collections (Green/black bin)	31%	7%	😊
Doorstep recycling (green box)	50%	3%	😊
Local recycling centres (banks)	18%	5%	😊
Cleanliness of recycling centres (banks)	18%	4%	😊
Graffiti removal	10%	2%	😊
Fly posting removal	11%	3%	😊
Abandoned or burnt our car removal	15%	2%	😊

Table 2: Satisfaction with Aspects of Refuse & Recycling, Environmental Health and Pest Control Services

	2006		2009		Trend
	Very/fairly satisfied	Fairly/very dissatisfied	Very/fairly satisfied	Fairly/very dissatisfied	
Household waste collection					
SE248 Cleanliness of street after collection	85%	8%	78%	13%	↓
Recycling banks and other recycling facilities					
Local Recycling centres i.e. bank sites	N/a	N/a	76%	11%	N/a
SE247 Accessibility of sites	75%	15%	82%	12%	↑
Range of materials	N/a	N/a	82%	11%	N/a
Frequency of emptying	N/a	N/a	64%	19%	N/a
SE249 With cleanliness and tidiness of site	65%	20%	76%	12%	↑
Servicing recycling centres	N/a	N/a	82%	8%	N/a
Overall provision of facilities	N/a	N/a	83%	9%	N/a
Anti-social Behaviour					

² source 2009 Health & Environmental Services survey

Graffiti removal	N/a	N/a	70%	6%	N/a
Fly-posting removal	N/a	N/a	66%	11%	N/a
Abandoned or burnt out car removal	N/a	N/a	72%	7%	N/a
	2008		2009		
Environmental Health	Very/fairly satisfied	Fairly/very dissatisfied	Very/fairly satisfied	Fairly/very dissatisfied	Trend
SE222 received full explanation	82%	N/a	57%	43%	↓
SE226 Overall Satisfaction	86%	N/a	80%	15%	N/a
SE223 Satisfaction with Pest Control	94%	N/a	92%	N/a	N/a

Table 3. Business Satisfaction

NI182	Satisfaction of businesses with local authority regulation services	2008/09
		80%

Overall Compliant and Non-compliant businesses	2008	
	Positive Reply	Negative Reply
Treated Fairly	98%	1%
Contact Helpful	95%	3%
Ease of contacting Department	82%	7%
Helpfulness	97%	1%
Polite and courteous	99%	0%
Level of Information provided	95%	1%
Made clear why contacting the business	100%	0%
Made clear what were requirements as opposed to recommendations	98%	2%
Agreed provide Value for Money	83%	12%
Received further Information requested	92%	8%
Further Information easy to understand	100%	0%

Table 4: What Did Residents Consider To Be A Anti-Social Behaviour Problem In Their Area³

In 2009 SCDC scored the best compared to all other Districts in the County in all the areas below.

<i>Anti-social behaviour</i>	<i>Very big/big problem</i>				Trend
	2003	2006	2009 SCDC	2009 County average	
Rubbish and litter lying around	37%	28%	22%	27%	↑
Vandalism, graffiti and other deliberate damage to property or vehicles	48%	25%	21%	27%	↑
People being drunk or rowdy in public places	35%	12%	9%	23%	↑
Noisy neighbours or loud parties	13%	8%	6%	9%	↑
Abandoned or burnt out cars	48%	6%	4%	5%	↑

Table 5: Reported Neighbourhood Problems Respondents⁴

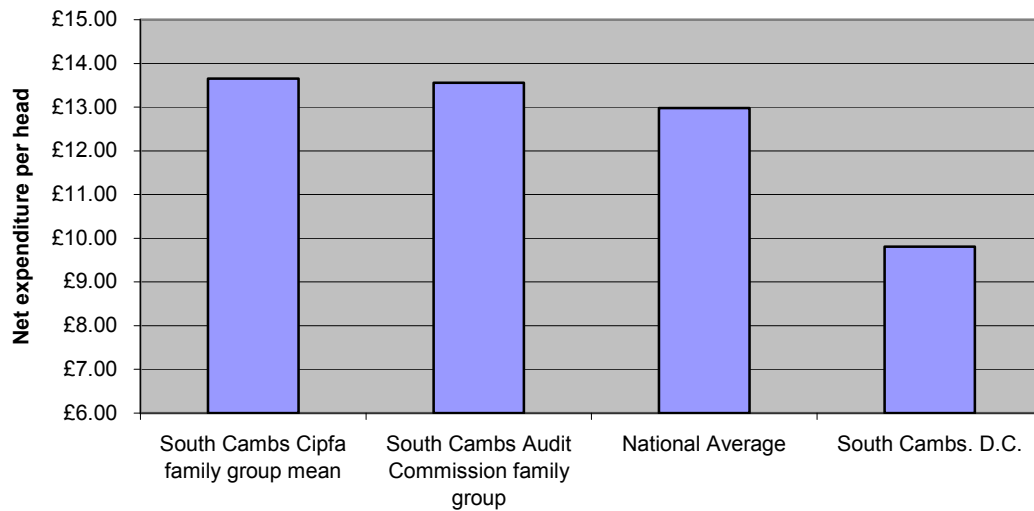
Issue	Very big/big problem
Rubbish lying around	19%
Littering	22%
Vandalism	19%
Graffiti	6%
Fly-tipping	19%
Fly-Posting	7%
Abandoned or burnt out cars	6%

³ 2009 place survey results

⁴ 2009 Health & Environmental Services Survey

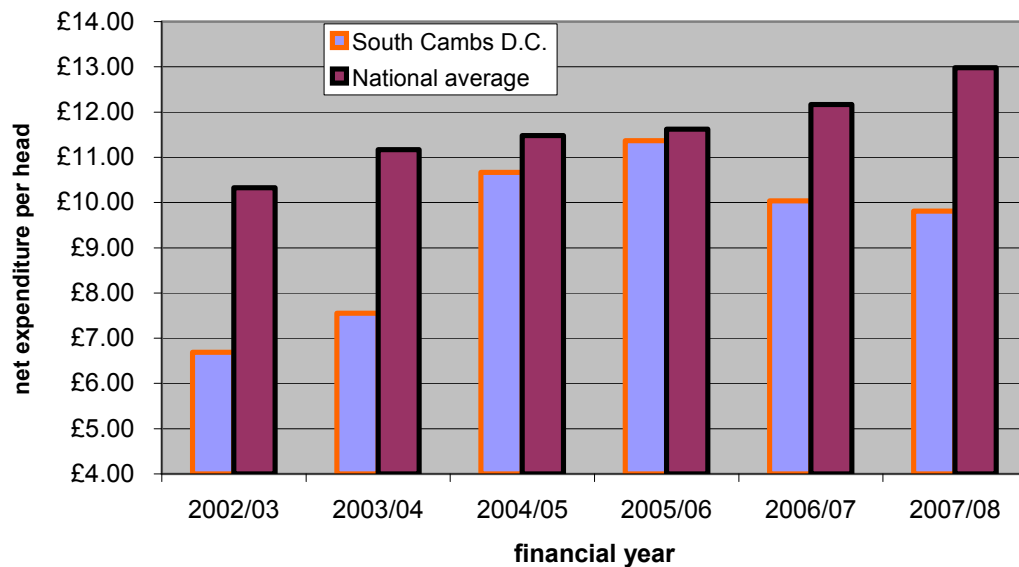
Appendix 9: Value for Money Overview

Figure 1: Net expenditure on EH per head 07/08 actuals



Source: CIPFA 2008; Environmental Health Statistics 2007/08 actuals; SIS ref 65.08; London

Figure 2: South Cambs D.C. Net expenditure per head on EH compared to national average



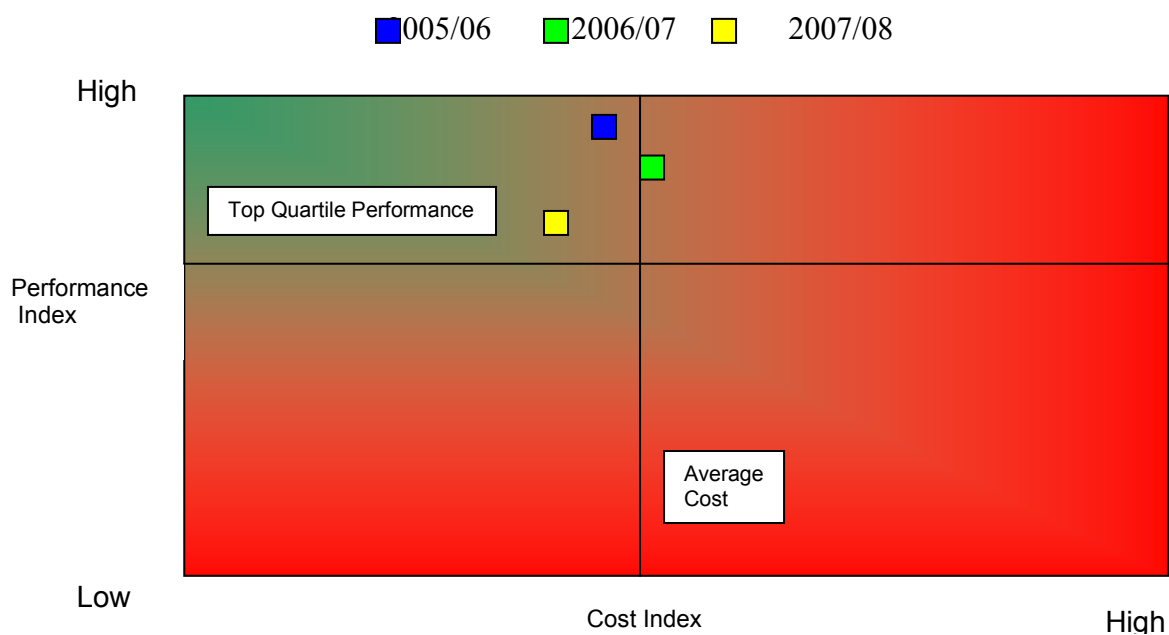
Source: CIPFA; Environmental Health Statistics 2001/02 to 2007/08 actuals; SIS ref 65.01 - 08; London

Table 1: Expenditure on Major Services

	2008-09 £ per head (SCDC)	2008-09 £ per head (Nearest Neighbour Group average)	Ranking vs nearest neighbour group	2009 –10 £ per head (SCDC)	Ranking vs nearest neighbour group
Waste Collection	23.48 (23.23*)	23.22	10th lowest out of 16	27.49*	Not Available
Street Cleansing	5.23 (5.17*)	7.90	Lowest of 16	5.71*	Not Available
Environmental and Public Health Services	8.97 (8.91*)	12.00	2 nd Lowest out of 16	9.15*	Not Available

* excludes pension cost

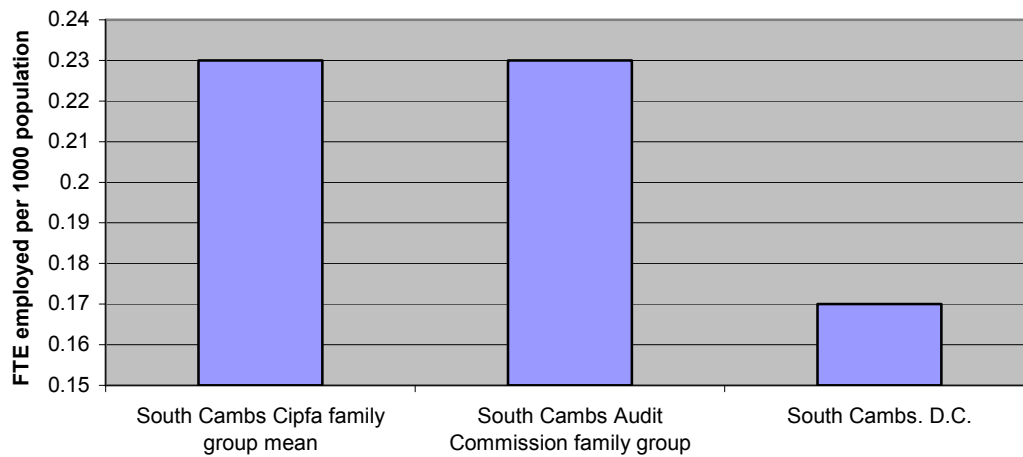
Figure 3: Value for Money analysis between composite performance and cost of recycling: 2005/06 and 2007/08



Source: SPARSE Profiling Service for South Cambridgeshire D.C, <http://www.rsnonline.org.uk/>
Accessed February 09.

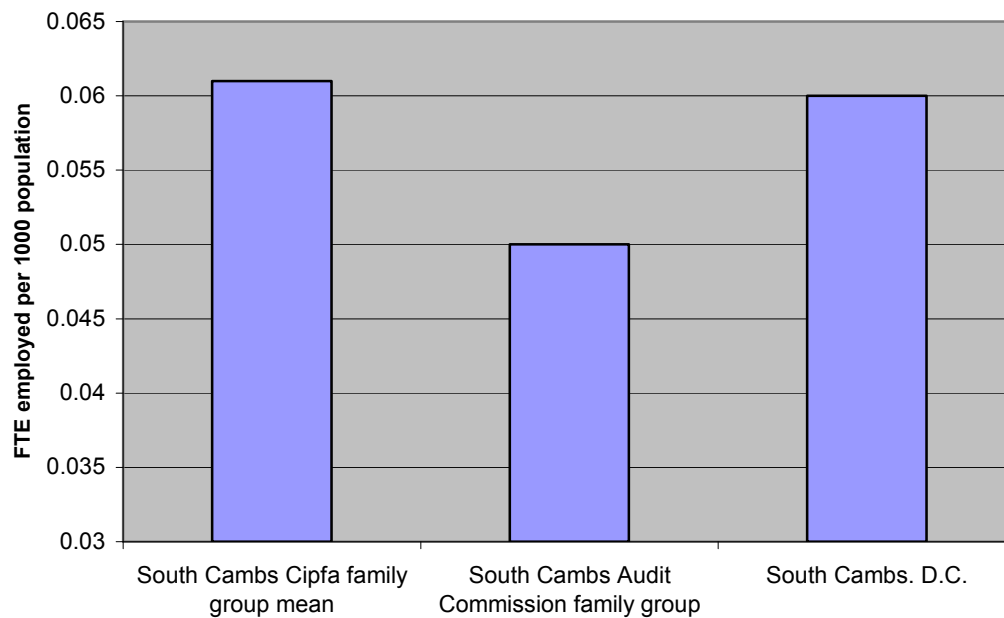
Appendix 10: Staffing Benchmarks

Figure 1: Staff employed on core Env. Health Functions per 1000 population (07/08 Actuals)



Source: CIPFA 2008; Environmental Health Statistics 2007/08 actuals; SIS ref 65.08; London

Figure 2: EHO's employed per 1000 population 07/08 actuals



Source: CIPFA 2008; Environmental Health Statistics 2007/08 actuals; SIS ref 65.08; London

Appendix 11: Performance & Trend analysis as measured against NI, old Best Value & Local Performance Indicators

PI Ref	Performance indicator	Performance			Trend	County Average	National Average	National Quartile	Target		
		2003	2006	08/09					10/11	11/12	12/13
CUSTOMER SERVICE											
BV89	Satisfaction with keeping land clear of litter and refuse - Place Survey result	63%	74%	61%	↓	63%	57%	2nd			
	SCDC Survey result			72%				N/a	74%	74%	74%
BV90a	Satisfaction with Refuse collection - Place survey result	87%	84%	78%	↓	77%	78%	2nd			
	Satisfaction with refuse collections (Green & black bin) SCDC Survey result			82%				N/a	84%	84%	84%
BV90b (now SE246)	Satisfaction with doorstep recycling Place Survey Result	68%	69%	79%	↑	74%	70%	1st			
	Satisfaction with door step recycling (green box) SCDC Survey result			87%				N/a	88%	90%	94%
SE247	Accessibility of recycling banks and sites		75%	82%	↑				80%	81%	82%
SE248	Cleanliness of street after refuse collection		85%	78%	↓				80%	82%	84%
SE249	Cleanliness and tidiness of recycling site		65%	76%	↑				76%	77%	78%
NI37	Awareness of civil protection arrangements	N/a	N/a	14.6%	N/a	15.4%	15.3%	3rd	16%	17%	18%
NI182	Satisfaction of businesses with local authority regulation services	N/a	N/a	80%	N/a				83%	85%	87%
		2007	2008	2009							
SE222	Received full explanation on completion of complaint		82%	57%	↓				70%	75%	80%

SE223	Satisfaction with Pest Control		94%	92%	↓				93%	94%	94%
SE226	Overall satisfaction with the way the complaint was handled		86%	80%	↓				85%	86%	87%
SE203	The % of environmental health complaints responded to within 3 working days	86%	96%	98%	↑				96%	96%	96%
SE220	Home Improvement Agency; average weeks taken between first contact and first visit. (ODPM set)	1.8	2.4	4.5	↓				3	3	3
SE224	The % of missed collections put right by the end of the next working day following the reporting period being two days after the scheduled collection	100%	100%	100%	↔				Indicator to be deleted		
SE235	% telephone calls answered within 20 secs	97%	99%	99.4%	↔				99%	99%	99%
SE236	% telephone calls abandoned	7.5%	4.2%	2.8%	↑				3%	2%	2%
SE237	Letters responded to in 10 working days	N/a	96%	95%	↔				96%	97%	97%
SE238	% complaints about service escalated to level 2 or above	N/a	10%	3.8%	↑				5%	5%	5%

PI Ref	Performance indicator	Performance			Trend	Target		
		06/07	07/08	08/09		2010/11	2011/12	2012/13
WORKFORCE AND LEARNING								
SE 209	% work time lost to sickness (excl: Env. Operations staff)	2.9% est	1.54%	1.44%	↑	2%	2%	2%
SE227	% work time lost to staff vacancies (excl: Env. Operations staff)	9.9%	7.3%	1.7%	↑	4%	4%	4%
SE 211	% staff with completed Employee Development Scheme interviews (Appraisal)	100%	100%	100%	↔	100%	100%	100%
SE228	Training spend as % of total EH salary budget. (T03) (Excludes Env Operations Staff)	1.45%	1.62%	0.95%	↓	1.5%	1.5%	1.5%

SE232	% Env Operations staff working time lost to sickness.	5% est	6.65%	9.51%	↓	7%	6%	5%
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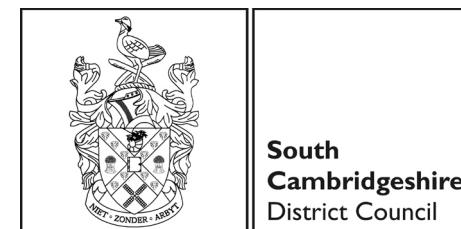
PI Ref	Performance indicator	Performance			Trend	Target		
		06/07	07/08	08/09		2010/11	2011/12	2012/13
FINANCE,	EFFICIENCY & VALUE FOR MONEY							
BV86	Cost of waste collection per household	£50.50	£47.31	£54.56	↓	TBA	TBA	TBA
SE 213	% EH undisputed invoices processed within 10 working days of receipt.	98%	97%	98%	↔	98%	98%	98%
SE214	Net spending per head on Environmental Health	£9.50 Below 05/06 national average £11.62	£9.01 Below 06/07 national average	£8.96	↑	Below 07/08 national average	Below 08/09 national average	Below 09/10 national average
SE229	Overall EH portfolio bottom line actual budget variance compared to original estimate	6.64%	7.8%	3%	↑	<3%	<3%	<3%
SE234	SPARSE VFM analysis	2nd	Top quartile performance for below average cost	To be provided	↓	Top quartile performance for below average cost	Top quartile performance for below average cost	Top quartile performance for below average cost

PI Ref	Performance indicator	Performance			Trend	Target		
		06/07	07/08	08/09		2010/11	2011/12	2012/13
SERVICE QUALITY / PROVISION								
NI184	Food Establishments in the area which are broadly compliant with food hygiene law	N/a	N/a	92%	N/a	92%	94%	95%
NI187	Tackling fuel poverty	N/a	N/a	SAP<35 17.4% SAP>65 21.2%	N/a	SAP<35 17% SAP>65 22%	SAP<35 17% SAP>65 22%	SAP<35 17% SAP>65 22%
NI191	Residual waste per household	N/a	N/a	455Kg	N/a	461	412	383

NI192	Household waste recycled and/or composted	50.9%	53.2%	53.6%	↑	55%	61%	65%
BV82ai	% tonnage of household waste recycled	18.2%	18.7%	18.8%	↑	20%	24%	26%
BV82aii	Tonnage household waste sent for recycling	10,930	11,107	11,017	↔	11,729	14,075	15,248
BV82 bi	% household waste composted or anaerobically digested	32.7%	34.5%	34.8%	↑	35%	37%	39%
BV82bii	Tonnage household waste composted or anaerobically digested	19,610	20,503	20,382	↓	20,526	21,699	22,872
NI 195a	Improved street and environmental cleanliness – litter		24% combined	14% combined	↑	14% combined	13% combined	13% combined
NI195b	Improved street and environmental cleanliness - Detritus							
NI195d	Improved street and environmental cleanliness – fly posting	5%	5%	4%	↑	2%	2%	2%
NI195c	Improved street and environmental cleanliness – graffiti	6%	6%	3%	↑	3%	3%	3%
NI196	Improved street and environmental cleanliness - Flytipping	3	2	???	↑	1	1	1
BV216b	% sites for which sufficient detailed information is available to decide whether remediation of the land is necessary.	8.5%	10.1%	15%	↑	10%	12%	12%
BV218a	% abandoned vehicle new reports investigated within 24 hrs	91%	95%	99%	↑	95%	96%	97%
BV218b	% abandoned vehicles removed within 24 hrs of when the LA legally entitled to remove the vehicle	82%	80%	100%	↑	95%	96%	97%
SE225	The % of pest control first treatments carried out within 4 working days	97%	96%	99%	↑	95%	95%	95%
SE201	The number of collections missed per 100,000 collections of household waste	39	48	53	↓	55	45	40
SE 204	% health & safety inspections carried out for priority premises identified in topic based inspections regime	100%	100%	100%	↔	98%	98%	98%
SE 206	% of food premise inspections carried out for High risk premises	100%	100%	100%	↔	100%	100%	100%

SE218	Home Improvement Agency; Average weeks taken to complete works of value <£1000 (set by Foundations)	25.6 wks	10.3 wks	21 wks	↓	16	16	16
SE219	Home Improvement Agency; Average weeks taken to complete works of value >£1000 (set by Foundations)	42.6 wks	46.55 wks	42 wks	↑	45	45	45
SE230a	% Licensing Act 2003 applications determined within 2months for premises and 3 months for personal licence applications,	N/a	100%	100%	↔	Indicator to be deleted		
SE233	% of taxi licensing applicants notified of determination within 10 working days of receiving all relevant information	N/a	95%	97%	↑	96%	96%	96%
SE261	% of pollution control inspections undertaken against those required to be undertaken	N/a	N/a	????	N/a	90%	92%	94%
SE???	% of trade waste collected recycled	New Indicator				10%	12%	15%
SE???	EU services directive- % of electronic applications accepted or rejected within relevant time of submission via ELMS	New Indicator				95%	95%	95%

Appendix 12: Health & Environmental Services Risk Register
June 2009 (To be updated November 2009)



No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
24	Pandemic 'Flu Requests for mutual aid from partners, <i>leading to</i> staff being directed into call centres or anti- viral stations etc, <i>resulting in</i> some service disruption at SCDC, possible loss of performance etc.	B2	new	A.iv.	Dale Robinson	Awaiting possible WHO update
13	Current depot becomes inappropriate for future requirements <i>Leading to</i> health & safety implications and inability to fulfil service provision <i>Resulting in</i> Loss of operating licence, death or injury, service failure/disruption, drop in performance, inefficiency costs	B2	→	Av, Cii, Ciii, Civ	Stuart Harwood Clark	Discussions continuing. Will need to implement in 2010/11 due to increase HGV's. Strategic review result will impact further

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
22	Failure to provide online transactions, screening of legislation, policy and fee practices <i>Leading to</i> breaches of the EU services directive <i>Resulting in</i> unjustified barriers to service provision, loss to the economy, possible legal intervention from EU traders.	B2	→	Aiii, Aiv, Di, Dii	Dale Robinson	Reliant on procurement of new software solution, plus integration with the FMS system.
15	Staff perception that there is a privatisation agenda <i>Leading to</i> uncertainty and unsettled workforce <i>Resulting in</i> lower staff morale, higher turn over of staff, drop in performance	C1	→	All	Senior Management Team, Cabinet	Local communication with staff involved. Outcome of Waste strategic review will impact on this likelihood.
16	Inability for service managers to meet the demands placed upon them <i>Leading to</i> failure to achieve service and corporate objectives and targets <i>Resulting in</i> service failure, drop in performance, inability to achieve inspire corporate plans.	C1	→	All	Senior Management Team, Cabinet	Additional resources requested in 2009/10-service plan for business manager, not approved. Issue highlighted to senior management team.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
11	Failure to meet air quality objectives through the air quality action plan for the A14 corridor <i>Leading to</i> poorer air quality <i>Resulting in</i> increased risk to public health, failure to achieve statutory objectives, negative impacts of key lines of enquiry in comprehensive performance reviews, reputation damage, ombudsman findings	B3	→	A, B, C, D, Ei	Susan Walford	See Health Protection improvement plan. Action plan out for public consultation; to go to Cabinet in September 2009.
10	Increased demand for mandatory disabled facility grants following demographic changes and Bristol report <i>Leading to</i> inability to meet demand within reducing budget and staffing resources <i>Resulting in</i> reputation damage as caring authority, Judicial review- order of mandamus, Ombudsman findings, vulnerable people living in inappropriate conditions.	C2	→	A, B,	Dale Robinson	Current level of capital sufficient. Staff resourcing issue bid placed within 2009/10-service plan, not approved. Discretionary spend cuts.
12	Failure of MVM system before new software has been procured, implemented and operational <i>Leading to</i> loss of ability to manage workflow system and breakdown <i>Resulting in</i> drop in service performance, dissatisfied customers, inefficiencies, inappropriate allocation of jobs or service, public and individual health implications	B4	→	Aiii, Aiv, Av,	Susan Walford	Procurement process for new software in train; award date due 16/6/09; aiming to go live in September 2009.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
6	Number of businesses requesting SCDC environmental health to act as its Primary Authority exceeds resource capability <i>Leading to</i> inability to meet expectations of businesses concerned and LBRO <i>Resulting in</i> reputation damage, LBRO intervention and breach of legislative requirements	C3	↓ (from C2)	A, Di, Dii	Geoff Keerie	Just 5 companies nationally; little appetite from business due to cost.
2	Inability to recruit and/or retain appropriately skilled workforce i.e. HGV drivers, street cleansing operatives, Environmental Health Officers <i>Leading to</i> a high vacancy rate, <i>Resulting in</i> an inability to deliver statutory services, customer dissatisfaction, public health put at risk.	C3	→	Aiv, Av, Biv, Cv, Cvi, Di, Dii	Dale Robinson	EHO's recruitment issues, national shortage.
23	Pitt Review and Flood & Water Management Bill Pressure applied to SCDC to take on responsibilities in Flood & Water Management Bill following Pitt Review, <i>leading to</i> budgeting and resource capacity issues, resulting in staff being directed away from other service priorities, some service disruption, possible loss of performance, possible impact on reputation.	C3	new	All	Pat Matthews	Representation on County Partnership group considering matter. Reported to Scrutiny.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
7	Contact centre fails to deliver customer service <i>Leading to</i> dissatisfied customers and inappropriate service provided <i>Resulting in</i> service failure, reputation damage, public health and well-being placed at greater risk, performance failures	B5	→	All	Paul Quigley	The contact centre continues to demonstrate that performance can be achieved; should be improved by new corporate contact centre training programme.
20	Failure to influence waste infrastructure in growth area developments <i>Leading to</i> inability to provide service <i>Resulting in</i> increased costs, service difficulties, loss of reputation, decline in recycling rate.	B5	→	Aiv,Av, Cv, Cvi, Cvii	Paul Quigley	Seeking to minimise through adoption of a SPD and planning obligation strategy.
21	Finding of substantial savings to meet the MTFS and other financial pressures <i>Leading to</i> inability to meet expectations of service users <i>Resulting in</i> dissatisfaction, loss of reputation, low morale, adverse publicity.	C4	↓ (from B3)	All	Dale Robinson	Efficiencies and savings found in principle and agreed with Portfolio Holder; detailed work to be undertaken.
19	Persistent and vexatious complaints <i>Leading to</i> disproportionate time spent on dealing with concerns <i>Resulting in</i> failure in meeting priorities, impact on other services, drop in staff morale.	C4	↓ (from C3)	All	Service First	Corporate policy in place.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
1	Vehicle provider ceases to trade, <i>Leading to</i> loss of vehicles <i>Resulting in</i> inability to provide service	C4	→	Cv, Cvi,	Stuart Harwood Clark	6 vehicles are still on the old contract; 2 more drop out in November 2009; but, the worsening financial situation could affect the companies concerned.
9	Footway lighting stock deteriorates quicker than anticipated <i>Leading to</i> demand for renewals outstripping budget <i>Resulting in</i> structural failure, injury, increased fear of crime, costs and compensation claims	C4	→	Av	Paul Quigley	County survey still in progress, leading to long term maintenance programme.
17	Failure to obtain adequate qualified staff to serve the local government agenda, <i>Leading to</i> shortage in environmental health professionals in specialist areas required, <i>Resulting in</i> inability to provide professional and competent service.	B6	→	All	Dale Robinson	New CIEH competency framework being introduced 2012. Regulators Development Needs Assessment (RDNA) working well.

No.	Title Description (The risk event, <i>leading to</i> consequence for service/ Aim/Approach, <i>resulting in</i> possible outcome(s).)	Impact/ Likelihood	Direction of Travel	Aims, Approaches, Actions	Owner	Timeline for Progress
5	Environment Agency withdraws further from offering planning advice re flood impacts for new developments <i>Leading to</i> inability to provide informed commentary on development proposals <i>Resulting in</i> increased expectation on Drainage Manager to fill the gap, increased consultancy costs, development in wrong location, flooded properties, and reputation damage.	C5	→	E	Patrick Matthews	Pitt review and Flood and Water Management Bill outcomes will alter the landscape.
3	Non compliance with the requirements of the Local Better Regulation Office (LBRO), Compliance Code and Regulatory Enforcement & Sanctions Act <i>Leading to</i> Intervention by LBRO and the Better Regulation Executive <i>Resulting in</i> dissatisfied customers, reputation damage, poor corporate governance result, poor morale, loss of public/business confidence	C5	→	Di, Dii	Dale Robinson	Guidance from LBRO anticipated in due course.
4	Failure to engage in or be recognised by the Local Area Agreement process <i>Leading to</i> inability to influence area partner agendas <i>Resulting in</i> loss of revenue, inappropriate direction, and inability to influence corporate objectives.	C5	→	All	Dale Robinson	
8	Failure of PFI contract to deliver on contract requirements <i>Leading to</i> statutory direction by County Council to out of area disposal points <i>Resulting in</i> increased costs, breakdown of relationships, service disruption	C5	→	Av, Cv, Cvi	Dale Robinson	

Notes
 The dotted line shows the Council's risk tolerance line.
 Risk numbers 14 and 18 have been removed from the risk register (October 2008 and February 2009, respectively).

Impact	Likelihood
A Extreme	1 Almost certain
B High	2 Likely
C Medium	3 Possible
D Low	4 Unlikely
	5 Seldom
	6 Rare

Direction of Travel
↓ Priority reduced from last review (bracket indicates previous priority)
→ Priority equal to last review
↑ Priority increased from last review (bracket indicates previous priority)

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Environmental Services Portfolio Holder	9 th November 2009
AUTHOR/S:	Executive Director (Operational Services) / Corporate Manager (Health and Environmental Services)	

PROGRESS REPORT ON COMMUNITY CLEAN UP EVENTS**Purpose**

1. This report informs the Portfolio Holder about proposals to establish a programme of at least ten Community Clean Up events per year throughout the District, which is one of the council's Actions for the period 2009/10, and seeks Portfolio Holder agreement.
2. This is not a key decision.

Background

3. As part of the development of the programme of Community Clean Up events, discussions regarding support and assistance have been held with The Tidy Britain Group (TBG) and Department for Environment, Food and Rural Affairs (DEFRA). TBG has been funded by DEFRA, with support of the Government Office, to provide selected council's with up to two days free support on issues relating to local environmental quality.
4. Historically, such support has been focussed on low performing authorities, but as these are tending to include environmental quality matters in their Local Area Agreements (LAA), the emphasis is now switching to those authorities who do not have LAA targets, such as this council, and who DEFRA feels confident would be able to use the support to best effect.
5. DEFRA has a high level of confidence in the council's NI 195 (environmental quality) returns and believes that the Community Clean Up initiative would be a very appropriate use of the limited support available. As a result SCDC has successfully applied to receive up to two days free support for the Community Clean Up initiative.

Considerations

6. TBG has extensive experience of supporting community clean up campaigns and events through their 'Big Tidy Up' initiative (<http://www.thebigtidyup.org/>). It is therefore proposed that South Cambridgeshire District Council's (SCDC) Community Clean Up initiative uses the Big Tidy Up format as a template.
7. All Parish Council's will be contacted in November and invited to a TBG facilitated stakeholder workshop, to be held in January 2010. They will also be asked to identify any other community groups who might also be interested in the initiative. The aim of the workshop will be to present the Community Clean Up initiative, explore and agree the scope of such events, the benefits, the support available and the commitment required with a view to signing up participants there and then.

8. The ten Community Clean Up events, each lasting usually one day, will then be coordinated to take place over a one-month period, namely March, in order to maximise the impact on the district and maximise positive media coverage. It is possible that specific interventions may take longer than one day depending on the issues encountered and the action required.
9. An outline plan is as follows:
 - **Objective** – To develop and implement a programme 10 Community Clean Up events throughout the district
 - **Outcomes** – Improved village environment; customer satisfaction; partnership working; council reputation; community engagement; envirocrime awareness; self-sustaining community actions
 - **Partners** – SCDC environment services and community services, Cambridgeshire Police, Parish Councils/Community Groups, TBG/DEFRA, Cambridgeshire County Council Street Lighting, Charltons Autoparts
 - **Scope** – locally identified issues involving street cleansing and fly tipping hot spots, graffiti, fly posting, abandoned vehicles, street lighting/furniture defects
 - **Events** – Invitation November 2009 to stakeholder workshop, TBG facilitated stakeholder workshop January 2010, Environmental Audits & Community Clean Up events throughout March 2010
 - **Communications Plan** – Pre & post event publicity (Parish Magazines, posters, partner press releases, pre/post photographs)
 - **Resources** – Litter picking and graffiti cleaning equipment, protective gear and waste collection to be provided by SCDC; TBG to assist with promotional material and equipment
 - **Control** – project team formed to deliver initiative (project management - plan, risk and issues log)
 - **Risks** – lack of community support and engagement, health & safety, to be managed through project plan
 - **Evaluation** – Improvement in local environmental quality as measured by pre/post intervention local NI 195 survey, degree of positive media coverage, degree of community participation and partner representation, quantity of material collected

Implications

10.	Financial	Initiative to be funded through existing resources
	Legal	The legal implications relating to any SCDC liability regarding health & safety issues and insurance cover for participating groups is being sought and will be managed through the project plan risk log
	Staffing	No staffing implications have been identified at this time.
	Risk Management	To be managed through dedicated risk management plan

Equal Opportunities	No equal opportunities implications have been identified at this time.
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Consultations

11. Consultations have been held with TBG/DEFRA. The proposed workshop will provide an opportunity to consult with Parish Councils and other partners on the Community Clean Up initiative

Effect on Strategic Aims

12.	Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.
	Commitment to making South Cambridgeshire a place in which residents can feel proud to live.
	Commitment to assisting provision for local jobs for all.
	Commitment to providing a voice for rural life.
	The successful implementation of the Community Clean Up initiative will contribute to the council achieving its strategic aims.

Conclusions/Summary

13. The proposals for the Community Clean Up initiative will achieve a number of outcomes, in particular improvements in the local environment of the participating Parishes and an opportunity to create self-sustaining community action.

Recommendations

14. The Portfolio Holder is asked to agree the proposals for the Community Clean Up initiative as outlined in this report.

Background Papers: the following background papers were used in the preparation of this report: None

Contact Officer: Paul Quigley – Environment Services Manager
Telephone (01954) 713134

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SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Environmental Services Portfolio Holder	9 th November 2009
AUTHOR/S:	Executive Director (Operational Services) / Corporate Manager (Health and Environmental Services)	

CONSULTATION ON A STRATEGY FOR HAZARDOUS WASTE MANAGEMENT IN ENGLAND

Purpose

1. This report provides the Portfolio Holder with an overview of the Government's recent consultation on a strategy for hazardous waste management in England. The report outlines some of the key points in the consultation document and potential implications for the Authority. The Portfolio Holder is invited to agree with the RECAP response at Appendix 1.
2. joint RECAP consultation response is shown in Appendix 1.
3. This is not a key decision.

Background

4. The proposed Hazardous Waste Strategy for England is being developed because it is required as part of the process of implementing the revised European Waste Framework Directive 2008/98/EC (WFD).
5. The principle aim of the proposed strategy is to deliver sound, and where necessary, improved hazardous waste treatment. It is also hoped that the strategy will assist in encouraging the recovery of materials or energy from hazardous waste. This will in turn further reduce reliance on landfill in line with the Governments wider policies on resource recovery and tackling climate change.
6. The strategy comprises:
 - (a) Seven high level principles for the management of hazardous waste.
 - (b) A set of outline decision trees to assist waste producers and waste managers to make the right decision about the management of their waste and the investment in infrastructure to help move hazardous waste management up the waste hierarchy.
 - (c) A timeline of action on issues relating to the introduction and implementation of the strategy.
 - (d) A list of guidance relating to the treatment of hazardous waste.
7. The principles are set to encourage the continued investment in England in new and more effective technology to manage hazardous wastes in an environmentally sound manner.

Considerations

8. In terms of the types of waste that can be categorised as hazardous South Cambridgeshire, as a Waste Collection Authority (WCA), handle household items such as fridges and freezers and healthcare waste. South Cambridgeshire does not

generally handle other types of hazardous waste such as difficult industrial compounds and noxious substances.

9. The consultation ultimately looks at the onward fate of hazardous wastes in terms of the revised waste hierarchy and availability of facilities to handle hazardous waste in line with the hierarchy. Hazardous waste collected by the Authority is 'tipped' under the direction from Cambridgeshire County Council, as the Waste Disposal Authority (WDA). The proposed strategy may affect the WDA in terms of where hazardous waste is tipped by WCAs for onward treatment. This may in turn affect tipping points for hazardous waste collected by South Cambridgeshire.
10. It will be necessary to discuss this with the County Council should this occur so that any revised tipping points do not pose operational problems or cause financial implications for the authority.
11. It will also be necessary to carefully consider the definition for materials to be included so that the collection of nappies from domestic properties is not inadvertently included in the need to be collected separately and continued to be co-mingled with other domestic waste.

Options

12. The closing date for responses was the 13th October 2009. RECAP, on behalf of partners, responded to the consultation as attached at Appendix 1.
13. The PFH has the option:
 - (a) To agree with the RECAP response
 - (b) Request amendment to the response

Implications

14.	Financial	None anticipated
	Legal	As contained in the report and consultation document
	Staffing	None
	Risk Management	None
	Equal Opportunities	None

Consultations

15. Consultation was held with RECAP partners.

Effect on Strategic Aims

16.	Commitment to being a listening council, providing first class services accessible to all.
	None
	Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.
	None – although the strategy would help to meet this objective
	Commitment to making South Cambridgeshire a place in which residents can feel proud to live.
	None
	Commitment to assisting provision for local jobs for all.
	None
	Commitment to providing a voice for rural life.
	None

Recommendations

17. It is recommended that the Portfolio Holder agrees with the RECAP response as at Appendix 1.

Background Papers: the following background papers were used in the preparation of this report:

RECAP response to the Consultation on a Strategy for Hazardous Waste Management in England (Appendix 1)
DEFRA. Consultation on a Strategy for Hazardous Waste Management in England – July 2009

Contact Officer: Dale Robinson – Corporate Manager Health & Environmental Services
Tel: 01954 713229

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RECAP response to the Consultation on a Strategy for Hazardous Waste Management in England

Principle 1 – the waste hierarchy

Question 1: Do you support principle 1? If not please explain, and what changes, if any, you think are needed.

Cambridgeshire County Council supports the principle of adhering to the waste hierarchy.

Principle 2 – Infrastructure provision

Question 2: Do you support principle 2? If not please explain, and what changes, if any, you think are needed.

We agree with the approach to reduce the number and length of movements of hazardous waste by developing a distribution of facilities more closely matched to regional arisings, as outlined in Para. 36, as it makes sense to place facilities where the need is greatest. However, Government would need to ensure that the UK provided a competitive marketplace so that costs for treatment competed with those in Europe and the rest of the OECD.¹

Question 2a: Do you agree that the needs for hazardous waste infrastructure for England identified in Waste Strategy 2007 at Annex 1 continue to exist and if not, how should they be amended?

The needs for hazardous waste infrastructure identified in Annex 1 do not provide sufficient detail to plan for the facilities required.

Reliable data should be analysed at a national level to ensure the right level of facilities are provided for this waste stream, which is mostly relatively small. The Environment Agency's Hazardous Waste Interrogator provides the required information on quantity and movements of these wastes to carry out this work.

There is no provision for Hazardous Waste landfill through either new site provision or existing non-hazardous waste sites in Annex 1. Government need to recognize that these will be required as a last option through the revised WFD.

Principle 3 – Reduce our reliance on landfill

Question 3: Do you support principle 3? If not what changes, if any, you think are needed.

Application of the waste hierarchy and landfill tax with the associated escalator will not be enough to discourage landfilling of hazardous waste. Government needs to invest in research to find treatment solutions for hazardous waste. In addition, alternatives in the manufacturing process needs to be developed to limit the amount of materials going to landfill, for example using wastes in the manufacturing process that are recyclable or recoverable.

Principle 4 – No mixing or dilution

Question 4: Do you support principle 4? If not please explain, and what changes, if any, you think are needed.

Cambridgeshire County Council supports the no mixing or dilution of hazardous waste.

Defining organic and inorganic in regards to this principle is scientific and is for Government to define. Local Authorities would need to know a definition for materials such as oil or clinical wastes.

¹ Organisation for Economic Cooperation and Development

Principle 5 – Treatment of organic hazardous wastes

Question 5: Do you support principle 5? If not please explain, and what changes, if any, you think are needed.

Cambridgeshire County Council has a contract in place to incinerate clinical waste (without energy recovery). Under this proposal, there is little incentive for operators to retrofit for energy recovery, especially if the facility is not of a size that it would be economically viable. Government should provide incentives, such as tax breaks or funding so that retrofitting becomes more desirable.

Principle 6 – End reliance on the use of Landfill Directive waste acceptance criteria derogations

Question 6: Do you support principle 6? If not please explain, and what changes, if any, you think are needed.

We support this principle of ending the reliance on derogations, however, two years will not be enough to develop alternative treatments considering the time it takes for planning, building, licensing and technology to be developed.

Principle 7 – Treatment and landfilling of hazardous waste

Question 7: Do you support principle 7? If not please explain, and what changes, if any, you think are needed.

Cambridgeshire County Council supports this principle.

Decision Trees Consultation Questions

Question 8: Do you think that the decision trees support a) the principles of the Strategy for Hazardous Waste Management in England and b) the revised Waste Framework Directive hierarchy?

No, the decision tree in Figure 3 and Figure 5 do not include thermal treatment with energy recovery.

Question 9: The revised Waste Framework Directive requires waste producers to consider the hierarchy when considering the management of their wastes. Do you think the decision trees will aid you in this respect?

No, see question 8.

Question 10: Are the decision trees easy to follow or is more clarity needed?

The decision trees are clear.

Question 11: Various generic waste processes have been considered in the decision trees. Are these the right processes? Have any significant processes been missed?

Cambridgeshire County Council is unable to comment.

Question 12: Are you aware of any waste streams that would not be appropriate for the decision trees? Are you able to describe waste streams and provide estimated quantities?

Cambridgeshire County Council is unable to comment.

Question 13: How do you think waste streams that are not appropriate for the decision trees should be managed?

Cambridgeshire County Council is unable to comment.

Question 14: Do you think that a definition of 'organic' and 'inorganic' is needed, and if so how do you think this should be defined?

A definition is required and Government should provide this through a rigorous scientific analysis.

Question 15: Do you think additional guidance for use of the decision trees is required? Should this guidance be based around waste streams?

Yes, guidance would be useful to aid in the use of these decision trees and should be based around waste streams.

Question 16: Do you support this timeline for implementation?

Cambridgeshire County Council supports this timeline.

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SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Environmental Services Portfolio Holder	9 th November 2009
AUTHOR/S:	Executive Director (Operational Services) / Corporate Manager (Health and Environmental Services)	

CONSULTATION ON REVISED WASTE FRAMEWORK DIRECTIVE**Purpose**

1. This report seeks Portfolio Holder endorsement of the RECAP response to the Stage One consultation paper, issued jointly by the Department for Environment, Food and Rural Affairs (DEFRA) and the Welsh Assembly Government, on the transposition of the revised Waste Framework Directive¹ (WFD).
2. It considers possible implications of the revised WFD for this council as a Waste Collection Authority.
3. This is not a key decision

Background

4. The revised WFD clarifies and rationalises EU legislation on waste, replacing the existing WFD, the Waste Oils Directive and the Hazardous Waste Directive. It also includes several new provisions, some of which will require policy decisions before the necessary transposing legislation.
5. Member States are required to bring into force by 12 December 2010 the laws, regulations and administrative provisions necessary to comply with revised WFD.
6. The Stage One consultation paper seeks views on these new provisions in order to aid policy development. A report summarising the Stage One consultation responses will be published by 4 January 2010, followed by a Stage Two consultation paper on the Regulations necessary to ensure that the revised WFD is fully and correctly transposed.

Considerations

7. The revised WFD sets the EU's first ever general waste recycling target and for the first time enshrines the five-step waste hierarchy - prevention, reuse, recycling, recovery and disposal - into EU law.
8. It clarifies the meaning of 'waste' and those of other concepts like 'recycling' and 'recovery' and introduces a definition of 'by-products' that allows some materials currently defined as waste to become non-wastes, which therefore no longer have to comply with waste regulation e.g. items donated to charity shops or sold second-hand whilst still in a fit condition to be used for their originally intended purpose.
9. It expands the 'polluter pays' principle by emphasising producer responsibility, applies more stringent waste reduction and waste management targets for Member States and requires enhanced content in waste management plans.

10. It also introduces a target to recycle 50% of waste from households by 2020, in line with the target in the National Waste Strategy for England 2007. There is also a target for member states to reuse, recycle or recover 70% of non-hazardous construction and demolition waste by 2020.
11. It does not however set waste prevention targets, instead, obliging member states to establish waste prevention programmes within four years of its entry into force.
12. Much of the Stage One consultation paper explains how the UK already has policies in place to meet the revised WFD's requirements. However, it asks for views on some key issues from a Waste Collection Authority perspective.
13. Article 11 (1) relates to separate collections of waste. It requires Member States to *'take measures to promote high quality recycling and to this end...set up separate collections of waste (for at least the following: paper, metal, plastic and glass by 2015) where technically, environmentally and economically practicable, to meet the necessary quality standards for the relevant recycling sectors.'* The emphasis is on achieving high quality recyclable materials.
14. DEFRA's view is that ensuring the right quality of recyclable materials must be paramount and that the approach to separate collection should be determined by what is most appropriate in the circumstances. Following representation by the UK Government, the European Commission has accepted this view and provided this outcome is achieved, the type of collection system used is a matter of local responsibility. As a result, if co-mingled collections of recyclable materials, followed by their subsequent separation, achieve high quality recyclable materials, then co-mingled collections can continue.
15. The approach adopted during the recently completed Strategic Review of Refuse and Recycling Services, which placed an emphasis on a collection configuration that produced high quality recyclable material, is entirely consistent with this position.
16. Article 11 (2)(a) relates to household waste recycling targets. The consultation paper notes that good progress nationally is being made towards the 50% target (UK 36.6% July 2007 – September 2008). However, whilst the term 'recycling' includes 'the reprocessing of organic material' (e.g. composting), material rejected from the composting process e.g. contaminants such as plastics, textiles, wood and partly composted cardboard, which are used as landfill day cover and currently count towards recycling targets, will no longer be able to be classified as 'recycled' and will therefore no longer count towards recycling targets.
17. It is therefore essential that all contaminants are excluded from the green waste collections as far as practicable e.g. through the continued application of a robust contamination policy and that cardboard is migrated out of the green bin into, for example, a dry recycling collection as envisaged by the post October 2010 preferred Option 7 service.
18. Article 29 (1) relates to waste prevention programmes. The revised WFD requires Member States to write waste prevention plans by 2014. DEFRA's view is that drawing up a freestanding national programme would work best, since the measures envisaged are in general those better taken by Government rather than by local authorities.

Implications

19.	Financial	No adverse impacts have been identified for the council as a Waste Collection Authority arising out of the Stage One consultation into the revised WFD.
	Legal	
	Staffing	
	Risk Management	
	Equal Opportunities	

Consultations

20. RECAP partners have considered the consultation and submitted a joint response attached as Appendix A.

Effect on Strategic Aims

21.	Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.
	Commitment to making South Cambridgeshire a place in which residents can feel proud to live.
	Commitment to assisting provision for local jobs for all.
	Commitment to providing a voice for rural life.
	Compliance with the policies and legislation arising out of the revised WFD will enable SCDC to continue to provide a cost effective and efficient service, high levels of customer satisfaction/perception, a flexible service able to respond to external influences whilst minimising environmental impact, thereby contributing to the above commitments.

Conclusions/Summary

22. The Stage One consultation paper on the transposition of the revised Waste Framework Directive considers several new provisions, some of which will require policy decisions by the UK Government before the necessary transposing legislation.
23. SCDC will have the opportunity to comment during the envisaged Stage Two consultation into Regulations necessary to transpose the revised WFD into UK law.
24. No adverse impacts have been identified for the council as a Waste Collection Authority arising out of the Stage One consultation into the revised WFD.
25. The council's approach to the recent strategic review of the refuse and recycling service (the Service) and the aims and objectives to be achieved by the preferred Option 7 reconfiguration of the Service, emphasising the collection of high quality recycling, the consequential need to reduce contamination and move materials such as cardboard out of the existing green bin and into the dry recycling stream, is entirely consistent with the provisions of the revised WFD.

Recommendations

26. The Portfolio Holder is asked to:
- (a) Endorse the RECAP response to the Stage One consultation paper on the transposition of the revised Waste Framework Directive (Directive 2008/98/EC) outlined in this report.

- (b) Note the approach and result of the Council's strategic review of refuse and recycling service was entirely consistent with the provisions of the revised WFD.

Background Papers: the following background papers were used in the preparation of this report:

Stage One: Consultation on the transposition of the revised Waste Framework Directive (Directive 2008/98/EC) – A consultation document issued jointly by the Department for Environment, Food and Rural Affairs (DEFRA) and the Welsh Assembly Government.

<http://www.defra.gov.uk/corporate/consult/waste-framework/consultation.pdf>

Revised Waste Framework Directive (Directive 2008/98/EC)

eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2008:312:0003:0030:EN:pdf

Contact Officer: Paul Quigley – Environment Services Manager
Telephone (01954) 713134

RECAP response to Stage One: Consultation on the transposition of the revised Waste Framework Directive (Directive 2008/98/ED), July 2009

Article 4: The Waste Hierarchy

Question 1: What steps do you consider Defra/WAG should take to apply the waste hierarchy set out in Article 4(1) of the revised WFD as a priority order in waste management legislation? For example:-

(a) How should producers of waste – other than householders – be required to apply the waste hierarchy as a priority order when taking their decisions on the treatment options for their waste – either before the in-house treatment of their waste or before its transfer to another person for treatment. Please explain how you consider the requirement would operate and how it would be enforced;

At the moment, there is not enough to incentivise industry to apply the waste hierarchy and they are driven by economics. Some measures we can suggest that would improve the application of the waste hierarchy are:

- The Packaging Obligation System has clearly not worked. We suggest removing the ability to purchase PRNs and if producers do not meet their targets then they should be taxed. These funds should then be distributed within the waste industry and reinvested in new schemes, similar to the schemes run by BREW and WRAP.
- The landfill tax escalator will affect everyone and Government should consider the next phase of the escalation of this tax until at least 2020. As above, most operations are driven by economics and this would help drive waste up the hierarchy.
- Industry should be taxed as a whole and some of these funds could be allocated to an education programme that could be run through BREW or WRAP. This could help educate business and industry on the waste hierarchy and waste disposal options. Alternatively, there could be a duty for Waste Disposal Authorities, Waste Collection Authorities or Third Sector to provide free advice and provide waste audits to help business and industry understand the waste hierarchy which would be funded from this levy above.

(b) What other measures, if any, should be adopted in the spatial planning system to apply the waste hierarchy as a priority order;

It is difficult to get planning permission for any type of waste facility and there is often great public resistance to applications for these schemes. Resistance to proposals for waste facilities could be reduced if the public was better informed on waste operations and the need for waste facilities. To enable this, it is suggested that:

- The Government could have a greater role in providing information and raising general awareness about waste operations so that public can be better informed.
- Planning Aid could have a role to play in providing information to members of the public on waste management issues and proposals, in addition to their existing role on providing advice relating to specific planning applications where requested. This would ensure there was a third party that could provide impartial and unprejudiced information to the public, independent of local authorities, developers and the planning process.
- Government should also encourage operators to do more to raise public awareness, through initiatives such as open days and tours of waste management facilities so that people can learn more about the latest design of facilities and technology used in waste management operations, and where possible this could be provided in conjunction with Planning Aid.

(c) How should establishments or undertakings applying for permits for the treatment of waste under Article 23 of the revised WFD be required to demonstrate that they have applied the waste hierarchy as a priority order in reaching their decision about the type of treatment operation for which a permit application is being made;

It should be a requirement in a permit application to demonstrate, by reference to the hierarchy, what options further up the hierarchy had been considered, why these were not being pursued and why this had led to the proposed treatment being chosen.

(d) How should competent authorities be required to apply the waste hierarchy as a priority order in making their decisions on permit applications for the treatment of waste; and

In the application, there should be an outline of the steps taken to apply the waste hierarchy as in the answer to 1c above. Competent authorities need to be satisfied with these steps and if not then would be able to reject the application.

(e) How should the waste hierarchy be applied to waste treatment operations already authorised and in operation on the due date for transposition of 12 December 2010?

We do not think this is possible. This should only apply if there are any changes that are made to a treatment operation where a change to a permit is required. It is only at this stage the waste hierarchy should be applied.

Question 2: Are there specific waste streams where you believe that departing from the waste hierarchy would be justified by life-cycle thinking on the overall impacts of the generation and management of such wastes, in order to deliver the best overall environmental outcome?

We believe it would be a benefit to recover energy from non-recyclable, combustible organic material rejected by a Mechanical Biological Treatment facility by incineration or ATT rather than try to recover component plastics, cardboard, wood etc.

Question 3: Are there any further steps stakeholders and members of the public would like Defra/WAG to take to ensure that the development of waste legislation and policy, to apply the waste hierarchy as a priority order, is a fully transparent process?

The steps Defra have taken to develop waste legislation complies with HM Government Code of Practice. However, such a document could be overwhelming and not readily understandable to members of the public who are not waste management experts. If Government would like public feedback, a different method of consultation should be developed that would have more of a 'laymans' approach.

Article 8: Extended Producer Responsibility

Question 4: Are there any specific waste streams which you consider should be the subject of a producer responsibility regime under Article 8? If so, please explain what the economic and environmental costs and benefits of such regimes would be.

The list below outlines priority waste streams that should be subject to producer responsibility regimes: -

- Used mobile phones,

- Energy saving light bulbs
- Tyres
- Gas cylinders
- Ink cartridges and toners

Other materials that could benefit from a producer responsibility regime but are not high priority and are difficult to treat are: -

- Disposable Nappies
- Mattresses and carpets
- Hard plastic (i.e. chairs, tables and non-electrical children toys).
- Soft furnishings, bathroom and kitchen suites
- Wooden furniture

We are not in a position to outline the economic and environmental costs and benefits, this would be for industry to define.

Article 11(1) : Re-use and Preparing For Re-use Activities

Question 5: Are there any further measures you consider it would be appropriate for Defra/WAG to take under the terms of Article 11(1) to promote the re-use of products or preparing for re-use activities? Please give reasons to support your answer.

In previous consultation responses, we have raised concerns over the payment of reuse credits to third parties. We recognise the contribution this sector play in management of waste, however, we are concerned on how reuse tonnage would be recorded and we see this credit open to fraudulent claims.

A meeting was held on 17th June 2008 under the chairmanship of the LGA and attended by senior staff from Defra and the Heads of about 30 WDAs around the country. From this meeting, Defra recognised that there are considerably more issues than they had at first realised in payments of re-use credits and they undertook to have another look at issues raised by both the Local Government Association and Waste Disposal Authorities. Until these issues are resolved, Government needs to be careful on what level of encouragement they place on Local Authorities of the payment of reuse credits.

Cambridgeshire County Council's position (as a WDA) has been to not enter into a re-use credit scheme and we see no foreseeable change in this position. Any pass through of recycling credit to third parties (for either re-use or recycling activity) is at the discretion of the District Councils.

If the desire is to support the Third Sector then the funding should come from Central Government not WDAs through a re-use credit scheme. This could be funded from the levy imposed on the replacement PRN system as discussed in question 1a.

In addition, WRAP have been carrying out studies to develop models for estimating diversion rates for organic waste attributable to home composting and these should count towards the waste prevention targets.

Article 11(1) : Separate Collections of Waste

Question 6: Do you agree with the proposed approach to implementing the requirements of Article 11(1) on separate collections? Please provide reasons for your answer including, if possible, the costs and benefits of your preferred approach.

We agree with Government's approach that decisions on the best way to collect waste are a matter for local authorities or others involved in the collection of waste.

Defra should consider setting a minimum requirement for MRFs beyond 2015 so that the quality of materials can be guaranteed.

Question 7: Do you consider that:-

- (a) There are any measures that are technically, environmentally and economically practicable and appropriate to take in England and Wales, on the separate collection of household, commercial or industrial waste to meet the necessary quality standards for the relevant recycling sectors? Please give reasons for your answer; and**

A greater number of locally available MRFs would help in the separate collection of commercial and industrial wastes.

Financial incentives from Government to WCAs and WDAs to set up commercial recycling rounds or to receive small amounts of commercial waste at Household Waste Recycling Centres would help.

- (b) If yes, which measures do you think should be introduced to achieve this?**

Proximity of MRFs or transfer stations has been an obstacle for many local authorities. This refers back to our comment on planning issues in question 1b, and more needs to be done to reduce public resistance.

Enforcement of the Pre-treatment Regulations would have an impact on delivery of this requirement in the revised WFD. Government should consider that enforcement of the Pre-treatment Regulation should move to Waste Collection Authorities.

Question 8: Do you consider that:-

- (a) It will be technically, environmentally and economically practicable to set up by 2015, in England and Wales, separate collection for paper, metal, plastic and glass which is classified as household, commercial or industrial waste: Please give reasons for your answer; and**

Measures in 7b above could be achieved by 2015.

- (b) If yes, which measures do you think should be introduced to achieve this?**

Government needs to be prepared to make financial incentives to Local Authorities to bring about the changes outlined above.

Article 11(2)(a): Household Waste Recycling Target

Question 9: Do you agree with the proposed approach to implementing the recycling target for household and similar waste required by Article 11(2)(a)? Please provide

reasons for your answer including, if possible, the benefits or otherwise of your preferred approach.

We agree with Government's approach to implement the recycling target and that it is a combined target for all recyclates and not material specific. We agree that 'green waste' and the composting of household waste should count towards the target and that waste that is disposed of to landfill after being composted will not count as being recycled, and therefore 'composting' could be included back in the text of the waste hierarchy .

The recession has had a significant economic impact on the recycling industry in the UK. Government needs to help re-establish recycling markets by offering a tax relief on products made with significant proportion of post consumer recycled materials.

Question 10 (England only): Given the LAWRRD model scenarios above, do you agree with the Government's preferred —no further measures approach? Please give reasons for your answer.

We agree as the modeling suggests that we will meet our target. However, it will be important for Government to monitor the recycling rates and carry out additional modeling scenarios if there is deviation from the predicted outcome.

Question 11 (England only): If you think the Government should look to introduce additional measures to ensure that the recycling target of 50% for household and similar wastes is reached by 2020, do you have views about what these additional measures should be? If so, please specify and give reasons for your answer.

Government should provide additional funding to stimulate the recycling of 'difficult' to recycle materials such as waste food and plastics in groups 4, 5 and 6.

Question 12 (England only): Do you have views about targeting any additional measures on specific materials? If so, please specify which materials you consider are high priority and give reasons for your answer.

Government needs to raise public awareness from the national level on priority waste streams such as kitchen/food waste. In addition, Government should publicise the result of the recent study on Health Impact Assessment of Alternate Week Waste Collections of Biodegradable Waste (CIWM / DEFRA) as there are misconceptions of this type of collection method.

Question 13 (Wales only): Do you think that Wales' approach will meet the requirements of Article 11(2)(a) of the revised WFD? Please give reasons for your answer.

N/A

Article 11(2)(b) : Recovery Target for Non-Hazardous Construction and Demolition Waste

Question 14: Do you agree with our assessment of the extent to which we are already meeting this construction and demolition waste recovery target in England and Wales?

We are unable to comment.

Question 15: Do you believe that any additional policy or legislative measures are necessary for us to guarantee that we are meeting this target in England and Wales?

Statutory targets should be imposed for CD&E wastes. Smaller developers are still not recycling as they should (lack of education and perceived costs being a major factor) and are being carried by the excellent progress made by larger developers. Statutory targets worked effectively for the household waste stream and helped 'kick start' recycling programmes and this could have the same effect in this sector.

Government should also make it a priority to establish reliable data from this sector so that accurate diversion rates can be established.

Article 16 : Principles of Self-Sufficiency and Proximity

Question 16: Do you agree that the UK is currently self-sufficient in installations for the recovery of mixed municipal waste from private households etc? If not, please (i) explain your reasons and (ii) the steps you consider need to be taken by the UK to achieve self-sufficiency in relation to such installations.

The UK is not self-sufficient with regard to installations for the recovery of mixed municipal solid waste (MSW) and still sends more than 50% of MSW to landfill. Many waste management schemes are seriously delayed at the planning stage. As outlined in question 1b, this could be rectified if more was done to reduce public resistance.

Articles 17-20 : Hazardous Waste

Question 17: Do you consider that the following changes will have an impact on the way in which hazardous waste is managed? Please give reasons for your answer and, if yes, set out the implications that you consider the changes will have:-

- (a) The addition of a new property: "H13 (*) 'Sensitizing'": substances and preparations which, if they are inhaled or ingested or if they penetrate the skin, may induce non-hereditary congenital malformations or increase their incidence";**

This assumes that all sensitizing substances are known. If this is to include future risk then hazardous waste disposal costs will need to increase to pay for this risk, as claims for congenital malformations would take many years to be made.

Government need to consider where the burden of proof will be for 'may induce' (for example, the claimant to prove it did or the defendant to prove it did not result from H13).

- (b) Existing property H13 has been re-numbered to H15. This means that this property "H15: Waste capable by any means, after disposal, of yielding another substance, e.g. a leachate, which possesses any of the characteristics above" now also applies to "H14 'Ecotoxic'". In other words, H14 (ecotoxicity) now has to be considered as a criterion for H15; and**

We are unable to comment.

- (c) Article 18(2) which allows mixing only where the permitted mixing operation conforms to best available techniques.**

It could be possible for such permitted mixing to be a defense for claims under H13.

If permits were granted for the mixing of hazardous waste under Article 18(2), then a rigorous enforcement and monitoring regime would need to be established to ensure materials were handled correctly with no increased risk to human health or the environment.

Article 21 : Waste Oils

Question 18: Do you agree with the proposed approach to rely on the measures adopted to transpose and implement the waste hierarchy (and related measures) and not to prescribe under Article 21(3) that waste oils must be regenerated if technically feasible? If not, please provide reasons for your answer and, if possible, explain the economic and environmental costs and benefits of your preferred approach.

Yes, we agree with the approach, however, we are unable to comment on economic and environmental costs.

Article 22 : Bio-waste

Question 19: Do you agree that sufficient measures are already being taken in England and Wales to encourage bio-waste treatment etc as envisaged in Article 22? If not, please (i) explain your reasons and (ii) the measures you consider need to be taken in England and Wales to encourage bio-waste treatment etc as envisaged in Article 22?

The best way to collect waste is a matter for local authorities or others involved in the collection of waste, which is in line with Article 11(1) of the revised WFD. This needs to apply to the collection and treatment of bio-waste.

In addition, Government needs to help speed the planning process including those for bio-waste treatment facilities, through initiatives to reduce public resistance outlined in question 1b.

Article 28 : Waste Management Plans

Question 20: What revisions do you consider Defra/WAG should make to the existing arrangements for waste management plans (see paragraph 2.134 above) to transpose the requirements of Articles 28(1), (2) and (3)(a)-(e) of the revised WFD? Please give reasons for your answer.

The Waste Strategy 2007 meets all the necessary provisions in the revised WFD for the time being and when the strategy is next due for revision in 2011/12, all the new provisions under Article 28 can be entered into the national strategy and then regional and local waste management plans can follow.

Question 21: Which, if any, of the discretionary issues set out in Articles 28(4)(a)-(d) of the revised WFD do you consider Defra/WAG should address in the arrangements for waste management plans adopted in response to Question 20? Please give reasons for your answer.

Any issues outstanding from the current national strategy should be implemented in the next revision in 2011/12. Other issues we would like to be considered are:

- Evaluation of the usefulness and suitability of the use of economic and other instruments in tackling various waste problems, taking into account the need to maintain the smooth functioning of the internal market. For example, the local authority recycling incentive scheme introduced in 2008 was unsuccessful because Government refused to learn from 'Best Practise' in Europe and adopt a scheme that was workable and attractive to Local Authorities. In consequence there was no interest from Local Authorities and no other schemes have been brought forward by Government.
- Addressing consumer confusion resulting from regional variances which have already been experienced through local authority recycling collection arrangements.

Article 29 : Waste Prevention Programmes

Question 22: What are your views on the merits of either (i) freestanding national waste prevention programmes in England and Wales or (ii) a more dispersed approach which would involve introducing a requirement for local authorities to draw up their own waste prevention programmes? Please give reasons for your answer.

We agree that there should be a freestanding national waste prevention programme since the measures needed outlined in Annex IV are best taken by Government rather than local authorities.

Question 23: What are your views on the integration of waste prevention programmes into the waste management plans required by Article 28 of the revised WFD, their integration into other environmental policy programmes or their functioning as separate programmes?

Waste Prevention Programmes should be integrated into waste management plans required by Article 28 of the revised WFD so that there is consistency between national waste strategies and other national waste and environmental legislation.

Question 24: Member States must evaluate the usefulness of – but not necessarily adopt - the 16 examples of waste prevention measures in Annex IV to the revised WFD. Do you have views on the usefulness of any of these examples as waste prevention measures? If so, please specify the measures and give reasons for your answer.

We agree with all of the examples set out in Annex IV, but also recognise that a programme for these is important to set out how they will be achieved.

Initial Impact Assessment

Question 25: Do you consider that the costs and benefits of the transposition and implementation of the provisions of the revised WFD that are the subject to the Stage One consultation exercise have been accurately assessed in the initial Impact Assessment at Annex 3 (page 71) to the consultation paper? If not, please provide whatever evidence you can to enable a more accurate assessment to be made in the Impact Assessment that will form part of the Stage Two consultation exercise.

Costs that would need to be included in the Impact Assessment are: -

- If Government decided to take the responsibility for planning decisions relating to location of waste facilities.
- Any additions or alterations required to the National Waste Strategy.

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Environmental Services Portfolio Holder	9 th November 2009
AUTHOR/S:	Executive Director (Operational Services) / Corporate Manager (Health and Environmental Services)	

**PROGRESS REPORT ON THE IMPLEMENTATION OF THE PRIVATE SECTOR
HOUSING RENEWAL STRATEGY – RENEWABLE ENERGY GRANTS, REPLACEMENT
BOILER GRANTS AND MAJOR RENOVATION LOANS**

Purpose

1. To report on the progress to date on implementing phase two of the Private Sector Housing Renewal Strategy, specifically the grants for renewable technology and replacement boilers, and to seek Portfolio Holder endorsement.
2. This is not a key decision because it does not require a decision from the portfolio holder but does highlight current performance.

Background

3. The Council's Private Sector Housing Renewal Strategy was approved in July 2007. The strategy was essentially phased. Phase One allowed for the continuation of existing strategies and policies covering grants to vulnerable groups (e.g. Disabled Facility Grants, Home Repairs Assistance, etc), regulatory activities including appropriate education and help and advice and promotion of existing external energy efficiency grants and schemes.
4. Phase Two considered the priorities of increasing energy efficiency grants including grants/loans for heating systems not covered by Government schemes and the possibility of renewable energy grants. The Portfolio Holder at that time was concerned to have an appropriate balance of enforcement and grant assistance and therefore, in addition to that mentioned above, also considered it important to look at providing some assistance for "vulnerable" owner occupiers of properties identified as having category 1 hazards under the housing legislation.
5. Cabinet agreed to make available £100k, within the Capital Programme from 2008/09 onwards, for the provision of grants and/or loans to implement Phase Two of the action plan from the Private Sector Housing Renewal Strategy. The £100k was divided between the grants on offer with £50k allocated for renewable energy grants and the remaining £50k split between major renovation loans and replacement boiler grants.
6. The Council offered three types of grants/Loans:
 - Loans for properties with Category 1 hazards under the Housing Health and Safety Rating System (major Renovation Loan)
 - Grants for replacement boilers
 - Grants for renewable energy measures (Solar Hot Water Heating, and Solar Photovoltaic (PV)).
7. This report outlines the take up of these grants/loans to date.

Considerations

8. Loans for properties with Category 1 hazards - **Major Renovation Loan**
The loan is up to a maximum of £20,000 and is only available to “vulnerable” owner occupiers of properties identified as having Category 1 hazards under the Housing Health and Safety Rating System (HHSRS) as defined in Section 2 of the Housing Act 2004. To date no loans have been issued, two were being progressed but the occupiers died before the works could start.
9. Grants for **replacement boilers**
This grant was introduced to ensure vulnerable residents on Means Tested Benefits within South Cambs could have older inefficient boilers replaced. The grant picks up those who need a replacement boiler but who do not qualify for the Government’s Warmfront grant scheme. It assists the Council in tackling fuel poverty in the District.
10. As well as helping our vulnerable residents replace ineffective boilers with new energy efficient ones, it has helped reduce Carbon Dioxide (CO₂) emissions and contributed to the National indicator NI186, which is part of the Cambridgeshire LAA.
11. The maximum award of the grant is £5000. This includes the Home Improvement Agency fee of 12% as per existing grants offered by the Council and administered by the HIA. To date the Council has received 17 applications of which 6 have been approved. Total grant committed to date on these replacement boilers is £17,000. It is anticipated that the budget will be fully committed once the remaining applications have been processed. All the residents who received a boiler grant are “vulnerable” on a Means Tested Benefit.
12. Grants for **Renewable Energy** – Solar Hot Water and Solar Photovoltaic.
The Council offered two grants:
 - Solar hot water heating, and
 - Solar PVGrants were not offered for Ground Source Heat Pumps or small scale wind turbines as; solar technology offers a better investment for the Council, and there are no issues with land take or noise disturbance to neighbours.
13. These grants have helped to reduce CO₂ emissions from the domestic heating sector. It has also contributed to the National indicator NI186 - Per capita CO₂ emissions in the LA area, which is part of the Cambridgeshire LAA.
14. The maximum award of the grant for Solar Hot Water Systems is £1500, and the maximum award for Solar PV is £2000. The breakdown of grants issued (actual and pending) is outlined in Table 1 below. These installations have been carried out by a number of installers.

Grant	Maximum grant	No. of grants Issued	No. of grants pending	Grant spend (Actual)	Grant spend (pending)	Total grant spend (actual and Pending)
Solar Hot Water	£1500	13	13	£19,500	£21,000	£39,000
Solar PV	£2000	1	2	£2000	£4000	£6000
Total	N/A	14	15	£21,500	£25,000	£46,500

Table 1: Grant Spend as of October 2009

15. The Council offered solar hot water grants of £1500, gave a substantial incentive to encourage residents to install solar systems. The total cost of the systems installed to date (from April 2009 to October 2009) range from £4,065 to £14,071 with the Council grant giving a discount of 37% to 11% respectively. The median cost of an installation is £8,568.00 with the median discount after the Council Grant of £1500 is 17.5%. By the end of the year a predicted council spend of £39,000 will have induced a total installation spend of c£230,000.
16. The Solar PV grant of £2000 the Council offered, gave a substantial incentive to encourage residents to install solar PV systems. The cost of the system installed to date (1 installations) was £13,524.00 with the Council grant giving a discount of 15%.
17. As these grants were provided on a first come first served basis and given that all of the £100,000 allocated for these grants and loans has been used or committed, new perspective applicants have been advised that there are no grants available at present but have been placed onto a waiting list, should commitments not be honoured and money become available.

Options

18. None – Performance information only

Implications

19. The Grants have been very successful with the discretionary grant budget having been spent by the end of the 2nd quarter. With the Councils current financial situation it is likely that members will have to review whether these grants can continue to be offered in future years.

20. Financial	2009/10 budget of £100k already spent/committed.
Legal	None
Staffing	Within existing resources
Risk Management	None
Equal Opportunities	The Major Renovation Loan targeted “vulnerable” on means tested benefit as those people most in need.

Consultations

21. None

Effect on Strategic Aims

22.	Commitment to being a listening council, providing first class services accessible to all.
	The private sector housing renewal strategy, from which these grants came, identified a need for the grants and loans mentioned in the body of this report in response to current trends and public opinion of what councils should be doing to improve housing and reducing CO ₂
	Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.
	Most of the hazards due to excessive cold are affecting our most vulnerable residents, particularly those on low incomes. And the major renovation loan is specifically targeted at those “vulnerable” people living in cold damp homes
	Commitment to making South Cambridgeshire a place in which residents can feel proud to live.
	The Renewable energy grants are aimed at reducing Carbon Dioxide emissions the average domestic system reduces carbon dioxide emissions by around 260kg per year, depending on the fuel replaced.
	Commitment to assisting provision for local jobs for all.
	Although the grants were not ring fenced all the grants given for solar hot water system went to residents who employed local installers (Cambridgeshire and Suffolk). For solar hot water installations alone the council spend of £39,000 will have induced £230,000 for local businesses.
	Commitment to providing a voice for rural life.
	None

Recommendations

23. The Portfolio Holder is asked to endorse the success of the grants.

Background Papers: the following background papers were used in the preparation of this report:

None

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SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Environmental Services Portfolio Holder 9th November 2009
AUTHOR/S: Executive Director (Operational Services) / Corporate Manager
(Health and Environmental Services)

**FINANCIAL MONITORING REPORT
ENVIRONMENTAL HEALTH PORTFOLIO EXPENDITURE TO
30th SEPTEMBER 2009**

Purpose

1. This report compares the actual revenue expenditure to 30th September for Health & Environmental Services with a pre-determined profiled budget covering the same period. It is requested that the Portfolio Holder delegates responsibility to the Corporate Manager for Health and Environmental Services to ensure that current reported variances continue to be monitored and proactively managed.

Background

2. It is intended that a financial monitoring report will be presented to the portfolio holder for the interim period covering the first six months of the financial year and then quarterly thereafter.
3. The report excludes recharges and other year-end transactions. These recharges were calculated for the original estimates in December before the start of the financial year, then recalculated for the revised estimates and finalised as soon as possible after the year-end.
4. Members will be acutely aware of this Authority's medium term financial position and the requirement to make recurrent savings on the budget. In 2009-10 this requirement amounts to £325,000 on the General Fund across all portfolios. So far to date, £481,000 has been identified as possible savings in this financial year – of which £126,000 has been identified from this portfolio (£105,000 from service accounts reported within this statement). Obviously this amount is over the full year and as this report only concentrates on the first six months, the £105,000 has been profiled as such within this statement.
5. The reported figures are summarised in Appendix A. The budget statement shows a column for profiled expenditure, which includes authorised rollovers and virements. This is an initial attempt to profile the annual budget into periods of expenditure that correspond to known facts. For example, if it's known that particular expenditure will not be incurred until November, it will be profiled as such in the budget and therefore falls outside the scope of this budget statement.
6. Although this should enable a true comparison with the budget, it should be recognised that as with any organisation, programmes of expenditure do slip and managerial decisions deferred into future periods. Any known factors of this nature have been adjusted on the statement.

7. The main purpose of this report is guided towards informing the portfolio holder of what the half-year position is so that problem areas are highlighted at an early stage so that decisions can be steered in a proactive manner.
8. Commentary will follow on specific relevant areas, showing larger than anticipated variances.

Considerations

- **Awarded Watercourses**

9. A one-off saving of £10,000 has been identified this year in conjunction with advertising and specification development, publication and the internal bid preparation submission costs in relation to the tender process for the maintenance contract. The Drainage Manager has been able to perform most of this work himself without the need to externalise therefore saving the £10,000 from the budget that has been put forward against the target of £325,000 in this financial year.

- **Environmental Health General**

10. The majority of the profiled budget variance within this service relates to the costs that were awarded by the courts from a successful health and safety prosecution case.
11. In certain prosecution cases, the courts will award the prosecuting Authority not only with the legal costs of counsel at court, but also make a judgement and award the costs of officer time in bringing a successful prosecution if they are deemed significant. In one particular instance these costs amounted to £3,300.

- **Footway Lighting**

12. The current budget for direct expenditure is directed towards replacing those lights knocked down or causing danger to public health and safety. As such, it could be seen as budgeting for contingencies – something that is being discouraged.
13. It was reported to the Portfolio Holder at May's meeting that some of this budget could be transferred to the list of Precautionary Items which are items of expenditure over which there is some doubt as to whether they would occur, but if they did, the Council would be required to meet them from the £75,000 budget allocated to the General Fund. As a commitment to the savings agenda, it has been decided that £10,000 from this budget be transferred to the list of precautionary items, leaving £3,190 in the annual budget to deal with knockdowns etc... before an allocation from this General Fund allocation is sought.

- **Integrated Waste Management & Street Cleansing Strategy**

14. Through pro-active enforcement, the current financial year has seen a higher than budgeted level of income from successful prosecutions and fixed notice penalties under the general umbrella of envirocrime activities, mostly in conjunction with litter and fly-tipping offences. The current income earned

through enforcement is approximately £2,100 higher than the six-month profiled budget.

15. This £2,100 additional recovered income should be re-invested back into the service by targeting known problem areas with the aim to ensure that the District is not plagued by unsightly envirocrime.

- **Refuse Collection Service**

16. There are two cost headings that are showing distinct budgetary pressures:
 - Fee income; and
 - Trade waste service disposal charges
17. The trade refuse collection service is a valuable commercial resource with the trading surpluses made, being used to offset the costs of operating the domestic collection service. In an attempt to increase the surplus made from these commercial activities, Members approved the recommendation to expand the trade service to incorporate a cardboard recycling service for both existing customers and new customers that would generate both additional income through selling the raw material and diverting tonnages away from landfill thus saving on the imposed landfill tax charge.
18. In the business model, Cambridge City Services cardboard collection service was used as a benchmark for predicting the tonnages that could be collected using our current customer base. With hindsight, using this as a yardstick to measure this Authority's future performance was over optimistic. Although the number of customers is greater in South Cambridgeshire, experience has shown that general consumption of cardboard is lower than within the City and hence lower tonnages collected.
19. The effects of this comparatively low volume of cardboard collected is two fold:
 - A fall in income from the sale of this raw material to the processing plant or agent, compounded further by the fluctuating wholesale price of this raw material which cannot be predicted and cannot therefore be budgeted for; and
 - Lower savings than were predicted from diverting waste from landfill in this financial year.
20. Over the last twelve months the effects of a recession have hit the commercial activities of both the private and the public sectors. It is widely acknowledged that this particular recession has been one of the deepest in recent history, and at the same time, in these difficult times, the Authority has been trying to further develop its trade waste collection service.
21. With the limited resources available, attention has been concentrated in the first instance on increasing the customer base by attracting new custom rather than converting existing customers to the new service. Although this is good in the long term by increasing the Authority's customer base which will generate higher future income levels, in the shorter term it has further impacted on the savings that were predicted from diverting waste from landfill in this financial year.
22. Growth in new customers has been achieved and concentration of effort will now be diverted to existing customers who haven't yet converted to the

recycling service, this will hopefully encourage growth in tonnages leading to greater revenue from the sale of the raw materials and savings from previously land-filled waste.

23. In common with other income generated services of this Authority, there are shortfalls in income as a direct result of the recession. With the recession impacting across all sectors, many local businesses are downsizing, generally cost-cutting or folding altogether. This has had an adverse effect on the number and frequency of customers actually being serviced, in-turn leading to lower income. The economic downturn has also led to reduced income from bulky household collections of circa £6,000 and the income from delivering wheeled bins to new properties resulting in a reduction of £10,500 due to the slowdown in the growth agenda and general property market.
24. It's proposed that the current position regarding the trade collection service be reassessed to reflect the current customer base and the predictive tonnages of cardboard collected from both new customers and those that existed at the start of the year along with the corresponding costs of the service. These costs and the generated income will then be reflected in the estimates that will be considered at the January Portfolio Holder meeting along with all the other service budgets.

● **Street Cleansing**

25. In order to sustain the operational function of the refuse collection service, its common practice that during times of high staff absence levels either due to sickness, turnover or holiday commitments that operatives are transferred from street cleansing to refuse collection duties.
26. This financial year is no different with £13,000 in total being allocated to refuse collection that is budgeted for within street cleansing which has contributed to the overall under spend on the profiled salary budget of £27,000. This practice will continue although unlikely to be at the same level in the remainder of the year when holiday commitments during the summer which exacerbate absence levels fall-off.
27. This is seen as good working practice as the only other real alternative to staff redeployment, would be to inject more money into the agency budgets to allow management to utilise all resources at their disposal on priority areas such as litter picking.

● **Kerbside and Bank Recycling**

28. The two main contributory factors to this under spend is the deferral in the reordering levels of kerbside boxes and the re-evaluated planned programme in extending plastic bottle recycling.
29. When profiling the budget for the ordering of kerbside boxes it had been assumed that £15,000 of boxes (out of a budget of £29,000) would be purchased in the first six months. Because of the high levels of stock at the beginning of the year, this hasn't been necessary and therefore can be shown as a saving in the first half of the year. Judgement will have to be taken on whether the whole £29,000 annual budget will be needed to facilitate the delivery of the boxes for the remainder of the year.

30. Members will recall that a service bid of £26,000 was approved for the extension of the plastic bottle recycling so that all village colleges and schools are served by 2010. It had been assumed that this would be apportioned equally over the full twelve months. When this service was re-assessed, it was believed that by not using external contractors and bringing the collection service in-house, an opportunity saving of £18,000 could be identified. This has gone towards the £105,000 savings mentioned in paragraph 4.

- **Licensing Under the Licensing Act 2003**

31. Compared to last year, fee income has risen by £3,000 over the corresponding six-month period. However to guard against this position the Portfolio Holder is reminded that the majority of fee income (approximately 70%) is due in the second half of the financial year when, in the main, all the licensed premises income is renewed.
32. Therefore a truer comparison will be drawn when the nine-month position statement is reported along with the Portfolio estimate report in January.

Implications

Financial	As in the body of the report
Legal	None
Staffing	None
Risk Management	None
Equal Opportunities	None

Consultations

33. All cost centre managers and staff from the accountancy section have been fully consulted in the production of this report.

Effect on Strategic Aims

34..	Commitment to being a listening council, providing first class services accessible to all.	None
	Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.	None
	Commitment to making South Cambridgeshire a place in which residents can feel proud to live.	None
	Commitment to assisting provision for local jobs for all.	None
	Commitment to providing a voice for rural life.	None

Conclusions / Summary

35. The budget report at appendix A is showing a profiled budget under spend in the first six months of the financial year of £29,950, which represents a variance of approximately 1.8% of the respective budget for this period.
36. Savings amounting to £38,000 relating to the period April – September (from the annual savings target of £105,000 see paragraph 6) have been incorporated within the budget statement along with reductions in the original proposed inflationary increase of 1.5% where applicable.

- 37 The overall variance is seen as marginal in comparison to a net profiled budget in this period of approximately £1.7 million. Indeed conclusions can be drawn that despite heavy burdens in terms of the recent economic downturn that has led to the current urgent budget saving agenda that the Portfolio budget overall is on-spend target in the first six months.
- 38 There is some doubt as to whether this position is sustainable in the medium term. Much will depend on the outcome of the trade refuse service attracting and retaining new custom and in particular converting those trade customers that currently receive the non-recycling collection service.
- 39 It is hoped that with proactive budget monitoring and the use of appropriate virements that the overall Portfolio budget will perform on target to the original budget, adjusted for the savings already identified. A more accurate outturn estimate will be reported to the Portfolio Holder as part of the budget estimate report in January 2010.

Recommendations

- 40 It is requested that the Portfolio Holder delegates responsibility to the Corporate Manager for Health and Environmental Services to ensure that current reported variances continue to be monitored and proactively managed.

Background Papers: the following background papers were used in the preparation of this report:

Estimate Book 2009/10
Reports from the Financial Management System

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Environmental Health Portfolio

		Period									
		6/2010									
Actuals 2008/09 £		Estimate 2009/10 £	Central & Dept Overheads In Budget £	Net Annual Direct Expenditure £	6 Month Profilled Budget £	Savings Already Declared £	Reduced Inflation Adj £	Net Profilled Budget £	Net Expenditure £	(Over)/Under Spends vs Profilled Budget £	
ENVIRONMENTAL HEALTH PORTFOLIO											
NET EXPENDITURE SUMMARY											
191,090	Awarded Watercourses	266,560	(68,400)	198,160	38,810	(10,858)	(582)	27,370	27,193	177	
435,713	Environmental Health General	427,250	(427,400)	(150)	(60)		1	(59)	(6,188)	6,129	
6,748	Footway Lighting	15,850	(2,660)	13,190	5,280	(5,000)	(79)	201	0	201	
203,560	Food Safety	222,290	(219,340)	2,950	(5,713)		86	(5,627)	(5,778)	151	
65,366	Pest Control	69,330	(102,140)	(32,810)	(20,670)		310	(20,360)	(22,723)	2,363	
304,482	Integ. Waste Mgmt & St Clean.	339,580	(297,550)	42,030	11,980	(18,252)	(180)	11,800	7,675	4,125	
2,235,000	Refuse Collection Service	2,422,480	(303,280)	2,119,200	880,210	(18,252)	(8,988)	852,970	905,974	(53,004)	
687,990	Street Cleansing Service	799,030	(177,150)	621,880	305,340	(3,890)	(4,580)	296,870	267,065	29,804	
745,811	Kerbside Recycling	1,105,770		1,105,770	607,010		942	607,952	589,229	18,723	
10,103	Recycling Banks	(22,900)		(22,900)	5,090		(76)	5,014	(1,827)	6,841	
306,026	Environmental Protection	334,750	(312,510)	22,240	(3,130)		47	(3,083)	3,145	(6,228)	
60,584	Emergency Planning	67,800	(35,700)	32,100	27,818		(417)	27,401	26,906	495	
38,389	Action on Dogs	35,330	(31,540)	3,790	1,840		(28)	1,812	2,123	(311)	
57,562	Licensing Under Lic Act 2003	72,420	(169,380)	(96,960)	(13,560)		203	(13,357)	(18,494)	5,137	
(7,969)	Taxi Licensing	6,180	(92,480)	(86,300)	(44,640)		670	(43,970)	(42,840)	(1,130)	
111,738	Miscellaneous Services	107,950	(83,020)	24,930	9,596		(144)	9,452	7,955	1,497	
58,206	Illegal Encampments	62,500	(62,500)	0	0		0	0	0	0	
42,564	Improvement Grants	46,380	(45,880)	500	100		(2)	99	0	99	
80,256	Home Improvement Agency	73,660	(224,540)	(150,880)	(74,530)		1,118	(73,412)	(90,382)	16,970	
5,123	Democratic Rep Training	10,080	0	10,080	5,040		(76)	4,964	7,051	(2,087)	
0	Mentoring & Lship Academy	0	0	0	0			0	0	0	
5,638,342	TOTAL NET EXPENDITURE	6,462,290	(2,655,470)	3,806,820	1,735,811	(38,000)	(11,775)	1,686,036	1,656,083	29,953	

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HEALTH & ENVIRONMENTAL SERVICES – PROGRESS ON SERVICE IMPROVEMENTS 2009/10

#	Action	Complete by Month	Lead Officer	Six Months Progress	Status Green Amber Red
1.	i. To continue to support TEAM project, falls prevention and fitness for health projects ii. Consider and produce the most appropriate interventions for reduction and prevention of childhood obesity after consideration of the sport England active needs survey	i. Ongoing ii. July 2009	IG	i. TEAM and falls prevention and fitness for health work continuing ii. Work Progressing. Reconfiguration of childhood obesity prevention programmes/services with the Cambs PCT still ongoing, service redesign will be complete by April 2010	<div>● G</div> <div>● R</div>
2.	Continue the enforcement mix of services provided within Environmental Health including; ❖ Inspection programme ❖ Advisory visits ❖ Newsletters ❖ Business Forum events ❖ Surgeries ❖ Safety hazards awareness days ❖ Courses etc	Ongoing	Service managers	53% of inspection programme completed. Funding secured for SFBB extension. 93 new businesses advice visits/conversations held. Food newsletter to food businesses issued. Monthly SFBB surgery for food businesses being held. Seminar for Butchers held. Two level 2 food hygiene courses, one health & safety foundation course held. Advisory stands at Cambridge rock festival and Childford Hall events. Slips and trips and fall course for caterers held.	<div>● G</div>
3.	To implement the requirements placed on the Council by the EU Services Directive	End of December 2009	DSR	Project group convened. Council preparations proceeding well but held up by lack of timely guidance and BIS not doing the items required of them within the original timescales.	<div>● A</div>
4.	To effectively implement Part 2 of the Regulatory Enforcement & Sanctions Act 2008 introducing the Primary Authority Scheme and consider all requests by businesses for South Cambs. to be their Primary Authority.	End of October	JGK	Part 2 implemented. National take up for scheme slow with few companies requesting to be part of the scheme. No companies in SCDC area have shown interest.	<div>● G</div>

#	Action	Complete by Month	Lead Officer	Six Months Progress	Status Green Amber Red
5.	i. To comply with better regulation agenda re-introduce the annual Health & Environmental Services customer satisfaction survey ii. To continue to survey against NI 182 requirements	March 2010 April 2009	IG	Satisfaction survey re-introduced and NI182 survey ongoing	●G
6.	Install plastic recycling banks at Village Colleges requesting the service	Service to be available by end of December 2009	SHC	All 7-village colleges not with council contacted by letter and 3 visited at their request. 1 taken up service starting Jan 2010. 2 others to decide. Service is available to all.	●G
7.	To build on existing trade waste paper recycling service through the introduction of a trade waste cardboard collection service .	End of July 2009	SHC	Service introduced. 84 customers and rising.	●G
8.	By 2009 establish a programme of at least 10 Community Clean up events per year throughout the district	10 clean-ups by end of March 2010	PMQ	Support secured from DEFRA and Tidy Britain Group to run two workshops to recruit prospective participants. Multi-agency community clean up events to be held by end of 2009/10. See progress report to PFH November 2009	●G
9.	Undertake litter picking of the A14 and A11 on a six monthly basis.	First litter pick End of May	SHC	First litter pick completed in May	●G
10.	Install and empty litterbins at our 10 dirtiest lay-bys on the major roads into and out of the District.	October 2009	SHC	Lay-by's identified, bins ordered awaiting their arrival	●A
11.	Implement enhanced street cleaning operations within 10 village centres in 2009/10 and 2010/11	End of July 2009	SHC	Implemented within all 10 centres. Equipment purchased. Barrow employee in each of the 10 village centres 1 day every 2 weeks.	●G

#	Action	Complete by Month	Lead Officer	Six Months Progress	Status Green Amber Red
12.	To investigate and report to Members on options available for the introduction of a Best Kept Village Competition including criteria to be applied for possible introduction in 2010.	Report by Dec 2009	PMQ	Ideas being generated. Little hard progress. Discussions are continuing with the PFH.	●A
13.	Procure and implement new workflow software solution for Environmental Health service including enhanced web/mobile working access facilities and connectivity with Contact Centre	Go live date Sept 2009	SW	Project plan currently being implemented with a Go-Live date at end of November. The test migration raised several issues which will need to be resolved prior to go-live and testing of the contact centre link has still to be undertaken	●A
14.	Implement full capability for interactive enviro-crime website .	Dec 2009	IG	Project on hold due to M3 Migration and the requirements of the Government Connect programme which needs considerable technical requirement to meet the standards for a secure but interactive website.	●R
15.	To carry out systematic equality impact assessments ❖ Improvement Grants and licensing ❖ Health improvements/ inequalities, Food safety, waste collection ❖ Health & safety, HMO/Housing regulation	March 2009 Sept 2009 March 2010	IG	HIA Grants Food Safety completed. Licensing in progress. Waste collection moved to full assessment required action covered by hard to reach project with external funding being sourced. Health improvements/inequalities to be completed third quarter.	●A
16.	Introduce HGV drivers Certificate of Professional competence training	Sept 2009	SHC	Agreement reached with workforce. Course to be held on Saturdays in February 2010.	●G
17.	Analyse results off customer satisfaction survey to produce customer satisfaction improvement plan for implementation.	End of Dec	IG	Action plan produced, work progressing on implementing the plan and achieving Customer Service Excellence	●G

#	Action	Complete by Month	Lead Officer	Six Months Progress	Status Green Amber Red
18.	To implement the result of the SCDC strategic procurement options appraisal for the provision of future of waste & recycling collection services	Dependant on result	DSR	Reports presented to Task & Finish group on current performance; strengths and weaknesses and costed service options. Procurement options report to be presented to task and Finish Group October with final report to cabinet and Council November.	●G
19.	To consider and implement improvements in the graffiti removal service using existing resources to ensure that removal is action as soon as is practicable.	October 2009	PMQ	Improvements implemented. Emergency service for removal of obscene/racist graffiti in place using trained pest control, enviro-crime and recycling support officers	●G
20.	To investigate and consider the introduction of the Best Bar None scheme in South Cambridgeshire.	December 2009	MB	Scheme investigated. Draft scheme for SCDC devised.	●A
21.	To introduce pre-payment for pest control treatment .	March 2010	PMQ	M3 migration project is key deliverable for this project. Unable to progress until M3 implemented.	●A
22.	Replace the existing air quality monitor	Dec 2009	SW	Procurement process complete and preferred bidder identified. Order awaiting placement upon completion of 'cooling off' period.	●G
23.	In partnership with Cambridge City Council to pilot a Healthy Eating Award Scheme in South Cambridgeshire for possible countywide roll out	March 2010	IG	Healthy Eating not taken forward as a "healthy Eating" award scheme as the FSA have now produced a sector-by-sector approach to healthy eating. The first sector is fish and chip shops and we have implemented the Tips 4 Chips project implementing healthy eating within this sector.	●A
24.	To investigate with NHS Cambridgeshire the introduction of an air quality GP early warning scheme notifying those most susceptible to when air quality is forecast to be poor using the air quality monitoring programme.	March 2010	SW	Specification details of proposed scheme worked up and costed. Awaiting comments from NHS Cambridgeshire on evidence base for providing service.	●G

#	Action	Complete by Month	Lead Officer	Six Months Progress	Status Green Amber Red
25.	To take part in the Cambridgeshire Home Improvement Agency Review commissioning group and the progression of a competitive tendering process for HIA services in Cambridgeshire	Dependant upon project timetable	DSR	HIA commissioning group via Supporting People has engaged Foundations and external consultant to undertake project. Foundations due to report in November on options for delivery models.	●G
26.	Implementation of the result of the tender for the awarded watercourse service	Dependant upon award date	PM	Tender process completed. Contract awarded to In-house team as Most economical advantageous tender. Service changes implemented and being run as directly managed service. Complete	●G
27.	To implement required changes as result of the new Private Water Supply regulations	Dependant upon legislative timetable	JGK	There is slippage on Central Govt's time frame for introduction of this new legislation and its accompanying guidance. The law may not be implemented until January 2010. Preparations have been made including assessment of implications for SCDC and training of Officers.	●G
28.	To obtain re-accreditation of Investors In People status.	End of May 2009	DSR	Re-accreditation of Investors In People status attained	●G

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HEALTH & ENVIRONMENTAL SERVICES PERFORMANCE INDICATORS 2009/10

#	Description	2008/09	2009/10	2009/10 Performance	2009/10 Performance	2009/10 Performance	Target to be achieved?	Comments
		Actual	Target	Six months	Nine Months	End of Year		
						Estimated		
WORKFORCE & LEARNING								
SE 209	% work time lost to sickness (excl: Env. Operations staff) Days lost in brackets.	1.44%	2%	2.44%		2.5%		Staff on long-term sickness reduced. ILI affected figures
SE227	% work time lost to staff vacancies (excl: Env. Operations staff)	1.7%	4%	1.5%		3%		Vacant posts now recruited into.
SE 211	% staff with completed Employee Development Scheme interviews (Appraisal)	100%	100%	100%		100%		All main interviews undertaken at beginning of financial year.
SE228	Training spend as % of total EH salary budget. (T03) (Excludes Env Operations Staff)	0.95%	1.5%	1%		1.5%		
SE232	% Env Operations staff working time lost to sickness. Days lost in brackets.	9.51%	8%	4.8%		7%		Long term and short term sickness being actively managed. Substantial reduction in levels being achieved.

#	Description	2008/09	2009/10	2009/10 Performance	2009/10 Performance	2009/10 Performance	Target to be achieved?	Comments
		Actual	Target	Six months	Nine Months	End of Year Estimated		
FINANCE, EFFICIENCY & VFM								
SE 213	% EH undisputed invoices processed within 10 working days of receipt.	98%	97%	98%		98%	😊	
SE214	Net spending per head on Environmental Health	£8.96	Below 08/09 national average	£4.96		£9.92	😊	For variances, please refer to the six month budget position report National average in 07/08 was £12.98
SE229	Overall EH portfolio bottom line actual budget variance compared to original estimate	3%	<3%	1.77%		0%	😊	It ignores the staffing and overhead recharges that are charged against services within the portfolio as these are not charged until the year-end. See financial monitoring report for details
BV86	Cost of waste collection per household	£54.56	£59.40	£31.56		£63.12	😞	Increase mainly due to trade waste income fluctuations. See financial monitoring report
SE234	SPARSE VFM analysis	TBA	Top quartile performance for below average cost	Top quartile performance for below average cost		Top quartile performance for below average cost	😐	2008/09 information not available as yet. Anticipate will be close to average cost figure.

#	Description	2008/09	2009/10	2009/10 Performance	2009/10 Performance	2009/10 Performance	Target to be achieved?	Comments
		Actual	Target	Six months	Nine Months	End of Year Estimated		
CUSTOMER SERVICE								
SE203	The % of environmental health complaints responded to within 3 working days	98%	95%	99%		97%	😊	4 jobs missed PI out of 340 jobs received
SE226	The % of customers who are satisfied overall with the way their request for a service, complaint or request for information was handled	80%	82%	Quarter 1 85%		82%	😊	First 2 quarters results being analysed. 85% is a provisional figure to give trends in performance
SE220	Home Improvement Agency; average weeks taken between first contact and first visit. (Nationally set)	4.5wks	3wks	5wks		4wks	😊	Sickness in team caused slippage
SE222	% of customers who felt they had received a full explanation as to actions taken	57%	70%	Quarter 1 67%		75%	😊	First 2 quarters results being analysed. 67 is a provisional figure to give trends in performance
SE223	The % of pest control customers who were overall satisfied with the service	92%	92%	Quarter 1 88%		92%	😊	First 2 quarters results being analysed. 88 is a provisional figure to give trends in performance
NI 37	Awareness of Civil protection arrangements	14.6%	Not set	N/a		N/a	N/a	Undertaken as part of place survey.
NI 182	Satisfaction of businesses with local authority regulation services	80%	Not set	N/a		N/a	N/a	First 2 quarters results being analysed.

Old BV89	Satisfaction with keeping public land clear of litter and refuse	Place survey 61% SCDC survey 72%	SCDC survey 74%	N/a		N/a	N/a	Annual survey to be undertaken March 2010
Old BV90a	Satisfaction with Refuse collection	Place survey 78% SCDC survey 82%	SCDC survey 84%	N/a		N/a	N/a	Annual survey to be undertaken March 2010
BV90b (Now SE246)	Satisfaction with doorstep recycling	Place survey 79% SCDC survey 87%	SCDC survey 85%	Quarter 1 84%		85%	😊	First 2 quarters results being analysed. 84 is a provisional figure to give trends in performance.
SE 247	Satisfaction with the accessibility of recycling sites	82%	75%	78%		75%	😊	First 2 quarters results being analysed. 84 is a provisional figure to give trends in performance.
SE 248	Satisfaction with cleanliness of street after collection	78%	80%	N/a		80%	N/a	First 2 quarters results being analysed. 1 st quarter figures not available.
SE 249	Satisfaction with cleanliness and tidiness of recycling bank site	76%	75%	Quarter 1 77%		75%	😊	First 2 quarters results being analysed. 77 is a provisional figure to give trends in performance.
SE224	The % of missed collections put right by the end of the next working day following the reporting period being two days after the scheduled collection	100%	100%	100%			😊	
SE235	% telephone calls answered within 20 secs	99.4%	98%	98%		98%	😊	

SE236	% telephone calls abandoned	2.8%	4%	4%		4%	😊	
SE237	Letters responded to in 10 working days	95%	95%	90%		95%	😊	Measures being taken to ensure end of year target met.
SE238	% complaints about service escalated to level 2 or above	3.8%	5%	0%		5%	😊	





#	Description	2008/09	2009/10	2009/10 Performance	2009/10 Performance	2009/10 Performance	Target to be achieved?	Comments
		Actual	Target	Six months	Nine Months	End of Year Estimated		

SERVICE QUALITY/PROVISION

NI 184	Food establishments in the area which are broadly compliant with food hygiene law	92%	92%	93%		95%	😊	Target already achieved may be improved upon by end of year
NI 187	Tackling fuel poverty	SAP <35 17.4% SAP >65 21.2%	Improve on baseline	N/a		N/a	N/a	Survey to be issued in November.
NI 191	Residual waste per household	455Kg	510Kg	222.6Kg		505Kg	😊	Provisional figures
NI 192	Household waste recycled and composted	53.6%	54%	56.6%		55%	😊	Provisional figures
Old BV82a (i)	% of the total tonnage of household waste arisings which have been recycled	18.8%	Not set	17.8%		19%	😊	Provisional figures
Old BV82a (ii)	Total tonnage of household waste arisings which have been sent for recycling	11,017	Not set	5,413		11,200	😊	Provisional figures

#	Description	2008/09	2009/10	2009/10 Performance	2009/10 Performance	2009/10 Performance	Target to be achieved?	Comments
		Actual	Target	Six months	Nine Months	End of Year Estimated		
Old BV82b (i)	% of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	34.8%	Not set	39.8%		36%	😊	Provisional figures
Old BV82b (ii)	Tonnage of household waste sent for composting or for treatment by anaerobic digestion	20,382	Not set	11,824		21,000	😊	Provisional figures
Old BV216b	% of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as % of all 'sites of potential concern.'	15%	10%	12%		13%	😊	Majority of these sites are coming through via the development control process.
Old BV218a	% of new reports of abandoned vehicles investigated within 24 hours of notification	99%	95%	100%		98%	😊	
Old BV218b	% of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	100%	94%	99%		98%	😊	
SE225	The % of pest control first treatments carried out within 4 working days	99%	95%	72%		80%	😞	50% of operational staff absent for a prolonged period. Service is now fully operational and performance has improved significantly.
SE201	The number of collections missed per 100,000 collections of household waste	53	45	41		43	😊	Service has bedded down well after plastics recycling introduction.
SE 204	% health & safety inspections carried out for High risk premises	100%	96%	100%		96%	😊	35 High risk premise inspections completed. Working in partnership with HSE

#	Description	2008/09	2009/10	2009/10 Performance	2009/10 Performance	2009/10 Performance	Target to be achieved?	Comments
		Actual	Target	Six months	Nine Months	End of Year Estimated		
SE 206	% of food premise inspections carried out for High risk premises	100%	100%	53%		100%	☺	Target inspection in year 478.
SE218	Home Improvement Agency; Average weeks taken to complete works of value <£1000 (set by Foundations)	21 wks	16wks	16.2wks		16wks	☺	Meeting target will be dependant on Builders being able to complete due to weather etc.
SE219	Home Improvement Agency; Average weeks taken to complete works of value >£1000 (set by Foundations)	42 wks	45wks	36.8wks		45wks	☺	Ahead of target. At present. Meeting target will be dependant on Builders being able to complete due to weather etc.
SE230a	% Licensing Act 2003 applications determined within 2months for premises and 3 months for personal licence applications,	100%	100%	100%		100%	☺	
SE233	% of taxi licensing applicants notified of determination within 10 working days of receiving all relevant information	97%	95%	97%		96%	☺	
SE 261	% of pollution control inspections undertaken against those required to be undertaken	100%	80%	15%		80%	☺	26 inspections to be carried out by end of year most in final quarter.

#	Description	2008/09	2009/10	2009/10 Performance	2009/10 Performance	2009/10 Performance	Target to be achieved?	Comments
		Actual	Target	Six months	Nine Months	End of Year Estimated		
NI195a	% of relevant land and highways surveyed having deposits of litter that fall below an acceptable level	NI195a 1%	Combined 20%	NI195a 1%		NI195a 1%		Actuals based on results of first of three different surveys of the district carried out throughout the year.
NI195b	% of relevant land and highways surveyed having deposits of detritus that fall below an acceptable level	Combined 14% NI195b 28%		Combined 24% NI195b 33%		Combined 22% NI195b 30%		
NI195c	% of relevant land and highways surveyed from which unacceptable levels of graffiti are visible	3%	4%	3%		3%		First survey undertaken in areas not covered by enhanced cleaning.
NI195d	% of relevant land and highways surveyed from which unacceptable levels of fly-posting are visible	4%	2%	3%		2%		
NI 196	Improved street and environmental cleanliness – Flytipping	TBA	Very effective 1	N/a		N/a	N/a	Annually calculated by DEFRA

Summary

Total Number of PI's = 53



Percentage of targets likely to be achieved = 76%



Percentage of targets likely to be almost achieved = 4%



Percentage of targets likely not to be achieved = 7%

N/a Number of targets where achievement not applicable or can not be assessed = 13%

Environmental Services Portfolio Holder – Forward Plan

14-Dec-09				
25-Jan-10	Capital & Revenue Estimates for the Environmental Services Portfolio 2010/11	Consideration of estimates prior to Scrutiny and Cabinet consideration and Council agreement	Alex Colyer, Dale Robinson	
	Best Kept Village Proposal		Dale Robinson	Paul Quigley
	Service Improvements Performance Report 09-10 (9 monthly progress)	Monitoring	Dale Robinson	
	Financial Performance Apr - Dec	Monitoring	Dale Robinson	David Hill
	Performance Indicators Report 09-10	Monitoring	Dale Robinson	
	Health and Environmental Services Fees and Charges	Monitoring	Dale Robinson	
16-Mar-10	Service Plans 2010-11 to 2012-13	To approve final	Dale Robinson	
18-May-10	Annual customer satisfaction results	Monitoring	Dale Robinson	Iain Green
	Budget monitoring outturn report 2009-10	Monitoring	Dale Robinson	David Hill / Dale Robinson
	End of year Hampshire matrix 2009-10		Dale Robinson	Geoff Keerie
	End of year Service Improvements Performance report 2009-10	Monitoring	Dale Robinson	Env Health Management Team
	End of year Performance Indicators report 2009-10	Monitoring	Dale Robinson	Env Health Management Team

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