



Strategic Planning & Environment

Overview & Scrutiny

Agenda

TUESDAY 20 MARCH 2018 AT 7.30 PM

Conference Room 2 - The Forum

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Membership

Councillor G Adshead
Councillor Anderson (Chairman)
Councillor Barrett
Councillor Birnie
Councillor Fisher
Councillor S Hearn
Councillor Hicks

Councillor Howard (Vice-Chairman)
Councillor Matthews
Councillor Ransley
Councillor Riddick
Councillor Timmis
Councillor C Wyatt-Lowe

Substitute Members:

Councillors Bateman, England, Link, McLean, Ritchie, R Sutton and Tindall

For further information, please contact Katie Mogan or Member Support

AGENDA

1. MINUTES

To agree the minutes of the previous meeting.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

3. DECLARATIONS OF INTEREST

To receive any declarations of interest.

4. PUBLIC PARTICIPATION

5. CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL-IN

None.

6. AFFINITY WATER PRESENTATION

A presentation will be given at the meeting by Affinity Water.

7. PLANNING, DEVELOPMENT AND REGENERATION Q3 PERFORMANCE REPORT

Report to follow

8. ENVIRONMENTAL SERVICES Q3 PERFORMANCE REPORT (Pages 3 - 9)

9. ENVIRONMENTAL AND COMMUNITY PROTECTION Q3 PERFORMANCE REPORT (Pages 10 - 16)

10. ENVIRONMENTAL SERVICES ANNUAL REPORT (Pages 17 - 58)

11. PUBLIC SPACE PROTECTION ORDERS (Pages 59 - 117)

12. WORK PROGRAMME 2018/19 (Pages 118 - 120)



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	20th March 2018
PART:	1
If Part II, reason:	

Title of report:	Quarter 3 Performance
Contact:	Councillor Janice Marshall, Portfolio Holder for Environmental Services and Sustainability Craig Thorpe, Group Manager, Environmental Services
Purpose of report:	1.To report on Quarter 3 performance
Recommendations	1.That the report be noted
Corporate objectives:	To provide a clean, safe and green environment
Implications:	<u>Financial</u> None as a result of this report
'Value For Money Implications'	<u>Value for Money</u> None as a result of this report.
Risk Implications	None as result of this report
Equalities Implications	N/A
Health and Safety Implications	None as a result of this report
Consultees:	Officers within Environmental Services
Background papers:	Waste Tonnages and CSG Performance – Appendix 1

	<p>Corvu Report - Sickness – Appendix 2</p> <p>Corvu Report – Performance – Appendix 3</p> <p>Operational Risk Register – Appendix 4</p> <p>HWP Annual report 20106-2017 – Appendix 5</p>
<p>Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i></p>	<p>This report has been produced to provide an update to Members on performance against key objectives and an overview of progress on a number of ongoing projects</p>
<p>Glossary of acronyms and any other abbreviations used in this report:</p>	<p>CSG – Clean, Safe and Green</p>

Environmental Services Overview and Scrutiny Quarter 3 – Performance Review

Introduction

- **Environmental Services consists of the following:**

1.1 Refuse and Recycling – Domestic and Commercial Waste Collections.

- Providing scheduled collections of waste and recycling materials from over 62,000 domestic properties and 800 commercial waste customers
- Collection of over 5000 “paid for” bulky collections per annum upon request
- **Waste Transfer Site – ISO 14001 compliant**
 - Storage and bulking of over 24,000 tonnes of recycling materials for onward processing
 - Separation, storage and disposal of hazardous waste including asbestos, dead animals, paints and flammables.
- **Clean, Safe and Green (CSG)**
 - Scheduled grass cutting on behalf of Herts County, Housing Landlord and on Dacorum owned land
 - Maintenance of hedges, shrub beds and some roundabouts
 - Maintenance of parks and open spaces including play equipment
 - Maintenance of sports pitches
 - Weed spraying
 - Clearance of fly tips
 - Removal of graffiti

- Removal and disposal of road kill
- Management of Trees on behalf of Herts County, Housing, Dacorum owned land, parks and open spaces and woodlands
- Management of Rights of Way and Countryside access

- **Educational Awareness**
 - Initiating campaigns to promote the waste hierarchy through school talks and other initiatives. Also undertakes anti littering campaigns with local residents and businesses.

- **Fleet Management (Vehicle Repair Shop)**
 - Servicing and maintenance of all the Councils fleet of vehicles to ensure legal compliance with Road Transport Law and effective running of front line services.

- **Resources**
 - Recording and producing of key performance data such tonnages, reports from public and sickness figures which are shown as part of this report.

Service Updates:

- **Waste Services**
 - 3 office based staff attended refresher training for First Aid at work to maintain their certification.
 - 4 office based staff undertook full First Aid at Work to bring the level of qualified First Aiders at Cupid Green to 7.
 - Supplied periodic DCPC training to our LGV drivers.
 - Secured and installed a new vehicle wash.
 - Successfully completed revised collection for the Christmas / New Year period which included Saturday working on 3 x occasions and severe weather disruption

- **Environmental Awareness**
 - The Mayor delivered the Community Champion Awards at a ceremony held on 5 October. Winners: The Friends of Halsey Field and David Drew. Highly commended; North Chiltern Path Maintenance Volunteers and David Davies.
 - The month-long '2017 Winter Love Food Waste Challenge' took place Nov – Dec. Gave away a blender as a prize to a randomly selected participant.
 - Created the 2017-18 Waste Collection Calendars and had these delivered to each household and uploaded onto the website.
 - Service communications went out around garden waste collections being suspended, severe weather and bank holiday collections.
 - Ran a #Green Christmas social media and web campaign.

- Nearly 50% through the flats recycling surveying.
- Been nominated for a Keep Britain Tidy award for this year's 'Love Parks Week' campaign.
- Won the Best Partnership award for Fly Tipping Group
- School and youth group talks and workshops to primary schools / cub groups: 2 visits in Q3. 10 in total for 2017-18.
- Been working on producing the fly-tipping information leaflet, which is now in complete and will be sent to all households in Q4.
- Ongoing ad-hoc communication created and published on; social media, Dacorum Digest, Digital Digest, local paper and DBC website as well as newsletters; primary school newsletter: SEED: Supporting Environmental Education in Dacorum and Cupid staff; the Cupid Round Up.

- **Clean, Safe and Green**

- Trees and Woodlands contract awarded to Arbo Care and Glendale.
- All area teams switched over to winter working as of the end of October.
- Completed annual internal small plant audit for all teams, and machinery is now having annual services.
- Completed all front line staff appraisals.
- CSG teams dealt with adverse weather over Decembers and distributed over 10 ton of grit.
- Completed recruitment of Environmental Operative to fill 7 vacancies on CSG.
- Also recruited to role of Snr Supervisor as well as Supervisor for CSG.
- Completed recruitment of Tree Officer due to start in March
- Completed planting of spring bulbs and well as recycled planting of last season bulbs with machine.

- **Personnel**

- **Sickness days lost**

Environmental Services	Oct 17	Nov 17	Dec 17
Long Term Sickness (days lost)	52.5	46.5	42
Short Term Sickness (days lost)	140	104	130
Total Sickness (days lost)	192.5	150.5	172

Days lost per FTE	1.01	0.81	0.91
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Department	Head Count	Oct 17	Nov 17	Dec 17
Environmental Services Total	188	192.5	150.5	172
Operational Services + GM	4	0	1	0
Clean Safe & Green Management	3	0	0	0
Area Teams	75	142	100	74
Refuse & Recycling	4	0	1	0
Refuse & Recollection Crews	80	45	46.5	89
Depot Services	4	0	1	0

Trees & Woodlands	7	2	2	1
Vehicle Repairs	4	0	0	0
Resources	4	0	0	2
Waste Development (S)	3	1	0	0

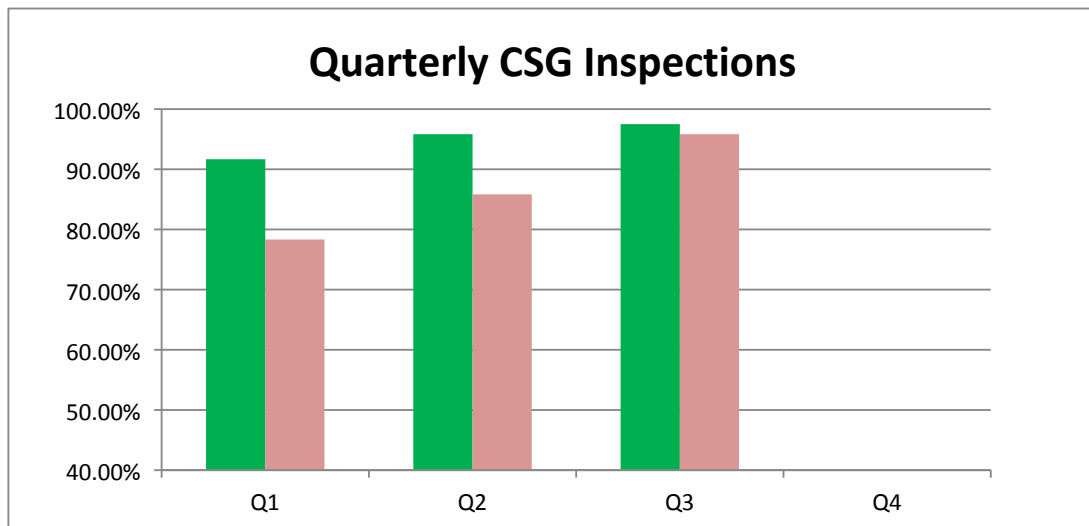
Return to work compliance:

Department	Oct 17	Nov 17	Dec 17	Total over 12 months	Average days to complete
Environmental Services	81.5	86.2	80.00	77.7%	4.88

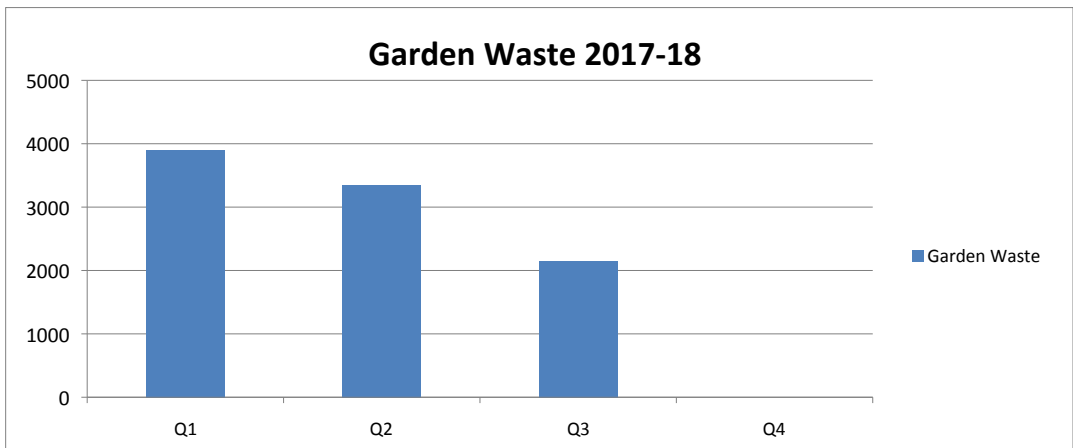
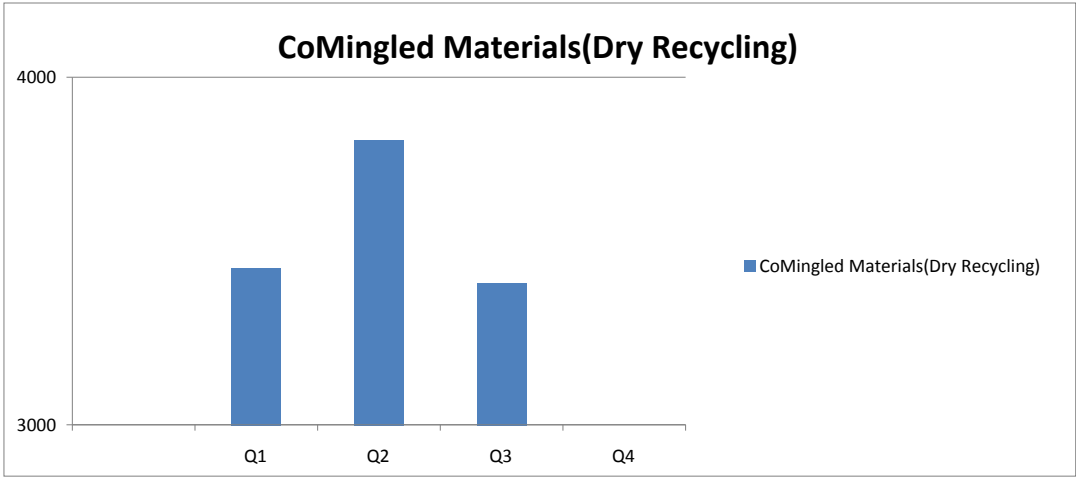
CSG Litter & Detritus Inspections 2017/18

Litter	Detritus	120 Inspections per quarter
Grade A+B	Grade A+B	
120	119	
120	120	
120	119	

	Q1	Q2	Q3	Q4
Litter	91.67%	95.83%	97.50%	
Detritus	78.33%	85.83%	95.83%	



DBC Outgoing Weights / Corvu- Rocket Data					
2017-18	CoMingled Materials(Dry Recycling)		Food Waste		Garden Waste
Q1	3450.12	Q1	1171.46	Q1	3874.46
Q2	3817.52	Q2	1142.97	Q2	3333.98
Q3	3405.57	Q3	1199.4	Q3	2129.65
Q4		Q4		Q4	



Agenda Item 9



Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	20th March 2018
Part:	1
If Part II, reason:	

Title of report:	Q3- Performance Report for Regulatory Services (Environmental and Community Protection)
Contact:	Janice Marshall, Portfolio Holder for Environmental, Sustainability and Regulatory Services Author/Responsible Officer Emma Walker Group Manager, Environmental and Community Protection David Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 3 in relation to Regulatory Services (Environmental and Community Protection)
Recommendations	For Information only.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	<u>Financial</u> None.
'Value for money' implications	<u>Value for money</u> Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly. Key risks are recorded on the Council's Risk Register. The key risks relate to not achieving statutory targets and failing to protect the public/businesses from Environmental Health Risks :

	<ul style="list-style-type: none"> • If statutory targets are not achieved the service can be taken over and managed by the Government. • Potentially the public & businesses put at risk • Legal action taken against the Council • Reputational damage to Council
Equality Impact Assessment	Equality Impact Assessment completed for all enforcement policies.
Health and safety Implications	None
Consultees:	
Background papers:	Quarterly Performance Report – Quarter 3 (attached).
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	
Glossary of acronyms and any other abbreviations used in this report:	

1. Background

1.1 For the purpose of this report, 'Regulatory Services' includes the following services:

- Environmental Health (Food Safety, Health and Safety, Statutory Nuisances, Contaminated Land, Drainage, Private Water Supplies, Infectious Diseases, Air Quality Management)
- Private Sector Housing (HMOs, Illegal Eviction, Private Sector Landlord Issues, Disabled Facilities Grants, etc.)
- Public Health
- Corporate Health and Safety
- Home Energy Conservation
- Pest Control
- Dog Warden Services

- Environmental Enforcement and High Hedges
- Emergency and Business Continuity Planning

Quarter Three was spent preparing for the restructure following Julie Stills retirement at the end of the quarter.

The main changes are the internal structure and reporting lines within Environmental and Community Protection which are different to the pre-existing Regulatory Services department.

The new teams cover the following service areas;

Environmental Health Team includes Food Safety, Health and Safety Enforcement, Infectious Disease Control, Statutory Nuisance, Air Quality, Contaminated Land, Private Water Supplies. The Team has a temporary team leader and an advert for a permanent replacement is currently out.

Operations and Public Health Team includes, Dog Warden, Animal Welfare, Pest Control, Public Health and Technical Support. This team is managed by Dawn Rhoden.

Anti-Social Behaviour Team includes Anti-Social Behaviour and Environmental Enforcement including Fly-Tipping and Abandoned Vehicles. This Team is managed by Nicola Lobendham.

Corporate Health and Safety Team includes the Corporate Health and Safety function, Emergency Planning and Business Continuity. This team has a vacant Team Leader post and an advert is out for recruitment to this role.

Private Sector Housing (HMOs, Illegal Eviction, Private Sector Landlord Issues, etc.) are now managed by Natasha Beresford's Team in Strategic Housing.

Disabled Facilities Grants are now managed by Fiona Williamsons Team in Property and Place.

2. Regulatory Services Quarter 3 Performance Indicators

2.1 The high risk food inspection rate raised to (95.3%) in Q3. Across Q1-3 the completion rate is now over the 95% expected rate as the backlog of high-risk inspections has been caught up. The Team Leader and Lead Environmental Health Officers roles are now out to advert. Currently these three roles are filled with temporary staff. A review has been undertaken of low risk food safety alternative enforcement program processes. 300 businesses targeted and return rate of 62%, at the end of Quarter 3.

3. Team Updates

3.1 Trainee Environmental Health Officers started University Courses, qualification in professional status is expected in 2021 and 2023.

3.2 Dog Warden has issued a Community Protection Warning Letter, which has been served on a dog owner in Bovingdon on a dog that attacked another causing serious injury to the dog. The warning requires the dog to be muzzled at all times in a public place. Three Microchip Notices have been served for either no chip or incorrect details. The Dog Warden has undertaken all animal related licensing inspections that do not require a vet on behalf of the licensing department in Q3. There was a sharp increase in the number of dogs straying in December. 11 dogs were sent for rehoming. 12 investigations into allegations of dangerous dogs.

3.3 Pest control sent out annual renewals for commercial contracts. 100% of customers renewed contracts with the Council.

3.4 Team Leaders have been supporting Strategic Housing and Property and Place in taking on the Private Sector Housing Enforcement function. Including assisting with the DELTA return to advice DCLG on high-rise cladding in the borough.

3.5 Corporate Health and Safety drafted policies approved by CMT on Bonfires on DBC sites, Electricity at Work Policies, Whole Body Vibration and Noise at Work. These policies were required as part of the 13 work stream areas headed by Assistant Directors looking at improving consistency and compliance in Health and Safety in the workplace. Corporate Health and Safety have been involved in the tender of the Occupational Health contract working alongside Human Resources.

3.6 In Q3 there has been a sustainment of the increased level of *Campylobacter* spp cases of food poisoning that we had seen in Q2. These cases have so far not been linked by a common cause, the food team are working with Public Health England to monitor the situation to see if it is part of a regional or national picture.

3.7 A Community Action Day on 26 September on Woodhall Farm Estate was held. Six abandoned vehicles were issued with warning stickers; a quarter of a tonne of waste was collected; a property in Kimpton Close had a large accumulation of builders waste outside the property action to rectify this has begun. We also identified a number of bin areas in private flats that have waste accumulations and security issues.


3.8 Fly-tipping cases have been passed to the legal team for prosecution. Two in Grovehill and a further case with several counts of Fly-Tipping in the Gaddesdon and Peperstock areas. There are three cases scheduled to be heard on the 7th March 2018. Three fixed penalty notices were served in Q3 for fly-tipping offences and interviews under caution were carried out with those suspected of fly-tipping or duty of care offences.


3.9 Herts Police and Crime Commissioner issued a press release highlighting a fly-tipping vehicle that we had seized and crushed using new powers, with link to you tube video. We have obtained footage and will be displaying on the big screen in the Forum Atrium. We have also issued our own press release.

3.10 One of our Environmental Health Officers gave evidence at a magistrate court hearing on 9 Oct regarding noise nuisance at a Northend council flat, leading to a Closure Order being granted under ASB powers. This was only applicable to the individual causing the nuisance who is not the tenant (son of the tenant) meaning that he cannot return to the property.

3.11 Emergency Planning exercise was carried out to check reception centre procedures. This has been organised as part of the partnership agreement with County Council.

OSC Report - Strategic Planning & Environment Department - Neighbourhood Delivery

Indicator Name	Results Dec-2017	Last Quarters Results Sep-17	Last Years Results Dec-16	RAG 	Comments	Actions
Dacorom Delivers - Performance excellence						
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	95.35% 41 / 43 Target: 95	13.95% 6 / 43 Target: 95	34.62% 18 / 52 Target: 95	3 0 1	Approver Comments: Excellent effort by Emma's team to turn round performance in this quarter.	No Info
Safe and Clean Environment - Maintain a clean and safe environment						
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	29 % Info Only	25 % Info Only	41 % Info Only		No Comments	No Info
CSG02a - Number of fly tips collected within the set timescale of 7 days	273 Info Only	273 Info Only	268 Info Only		No Comments	No Info
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	100% 29 / 29 Target: 95	100% 25 / 25 Target: 95	97.62% 41 / 42 Target: 95	0 0 4	No Comments	No Info
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	97.15% 273 / 281 Target: 95	96.47% 273 / 283 Target: 95	99.26% 268 / 270 Target: 95	0 0 4	No Comments	No Info
CSG04 - Litter Area inspections up to standard	120 Inspections Target: 120	No Data Info Only	120 Inspections Target: 120	0 0 1	No Comments	No Info
WR01a - Justified Missed collections (Excluding Assisted Collections)	523 Bins Target: 750	776 Bins Target: 750	712 Bins Target: 750	0 1 3	No Comments	No Info

Indicator Name	Results Dec-2017	Last Quarters Results Sep-17	Last Years Results Dec-16	RAG 	Comments	Actions
WR03 - Number of justified missed assisted collections	67 Collections Target: 120	145 Collections Target: 120	59 Collections Target: 120	1 1 2	No Comments	No Info
HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)	45 Info Only	33 Info Only	34 Info Only		No Comments	No Info
WR06 - Total tonnage of garden waste collected	2129.65 Tonnes Target: 2550	3333.98 Tonnes Target: 3600	2033.11 Tonnes Target: 2650	2 1 1	No Comments	No Info
WR07 - Tonnage of food waste.	1199.4 Tonnes Target: 1020	1142.97 Tonnes Target: 1020	1213.54 Tonnes Target: 1020		No Comments	No Info
WR05 - Dry recycling Collected	3405.57, Tonnes Target: 3600	3817.52, Tonnes Target: 3600	3438.86, Tonnes Target: 3600	0 2 2	No Comments	No Info
WR08 - Recycling Rate	No Data Target: 60	No Data Target: 60	No Data Target: 60		Updater Comments: Data not available at the time of the report.	No Info
HS02 - Accidents / incidents that are notifiable to the HSE under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) This includes occupational diseases	2 Info Only	3 Info Only	2 Info Only		No Comments	No Info



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	20th March 2018
PART:	1
If Part II, reason:	

Title of report:	Environmental Services – Annual Review
Contact:	Councillor Janice Marshall, Portfolio Holder for Environmental Services and Sustainability Craig Thorpe, Group Manager, Environmental Services
Purpose of report:	1.To provide an overview of key achievements over the past year
Recommendations	1.That the report be noted
Corporate objectives:	To provide a clean, safe and green environment
Implications:	<u>Financial</u> None as a result of this report
'Value For Money Implications'	<u>Value for Money</u> None as a result of this report.
Risk Implications	None as result of this report
Equalities Implications	N/A

Health and Safety Implications	None as a result of this report
Consultees:	Officers within Environmental Services
Background papers:	
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	A presentation has been produced to provide Members with a summary of last years' service achievements
Glossary of acronyms and any other abbreviations used in this report:	CSG – Clean, Safe and Green

A presentation will be given on the evening

Hertfordshire Waste Partnership Annual Report – 2016/17





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Foreword



**Cllr Terry Hone
(Chairman)**

Executive Member for
Community Safety & Waste
Management
Hertfordshire County Council



**Cllr Helen Bromley
(Vice Chairman)**

Executive Member for
Environment
Welwyn Hatfield Borough
Council

During 2016/17 the Hertfordshire Waste Partnership achieved further improvements in performance as a result of ongoing changes to waste and recycling services provided by a number of the Partner Authorities. These included alterations to kerbside recycling services for dry recyclates and organic wastes as well as changes at the Household Waste Recycling Centres.

3

As result by March 2017 the HWP's overall recycling rate (including re-use and composting) had risen to **52.2%** the highest ever achieved by the Partnership. In addition the full year effect of a number of interim waste disposal contracts, which see unrecycled residual wastes sent to energy recovery, also saw the HWP's overall recovery rate increase to **88.5%** compared to the **81.4%** achieved during 2015/16.

This means that out of every 100 tonnes of household waste produced in Hertfordshire **only 11½ tonnes** was sent to landfill with the rest re-used, recycled, composted or processed to produce energy thereby contributing to the nation's energy needs.

Whilst these further improvements are to be welcomed the HWP is also grappling with a range of significant risks ranging from ongoing reductions in Government funding; to the potential impacts of Brexit including especially how this may impact on the ability to trade recyclables in the global market place; to an expansion of the Partnership's remit which has seen it take on responsibility for co-ordinating the County's response to the menace of fly tipping.

As always we hope you enjoy reading our annual report and would encourage you to feedback and comment on any aspect of the work undertaken by the HWP...see page 33 for contact details.

Hertfordshire Waste Partnership – Annual Report 2016/17

1. Background

The Hertfordshire Waste Partnership, (HWP) was formed in 1992 bringing together the ten borough and district councils in their capacity as waste collection authorities and the county council as the waste disposal authority (herein referred to as the 'Partners') and is one of 50 such partnerships throughout the UK.

Collectively, the HWP dealt with approximately 512,000 tonnes of local authority collected waste during 2016/17 at a cost of approximately £82.47 million. Of this £43.1 million was spent on waste treatment and disposal with the remainder spent on collection services.

The Partnership is overseen by the HWP Member group which is made up of elected councillors from each of the Partners who hold the relevant portfolio for waste management. The Member group is supported by two senior officer groups - the Directors group and the Heads of Waste group.

The HWP has no authority over individual services and instead considers matters of strategic importance and opportunities for joint working. It makes recommendations about the long-term development of waste services in pursuit of targets detailed in the 2007 Joint Municipal Waste Management Strategy, objectives and principles detailed in the Hertfordshire Waste Partnership Agreement signed in January 2012 and in response to legislative changes. The HWP unit is jointly funded by the Partners and employs a Partnership Development Manager and a WasteAware Co-ordinator.

WasteAware is the public face of the HWP and concentrates on changing 'waste behaviour' by focusing on the 4Rs, reduction, re-use, recycling and recovery. With particular emphasis on actions before waste is generated the HWP hopes to reduce the amount of waste that needs to be recycled or disposed of.



2. Summary

2.1 Performance 'At a glance' (green represents improvement, red indicates deterioration)

Boroughs & Districts	2015/16	2016/17	Change	Trend
Dry recycling	97,112	102,358	5,246	↑
Re-use	307	255	-52	↓
Composting	108,671	113,087	4,416	↑
Residual waste	219,869	209,092	-10,777	↓
Total...	425,959	424,792	-1,167	↓
Combined Borough Recycling Rate	48.4%	50.8%	2.4%	↑

County Council	2015/16	2016/17	Change	Trend
Dry recycling	33,378	33,377	-1	↓
Re-use	998	1,168	170	↑
Composting	8,123	7,931	-192	↓
Residual waste	25,103	27,403	2,300	↑
Total...	67,602	69,879	2,277	↑
Household Waste Recycling Centre Recycling Rate	62.9%	60.8%	-2.1%	↓

HWP Totals	2015/16	2016/17	Change	Trend
Dry recycling	130,490	135,735	5,245	↑
Re-use	1,305	1,423	118	↑
Composting	116,794	121,018	4,224	↑
Residual waste – EfW	153,131	179,586	26,455	↑
Residual waste – landfill	87,962	52,907	-35,055	↓
Residual waste – other	2,722	3,890	1168	↑
Non Compostable Wastes	1,155	112	-1,043	↓
Total...	493,559	494,671	1,112	↑
HWP overall recycling rate	50.4%	52.2%	1.8%	↑
HWP landfill diversion rate	81.4%	88.5%	7.1%	↑

2.2 Waste Minimisation

The HWP recognised some time ago that the need to minimise / reduce waste long term would be key in measuring the impact of waste reduction messages and other behavioural change activity funded by the partners. For this reason each year the

HWP tracks total waste per household. Long term success measured by this indicator is overall waste levels falling with an increasing percentage recycled. Table 1 below looks at total waste per household over the last seven years.

Table 1: Total household wastes (kilograms per household)

Year	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	HWP
2016/17	923	895	889	904	872	868	861	907	859	821	145	1,024
2015/16	907	895	910	912	875	869	886	927	858	871	141	1,031
2014/15	930	887	906	920	866	869	890	950	855	931	157	1,055
2013/14	919	898	902	923	856	877	857	953	845	962	158	1,056
2012/13	925	898	888	898	869	865	842	929	828	930	125	1,013
2011/12	957	912	913	946	894	874	846	975	861	955	151	1,063
2010/11	951	901	907	926	901	879	861	948	843	1028	149	1,062

source: WasteDataFlow – includes updated figures for previous years where available)

Table 1 shows that total household waste declined in 7 out of the 11 partner authorities during 2016/17 with increases in 3 and no change in 1 authority. However, importantly collectively total household waste per household declined again during 2016/17 to its second lowest level in the last seven years. Reductions were particularly evident in East Herts, Stevenage, Three Rivers and Welwyn Hatfield.

Whilst such reductions per household are to be welcomed, longer term the HWP has to plan for the projected increase in the number of households across the County as a whole. Since the 2015/16 annual report the official number of households has increased by 4270. Similar increases over the next two decades will be equivalent to waste arisings for an entire new district underlining the importance of taking difficult decisions to ensure the County's waste management infrastructure and services are fit for purpose going forward.

2.3 Recycling & Composting

The percentage of household waste recycled (including composting) is a national indicator which the community recognise as a measurement of success and one which features heavily in national and European statistics when it comes to judging the efficacy of regional and national waste management strategies.

Under this context 2016/17 saw all but one of the HWP's partner authorities improve overall levels of recycling with significant increases noted in St Albans and Welwyn Hatfield. In July 2016 St Albans implemented significant

changes to their kerbside waste and recycling services which, in common with a number of other Hertfordshire Authorities, saw the provision of smaller 180 litre bins for residual waste together with a new weekly food waste collection service as well as an enhanced service for mixed dry recyclables.

These changes resulted in St Albans showing the biggest improvement in recycling performance during 2016/17 with the full year effect likely to push St Albans to 60%+ recycling by March 2018.

Table 2: Changes in recycling and composting 2016/17

Authority	2015/16	2016/17	Change
Broxbourne	40.3%	41.1%	+0.8%
Dacorum	49.1%	51.1%	+1.9%
East Herts	48.6%	51.2%	+2.6%
Hertsmere	42.1%	43.4%	+1.6%
North Herts	57.6%	58.9%	+1.3%
St Albans	52.2%	57.5%	+5.4%
Stevenage	39.4%	39.8%	+0.4%
Three Rivers	59.4%	61.9%	+2.5%
Watford	40.1%	42.9%	+2.8%
Wel / Hat	48.5%	53.0%	+4.5%
Herts CC	62.8%	60.8%	-2.4%
HWP	50.4%	52.2%	+1.8%

(source: Hertfordshire Waste Partnership)

Based on the current national reporting framework the impact of these changes is noted in the updated table and graph below with the overall HWP recycling performance now increasing for the fourth year in a row rising to the highest ever achieved by the Partnership.

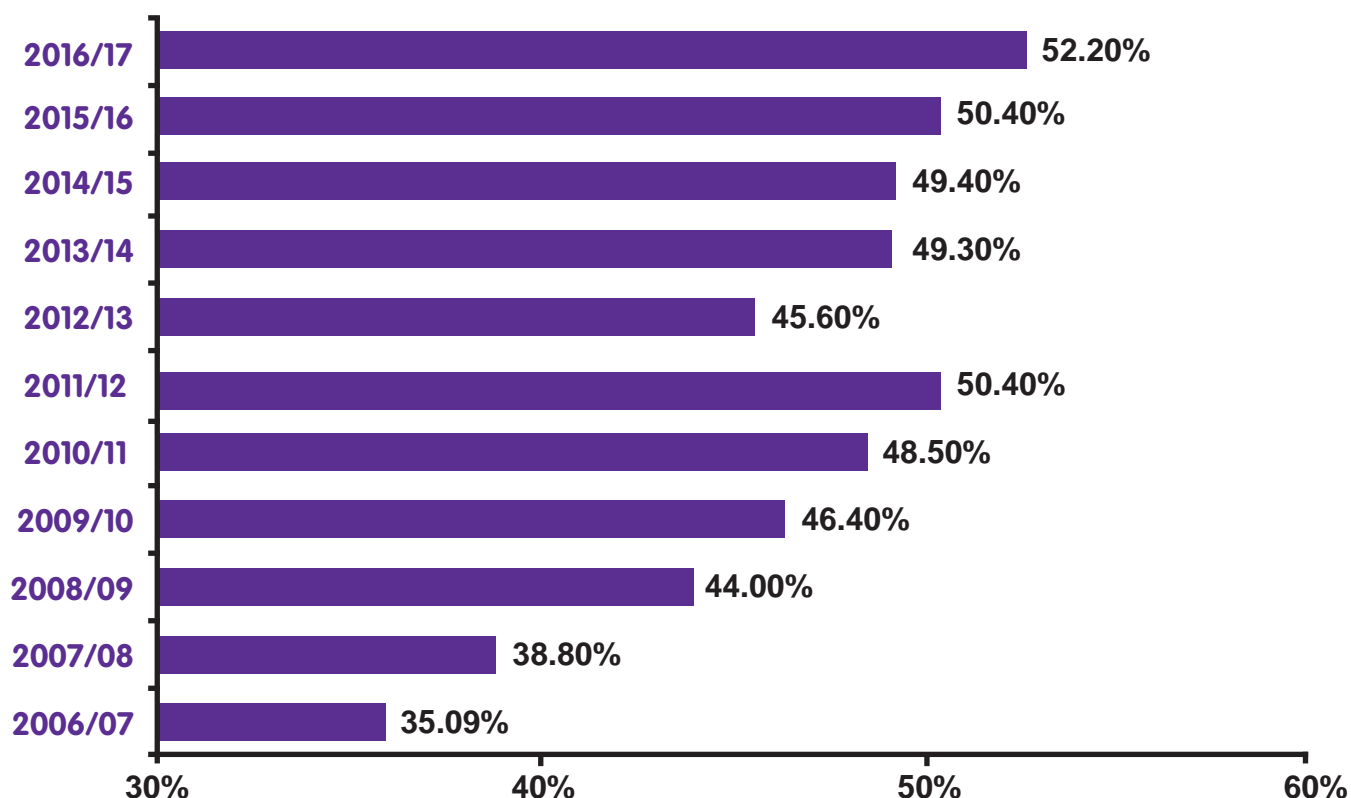
Table 3: Partner Authority and HWP recycling percentages

Year	Broxbourne	Dacorum	East Heris	Hertsmere	North Heris	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	HWP
2016/17	41.1	51.1	51.2	43.4	58.9	57.5	39.8	61.9	42.9	53.0	60.8	52.2
2015/16	40.3	49.1	48.4	42.1	57.6	52.2	39.4	59.4	40.1	48.5	62.8	50.4
2014/15	35.0	46.3	49.5	43.3	58.5	50.4	38.2	63.2	41.7	48.0	57.5	49.4
2013/14	35.0	46.2	48.5	43.2	57.3	47.7	37.4	62.4	40.6	46.6	61.2	49.3
2012/13	34.3	46.8	46.6	40.5	47.3	41.6	36.8	62.0	39.7	43.8	53.0	45.5
2011/12	39.6	46.7	48.4	46.7	49.5	48.3	40.0	60.5	41.2	49.9	67.9	50.4

(source: WasteDataFlow – includes updated figures for previous years where available)

The same data from a HWP perspective can be seen in the graph below:

HWP Recycling Rate - 2006/07 to 2016/17



2.4 Residual Waste

Economic growth, which the UK continues to enjoy, normally sees growth in residual wastes. However, in 2016/17 Hertfordshire saw a continuation of recent trends with a further drop in the amount of residual waste per household collected by the Boroughs and Districts.

Residual household waste is now at its lowest level for the last seven years and for the first time went below 450 kilograms per household. There were particularly significant reductions in East Herts, St Albans, Three Rivers and Welwyn Hatfield.

Table 4: Residual waste per household (kgs)

Year	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	H W P	WCA Average
2016/17	544	438	434	512	358	369	519	346	491	386	57	489.68	440
2015/16	541	455	467	528	371	416	534	377	514	449	52	511.75	465
2014/15	604	476	458	522	359	431	550	350	499	484	67	534.47	473
2013/14	597	483	465	524	367	459	536	358	502	514	60	535.67	480
2012/13	608	477	474	535	458	505	532	353	500	523	47	542.33	496
2011/12	578	486	471	504	451	451	508	385	506	478	49	528.64	482
2010/11	578	471	469	533	450	438	524	466	504	653	46	548.39	509

(source: WasteDataFlow – includes updated figures for previous years where available)

The reduction in residual waste per household translates into a drop in annual tonnage of over 8400 tonnes. At an average cost of £96.79 per tonne (2016/17) this equates to savings in the region of £813,000 which neither have to be raised from Council Tax or potentially diverted from other services.

Looking at this another way 8400 tonnes spread evenly across Hertfordshire's 482,960 households equates to a reduction of only 17.4kgs per household per annum. This underlines the immense value in households across the County making small simple changes that together can have a very significant impact on the cost of managing the County's household waste.

2.5 Diversion from landfill

In addition to recycling and composting the Partnership also makes extensive use of a number of 'out-of-county' energy from waste plants ranging from Edmonton, North London to Ardley in Oxfordshire.

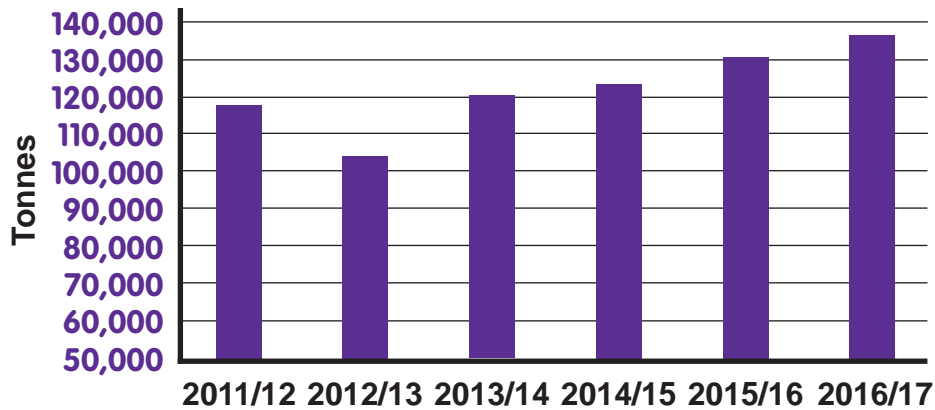
2016/17 saw the full year impact of the interim waste disposal contracts initiated in 2015/16 which delivered further increases in the amount of residual waste sent to energy recovery as noted below:

Table 5: Diversion from landfill

Tonnes	2015/16	2016/17	Change
Recycled	130,490	135,735	+5,245
Composted	116,794	121,018	+118
Re-used	1,305	1,423	+4,224
Energy recovery	153,131	179,586	+26,455
Landfill	87,962	52,907	-35,055
Residual waste (other)	2,722	3,890	1,168
Non-compostables	1,155	112	-1,043
Totals...	493,559	494,671	1,112
Landfill diversion rate	81.4%	88.5%	7.1%

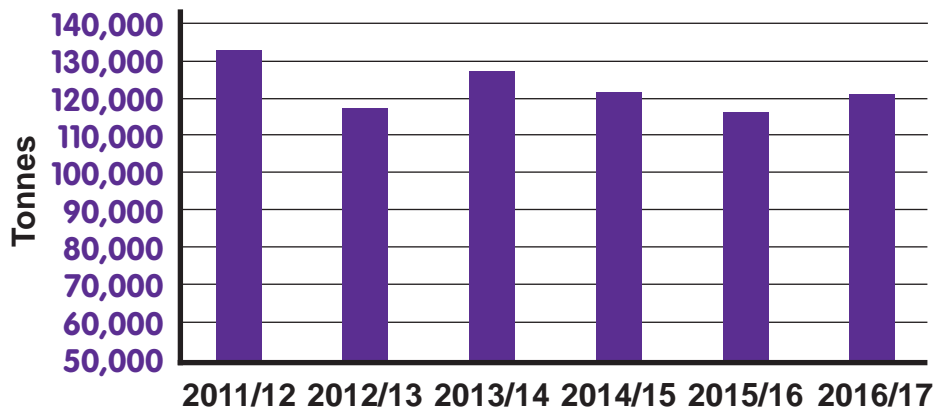
(source: Hertfordshire Waste Partnership)

Dry recycling (inc. re-use) 2011/12 - 2016/17



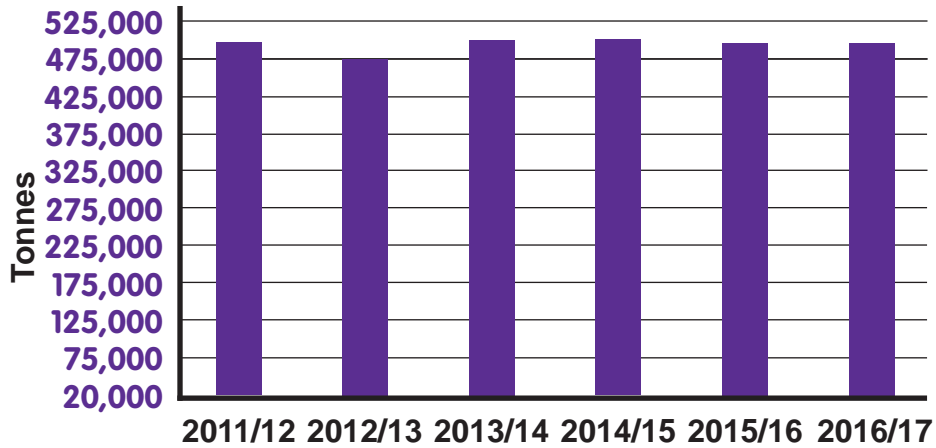
2016/17 continued the trend of recent years with a steady increase in the tonnage of dry recyclables collected for reprocessing. The new St Albans service implemented in July 2016 along with gains in most other HWP Partner Authorities resulted in over 5200 tonnes of additional material being collected. However, at the same anecdotal evidence indicates there is still significant dry recyclables in Hertfordshire's residual waste stream needlessly being sent to either energy recovery or landfill.

Composting 2011/12 - 2016/17



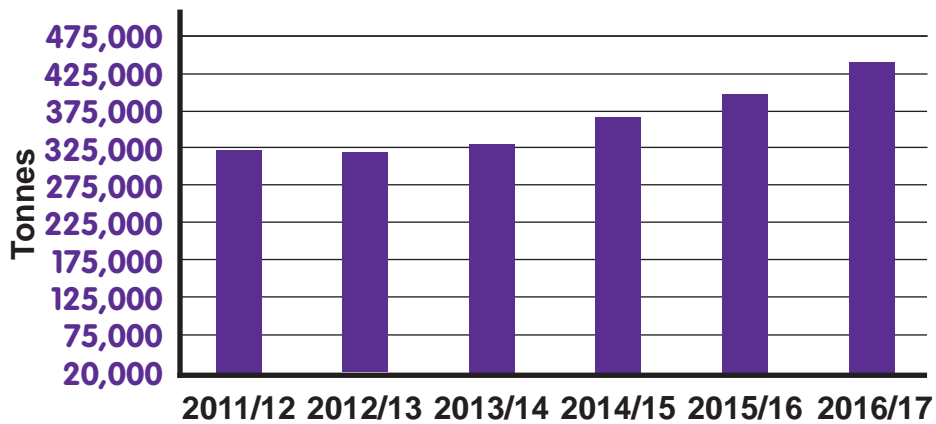
During 2016/17, and reflective of the weather conditions experienced, the amount of organic material (garden waste and food waste) increased. This is especially significant as 2016/17 also saw Three Rivers become Hertfordshire's first Partner Authority to charge for the collection of garden wastes. Two more Hertfordshire Authorities have since followed suit (see 3.1).

Total household waste 2011/12 - 2016/17



As noted above whilst total household waste per household declined, overall tonnages were slightly up on 2015/16 increasing from 493,559 tonnes during to 494,671 tonnes during 2016/17. It should be remembered that these numbers also include tonnages re-used, recycled, composted and recovered. However, they also represent significant net cost to the tax payer underlining the need for an increasing focus on preventing waste in the first place.

Diversion from landfill 2011/12 - 2016/17



In addition to the HWP achieving its highest ever recycling rate 2016/17 also saw further significant increases in the amount of non-recycled residual waste sent for energy recovery; 87,962 tonnes compared to 52,907 tonnes during 2015/16. Together with recycling (135,735 tonnes) and composting (121,018 tonnes) this means that the HWP's overall recovery rate rose to 88.5%. Going forward the HWP needs to focus on diverting as much as possible to recycling and composting.

3. Highlights – 2016/17

3.1 Three Rivers – chargeable garden waste collections

As part of the public sector waste management services provided by Hertfordshire's local authorities are not immune to the impact of on-going reductions in Central Government funding. Yet at the same time the HWP's Partner Authorities are still expected to contribute to national and European waste targets that have to be achieved by 2020.

During 2016/17 these opposing pressures resulted in Three Rivers District Council becoming Hertfordshire's first local authority to introduce charges for the collection of garden waste, having previously implemented separate weekly collections for fully commingled dry recyclables and food wastes.

Having previously consulted with residents, in July 2016, the Authority implemented a £35 per annum charge for the fortnightly collection of garden wastes, discounted in the first year. Although not universally supported, the Three Rivers subscription service has ultimately proved popular with 74% of the applicable households subscribing during 2016/17.

→



Three Rivers new chargeable garden waste service has proved very popular whilst also delivering significant savings for the Authority

One of the important factors behind the success of the implementation was a decision by Three Rivers not to remove bins from non-subscribers straight away. Instead by leaving bins in situ residents were given the chance to explore alternative options for dealing with the garden waste. These ranged from home composting to use of their local HWRC. As such residents were able to form a judgement with respect to the relative merits, convenience and costs associated with each choice with a significant number ultimately deciding to participate in the new service. Consequently Three Rivers experienced a number of 'follow up' surges in the number of residents joining the new service.

As a result of these changes the loss of garden waste tonnage during 2016/17 was minimal with the Authority still sending 10,690 tonnes of garden waste to composting compared to 10,995 tonnes during 2015/16, a reduction of only 2.85%. This potentially indicates that the majority of garden wastes recycled by an individual Authority are likely to come from only 40% – 50% of households. This idea will be further tested when quarter 1 results for 2017/18 become available for Broxbourne and Welwyn Hatfield who implemented similar subscription services in April 2017.

3.2 St Albans – a new waste, recycling and street cleansing service

One of the strengths of the Hertfordshire Waste Partnership is the ability of Partner Authorities to pursue individual approaches to delivering locally agreed recycling targets in excess of current national and European targets.

In 2016/17 this included St Albans City & District Council letting a new contract for waste, recycling and street cleansing services. Although St Albans was already one of the HWP’s higher performing partner

authorities their new contract is predicated on bringing forward plans to achieve 60% recycling.

As such following extensive pre-tender research and as well as consultation with residents the new service prioritised recycling and composting over residual waste collection as demonstrated in the graphic below:

Variant Option C (Recommended Option)



St Albans new waste and recycling service including smaller bins for residual waste, partially commingled dry recyclables plus a dedicated weekly service for food waste.

A sack/reusable bag/box collection service will be offered at properties currently unable to accommodate wheeled bins.

Specifically the approach involved reducing the size of the residual waste collection receptacle to 180 litres per fortnight whilst providing a brand new weekly collection service for food waste thus addressing major concerns by residents with respect to food waste needing to be collected weekly. At the same time the collection service for dry recyclables was simplified into a partially commingled system with cans, plastics and glass collected in one stream and paper and card in the other. The new approach resulted in the following changes in 2016/17.

Table 6 - Quarterly changes in 2016/17 compared to 2015/16

Waste stream	Qtr 1	Qtr 2	Qtr 3	Qtr 4	2016/17
Residual waste	+138	-660	-1295	-824	-2641
Dry Recycling	-58	-122	+818	+297	+935
Organics	+97	+532	+795	+579	+2004

3.3 Scrutiny of Hertfordshire Waste Partnership

As noted previously the HWP is a Partnership with 11 local authority Partners including Hertfordshire's Boroughs and Districts in their capacity as waste collection authorities and the County Council in its capacity as Hertfordshire's Waste Disposal Authority.

Together as a 'waste partnership' during 2016/17 the HWP spent £82.47 million providing waste collection, processing and disposal services to the residents of Hertfordshire. In turn as one would expect, with a level of expenditure only surpassed by services such as education and social services, the County's 'waste budget' comes under regular scrutiny from both inside and outside the HWP. 2016/17 was no exception with the County Council's Overview & Scrutiny Committee (OSC) electing to undertake its own review of the HWP.

Specifically the aim of the review was to understand and test the current service delivery model for waste management under the context of current and future challenges. To do this the OSC posed a number of specific questions with evidence sought from the Partner Authorities at both officer and Members levels. In addition a number of external stakeholders were also invited to give evidence and included organisations such as the Environmental Services Association as well as Improvement East which is part of the Local Government Association. In recognising the progress made by the HWP the OSC noted that for the most part waste management services provided by individual authorities were still being developed in isolation resulting in the potential for joint procurement, efficiencies, savings and the upwards equalisation of standards through joint working being lost. Consequently the OSC concluded that the HWP has not sufficiently evolved and therefore was missing opportunities to deliver better services based on whole service cost thinking.



Independent scrutiny of the HWP is always welcome

Specifically the OSC noted:

- There are undoubtedly barriers to overcome to ensure more effective working. As such the OSC suggested a commitment from all the HWP authorities to develop a fresh approach based on pursuing net overall savings for the Hertfordshire taxpayer.
- The OSC were not aware that shared contracts could be sufficiently flexible to respond to the local priorities of the participating authorities. Members regarded this as a key finding of the scrutiny.
- The OSC noted that the HWP had developed a number of joint working initiatives and suggested that these should be developed into case studies to assist partners think through options for future arrangements.

However, the OSC also noted that difficult decisions would require solid Member support to carry them through. General concern was expressed that previous reviews were not embraced by the HWP and the information was not adequately shared with Members outside of the Partnership. It was therefore difficult for local members to challenge existing arrangements without clear and impartial information. In light of the findings the review also recommended that the Herts Leaders Group consider enhancing the role and structure of the HWP Member Group to formalise their involvement in all future procurement and management activity linked to the provision of waste collection, recycling and disposal services.

3.4 Supporting Hertfordshire Fire & Rescue and the Firefighters Charity

In early 2013 the HWP was asked to review the operation of a textile bank network operated by the Firefighters Charity that was raising money from textiles recycled at a number of fire stations across the County.

At the time the review concluded that the income derived could be significantly increased if their operation was integrated into the HWP's existing textile consortium which provides textile recycling banks at approximately 140 sites across the County. The new arrangements were implemented in April 2013. By the end of March 2017 the total amount of money raised over the preceding 4 years had risen to over **£20,000** and as of August 2017 had risen to over **£23,000**.

The Firefighters Charity was originally formed during the Second World War to support the bereaved families of firefighters who had died during the Blitz. In 2015/16 the Charity supported 5,107 individuals – three per cent more than in 2014/15. This figure is rising year on year and the Charity is committed to supporting as many beneficiaries as it possibly can at its centres and within local communities across the UK. However, in order to do this it is essential that their income each year – from voluntary donations and fundraising – matches the cost of delivering the vital services the Charity provides. For those wishing to help you can recycle your unwanted clothes and textiles at the following fire stations:



Firefighters Charity representative, Mr Kevin Biles, receiving a cheque for £20,000 from Commander Steve Holton Hertfordshire Fire & Rescue with FRS colleagues from Baldock & Letchworth

- Baldock & Letchworth
- Bishops Stortford
- Borehamwood
- Hatfield
- Hemel Hempstead

- Hitchin
- Potters Bar
- Redbourn
- Rickmansworth
- St Albans

- Ware
- Watford
- Welwyn
- Welwyn Garden City
- Tring

3.5 Brexit – what could this mean for Hertfordshire’s Waste Management Services

The vast majority of the rules and regulations that govern the UK’s waste management operations originate in the European Union.

In addition to basic requirements concerning protection of the public health most relevant to the services provided by the HWP’s Partner Authorities are European laws and directives concerning waste, recycling, composting, recovery and disposal. These legislative drivers have resulted in the adoption of stringent targets for reducing reliance on landfill as well as improving recycling.

Against this backdrop and in common with their European counterparts, through the 2000s, the UK’s local authorities put together new waste strategies which showed how they intended to address targets arising from the legislation. In response, and supported by mechanisms such as the private finance initiative and landfill tax escalator, the UK’s waste management sector invested heavily in new facilities ranging from composting plants to materials recycling facilities to energy from waste plants. Such developments helped the UK to start moving from its historic over reliance on landfill. As illustrated in section 2 of this report the HWP rose to the challenge and 2016/17 posted its best ever results with respect to recycling at 52.2% compared to an UK / EU target of 50% by 2020, which in turn contributed to an overall landfill diversion rate of 88.5%, again the best ever achieved by the HWP.

However, with the UK due to leave the EU the Partnership is currently working with other UK, waste partnerships as well as various technical and professional bodies to both understand and influence what the UK government intends to put in place as a framework which will give the sector the confidence to channel further significant investment in pursuit of improving environmental performance.

Key among the sectors considerations will be what influence and impact the EU’s Circular Economy Directive might have on the UK, especially as part of any Brexit deal linked to a longer term trading relationship.

The need for transition from historical and wasteful linear economic models towards more circular constructs is a principle now well understood. As such whilst wide ranging with respect to its potential implications, it is anticipated that the EU’s Circular Economy Directive could result in significant new targets for recycling in general, and more specifically food waste and litter.

The Directive has and continues to be the subject of significant debate in both European Council and separately the European Parliament. Both institutions have reached different perspectives with respect to what the final Directive should include.

Consequently in line with the normal EU legislative process both are now engaged in the trilogue stage which will result in the differing positions being reconciled prior to a final Directive emerging towards the end of 2017. Taking the above into account the UK Government expects formal adoption by 2018. Following adoption by the EU, and of course subject to the impact of Brexit, transposition is anticipated to take up to 2 years



Brexit is presenting difficult challenges for the UKs waste management sector

Therefore remembering that there are range of unknowns to potentially deal with Table 7 below summarises the key potential targets and what this could mean for the Partnership and the services provided to Hertfordshire’s residents:

Table 7 - EU Circular Economy Directive – summary of main issues

Circular Economy Directive (CED)	HWP Commentary
<p>1. 60% - 70% recycling target by 2030</p>	<p>The European Council and European Parliament have suggested new recycling targets ranging from 60% to 70% by 2030; with the Parliament favouring the higher end of the scale. It would also appear that the targets will continue to be weight based despite a number of stakeholders suggesting the need for carbon based targets.</p> <p>The CED is also supposed to finally resolve long standing issues with respect to how EU Member states calculate recycling rates. 4 methods are currently used across the EU with 2 based on municipal waste and 2 based on household waste. Which method is finally chosen could have a significant impact on the levels of recycling reported.</p> <p>Subject to the final targets, method of calculation, and relative to the HWP’s performance in 2016/17 the CED could require new initiatives to capture between 38,000 – 88,000 tonnes of additional waste for recycling and composting (baseline 2016/17).</p> <p>To achieve such targets the HWP’s Partner Authorities would need to consider developments such as smaller bins for residual waste emphasising the need to prevent waste in the first place; comprehensive weekly recycling services; and separately weekly collections for food waste.</p>
<p>2. Reducing landfill to 10% by 2030</p>	<p>In 2016/17, through its extensive recycling, composting and energy from waste programmes the HWP diverted 88.5% of household waste from landfill. Therefore ostensibly a 10% landfill target by 2030 should not present much of an issue for the Partnership as a whole.</p> <p>However, in addition to the HWP’s current and extensive range of recycling and composting services the Partnership’s current use of energy from waste is based on a number of interim contracts using facilities based outside the County. As such it is no means certain whether or not capacity could be secured long term should the County Council’s plans for an ‘in-County’ solution not come to fruition.</p>
<p>3. Separate collection of ‘bio-waste’ by 2020</p>	<p>On average 30% of the average residual waste bin in Hertfordshire is food waste. At current prices this is costing tax payers in excess of £6.5 million per annum to dispose of compared to lower cost alternatives that can contribute to both energy generation needs as well as landfill diversion.</p> <p>With similar issues across most of the EU the CED is being seen as an opportunity to tackle this by introducing new requirements for the introduction of bio waste collection services and could result in a statutory requirement to provide dedicated food waste collections.</p>

3.6 Broxbourne - new separate weekly food waste collection service

One of Broxbourne's corporate objectives is to reduce residual waste and divert more waste to recycling. In keeping with this aim, in March 2017 the Authority introduced separate weekly food waste collections as part of its core kerbside service provision.

Residual tonnages significantly reduced following a change to the waste service in October 2015, whereby 180 litre black wheeled bins were introduced on a fortnightly collection frequency replacing a weekly sack collection service. At the same time residents were issued with an additional 55 litre recycling box for mixed paper and cardboard recycling. The kerbside offer now includes:

Week 1: Food waste (from a 23 litre caddy), paper and cardboard, plastics and cans and mixed glass (from three 55 litre kerbside boxes) and residual waste (from a 180 litre wheeled bin).

Week 2: Food waste (from a 23 litre caddy) and green waste collection (from a 240 litre wheeled bin - chargeable service).

Broxbourne improved the waste collection service it offers which is available to 32,000 of its residents in 2016/17 by introducing a weekly food waste collection service. Food waste is collected in a 23 litre brown kerbside caddy. It was initially anticipated that at least 2,000 tonnes of recyclable food waste per annum would be collected however this target is being exceeded at the time of writing.



Broxbourne's new food waste collection service in operation

It is projected over 2,000 tonnes of Broxbourne's food waste will be processed at Agrivert's Anaerobic Digestion plant in Colney Heath, Hertfordshire. The methane gas produced from the food waste will power on-site generators to feed electricity into the National Grid. Combined with food waste from other councils, this process will generate enough green electricity to meet the needs of 6,000 households. The process also creates a nutrient rich fertiliser which will be used by local farmers in Hertfordshire. The full weekly service commenced on 3 April 2017 and after circa six months of



Broxbourne is now one of 4 Hertfordshire Authorities to provide dedicated weekly collections for food waste

weekly food waste collections 1,485 tonnes of food waste has been collected which is an average of circa 60 tonnes per week.

From April 2017, Broxbourne will introduce an annual charge for its green waste collection service. In accordance with Controlled Waste Regulations 2012 (Schedule 1;(4)) the Council is not obliged to offer a free service for the collection of green waste. However, rather than withdrawing the

green waste collection service, the Council has decided to follow the example of many other authorities and will offer residents the opportunity to pay a small charge for the service. Residents who do not wish to use the service can, home compost, or take their green waste to one of the Household Waste Recycling Centres in the Borough (Turnford or Hoddesdon) free of charge.

4. WasteAware Campaign – 2016/17

4.1 Waste Electrical & Electronic Equipment – take back events

2016/17 began with the launch of a series of waste electrical and electronic equipment (WEEE) take back events across Hertfordshire. The initiative was made possible as a result of a successful bid to a special innovation fund setup by the Department for Business, Innovation & Skills to test different ways to re-use and recycle WEEE. The bid, involving both Hertfordshire and Cambridgeshire County Councils as well as the boroughs and districts from both areas, resulted in an award of £91,000.

The first step was the creation of a joint project team made up of officers from each of the 17 Partner Authorities working together to organise a series of take back events that had to be co-ordinated across both areas.

These were supported by relevant communications material, promotional activity and equipment. 14 events were held across Hertfordshire from April to October, collecting over 59 tonnes of electrical items.

Cambridgeshire held a total of 6 events collecting over 9 tonnes.

Residents attending events were pleased to be able to bring their unwanted WEEE to a location that was more convenient to them and many requested that they become a regular event. The inclusion of re-use for working items also appeared to be a motivating factor for a number of residents.

Ultimately some events were more successful than others. It was noted that more than one factor appeared to influence the success of the events such as proximity to a Household Waste Recycling Centre or events held in more rural locations. The vagaries of the British weather also impacted on a number of events.

Electrical reuse and recycling event

Bring along anything with a plug or battery

such as washing machines, TVs, laptops and hair dryers.

Items can be broken or in working condition and will either be reused or recycled where possible.

Bring it Don't bin it

Contact us for more details: 0300 1234 051 | wasteaware@hertfordshire.gov.uk | www.wasteaware.org.uk

One of the promotional posters used to promote the WEEE take back events

Out of the 68 tonnes collected just over 1 tonne was successfully repaired and reused. Whilst this was much lower than expected, analysis showed that the majority of items brought by residents were obsolete, broken, in poor condition or did not come up to modern safety standards meaning that reuse was not viable in the majority of cases.

However, on a more positive note a selection of reused items including Dyson vacuum cleaners, televisions and steam irons were donated to two charities operating in Hertfordshire. These included FReSch in Welwyn Garden City and Nine Lives in Rickmansworth. The two charities, both furniture recycling schemes, sell good quality second hand furniture and electrical items. This includes to customers on means tested benefits who receive a discount which hugely helps people who are struggling financially to obtain the furniture and electrical items they need at low cost.

4.2 Schools WEEE Collections

The free collections for Hertfordshire schools, offered through our partner organisation European Waste Platform (ERP) continued to be extremely popular during 2016/17. In association with ERP, WasteAware, which is the public face of the HWP, arranged for anything with a plug or battery to be collected free of charge from schools in Hertfordshire; so long as there were 10 or more items offered for collection.

Over the 6 years that collections have taken place 40,822 items have been collected totalling 321.15 tonnes which is the same weight as just over 26 route master buses! In September 2016 alone, 115 schools booked collections, with a total of 4090 electrical items collected weighing in at 28.42 tonnes: a 14.43% increase on the amount collected when the event was last run in March 2015.



Cllr Richard Thake, Chairman of the HWP during 2016/17 at one of the take back events in Hemel Hempstead

Going forward social media will be the main avenue for raising awareness on prevention and recycling of WEEE particularly at key times of the year such as in November (Black Friday) and January when residents might be getting rid of items following the festive season.

This suggests schools are becoming more familiar with the items accepted through these collections and wish to take advantage of something that could otherwise result in significant waste disposal costs being incurred. At the time of writing a change in funding criteria outside the control of the HWP has resulted in the scheme being put on hold whilst the Partnership explores alternative ways to deliver the initiative.

4.3 HWP Social Media

Recognising the increasing growth of social media 2016/17 saw more emphasis placed on utilising and experimenting with HWP social media platforms. Followers and 'likes' of both our Facebook page and Twitter account continued to grow throughout the year as a result of boosting posts, competitions, piggy backing off national campaigns and establishing improved links with community groups a nd borough and district councils.

The table overleaf summarises activity of the HWP's Facebook and Twitter feeds during 2016/17 with the 'reach' of both platforms being particularly important. The HWP's use of social media is becoming increasingly more sophisticated as it adapts to target specific audiences and locations through boosted posted as well as techniques such as 'web seeding'.

Table 6: HWP Social Media – Reach & Engagement

	Facebook			Twitter		
	Reach	Engaged	End of Month 'Likes'	Reach	Engaged	End of Month 'Follows'
April	8,725	258	253 (+33)	13,900	300	1480 (+11)
May	1,407	91	272 (19)	8,943	309	1487 (+7)
June	986	57	273 (+1)	8,625	322	1507 (+20)
July	1,119	96	276 (+3)	4,189	153	1512 (+5)
August	1,148	85	281 (+5)	4,534	174	1516 (+4)
September	768	46	282 (1)	2,427	161	1527 (+11)
October	1,269	99	293 (+11)	4,578	342	1532 (+5)
November	1,615	138	296 (+3)	25,400	613	1551 (+19)
December	14,125	588	388 (+92)	33,100	815	1562 (+11)
January	3,837	167	391 (+3)	9,573	427	1577 (+15)
February	7,369	347	409 (+18)	6,386	9	1586 (+9)
March	12,746	422	424 (+15)	17,600	360	1588 (+2)
TOTAL	55,114	2,394	424 (+204)	139,255	3,985	1588 (119)

Whilst the results show increases in the reach across both Facebook and Twitter compared to the previous year, at 37% and 27% respectively, Facebook has been the more successful with a 58% increase in 'likes' of the page.

Even though the HWP has more followers on Twitter it is worth noting, that as the 'average life' of a 'Tweet' is 20 minutes, this platform is more appropriate for short sharp

messages designed for the 'here and now' such as providing important information such as changes to collection services during inclement weather to disruption at the Household Waste Recycling Centres. Facebook is used for longer lasting messages and therefore is more appropriate for engagement and delivery of campaigns

The Facebooks reach, engagement and 'likes' increases seen in April, December,

TWEET HIGHLIGHTS

Top Tweet earned 2,168 impressions

Leaving out certain items from your recycling bins at home is just as important as putting the right ones in! #RecycleRight twitter.com/recycle_now/st...

ts 4 2

View Tweet activity

View all Tweet activity

Top Follower followed by 3,266 people



My St Albans

@StAlbansHistory Follows you

St Albans/Hertfordshire. People. Nostalgia. Businesses. Hospitals/Police re-tweets. Happy to re-tweet / FB to 8731 local people. St A resident since 1957. Raff

View profile

View followers dashboard

Top mention earned 23 engagements



Herts County Council

@hertsc - Jan 31

Thinking of an early spring clean? A visit to the tip? Some top tip tips #Hertfordshire @HertsWasteAware pic.twitter.com/EeymqY062Q



ts 3 3

View Tweet

Top media Tweet earned 1,756 impressions

Be a litter hero, keep #Hertfordshire tidy, sign up to The Great British Spring Clean thegreatbritishspringclean.org.uk @KeepBritainTidy pic.twitter.com/EL7f5lJ9Xw

Social media is a vital part of the HWP's communications toolkit.

February and March are as a result of using paid boosting and links to national weeks / themes. Likewise, competitions / giveaways are a notable success for 2016/17 providing a vehicle for followers to engage with our messages and take action - total reach for all three competitions run for Christmas, Valentines Day and National Book Week was 19,111 gaining a total of 75 new likes on the page, equating to 36% of the total of new page likes for the year. Levels of engagement (measured by, likes, post clicks, shares and comments) rose by 30% on Facebook since last year demonstrating that our followers are increasingly responding and reacting to our messages. Increased engagement leads to wider reach and greater impact. Competitions / giveaways are also a useful tool for obtaining new content ideas and using entries / suggestions for posts as shown below.



Social media has become a crucial aspect of any campaign, especially as it is cheaper and provides better value for money than other more traditional methods. It is an invaluable tool in targeting campaigns at specific audiences which are trackable. It also invites engagement in a more informal way which reflects a channel shift in how our residents access information, contact us and give feedback. Whilst this is a positive development it brings with it added pressures on resources, and at times, is a challenge in managing resident's expectations.

The fact that there are around 36 million Facebook users and over 14 million Twitter users in the UK means that social media must continue to be integrated into all future campaigns. The HWP will continue to expand and innovate in its use of social media during 2017/18 by providing engaging content.

4.4 Real Nappies

The real nappy starter kit launched in 2015 continues to be popular for new and expectant parents with 2016/17 seeing a 30% rise in applications. Across the same period claims for the real nappy reward have reduced by 40%.

This highlights the relative ease of applying for a kit with promotional materials that are geared towards the starter kit encouraging prospective parents to 'try before you buy'. The real nappy claim on the other hand is designed as a thank you for those who have already bought real nappies.

Dacorum and North Herts with 77 and 70 applications respectively. North Herts has an active nappy library and Dacorum is proactive in promotion of the scheme with appropriate target groups such as pregnancy yoga classes.

Although the number of applicants for the starter kit has increased, it was recognised during 2016/17, that a survey would be useful for feedback and evaluation of the scheme as well as help to inform future communications.

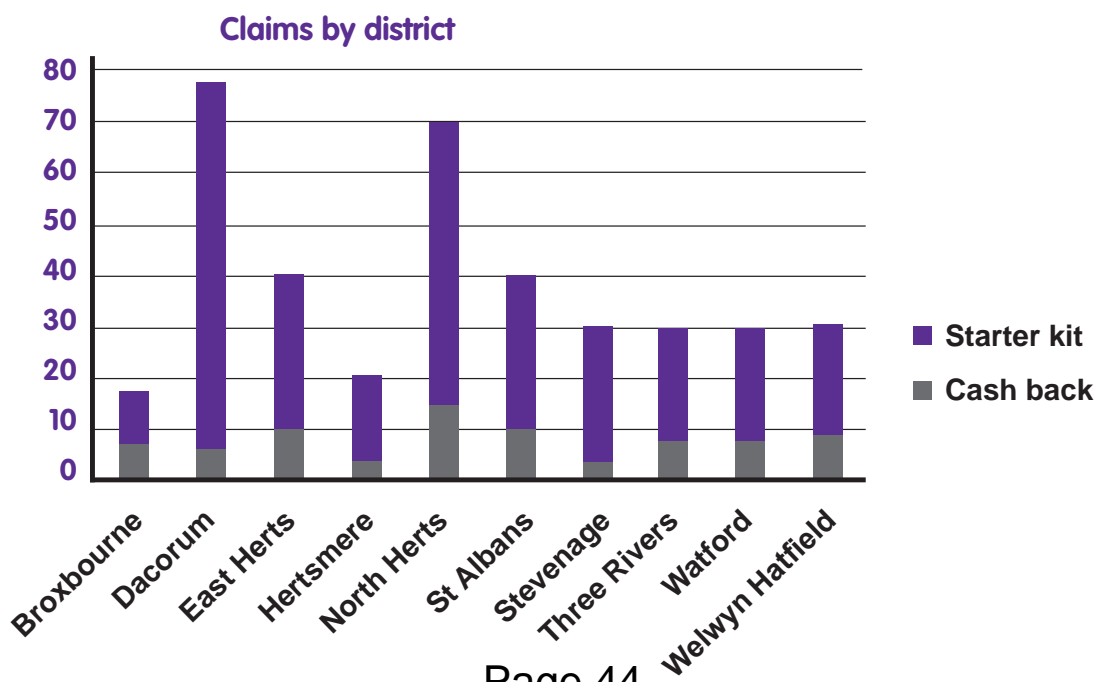
Significantly the results from the survey revealed that over half of respondents had been considering using real nappies with the starter kit ultimately convincing them to try. This is a significant number of families, who without the starter kit, may have ended up using disposables.

In addition twice as many considered real nappies during pregnancy, than those who considered it after the baby was born. Many said they were using real nappies in conjunction with disposables and some said they had given up as they were struggling with washing. The survey was a useful exercise with the results being used during 2017/18 to:

Table 8

	Real nappy reward claims	Starter Kit	Total
2011/12	208	n/a	208
2012/13	199	n/a	199
2013/14	198	n/a	198
2014/15	201	n/a	201
2015/16	131	229	360
2016/17	78	310	388

Applications vary from district to district, with applications largely dependent on how pro-active local promotion is. The highest number of applications were received from



- Target promotions to pregnancy groups and classes to promote real nappies before birth.
- Use Facebook to target demographics with eco interests that fit with the use of real nappies such as breast feeding, Doula's, pregnancy yoga, baby slings, baby massage, and those involved in National Childbirth Trust activities.
- Promote the message that using real nappies does not have to be an all or

nothing choice; instead using disposables when out and about for convenience and real nappies at home but also emphasising each time you chose real nappies its saves waste from landfill.

- Improve sign posting to those who need advice.
- Carry out a review of the scheme including research into other options such as offering vouchers.

4.5 School Education Visits

As part of the County Council's Household Waste Recycling Centre contract, the service provider Amey PLC provides an education officer tasked with visiting schools across Hertfordshire to discuss issues related to recycling and the wider environment.

During 2016/17 37 such visits took place delivering whole school assemblies and class workshops on waste education. Children are taught about the value of resources and how they can do their bit by carrying out the 3 R's - reducing, reusing and recycling. The workshops are hands on and interactive and children are encouraged to carry on their recycling expertise into the home, as well as recycling what they can at school.



A primary school visit by Amey's education officer

4.6 WasteAware at the Herts County Show

Topical as ever, 2016/17 saw food waste gaining coverage nationally with companies such as Tesco and Sainsbury's and TV celebrities such as Hugh Fearnley-Whittingstall helping to increase the profile and impact of food waste reduction messages.

Utilising this momentum, Love Food Hate Waste (LFHW) messages formed the theme and backdrop for the WasteAware stand at the 2016/17 county show stall providing interaction with the public through a bean bag throwing game, survey and LFHW giveaways including rice scoops, spaghetti measurers and a magnetic shopping list



The HWPs combined meal planner and shopping list is magnetised for sticking on your fridge

EVERY Tea Bag Counts



If every household in Hertfordshire recycled just **ONE** tea bag per week we could divert over **350 tonnes** from disposal each year, saving at least **£20,000** of council taxpayers' money!

Your old tea bags could power the kettle for your next cuppa



Collected food waste is recycled into energy for our homes and fertiliser for crops

Recycle ALL your food waste!

www.wasteaware.org.uk
 0300 1234 051   WasteAware



2016/17's Every Tea Bag counts campaign. Small changes make a big difference

and meal planner. The giveaways were particularly popular and designed to help residents actively engage with these messages and make changes in their routines at home.

Whilst food waste prevention messages remain a priority, statistics published by WRAP during 2016/17 highlighted that 7.3 million tonnes of food from households was still being thrown away with only 0.5 million tonnes recycled. This, coupled with the statistics taken from a Hertfordshire wide compositional analysis carried out in May 2015, that showed over 30% of the contents of residual bins being food waste, made it clear that food waste recycling had

to be tackled. Launched with an advert in the November edition of Horizons the campaign focussed on an 'Every Tea Bag' counts message recognising that even small amounts of food waste can make a difference, this was supported by posts on social media and a campaign page on the WasteAware website.

Although engagement with these messages achieved good results the group started to consider a broader scope to the campaign to cover a range of messages and assets that could be used locally to promote food waste recycling – more about this in next year's review!

5. Fly Tipping in Hertfordshire

5.1. The Hertfordshire Fly Tipping Group

By early 2016 the issue of fly tipping had been firmly re-established as a key priority for both national and local government. As a consequence the HWP Member Board, which consists of the Cabinet Members with responsibility for waste management services and the wider environment in each of the Partner Authorities, agreed that the HWP should assume responsibility for the Hertfordshire Fly Tipping Group (FTG).

The aim of the FTG, which meets quarterly, is to reduce and prevent fly tipping across Hertfordshire by bringing all relevant agencies together. It seeks to adopt an approach which is both strategic whilst also supporting frontline enforcement action against fly tippers

The Group's objectives are:

- To provide a policy forum for development and review of fly tipping issues.
- To ensure there are clear reporting processes between local authorities, housing authorities, the Police and the Hertfordshire Fire and Rescue Service.
- To encourage private land owners to report fly tipping to their local authority.
- To encourage timely, accurate and appropriate information sharing between partners tackling fly tipping.

5.2 Fly Tipping in numbers

During 2015/16 there were 14,710 reported instances of fly tipping in Hertfordshire. By the end of 2016/17 this number had grown to 15,216. However, whilst portrayals in the media give the impression that fly tipping is as a result of deliberate actions by rogue traders, which do of course take place; approximately two thirds of the fly tipping across the County is actually domestic in nature and stems from actions taken by

- To ensure good communication between agencies to progress investigations in a timely manner.
- To co-ordinate opportunities to capture and analyse data to inform problem profiling and strategic needs assessments.
- To initiate and support opportunities for joint agency operations.
- Sharing and co-ordinating crime prevention opportunities.
- Assisting in sharing good practice and national updates.
- To develop and maintain a media plan for the FTG to raise awareness of the problem, to promote the initiatives and successful prosecutions, to reassure the public that the crime of fly-tipping is being addressed and to act as a deterrent to perpetrators.

The Group is facilitated and chaired by the HWP's Partnership Development Manager and includes Hertfordshire's borough and district councils, the county council, the Hertfordshire Constabulary, the Office of the Police & Crime Commissioner, Hertfordshire Fire & Rescue, the Environment Agency, the National Farmers Union and M25 Connect. The group is also regularly supported by Keep Britain Tidy.

individuals who mostly do not consider what they are doing to be fly tipping.

Table 9 below shows reported fly tipping numbers in Hertfordshire from the last 3 years broken down into nationally set reporting categories which have been analysed in percentage terms to reflect their contribution to each year's total:

Table 9 – Fly Tipping

	2014/15	2015/16	2016/17
Animal Carcass	0.32%	0.12%	0.04%
Green	3.70%	2.85%	2.58%
Vehicle Parts	0.81%	0.97%	0.85%
White goods	4.59%	6.35%	6.72%
Other electrical	1.73%	2.13%	2.07%
Tyres	3.04%	1.29%	1.19%
Asbestos	0.93%	0.54%	0.41%
Clinical	0.14%	0.05%	0.04%
Constr / Demo / Exc	10.50%	9.68%	8.91%
Black bags – commercial	0.75%	0.45%	1.14%
Black bags – household	17.15%	18.80%	17.30%
Chemical drums, oil, fuel	0.49%	0.41%	0.51%
Other household waste	45.13%	49.55%	50.81%
Other commercial waste	3.04%	2.81%	2.16%
Other (unidentified)	7.67%	4.02%	5.26%
Total percentage	100.0%	100.0%	100.0%
Total number of incidents	12,481	14,716	15,216
Total domestic	62.29%	68.35%	68.11%

Taking the numbers noted above and the fact that 60% – 70% of the annual totals are shown to be domestic in nature indicates that the majority of fly tipping takes place when domestic waste ‘leaks’ from established waste management systems including domestic refuse collections, bulky household waste collections or Household Waste Recycling Centres.

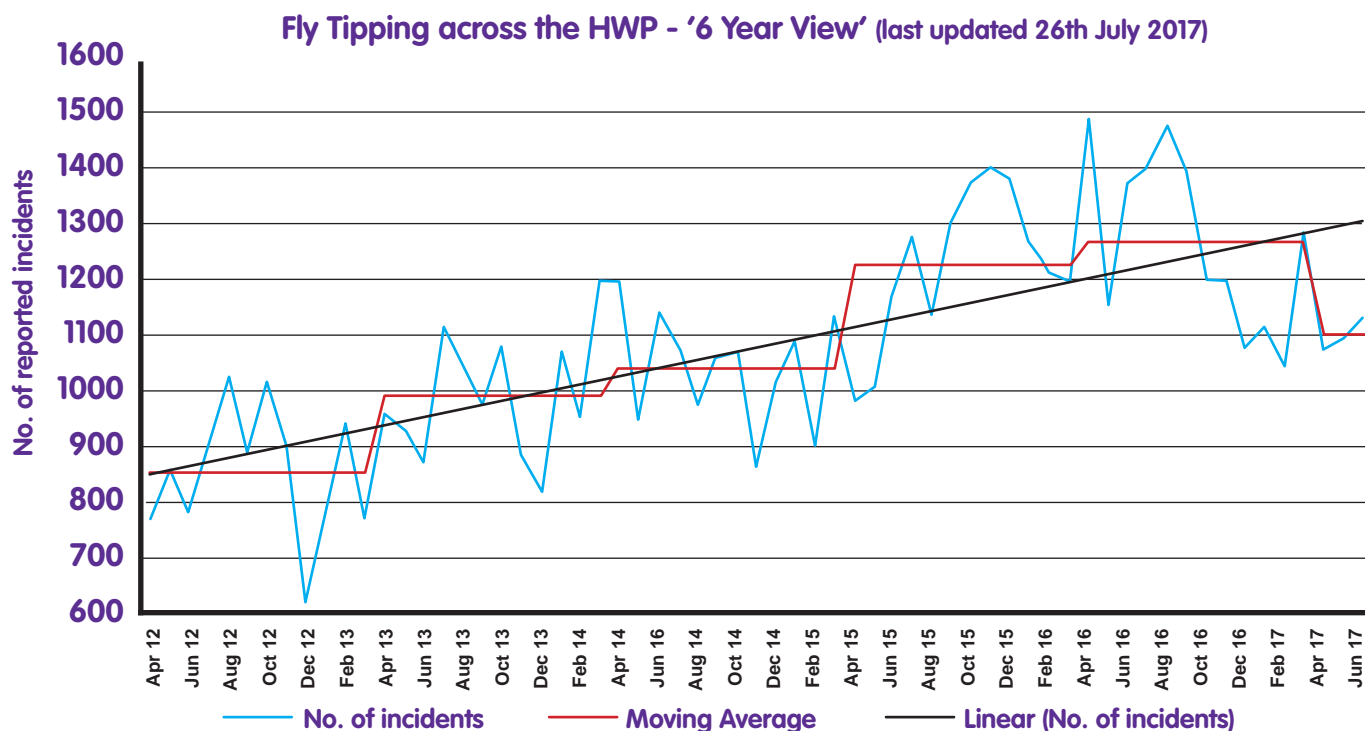
5.3. The Historic Trend

In common with the rest of the UK, borough and district councils in Hertfordshire have a duty to deal with fly tipping. This includes the submission of monthly reports to the Government’s Wastedataflow database. These reports break down fly tipping numbers into type and size.

In response to this towards the end of 2016/17 the HWP’s Partner Authorities in association with Keep Britain Tidy initiated a research project to examine why fly tipping takes place by looking at people’s ‘waste behaviours’ and contributing factors that explain the numbers being recorded. Once finalised the research should then lead to a second project that will concentrate on identifying appropriate interventions to prevent such behaviours taking place in the first place.

However, no such reporting requirements exist for fly tipping on private land. Such incidents can be included in the borough and district submissions, but only if private landowners are able to provide the relevant information. Therefore the most accurate record we have of fly tipping in Hertfordshire

are the numbers submitted by the boroughs and districts. Based on these the historic picture in Hertfordshire is shown below:



The graph shows recorded fly tipping incidents from April 2012 to June 2017. Whilst the long term linear trend reflects an increase in numbers there has been an encouraging start to 2017/18 with fly tipping reports significantly below the numbers recorded in 2016. In fact in the 9 months from October 2016 to June 2017 fly tipping reduced in all but 1 month. Further analysis will be included in next year’s annual report.

5.4. Working with Hertfordshire’s Police & Crime Commissioner

Since the introduction of the National Crime Recording guidelines the Constabulary has seen an increase in the number of crimes recorded for fly tip offences, particularly in some areas. The Police and Crime Commissioner’s Police and Crime Plan highlights fly tipping as one of the ‘... challenges that blight rural communities...’ and at least one local policing team has fly tipping as a local priority.

However, even though the FTG is now part of the wider Hertfordshire Waste Partnership it has no dedicated revenue funding or full time staff to facilitate the work of the group. Instead the work of the group is carried out by individuals from a range of organisations who recognise the value of working together to address a county wide problem.

This Partnership approach has been recognised by Hertfordshire’s Police & Crime Commissioner (PCC) as a potential delivery mechanism for channelling new investment to tackle fly tipping. This has meant support for initiatives that otherwise had no alternative means of funding.

Following discussions in early 2016 working with the PCC’s office as well as the Hertfordshire Constabulary a total of £82,261 of funding was provided to the FTG which then attracted £33,000 of match funding from the boroughs and districts. The money was channelled into a series of projects designed to enhancing the County’s overall approach to fly tipping as shown in Table 10 below:

Table 10: PCC funded fly tipping projects in 2016/17

	Project Total	Description
Broxbourne	£40,000	CCTV Cameras at NRC hotspots
East Herts (1)	£20,440	Crime Not To Care campaign
East Herts (2)	£3,995	CCTV cameras
Hertsmere & St Albans	£1,000	Low light ANPR CCTV Camera
North Herts	£28,837	Enforcement Academy
Three Rivers (1)	£1,847	Awareness Campaign
Three Rivers (2)	£14,066	Enforcement capability – hand held devices
Welwyn Hatfield	£5256	Hard landscaping to prevent fly tipping
Sub total...	£115,441	

(source: Hertfordshire Fly Tipping Group)

The projects noted above range from the purchase of new equipment; to the funding of new local awareness / behavioural change programs; through to a bespoke training for environmental enforcement officers to improve the quality of enforcement action. Further funding from the PCC’s office has been secured during 2017/18 and will be reported on next year.



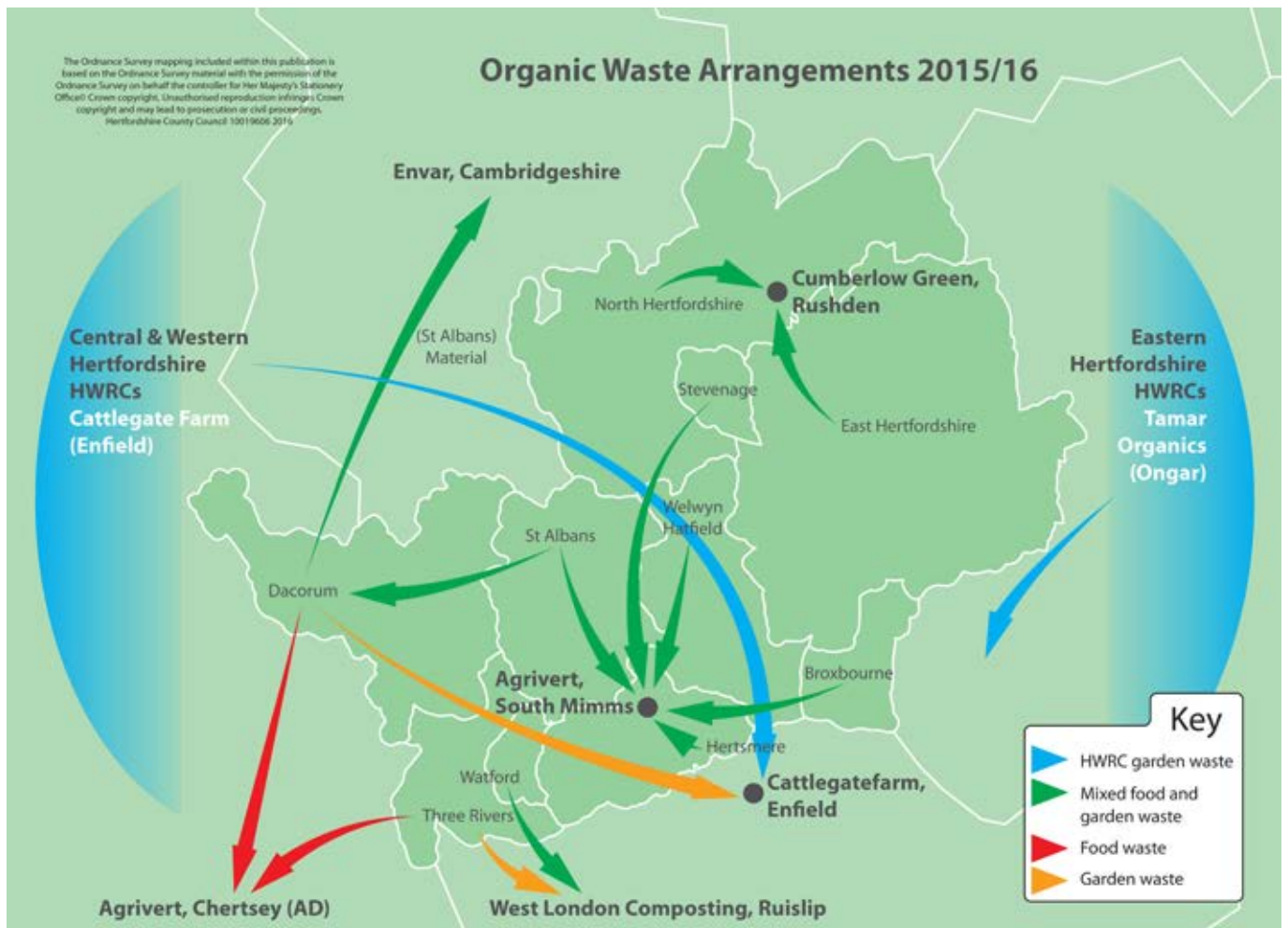
6. End Destinations – where does our waste go?

6.1 Summary

Whilst the HWP continues to utilise both national and international markets for its dry recyclables 2016/17 was about consolidation of the Partnership’s organic and residual waste streams. This allowed the HWP to increase the use of energy recovery facilities for non-recycled residual wastes as well as stream line organic waste flows to make sure more material was composted closer to Hertfordshire therefore reducing transportation costs and associated environmental impacts.

6.2 Organic Waste

Building on developments started last year 2016/17 saw separate food wastes from Dacorum and Three Rivers, which originally were going to an anaerobic digestion facility (AD) in Chertsey, redirected to the ‘in-County AD’ at Coursers Farm near St Albans. This latest addition to the range of facilities used by the HWP began operations in late 2016 with additional tonnages from new separate food wastes collections in St Albans and Broxbourne. As such the Coursers Farm plant represents an important strategic development for the Partnership.



Consolidation and new ‘routes’ for separate food waste were key themes in 2016/17.

In addition to these changes, via a sub letting arrangement, garden wastes from Dacorum and St Albans, which had previously been sent to Envar near Huntingdon in Cambridgeshire, were redirected to the Cattlegate Farm composting site in Enfield. Whilst this is still outside the County

boundary it is much closer to where the organic waste arises. In turn, together with a number of forthcoming contractual changes, this sets the Partnership up for further consolidation of the organic waste stream going forward.

6.3 Residual Waste

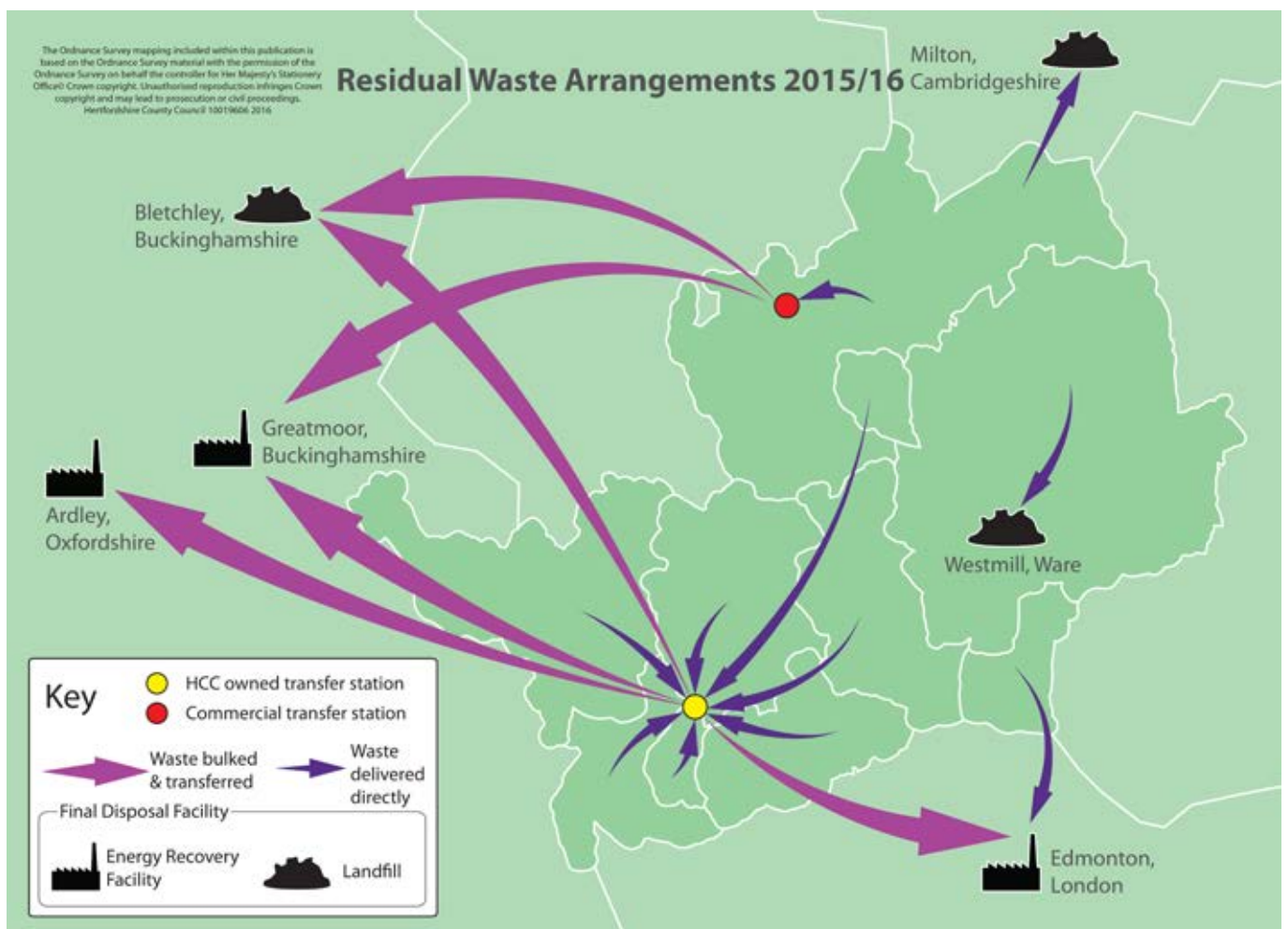
2016/17 was a continuation of the previous 12 months with the Partnership increasing the amount of non-recycled residual waste diverted from landfill into one of a number of existing energy from waste facilities used by the Partnership.

These changes in combination with the HWP’s recycling and composting programmes resulted in overall diversion rising to 88.5%. This level of performance exceeds not only existing national and European targets for landfill reduction but also puts the Partnership in a good position to achieve new targets currently being considered as part of the EU’s Circular Economy Directive, the targets from which may still apply to the UK as part of any Brexit deal. Whilst the HWP achieved its highest ever diversion from landfill during 2016/17 the map shown above also highlights the

Partnership’s reliance on the use of ‘out-of-county’ solutions.

However, the contracts for each of the energy from waste facilities shown above are due to come to an end in the next few years and it is by no means certain that similar levels of capacity will be available in the future.

This underlines the need for Hertfordshire to develop its own long term energy recovery solution to not only address the current need but also with one eye on dealing with the substantial levels of residual waste already existing with respect to Hertfordshire’s commercial and industrial sector as well as the thousands of new households due to be built across the county in years to come.



The majority of the HWP’s residual waste is processed at plants outside the County

6.4 Recycling

Last year's annual report noted that the HWP's dry recyclables are sent to reprocessing plants both here in the UK and abroad to international destinations including Europe and the Far East. The situation in 2016/17 is much the same with HWP materials continuing to be traded both on national and international markets.

Of key concern going forward will be the impact of Brexit as well as related issues such as the relative strength of the pound to other major currencies that underpin the international trade in both virgin commodities and secondary raw materials.

At the same time the HWP is also mindful that a number of the major developing nations are reaching the stage where they

are starting to source more secondary materials from domestic markets as they develop their own national recycling programmes. The logical progression of this trend will likely see a reduction in demand for secondary materials from international sources such as the UK.

As a result we can expect more turbulence in the market place as international trade adjusts to the new reality. However, at the same time such developments may lead to longer term opportunities to 'repatriate' the processing of dry recyclables in support of UK manufacturing; especially if supported by appropriate macro-economic policies from central government with a view to supporting a large scale move towards the circular economy.



7. So far in 2017/18...

In common with previous years change is a constant theme with a number of important issues and projects being addressed so far in 2017/18...



At the start of the 2017/18 the HWP initiated reviews of the Alternative Financial Model and Transport Subsidy payments. Both are important funding mechanisms which support borough and district waste and recycling operations. Both reviews are due to conclude by March 2018 and may have significant implications.



In August 2017 Keep Britain Tidy published their final report from a research project that looked at why people in Hertfordshire fly tip. The findings from the report show that a significant proportion of the incidents logged each month could be avoided if residents had a better understanding of their responsibilities under the Duty of Care. The findings are now being used to design interventions to tackle this major source of flying tipping



2017/18 saw the culmination of 2 years of work with East Herts and North Herts 'going to out to tender' for Hertfordshire's first joint waste, recycling and street cleansing contract. The joint service, which is due to commence in May 2018, is set to generate significant savings for the tax payer.



2017/18 will also hopefully see significant developments in the plan for long term waste disposal needs to deal with non-recycled residual wastes. Veolia's planning application for an energy from waste facility at Rye House in Broxbourne is due to be considered by the County Council's Development Committee towards the end of 2017. If planning permission is granted the new facility could be operational by 2021.



In early 2017/18 and in common with a growing number of local authorities across the Country two more Hertfordshire Authorities, Broxbourne and Welwyn Hatfield implemented charges for the collection of garden waste. Broxbourne also implemented a new weekly service for food waste. This means that 3 of Hertfordshire's Partner Authorities have now implemented charges for garden waste. A number of authorities also now charge for the provision of second garden waste bins.

8. How to contact us

If you have any questions about this report or any other matter relating to the Hertfordshire Waste Partnership please contact us via:-

Tel	01992 556150
Email	duncan.jones@hertfordshire.gov.uk
Web	www.wasteaware.org.uk
Facebook	www.facebook.com/WasteAwarePartnership
Youtube	www.youtube.com/HertsWasteAware
Twitter	@HertsWasteAware

Alternatively you can write to:

**Mr Duncan Jones – Partnership Development Manager
Hertfordshire Waste Partnership
c/o Waste Management Unit
Ground Floor – North East Block
County Hall
Pegs Lane
Hertford, SG13 8DN**

9. Co-Authors

The 2016/17 Annual Report co-authors include:

- Mr Duncan Jones – Partnership Development Manager, HWP
- Ms Ruth Young – Contract Monitoring Officer / WasteAware Co-ordinator, Watford & HWP
- Ms Jennie Probert – Environmental Strategy Manager, Three Rivers District Council
- Mr Joe Tavernier – Waste, Street Scene & Markets Manager, St Albans District Council
- Mr Kevin Basford – Interim Environmental Services Manager, Stevenage Borough Council
- Ms Clare Haworth – Waste Management Project Officer, Hertfordshire County Council
- Mr Mark Simpkins – Contract Delivery Manager, Hertfordshire County Council
- Mr James Holt – Waste Manager Contract Development, Hertfordshire County Council

10. Glossary

Action Plan(s)	refers to the action plan published as part of the 2007 Joint Municipal Waste Management Strategy for Hertfordshire;
Anaerobic Digestion	is a collection of processes by which microorganisms break down biodegradable material in the absence of oxygen. The process is used for industrial or domestic purposes to manage waste and/or to produce fuels.
Composting	means a biological process in which biodegradable wastes, such as garden and food wastes, are decomposed in the presence of air to produce compost or soil conditioner;
Disposal	means any waste management operation serving or carrying out the final treatment and disposal of waste;
EPA	means the Environmental Protection Act 1990;
Food Waste	biodegradable waste derived from food materials typically consisting of cooked and uncooked fruit and vegetables, meat and fish scraps, excess or spoiled prepared food, and other discards from domestic kitchens;
Green Waste	biodegradable waste such as green catering waste (i.e. raw fruit and vegetables), vegetation and plant matter (includes trimmings, leaves, shrubs, plants, grass, and trees etc.) from household gardens, local authority parks and gardens, and commercial landscaping;
Household Waste	as defined in the Controlled Waste Regulations 1992 and includes wastes from household collection rounds, street cleansing, bulky household waste collections, household hazardous waste and clinical waste;
Hertfordshire Waste Partnership Agreement/ HWPA	means the agreement signed by the county Council and the 10 boroughs and districts in January 2012.
HWP	means the Hertfordshire Waste Partnership which includes Hertfordshire County Council as the waste disposal authority and the 10 district and borough waste collection authorities;
HWRCs	Household Waste Recycling Centres;
HWRS	Household Waste Recycling Service;

In Vessel Composting	generally describes a group of methods that which confine the composting materials within a building, container, or vessel. In-vessel composting systems can consist of metal or plastic tanks or concrete bunkers in which air flow and temperature can be controlled, using the principles of a “bioreactor”. Generally the air circulation is metered in via buried tubes that allow fresh air to be injected under pressure, with the exhaust being extracted through a biofilter, with temperature and moisture conditions monitored using probes in the mass to allow maintenance of optimum aerobic decomposition conditions.
Joint Municipal Waste Management Strategy/ JMWMS	means the Joint Municipal Waste Management Strategy for Hertfordshire agreed by the Partners in 2007;
Landfill	a landfill (also known as a tip, dump, rubbish dump or dumping ground) is a site for the disposal of waste materials by burial and is the oldest form of waste treatment;
Local Government Association	the LGA works with councils to support, promote and improve local government. It is a politically-led, cross-party organisation that works on behalf of councils to ensure local government has a strong, credible voice with national government;
Materials Recycling Facility	a materials recycling facility is a specialized plant that receives, separates and prepares recyclable materials for marketing to end-users;
Member (Councillor)	an elected Member from one of the HWP’s partner authorities;
Open Windrow Composting	is the production of compost by piling organic matter or biodegradable waste, such as animal manure and crop residues, in long rows (windrows). This method is suited to producing large volumes of compost. These rows are generally turned to improve porosity and oxygen content, mix in or remove moisture, and redistribute cooler and hotter portions of the pile. Windrow composting is a commonly used farm scale composting method.
Organic Waste	Food waste and / or green waste collected by the WCAs pursuant to section 45 of the EPA;
Partner(s) or Party	means a party or partners to the Hertfordshire Waste Partnership Agreement;
Peer Review	a process to evaluate the work of an organisation or individual conducted by one or more people of relevant competence.

Recovery	means (i) the recovery of waste by means of recycling or, re-use or any other process with a view to extracting secondary raw materials; or (ii) the use of waste as a source of energy;
Recycling	means the collection and separation of selected materials and subsequent processing to produce marketable products;
Reduce	means the reduction of waste at source, by understanding and changing processes to reduce and prevent waste;
Residual Waste	waste other than that collected for re-use, composting or recycling;
Re-Use	the use of waste items for their original or for another purpose without reprocessing;
Revised Waste Framework Directive	means EU Directive 2008/98/EC which sets a framework for waste management in the EU, promoting both reuse and recycling, including energy recovery as a recovery activity within the revised waste hierarchy;
Waste Collection Authority or WCA	means a waste collection authority pursuant to section 30(3)(a) of the EPA;
WasteDataFlow	means the online “WasteDataFlow” scheme established by the Department for Environment Food & Rural Affairs for the collation of the information returns (www.wastedataflow.org);
Waste Disposal Authority or WDA	means a waste disposal authority pursuant to section 30(2)(a) of the EPA;
Waste Resources Action Programme or WRAP	WRAP is a registered charity. It works with businesses, individuals and communities to achieve a circular economy through helping them reduce waste, develop sustainable products and use resources in an efficient way.



Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	20th March 2018
Part:	1
If Part II, reason:	

Title of report:	Public Spaces Protection Orders – Hemel Hempstead Town Centre
Contact:	Councillor Janice Marshall Portfolio Holder for Environmental, Sustainability and Regulatory Services Author/Responsible Officer: Mark Brookes – Solicitor to the Council David Austin – Assistant Director (Neighbourhood Delivery)
Purpose of report:	To propose the introduction of a Public Spaces Protection Order to provide a means of controlling a number of activities having a detrimental effect on the quality of life for those living in, working in and visiting Hemel Hempstead town centre.
Recommendations	That Scrutiny Committee note the following recommendations to Cabinet: That Cabinet agree: 1. To commence a statutory consultation on a proposal to introduce a Public Spaces Protection Order in accordance with the draft order and plan annexed at Appendix A, to include the following prohibitions: <i>(a) Not to Spit (including discharge of chewing gum), urinate or defecate in a public place within the area coloured blue on order plan 1</i> <i>(b) Not to Cycle or skateboard within the area coloured blue on order plan 2.</i>

	<p>to criminalise certain behaviours which wouldn't normally attract fixed penalty notices or prosecution for non-payment.</p> <p>There are also limited resources for enforcement and therefore enforcement will have to be targeted at certain periods. The PSPO will raise expectations that prohibited behaviours will be eliminated entirely; however due to difficulties in identifying some of the contraventions and taking a proportionate approach to enforcement there will not always be immediate results which will be noticeable to the public.</p>
Community Impact Assessment	A Community Impact Assessment has been completed and a copy is annexed to this report.
Health And Safety Implications	Some H&S implications may arise from the enforcement of orders, and will be incorporated within individual service risk assessments for authorised enforcing officers.
Monitoring Officer/S.151 Officer Comments	<p>Monitoring Officer:</p> <p>The PSPO will assist with the prevention of anti-social behaviour in the town centre. There will need to be a proportionate approach to enforcement particularly where the order is being breached by young and vulnerable persons.</p> <p>S.151 Officer</p> <p>*****</p>
Consultees:	<p>Corporate Management Team</p> <p>Strategic Planning and Environment Overview and Scrutiny Committee</p> <p>Insert feedback</p> <p>Housing and Community Overview and Scrutiny Committee (insert date)</p> <p>Insert feedback</p>
Background papers:	<p>Home Office – Reform of anti-social behaviour powers: Statutory guidance for frontline professionals (section 2.6)</p> <p>Home Office - Anti-social behaviour powers</p>

	<p>Statutory guidance for frontline professionals Updated December 2017</p> <p>Cabinet report dated 25th July 2017.</p> <p>PSPO Consultation questionnaire analysis (numerical analysis of response to questions) – Appendix B</p> <p>Consultation analysis by Opinion Research Services (written comments) – Appendix C</p>
<p>Glossary of acronyms and any other abbreviations used in this report:</p>	<p>PSPO – Public Spaces Protection Order DPPO – Designated Public Places Order CSAS – Community Safety Accreditation Scheme FPNs – Fixed Penalty Notices</p>

1. Background

- 1.1. Under the Anti-social Behaviour, Crime and Policing Act 2014, local authorities may make orders to prohibit specified activities, and/or require specified activities to be carried on in accordance with certain requirements, within a designated area in the public domain, which may include public highways and footways, parks and open spaces, pedestrianised areas, or similar. Such orders are known as Public Spaces Protection Orders (PSPO).
- 1.2. PSPO's can be used by authorities to control a variety of problematic behaviours which satisfy two statutory conditions:

“The first condition is that—

 - (a) activities carried on in a public place within the authority's area have had a detrimental effect on the quality of life of those in the locality, or*
 - (b) it is likely that activities will be carried on in a public place within that area and that they will have such an effect.*

The second condition is that the effect, or likely effect, of the activities—

 - (a) is, or is likely to be, of a persistent or continuing nature,*
 - (b) is, or is likely to be, such as to make the activities unreasonable, and*
 - (c) justifies the restrictions imposed by the notice.”*
 - 1.3. Prohibitions or requirements on activities covered by a PSPO must be reasonable in order to:
 - (a) prevent the detrimental effect from continuing, occurring or recurring, or
 - (b) reduce that detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.

- 1.4. Where a PSPO is in force, it is a criminal offence to do anything which is prohibited under the Order, or to fail to comply with requirements of the Order. Persons guilty of such offences are liable, on summary conviction, to a fine not exceeding level 3 on the standard scale (currently up to £1,000). Offences may also be disposed of by way of a fixed penalty notice of up to £100, payable to the local authority.
- 1.5. PSPOs may be enforced by a police officer, PCSO, or a person authorised by the local authority for that purpose. The Police have agreed to support the PSPO where resources allow; however, it is expected that the local authority will lead on the enforcement of any Orders made.
- 1.6. A PSPO will be valid for a period of up to 3 years, at the end of which it may be extended. Orders may also be varied or discharged by the local authority at any time during their validity.
- 1.7. Prior to making, extending, varying or discharging a PSPO, a local authority must:
 - Consult the chief officer of police and the Policing and Crime Commissioner for the applicable area; any community representatives that it is thought appropriate to consult; and the owners/occupiers of land included within the restricted area;
 - Publish the draft Order (or details of variation/discharge proposal);
 - Notify any parish/town councils within the restricted area, and the County Council;

with regards to its proposals. The authority must also consider its proposed restrictions against the rights of freedom of expression (Article 10) and assembly (Article 11) under the European Convention on Human Rights. The proposed restrictions have been considered against the rights in Article 10 and 11 but it is not considered that there will be any infringement on these rights. If there is any infringement it is considered that it is proportionate for the prevention of disorder and crime.

- 1.8. PSPO's may apply to all persons or only to persons in/not in specified categories; at all times or only within/not in specified times; and in all circumstances or only in/not in specified circumstances.
- 1.9. The power to make PSPO's replaced and consolidated several earlier area-control orders, including designated public place orders which have previously been used by the Council in respect of street drinking (see section 2). Where a PSPO includes prohibitions on the consumption of alcohol in a public space, there are additional enforcement powers available to police and authorised officers, allowing them to require any person not to consume alcohol in breach of the Order, and to surrender any alcohol in their possession for disposal. Failing to comply with such a requirement constitutes a different offence, subject on summary conviction to a fine not exceeding level 2 on the standard scale (currently up to £500).
- 1.10. Prohibitions on alcohol consumption will not apply to any part of a licensed premises, including beer gardens and terraces, with the expectation that the management of those premises will control the consumption of alcohol within the curtilage of their premises, under threat of a licence review

if they failed to do so. Public spaces which are licensed for the sale of alcohol (e.g. parks licensed for events) are also exempted at times when alcohol is being lawfully sold there.

- 1.11. PSPO's may be challenged in the High Court by any person who lives in, regularly works in or regularly visits a restricted area, within 6 weeks of an Order being made or varied.

2. Designated Public Places Orders

DPPOs

- 2.1. DPPOs were introduced by Section 13 of the Criminal Justice and Police 2001 Act and allowed local authorities to designate public areas where the consumption of alcohol is restricted. They give authorised officers, including Community Protection Officers, Police Officers and Police Community Support Officers, the power to require a person not to drink alcohol in the restricted area where that officer reasonably believes that the person has or intends to do so. In addition authorised officers have the power to ask that person to surrender the alcohol and any opened or sealed containers in their possession.
- 2.2. It is not an offence to drink alcohol in a restricted area, per se, but it is an offence to fail to comply with the request of an authorised officer to cease drinking or to surrender alcohol in such an area.
- 2.3. The Council currently has 6 DPPOs in force which cover the following areas:
 - Hemel Hempstead town centre, Gadebridge Park, Old Town, Randall Park
 - Berkhamsted and Northchurch
 - Bovingdon
 - Boxmoor
 - Evans Wharf, Aspley Lock
 - Frogmore End, Durrants Hill Road
- 2.4. The plans with the precise areas covered by these orders are at Appendix D. The areas to be covered by the DPPOs were suggested by the Police and approved by the Licensing Committee when they were first brought into force in 2006 and 2007 and combine to provide wide coverage, covering all publicly accessible places such as highways, squares, pedestrian areas, public conveniences, doorways, entrances and other open areas within the administrative area of the Council.
- 2.5. Transitional provisions contained within the Anti-Social Behaviour Crime and Policing Act 2014 provide for DPPOs that were in force on 20 October 2014, including the Dacorum DPPOs, to remain in force until 19 October 2017. From 20 October 2017, they will remain in force for a further three year period as if the provisions of the DPPO were provisions of a Public Spaces Protection Orders (PSPO).
- 2.6. There are no proposals to review the old DPPOs (now PSPOs) at this stage and they will therefore continue in force until 19thOctober 2020.

3. Proposal for new PSPO

3.1. Concerns exist around a number of activities currently occurring within Hemel Hempstead town centre, and the old town, which are considered detrimental to the quality of life for persons living in and using that area. It is also intended to include the Water Gardens within the PSPO as displacement from the town centre may move activity from the town centre into that area if it is not covered.

3.2. It is therefore proposed to introduce a PSPO covering this area, which would have the following effect:

To prohibit the following activities in public spaces within the restricted area:

- (a) Spitting (including discharge of chewing gum), urinate or defecate in a public place within the area coloured blue on order plan 1.
- (b) Cycle or skateboard within the area coloured blue on order plan 2.

3.3. The public consultation also considered three further prohibitions as follows:

- (i) Sleeping in any public place within the designated area which is:
 - open to the air
 - within a car park
 - within a no-fixed structure including caravans and tents

Without the prior permission of the owner or occupier of the land

- (ii) Sitting or standing on the ground in a public place, street, highway or passage within the designated area in a manner to be perceived that you are inviting people to give you money.

- (iii) Feeding birds/wildfowl in the water gardens area

However, for the reasons set out in the report below it is believed that there are more appropriate and proportionate enforcement alternatives for attempting to deal with these issues and therefore it is not proposed to include these prohibitions in the PSPO.

3.4. The consultation did also ask for views on restricting the consumption of alcohol within the designated area shown on the order plan and for the reasons set out in section 5 it is proposed to continue this restriction as part of the existing PSPOs (formerly DPPOs).

3.5. Littering is not included because littering is already an offence under the Environmental Protection Act 1990 for which the Council is authorised to serve fixed penalty notices. This would include discharging cigarette ends on the ground which was an issue raised in the consultation.

3.6. The area in which it is proposed to apply such restrictions is shown on the Order Plans at Appendix A.

4. Consultation

Following Cabinet's recommendation in July 2017 a public consultation was initiated which invited comments from residents and interest groups on the proposals for the PSPO. In total there were 870 responses to the consultation and a summary of the responses provided under each proposal is set out below. Members will also find annexed to this report a consultation questionnaire analysis, which is a numerical analysis of responses to questions (see Appendix B), and a consultation analysis by Opinion Research Services which analyses responses provided in the written "additional comments" section of each question (see Appendix C)

- 4.1. Aside from ensuring that the statutory tests, particularly in respect of proportionality and justifiability, are satisfied, there are a number of considerations around the introduction of PSPO's which would also need to be considered and are highlighted further below

5. Consuming Alcohol

Proposed restriction: Not to consume alcohol within the designated area

- 5.1. The consultation highlighted that drinking in public areas is a problem which has an impact on the enjoyment of the area. 56.1% of respondents commented that it was a problem with 39.5% saying that it impacted on their enjoyment of the area. Furthermore, 71.7% supported the inclusion of the prohibition in the PSPO. 67% of those responding to the additional comments section mentioned that they had witnessed drinking or drunks hanging around.

Examples include: People drinking strong alcohol in large groups in the water gardens. Several individuals drinking alcohol together at market square and obviously drunk - very off-putting when walking past and going shopping

50% said they feel intimidated or have experienced abusive/aggressive behaviour from people in the area. Examples include: Daytime street drinking and begging in these areas is intimidating and antisocial less so on myself but more on children. The atmosphere always seems a little tense.

However, 10% of those who provided additional comments stated they do not have a problem with drunks/drinking in the area, and a further 10% said it should not be a blanket proposal/should only apply to those behaving anti-socially.

- 5.2. Section 63 of the Anti-Social Behaviour Crime and Policing Act 2014 specifically provides for a prohibition on the consumption of alcohol in breach of a PSPO and provides that a constable or authorised officer *may*, (emphasis added) subject to reasonable belief as to a breach, require a person to cease consuming alcohol and surrender the alcohol. As such it is considered that the power to enforce the prohibition on alcohol consumption is discretionary and those consuming alcohol responsibly would not necessarily face sanction as a consequence of PSPO which is intended to deal with problem drinkers and their associated anti-social behaviour. As such there ought to be no issues as regards the Order restricting markets, festivals, temporary events and such like.

- 5.3. Due to the nature of this prohibition enforcement actions will generally need to take place in the evening and therefore this will need to be planned appropriately taking account of available resources. Approaching persons who have consumed alcohol and the risks that follow that action will also be reflected in the planned enforcement activities in order to minimise any risk to council staff.
- 5.4. As noted in paragraph 2.3 above, the town centre, old town, water gardens and Gadebridge Park are already included in a PSPO prohibiting the consumption of alcohol by virtue of transitional prohibitions relating to DPPOs. This will stay in force until October 2020 and will then be reviewed.
- 5.5. The consultation clearly highlighted that the public believe that drinking alcohol is still an issue within the town centre, old town, water gardens and Gadebridge Park and therefore this will continue to be restricted by the transitional PSPO.

6. Cycling and Skateboarding

Proposed Restriction: No person shall cycle or skateboard within the area coloured blue on order plan 2.

- 6.1. The consultation highlighted that cycling and skateboarding in the town centre is perceived to be a problem which has an impact on the enjoyment of the area. 61.1% of respondents commented that it was a problem with 56.7% saying that it impacted on their enjoyment of the area. Furthermore, 61.9% supported the inclusion of the prohibition in the PSPO. The specific comments made by respondents highlighted problems with people being at risk from injury by persons cycling or skateboarding and aggressive or intimidating behaviour. However, respondents also commented a blanket ban would not be appropriate as it may push people into more dangerous areas and respondents also highlighted that it is a healthy activity which should not be discouraged.
- 6.2. It is not the intention of the PSPO to stop people cycling or skateboarding to and from the town centre and using this as a means of travel; however, in a pedestrianised area such as the town centre there is a conflict if users are riding through a heavily congested area particularly if users are acting inconsiderately. The prohibition will not stop persons from dismounting and walking with their cycle or skateboard once they have arrived within the town centre.
- 6.3. Concerns were raised in the consultation that the order plan was too wide and included areas which are used as a legitimate cycle routes such as Waterhouse Street and the Old Town. The plan has therefore been amended to limit the prohibition to the main pedestrianised area of Marlowes but extended to include the market square. The Water Gardens will also be included to prevent displacement to that area.
- 6.4. Fixed penalty notices will only be issued for repeat offenders once a formal warning has been given. Contraventions of the proposed prohibitions may be by juveniles (aged 10-17) and separate procedures are being developed for enforcing against this age group and ensuring that sufficient warnings are

given, including notice to parents where appropriate. Community Protection Notices will also be considered where appropriate.

- 6.5. In summary, the consultation responses highlight that cycling and skateboarding is an issue within the town centre and it is therefore recommend to be included in the proposed PSPO.

7. Spitting (including discharge of chewing gum), public defaecation or urination.

Proposed Restriction: Not to Spit (including discharge of chewing gum), urinate or defecate in a public place within the area coloured blue on order plan 1.

- 7.1. The consultation highlighted that the proposed prohibition was a problem which has an impact on the enjoyment of the area. 68.9% of respondents commented that it was a problem with 53.5% saying that it impacted on their enjoyment of the area. Furthermore, 83.1% supported the inclusion of the prohibition in the PSPO.
- 7.2. Specific issues highlighted included that chewing gum on pavements was an issue and is evidenced by significant areas of newly laid paving now being covered with chewing gum. Respondents reported issues with standing in chewing gum and it getting stuck to pushchairs.
- 7.3. There have also been reports of urinating/defaecation in public areas of the town centre, particularly in areas around the Full House public house.
- 7.4. The prohibited activity will often be linked to the consumption of alcohol and enforcement actions will generally need to take place in the evening and therefore this will need to be planned appropriately taking account of available resources.
- 7.5. It should be noted that identifying persons who spit or discharge chewing gum or urinate/defecate will be problematic unless there is a permanent enforcement presence in the designated areas which is not going to be realistic within existing resources. Accordingly, enforcement will have to be targeted to agreed operations at particular times of the year.
- 7.6. In summary however, and noting the issues with enforcement, the consultation responses highlight that spitting, urinating and defecating is an issue within the town centre and it is therefore recommend to be included in the proposed PSPO.
- 7.7. It is also recommended that this prohibition is supported by increasing the number of waste bins specifically for chewing gum and cigarettes and this is being actioned by the Clean Safe and Green Team.

8. Unauthorised Encampments

Proposed restriction: Not to sleep in any public place within the designated area which is:

- open to the air
- within a car park

- within a no-fixed structure including caravans and tents

Without the prior permission of the owner or occupier of the land.

- 8.1. The consultation highlighted that roughsleeping in the town centre is perceived to be a problem which has an impact on the enjoyment of the area. 57.7% of respondents commented that it was a problem with 44.3% saying that it impacted on their enjoyment of the area. Furthermore, 60.1% supported the inclusion of the prohibition in the PSPO. The specific comments made by respondents highlighted problems with people being or feeling threatened or intimidated, problems with begging, and rubbish being left and making the area look untidy. However, there were also clear concerns that banning roughsleeping or criminalising the issue will not help the issue, is the wrong approach and that more help should be given to those who are homeless.
- 8.2. It is acknowledged that serving a fixed penalty notice on a homeless person, or prosecution for non-payment is not likely to resolve the individual's personal issues and the primary aim of the council is always to provide assistance and advice to try and help the person to find a permanent home in accordance with the Council's homelessness policies.
- 8.3. There are however some cases where enforcement is appropriate, particularly if there is anti-social behaviour linked to persons residing within the designated area. Officers will always consider if alternative powers for enforcement are appropriate such as Community Protection Notices (CPN). CPNs can be served if the conduct of the individual or body is having a detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality, and the conduct is unreasonable. The CPN can require the person to stop doing the act which is causing the issue. If the activity continues in breach of the CPN then the Council can prosecute for non-compliance. CPNs are therefore an alternative which will be considered on a case by case basis as they do not impose an immediate financial penalty on the person. CPNs have been successfully used by the Council in the recent past and are an effective enforcement tool.
- 8.4. The Council also has the power to apply for an anti-social behaviour injunction if the person has engaged or threatens to engage in anti-social behaviour (conduct that has caused, or is likely to cause, harassment, alarm or distress to any person). This power has been used against persons who have been roughsleeping in the town centre where they have also been involved in threatening anti-social behaviour and will also be considered on a case by case basis.
- 8.5. The Home Office in December 2017 has also issued revised guidance to Council's on the use of PSPO's against homeless and persons rough sleeping, which was issued after the end of the public consultation. This includes a section which states:

"Public Spaces Protection Orders should not be used to target people based solely on the fact that someone is homeless or rough sleeping, as this in itself is unlikely to mean that such behaviour is having an unreasonably detrimental effect on the community's quality of life which justifies the

restrictions imposed. Councils may receive complaints about homeless people, but they should consider whether the use of a Public Spaces Protection Order is the appropriate response. These Orders should be used only to address any specific behaviour that is causing a detrimental effect on the community's quality of life which is beyond the control of the person concerned".

- 8.6. The issue of roughsleeping is clearly one which concerns members of the public and affects their enjoyment of the town centre; however on balance it is believed the use of CPN's and injunctions to address any anti-social behaviour related to the rough sleeping will be a more proportionate and effective means of attempting to deal with the issues. This approach will direct enforcement to the individuals concerned and target the inappropriate behaviour directly rather than a blanket ban across the designated areas.
- 8.7. It is therefore not proposed to include the prohibition on rough sleeping in the PSPO and this approach would also be consistent with the revised Home Office guidance.

9. Begging

Proposed restriction: No sitting or standing on the ground in a public place, street, highway or passage within the designated area in a manner to be perceived that you are inviting people to give you money.

- 9.1. The consultation highlighted that begging in the town centre is perceived to be a problem which has an impact on the enjoyment of the area. 60% of respondents commented that it was a problem with 45.9% saying that it impacted on their enjoyment of the area. Furthermore, 67.4% supported the inclusion of the prohibition in the PSPO. The specific comments made by respondents highlighted problems with aggressive and persistent begging, and feeling threatened or intimidated and having a negative impact on the town centre. However, there were also clear concerns that more help should be given to persons who are begging and banning or criminalising the issue will not help the issue and is the wrong approach.
- 9.2. This has been a reported issue in the town centre for some time which is particularly linked to rough sleepers and the homeless. The considerations of this prohibition are very similar to those of roughsleeping in terms of ensuring a proportionate approach as enforcing against those who have limited or no means to pay a fixed penalty notice is unlikely to be successful.
- 9.3. The Council has obtained injunctions against those aggressively begging in the town centre in the recent past which has proved a successful remedy although it is time consuming and resource intensive to obtain court orders. The remedy will continue to be considered on a case by case basis as well as Community Protection Notices.
- 9.4. Charity collections were also raised as an issue in the consultation responses; however, it is not recommend to prohibit this activity entirely. Charity collections (Direct Debit) are currently managed by the Public Fundraising Regulatory Association (PRFA) and cash collections are

licensed by the Council and therefore sufficient protection is in place to manage and regulate this activity.

- 9.5. The issue of begging, particularly aggressive begging is one which the consultation shows concerns members of the public and affects their enjoyment of the town centre; however, the consideration is whether to include it in the PSPO or seek to address the issue by alternative powers such as CPN's or injunctions, which are directed to the individual rather than a blanket ban based on the designated area and these powers have been successfully used in the past.
- 9.6. The revised Home Office guidance is relevant because most of those begging are homeless and roughsleeping and therefore the general guidance (although not specifically directed to begging) is that a PSPO may not be appropriate. Aggressive begging is however noted in the section on injunctions as an appropriate use of that power.
- 9.7. On balance, it is recommended that a consistent approach regarding those who are homeless, roughsleeping and/or begging be taken and therefore begging is not recommended for inclusion within the PSPO, but enforcement action will continue to be taken using CPN's and/or injunctions where appropriate and the position be kept under review.

10. Feeding of Birds/Wildfowl

Proposed Restriction: Not to feed birds/wildfowl in the water gardens area as shown coloured yellow on the order plan

- 10.1. The consultation highlighted that the majority of respondents did not believe that the proposed prohibition was a problem which has an impact on the enjoyment of the area. 28.2% of respondents believed that it was a problem with 20.3% saying that it impacted on their enjoyment of the area. Furthermore, 28.7% supported the inclusion of the prohibition in the PSPO.
- 10.2. Geese in the Water Gardens area are an undoubted issue as they cause damage to the grass verges and leave faeces on the adjoining pathways. Feeding of the geese is an issue which contributes to attracting the geese to the area; however, they mainly feed on the grass which is a constant source of food and it is therefore doubtful that the proposed restriction alone would prevent geese from coming to the area. .
- 10.3. It is therefore questionable that the statutory test for a PSPO would be met in respect of this prohibition because prohibiting the feeding of the birds/wildfowl is unlikely in its own right to stop them coming to the Water Gardens area.
- 10.4. It is therefore recommended that advisory signs are erected asking persons to stop feedings the birds/wildfowl and this be monitored for effectiveness rather than including the prohibition in the PSPO and this has now been actioned in the Water Gardens.

11. Enforcement

- 11.1. If the Order is imposed, consideration will also need to be given to enforcement as there will be raised expectations from the public which will need to be managed. For example, a PSPO does not in its own right allow people to be moved on from a particular area. A stepped and proportionate approach to sanction will need to be developed.
- 11.2. Enforcement officers will need to be mindful of the circumstances of those to whom the Order is most likely to apply i.e. the homeless (be they genuine or otherwise); and others likely to have substance and/ or alcohol misuse problems and mental health issues. Given the precarious financial position of many, the effectiveness of issuing FPNs is likely to be of limited effect; similarly, endeavouring to institute a prosecution against such individuals, particularly if they are of no fixed abode for the purpose of serving a summons.
- 11.3. Likely to be equally problematic will be securing the attendance of such individuals at court. Consideration will also need to be given to the perception of the courts and the public as regards enforcement action against individuals who may be vulnerable and therefore a proportionate approach to enforcement will be taken in accordance with the draft Enforcement Protocol which is current being developed.
- 11.4. Furthermore, there is currently no dedicated resource for town centre enforcement and enforcement sits across a numbers of different council services. Accordingly, a coordinated and targeted approach to enforcement, working together with other enforcement agencies, will need to be developed. Many of the behaviours which the PSPO seeks to prohibit occur outside of normal working hours and therefore enforcement will need to plan for these times.

12. Consultation

- 12.1. If Cabinet is satisfied that the relevant statutory requirements are met, a statutory consultation will commence at the earliest opportunity for a six week period.

13. Recommendations

- 13.1. To consult on a draft Public Spaces Protection Order, applying to the restricted area as shown at Annex A, to prohibit/regulate the activities identified at para 3.2.
- 13.2. To delegate authority to the Portfolio Holder for Environmental, Sustainability and Regulatory Services in consultation with the Assistant Director (Neighbourhood Delivery) to consider representations made pursuant to the statutory consultation and confirm or amend the PSPO as appropriate.

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT

2014 SECTION 59

PUBLIC SPACES PROTECTION ORDER

This order is made by Dacorum Borough Council (the 'Council') and shall be known as the Public Spaces Protection Order (Hemel Hempstead) 2018.

PRELIMINARY

1. The Council, in making this Order is satisfied on reasonable grounds that:

The activities identified below have been carried out in public places within the Council's area and have had a detrimental effect on the quality of life of those in the locality,

and that:

the effect, or likely effect, of the activities:

is, or is likely to be, of a persistent or continuing nature,

is, or is likely to be, such as to make the activities unreasonable, and

justifies the restrictions imposed by the notice.

2. The Council is satisfied that the prohibitions imposed by this Order are reasonable to impose in order to prevent the detrimental effect of these activities from continuing, occurring or recurring, or to reduce that detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.
3. The Council has had particular regard to the rights and freedoms set out in Article 10 (right of freedom of expression) and Article 11 (right of freedom of assembly) of the European Convention on Human Rights and has concluded that the restrictions on such rights and freedoms imposed by this Order are lawful, necessary and proportionate.

THE ACTIVITIES

4. The Activities prohibited by the Order are:
 - i) Not to cycle or skateboard
 - ii) Not to spit (including discharge of chewing gum), urinate or defecate

THE PROHIBITION

5. A person shall not engage in any of the Activities in 4(i) above anywhere within the restricted area as shown shaded blue on the attached map labelled 'Public Space Protection Order – Plan 1.
6. A person shall not engage in any of the Activities in 4(ii) above anywhere within the restricted area as shown shaded blue on the attached map labelled 'Public Space Protection Order – Plan 2'.

EXCEPTION

7. The prohibition of the Activity specified in 4 (ii) shall not apply to toilets open to the public.

PERIOD FOR WHICH THIS ORDER HAS EFFECT

8. This Order will come into force at midnight on XXXX 2018 and will expire at midnight on XXXX 2021.
9. At any point before the expiry of this three year period the Council can extend the Order by up to three years if they are satisfied on reasonable grounds that this is necessary to prevent the activities identified in the Order from occurring or recurring or to prevent an increase in the frequency or seriousness of those activities after that time.

WHAT HAPPENS IF YOU FAIL TO COMPLY WITH THIS ORDER?

10. Section 67 of the Anti-Social Behaviour Crime and Policing Act 2014 says that it is a criminal offence for a person without reasonable excuse -

- to do anything that the person is prohibited from doing by a public spaces protection order, or
- to fail to comply with a requirement to which the person is subject under a public spaces protection order

A person guilty of an offence under section 67 is liable on conviction in the Magistrates Court to a fine not exceeding level 3 on the standard scale

FIXED PENALTY

11. A constable, police community support officer or authorised council enforcement officer may issue a fixed penalty notice to anyone he or she believes has committed an offence under section 67 of the Anti-Social Behaviour, Crime and Policing Act. You will have 14 days to pay the fixed penalty of £75. If you pay the fixed penalty within the 14 days you will not be prosecuted.

APPEALS

12. Any challenge to this order must be made in the High Court by an interested person within six weeks of it being made. An interested person is someone who lives in, regularly works in, or visits the restricted area. This means that only those who are directly affected by the restrictions have the power to challenge. The right to challenge also exists where an order is varied by the Council.

13. Interested persons can challenge the validity of this order on two grounds: that the Council did not have power to make the order, or to include particular prohibitions or requirements; or that one of the requirements of the legislation has not been complied with.

14. When an application is made the High Court can decide to suspend the operation of the order pending the Court's decision, in part or in totality. The High Court has the ability to uphold the order, quash it, or vary it.

Dated:

The Common Seal of
Dacorum Borough
Council was affixed in
the presence of:

Authorised Signatory

Authorised Signatory

Section 67 Anti-Social Behaviour Crime and Policing Act 2014

- (1) It is an offence for a person without reasonable excuse-
 - (a) To do anything that the person is prohibited from doing by a public spaces protection order, or
 - (b) To fail to comply with a requirement to which a person is subject under a public spaces protection order
- (2) A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 3 on the standard scale
- (3) A person does not commit an offence under this section by failing to comply with a prohibition or requirement that the local authority did not have power to include in the public spaces protection order



Proposal to introduce a Public Space Protection Order for Hemel Hempstead Town Centre

We're currently consulting on a proposed Public Space Protection Order (PSPO) for an area of Hemel Hempstead Town Centre (see map) incorporating the town centre, old town and the Water Gardens area.

We are working with our partners to continue to develop safe and healthy communities, communities where everyone feels secure, free from the fear of crime and anti-social behaviour. To help us do this please complete our survey.

Please read our Frequently Asked Questions as it will help explain what a PSPO is and how it can help address anti-social behaviour in our Public Spaces.

The survey, FAQs and map can also be found on our consultation web page.

All responses are anonymous.

The closing date for all responses is 5pm, Friday 13 October 2017.

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q1 Do you consider alcohol consumption in public areas to be a problem within the area defined by the map?

488 (56.1%) Yes

210 (24.1%) No

172 (19.8%) Don't know

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q2 Has this type of behaviour had an impact on your enjoyment of the public areas defined by the map?

343 (39.5%) Yes

438 (50.5%) No (takes you to Q4)

87 (10.0%) Don't know (takes you to Q4)

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q3 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

303 (100.0%)

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q4 Do you consider this specific proposal should be included within the PSPO?

622 (71.7%) Yes

168 (19.4%) No

78 (9.0%) Don't know

Proposal 1 (please note this would not apply to licensed premises)

No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Q5 Please provide any additional comments you may wish to make on this specific proposal
264 (100.0%)

Proposal 2: No person shall spit (including discharge of chewing gum), urinate or defecate in a public place

Q6 Do you consider this to be a problem within the public areas defined by the map?

599 (68.9%) Yes

125 (14.4%) No

145 (16.7%) Don't know

Proposal 2: No person shall spit (including discharge of chewing gum), urinate or defecate in a public place

Q7 Has this type of behaviour have an impact on your enjoyment of the public areas as defined by the map?

464 (53.5%) Yes

305 (35.1%) No (takes you to Q9)

99 (11.4%) Don't know (takes you to Q9)

Proposal 2: No person shall spit (including discharge of chewing gum), urinate or defecate in a public place

Q8 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

365 (100.0%)

Proposal 2: No person shall spit (including discharge of chewing gum), urinate or defecate in a public place

Q9 Do you consider that this specific proposal should be included within the PSPO?

723 (83.1%) Yes

91 (10.5%) No

56 (6.4%) Don't know

Proposal 2: No person shall spit (including discharge of chewing gum), urinate or defecate in a public place

Q10 Please provide any additional comments you may wish to make on this specific proposal.

218 (100.0%)

Proposal 3

No person shall sleep in any public place which is:

- open to the air***
- within a vehicle***
- within a car park***
- within a no-fixed structure including caravans and tents***

Without the prior permission of the owner or occupier of the land

Q11 Do you consider that rough sleeping in public areas to be a problem within the defined areas?

504 (57.9%) Yes

205 (23.5%) No

162 (18.6%) Don't know

Proposal 3 : No person shall sleep in any public place which is: - open to the air - within a vehicle - within a car park - within a no-fixed structure including caravans and tents.

Without the prior permission of the owner or occupier of the land

Q12 Has rough sleeping had an impact on your enjoyment of the public areas defined by the map?

385 (44.3%) Yes

421 (48.4%) No (takes you to Q14)

63 (7.2%) Don't know (takes you to Q14)

Proposal 3 : No person shall sleep in any public place which is: - open to the air - within a vehicle - within a car park - within a no-fixed structure including caravans and tents.

Without the prior permission of the owner or occupier of the land

Q13 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

315 (100.0%)

Proposal 3 : No person shall sleep in any public place which is: - open to the air - within a vehicle - within a car park - within a no-fixed structure including caravans and tents.

Without the prior permission of the owner or occupier of the land

Q14 Do you consider this specific proposal should be included within the PSPO?

523 (60.1%) Yes

246 (28.3%) No

101 (11.6%) Don't know

Proposal 3 : No person shall sleep in any public place which is: - open to the air - within a vehicle - within a car park - within a no-fixed structure including caravans and tents.

Without the prior permission of the owner or occupier of the land

Q15 Please provide any additional comments you may wish to make on this specific proposal

336 (100.0%)

Proposal 4

No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.

Q16 Do you consider begging in public areas to be a problem within the defined areas?

522 (60.0%) Yes

235 (27.0%) No

113 (13.0%) Don't know

Proposal 4: No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.

Q17 Has begging had an impact on your enjoyment of the public area defined by the map?

398 (45.9%) Yes

400 (46.1%) No (takes you to Q19)

70 (8.1%) Don't know (takes you to Q19)

Proposal 4: *No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.*

Q18 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

300 (100.0%)

Proposal 4: *No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.*

Q19 Do you consider this specific proposal should be included within the PSPO?

579 (67.4%) Yes

189 (22.0%) No

91 (10.6%) Don't know

Proposal 4: *No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.*

Q20 Please provide any additional comments you may wish to make on this specific proposal

232 (100.0%)

Proposal 5

No person shall cycle or skateboard

Q21 Do you consider cycling or skateboarding in public areas to be a problem within the defined areas?

530 (61.1%) Yes

267 (30.8%) No

70 (8.1%) Don't know

Proposal 5: *No person shall cycle or skateboard*

Q22 Has cycling or skateboarding had an impact on your enjoyment of the public area defined by the map?

494 (56.7%) Yes

332 (38.1%) No (takes you to Q24)

45 (5.2%) Don't know (takes you to Q24)

Proposal 5: *No person shall cycle or skateboard*

Q23 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

429 (100.0%)

Proposal 5: *No person shall cycle or skateboard*

Q24 Do you consider this specific proposal should be included within the PSPO?

537 (61.9%) Yes

262 (30.2%) No

68 (7.8%) Don't know

Proposal 5: *No person shall cycle or skateboard*

Q25 Please provide any additional comments you may wish to make on this specific proposal

304 (100.0%)

Proposal 6

No person shall feed birds/wildfowl within the Water Gardens area

Q26 Do you consider feeding birds or wildfowl within the Water Gardens area to be a problem within the defined areas?

245 (28.2%) Yes

447 (51.4%) No

177 (20.4%) Don't know

Proposal 6: *No person shall feed birds/wildfowl within the Water Gardens area*

Q27 Has the feeding of birds or wildfowl had an impact on your enjoyment of the public areas defined by the map?

176 (20.3%) Yes

605 (69.6%) No (takes you to Q29)

88 (10.1%) Don't know (takes you to Q29)

Proposal 6: *No person shall feed birds/wildfowl within the Water Gardens area*

Q28 Please provide details of these behaviours and the impact and effect these behaviours have had on you?

141 (100.0%)

Proposal 6: *No person shall feed birds/wildfowl within the Water Garden area*

Q29 Do you consider this specific proposal should be included within the PSPO?

248 (28.7%) Yes

442 (51.2%) No

174 (20.1%) Don't know

Proposal 6: *No person shall feed birds/wildfowl within the Water Gardens area*

Q30 Please provide any additional comments you may wish to make on this specific proposal
307 (100.0%)

Are we missing anything?

Q31 Are there any other behaviours you would like to see included in a PSPO that you feel are detrimental to the quality of life in Hemel Hempstead Town Centre?

253 (29.6%) Yes

470 (54.9%) No (takes you to Q33)

133 (15.5%) Don't know (takes you to Q33)

Q32 You ticked 'yes' to Q31, please tell us what else you would like to see included in a PSPO that you feel is detrimental to the quality of life in Hemel Hempstead Town Centre

249 (100.0%)

Your relationship to Hemel Hempstead Town Centre

Q33 Are you completing this survey as...? (Please select one option only. If more than one option applies please select the one that you feel is most appropriate)

- 114 (13.1%) Local resident who lives in the shaded area shown on the map
- 541 (62.3%) Local resident who lives outside the shaded area shown on the map
- 51 (5.9%) Person who works in the shaded area shown on the map
- 8 (0.9%) Local business owner/manager
- 2 (0.2%) Land owner within the proposed restricted area
- 0 (0.0%) Street entertainer in the shaded area shown on the map
- 103 (11.9%) Visitor to the shaded area shown on the map (e.g. tourist, business, shopper)
- 2 (0.2%) Local Councillor (Town, County, Parish)
- 5 (0.6%) Representative of a local community or voluntary group
- 22 (2.5%) Employed by the Council, Police or any other agency with an interest
- 21 (2.4%) Other (please state below)
- 29 (100.0%)

Thank you for taking the time to complete this survey.

Your feedback will be considered as part of the Council's review of its controls on anti-social behaviour and will be presented to Cabinet later this year. Whereby a decision will be made as to whether or not to implement the PSPO will be made.

Paper copies of this survey are available from the reception desk at The Forum, Hemel Hempstead.

If you have any queries regarding this consultation please email asb@dacorum.gov.uk.

Don't forget to press the Submit button!



Dacorum Borough Council

Proposal to introduce a Public Space Protection Order for Hemel Hempstead Town Centre

**Opinion Research Services
November 2017**

Proposal 1: No person shall refuse to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by an authorised officer

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
People drinking/drunks hanging around	67%
Feel intimidated/abusive/aggressive behaviour from people in area	50%
People shouting/swearing	24%
I avoid going to certain areas/town	23%
It is not nice for children to see this in our area	17%
Groups/gangs of people hanging around/loitering	14%
I don't feel safe/scared to go out in my area	11%
Problems with litter/rubbish everywhere	9%
People around area begging	7%
Problems with homeless people/rough sleepers	6%
People around the area fighting	5%
Deters visitors from the area/gives the place a bad image	5%
I don't go out at night/when dark	4%
Problems with youth	4%
Problems relating to drugs e.g. smoking cannabis in public etc.	4%
Public urination/defecation is a problem/disgusting smell/unhygienic	4%
<i>Other</i>	14%

(Base: 303)

67% of those responding to this question mentioned that they had witnessed drinking or drunks hanging around. Examples include:

People drinking strong alcohol in large groups in the water gardens. Alcohol cans and bottles left in Gadebridge park.

Several individuals drinking alcohol together at market square and obviously drunk - very off-putting when walking past and going shopping

50% said they feel intimidated or have experienced abusive/aggressive behaviour from people in area. Examples include:

Daytime street drinking and begging in these areas is intimidating and antisocial

Less so on myself but more on children. The atmosphere always seems a little tense.

Additional comments	% of respondents who made comment
Drinking in public is an issue/people causing public disturbance e.g. littering, being aggressive/rude	15%
Agree with proposal 1	12%
Do not have a problem with drunks/drinking in the area	10%
Should not be a blanket proposal/should only apply to those behaving anti-socially	10%
Will be hard to reinforce/don't believe it will be enforced	7%
Should ban alcohol consumption in public areas/town centre	6%
Police need to be dealing with ASB/laws are already in place to deal with these issues	6%
Disagree with proposal 1	5%
No reason to drink in public places/there are plenty of drinking establishments around	5%
Public drinking should be allowed/not against the law/still a free country	5%
Alcoholics/people drinking on the street need to be helped/shown compassion instead of being punished	5%
Should apply to more areas/across the whole borough	5%
Should not apply to sealed containers	4%
Should not target the homeless/will unfairly target homeless people	3%
Should not apply to those who have purchased alcohol to take home	2%
Will result in additional aggression towards the police/authorised offices/will put officers in a dangerous situation	2%
Better regulate shops selling alcohol/make these shops more responsible	1%
<i>Other</i>	29%

(Base: 253)

15% stated they felt that drinking in public is an issue/or that there were people causing public disturbance e.g. littering, being aggressive/rude. Examples include:

I think that the market in the main shopping centre area attracts these people who sit and drink all day in the town centre

Drunks in the water gardens and homeless people with cans alongside them anywhere within the area designated the town centre should be moved on

12% additionally expressed general agreement with the Proposal 1. Examples include:

This proposal is a good idea but will need to be purely based on any person(s) that is perhaps causing a nuisance due to the consumption of alcohol within the area and will therefore have to be assessed by the authorities on a case-by-case basis.

It is a reasonable proposal and hopefully will address the drink related issues in the mapped area

However, 10% stated they do not have a problem with drunks/drinking in the area, and a further 10% said it should not be a blanket proposal/should only apply to those behaving anti-socially. Examples include:

If someone is behaving completely fine but has sealed or unsealed alcohol on them, no one should be able to take this off of them purely because of the area that they are in.

The proposal mentions sealed containers, which leaves it open for abuse by authority members to be overly harsh on members of the public. Also large areas of the town already have a fine system in place and police are more than qualified to move people along if needed.

Proposal 2: No person shall spit (including discharge of chewing gum), urinate or defecate in a public place

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Spitting is disgusting/unhygienic/spreads diseases/people should be fined for spitting	43%
Chewing gum is a problem/chewing gum on pavement/standing in chewing gum	37%
Public urination/defecation is a problem/disgusting smell/unhygienic	28%
Disgusting/unhygienic/unpleasant/unacceptable/matter of common decency etc.	25%
Avoid certain areas/town centre	6%
Need to provide more/better public toilets	4%
Expensive to clean streets/remove chewing gum	3%
These behaviours are already illegal	3%
Agree with proposal 2	1%
Children copy these behaviours/think that they are acceptable	1%
<i>Other</i>	7%

(Base: 355)

43% said that spitting is disgusting/unhygienic/spreads diseases/or stated that people should be fined for spitting. Examples include:

It's just generally unpleasant, obviously! There's far too much of it going on, and those doing it aren't always careful about where it lands.

I've trod in chewing gum my daughter has or on my pushchair on many occasions. People are also always spitting in public in the town and it is disgusting too see and spreads diseases especially when you have a small child who falls over and could fall in it. People always urinate in the town mainly men, because there are no public toilets anymore that also smells especially the alley next to the full house

Chavs and drunks spitting is filthy, and should be enforced with on the spot fines.

37% agreed chewing gum is a problem/commented on chewing gum on pavement or having stood in chewing gum. Examples include:

I've trod in chewing gum my daughter has or on my pushchair on many occasions.

Chewing gum is now under seats, under tables and on the pavements. I have sat in discarded chewing gum and it is very frustrating and can be difficult to remove from garments.

Additional comments	% of respondents who made comment
Disgusting/unhygienic/unpleasant/unacceptable/matter of common decency etc.	21%
Need to provide more/better public toilets	16%
Agree with proposal 2	12%
Police need to be dealing with these issues/laws are already in place to deal with these issues	11%
Spitting is disgusting/unhygienic/spreads diseases/people should be fined for spitting	8%
Will be hard to reinforce/don't believe it will be enforced	8%
Have not encountered these issues	8%
Public urination/defecation is a problem/disgusting smell/unhygienic	6%
Chewing gum is a problem/chewing gum on pavement/standing in chewing gum	6%
Should not be a blanket proposal/may be due to a medical issue so should not be punished/embarrassed for this	4%
Need to provide more bins/places to dispose of chewing gum	4%
Should apply to more areas/across the whole borough	3%
Disagree with proposal 2	2%
<i>Other</i>	27%

(Base: 206)

21% made comments that the behaviours mentioned in the proposal are disgusting/unhygienic/unpleasant/unacceptable/a matter of common decency etc. Examples include:

It's basic common decency not to do these things.

16% expressed a need to provide more/better public toilets. Examples include:

Providing good quality public toilets, specific chewing gum and fag butt bins will combat this issue more effectively.

More lamp posts for people to stick their unwanted gum and to possibly re-open the old bus station public toilets to allow people to have facilities - the 2 new ones in Marlowes are pretty disgusting and locked at certain times.

Proposal 3: No person shall sleep in any public place which is:

- open to the air
- within a car park
- within a vehicle
- within a no-fixed structure including caravans and tents

Without the prior permission of the owner or occupier of the land

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Problems with people sleeping rough in doorways e.g. KFC, WHSmith etc.	32%
Problems with people being threatening/intimidating/aggressive	24%
Problems with people begging	23%
Sadness that this exists/need to help/rehouse these people	22%
Dislike seeing rough sleepers on street/should be removed	22%
Problems with litter/rubbish left by people/making the area dirty/unhygienic	16%
Problems with people sleeping in car parks/making car park unsafe/also putting themselves at risk from cars	16%
Deters visitors from the area/gives the place a bad image	10%
Makes area look like an eyesore/unkept	10%
I avoid going to certain areas/town	8%
Rough sleepers should be made aware of the DENS organisation	7%
Don't know how genuine some homeless people are/some are frauds	7%
It is not nice for children to see this in our area	6%
Homeless people drinking/consuming alcohol	5%
Homeless people/rough sleepers using drugs	3%
Agree with proposal 3	2%
<i>Other</i>	14%

(Base: 311)

32% said they had experienced people sleeping rough in doorways e.g. KFC, WHSmith etc. Examples include:

Find it very uninviting when these individuals - or couples - are "camped" outside shops/premises - not only at night!!

It's distressing to see. People need help and advice to get a home. Just banning it won't work

24% said they had problems with people being threatening/intimidating/aggressive. Examples include:

It makes the town look dirty and threatening.

People sleeping rough in the town centre especially in shop fronts is bad for the person sleeping, unsightly and sometimes threatening to passers-by, bad for shop business and a bad impression of our town.

23% had experienced problems with people begging. Examples include:

Being asked for money outside of a shop that I have just purchased from makes me feel very uncomfortable. Especially when that person is drinking or smoking

Additional comments	% of respondents who made comment
DBC should be doing more/need to help/rehouse these people	43%
Homeless people are people too/should be offered support/not criminalised	29%
Proposals are just moving the problem to another area which isn't the solution	16%
Disagree with proposal 3	13%
Dislike seeing rough sleepers on street/should be removed	10%
Homelessness is a reflection of a broken system/how we deal with them is a reflection of our society	10%
The proposal is based on perception/therefore open to interpretation/what if people are just taking a nap/proposals need to be clearer/people should be allowed to nap in their car	10%
Where are these people supposed to go/they are homeless/have nowhere to go	10%
Agree with proposal 3	9%
This is not a big problem/haven't been affected by this issue	6%
Rough sleepers should be made aware of the DENS organisation	5%
Problems relating to travellers/they need to be moved/how does this proposal cover travellers?	3%
Problems with people sleeping in car parks/making car park unsafe/also putting themselves at risk from cars	2%
Problems with people sleeping rough in doorways e.g. KFC, WHSmith etc.	2%
<i>Other</i>	20%

(Base: 326)

43% of additional comments suggested Dacorum Borough Council should be doing more/need to help/rehouse homeless people. Examples include:

I think rough sleeping is often caused by poor services for people that are mentally unwell and also not enough low cost/social housing for people.

If Dacorum Borough Council feels that the number of rough sleepers in the town centre has become too high, why not help by upping their funding to local homeless charities instead? After all, their funding has halved in the last 7 years.

29% made comments to the effect of 'homeless people are people too', or stated they should be offered support/not criminalised. Examples include:

If you enforce this where do they go? Will housing and accommodation be provided for all of these people? It is disgusting that people in Dacorum are forced to sleep rough and they should not be punished but helped.

16% stated that the proposal would just move the problem to another area which isn't the solution. Examples include:

Plans put in place to find alternative space for these people to sleep otherwise you just move the problem to somewhere else

Proposal 4: No person shall sit on the ground in a public place, street, highway or passage in a manner to be perceived that they are inviting people to give them money.

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Beggars can be threatening/intimidating/aggressive	48%
Beggars are too persistent/pestering	37%
Dislike seeing beggars on street/should be removed	36%
It is a major issue/these people need help/DBC should help rehouse them	12%
Beggars have a negative impact on town centre/tourism/visitors to town	12%
I avoid going to certain areas/town	9%
Don't know how genuine some homeless people are/some are frauds	9%
I don't feel safe/scared to go out in my area due to beggars	6%
People using charity/children/dogs for sympathy is not acceptable	5%
Agree with proposal 4	4%
Beggars are causing ASB in town	3%
Chuggers are problem/chuggers should be included under the order	3%
Beggars are causing mess/rubbish	2%
Busking should not be included in the order/busking adds atmosphere to town centre	2%
Problems with buskers/street performers	1%
The Big Issue/other proactive measures should be encouraged	<1%
<i>Other</i>	5%

(Base: 294)

Almost half of comments (48%) mentioned that beggars can be threatening/intimidating/aggressive. Examples include:

People sometimes asking for money, sitting on pavement or sometimes approaching you when out shopping which is alarming and intimidating

Can be intimidating if you are away from other members of the public.

37% felt that beggars are too persistent or pestering. Examples include:

Yes regular occurrence when trying to walk along the Marlowes.

It is impossible to use certain areas without being pestered

A similar proportion (36%) stated that they dislike seeing beggars on the street or believe they should be removed:

Always being asked if I have any change, sometimes even rude comments back when said no - should be removed, makes the town look uninviting.

I feel that in this age we must remove these people that beg and try to make you feel guilty for not helping.

Additional comments	% of respondents who made comment
Dislike seeing beggars on street/should be removed	24%
Beggars/homeless are a reflection of a broken system/how we deal with them is a reflection of our society/DBC should be doing more	24%
Beggars are people too/should be offered support/not criminalised	23%
Disagree with proposal 4	13%
Agree with proposal 4	11%
The order should only cover beggars that are pestering people	9%
Beggars sitting aren't the problem/beggars accosting and following you are	8%
The proposal is based on perception/therefore open to interpretation	8%
Proposals are just moving the problem to another area which isn't the solution	7%
Busking should not be included in the order/busking adds atmosphere to town centre	6%
Chuggers are problem/chuggers should be included under the order	6%
The Big Issue/other proactive measures should be encouraged	2%
<i>Other</i>	12%

(Base: 213)

24% made additional comments about disliking seeing beggars on the street/saying they should be removed.

The people asking for money can be intimidating and have upset my children when we are trying to get on with our shopping

The same proportion (24%) felt that beggars/homeless people are a reflection of a broken system/ how we deal with them is a reflection of our society/DBC should be doing more.

...begging is just a symptom of a hard-up society. Again, criminalising it will not help. And how would Buddhist monks and other alms-seekers be affected by this? Giving is good for you.

People beg for a reason. Although some may not need to do this, the majority do. The Conservative run Dacorum Borough Council needs to ask themselves why and address that, not hide the problem (as with rough sleeping) Please put pressure on your Tory colleagues in Central Government and Herts County Council to implement policies that will alleviate the problem not hide it.

23% of comments were that beggars are people too/should be offered support/not be criminalised

This would make begging OK as long as the beggar is standing up - just like those collecting for charity. Another example of criminalising something which is not a crime.

Stop criminalising homeless people

Proposal 5: No person shall cycle or skateboard

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Danger/risk of injury if hit by cyclists or skateboarder especially elderly/young	55%
Cyclist/skaters should not be allowed into the pedestrianised areas	44%
Aggressive/intimidating/abusive/inconsiderate behaviour	35%
Myself/someone I know has almost been knocked over by a cyclist or skateboarder	25%
They perform stunts, jumps, tricks with no regard for pedestrians/road users/themselves	18%
Cyclists/skateboarders travelling too fast/speeding down street	18%
Cyclists/skateboarders expect you to give way to them	13%
Agree with proposal 5	11%
Too worried/dangerous to go into town	6%
Police presence would discourage this behaviour	5%
There are already bikes/skate parks e.g. XC, Gadebridge Park.	5%
Myself/someone I know has been injured by a cyclist or skateboarder	4%
More provision should be put in place for cyclists/skateboarders	4%
<i>Other</i>	9%

(Base: 428)

55% said there was danger/risk of injury if hit by cyclists or skateboarder especially elderly/young

I have four children, and trying to keep them all together and safe in town is tricky at the best of times, without inconsiderate cyclists and boarders crashing into them or near misses as has happened on occasion.

Particularly young cyclists are a danger to pedestrians, again particularly elderly people and the area should be protected from cycling or skateboarding where there is a designated area in Gadebridge Park for this activity.

44% made similar comments that cyclists should not be allowed in pedestrianised areas.

People cycle through Marlows at dangerous speeds with no regard for pedestrians and young children.

Additional comments	% of respondents who made comment
Disagree with proposal 5	19%
More provision should be put in place for cyclists/skateboarders	18%
Aggressive/intimidating/abusive/inconsiderate behaviour	13%
Cyclist/skaters should not be allowed into the pedestrianised areas	13%
Policies already in place to deal with cyclists/skateboarders/protection orders need to be enforced	12%
Cycling/skateboarding should be encouraged as it is good exercise	11%
Safe cyclists/skateboarders shouldn't be punished/blanket ban is inappropriate/only target those who are reckless/break the law	10%
Agree with proposal 5	7%
Don't have a problem with bikes/skateboards/not experienced any issues	7%
Proposals will make it more dangerous for cyclists/force cyclists down dangerous alternative routes i.e. Leighton Buzzard Road	7%
Police should be dealing with this/police presence would discourage this behaviour	6%
Cycling/skateboarding is a good hobby/fun activity for children	6%
Danger/risk of injury if hit by cyclists or skateboarder especially elderly/young	5%
There are already bikes/skate parks e.g. XC, Gadebridge Park.	5%
Skateboards/bikes are good for the environment/less pollution than cars	5%
Cyclists/skateboarders travelling to fast/speeding down street	4%
Skateboards/bikes should be seized/fined if inappropriately used	3%
They perform stunts, jumps, tricks with no regard for pedestrians/road users	2%
Skateboarders aren't the problem/don't mind people skateboarding/cyclists are the problem	2%
Cyclist/skaters should be allowed into the pedestrianised areas	2%
Myself/someone I know has almost been knocked over by a cyclist or skateboarder	1%
Myself/someone I know has been injured by a cyclist or skateboarder	1%
Cyclists/skateboarders expect you to give way to them	1%
Too worried/dangerous to go into town	1%
Redevelopment of the town has encouraged this behaviour	1%
Map is unclear/proposed area in map covers both pedestrian/non pedestrianised zones	1%
<i>Other</i>	20%

(Base: 288)

Most commonly, respondents expressed general disagreement with proposal 5 (19%).

Cycling and skateboarding are exercise and should be encouraged.

I think it is ok to cycle in these areas providing the speed is slow and people around are aware of cyclist and skaters approach and in any case laws already exist for these activities.

People cycling to a place of work or home etc. should not be banned

A similar proportion (18%) suggested that there should be more provision for cyclists and skateboarders.

Please provide a skate park closer to the town centre but away from residents.

I'd rather cyclists/skateboarders shared the paths with pedestrians than risk their lives on the roads. More pedestrian/cycle/skateboard only paths please. All of these should have priority over cars in the area proposed.

STATS19 data on <https://bikedata.cyclestreets.net/collisions/#17/51.75016/-0.47158/opencyclemap> shows pedestrian injuries where the police attended. There were 9 incidents involving buses and 16 incidents involving cars and taxis. Together, these modes injured 31 pedestrians. There was one injury caused by a cyclist. Whatever anti-social behaviour is caused by cyclists, far more is caused by buses and cars. The PSPO should ban buses and cars from the town centre, and allow cycles.

Proposal 6: No person shall feed birds/wildfowl within the Water Gardens area

Please provide details of these behaviours and the impact and effect these behaviours have had on you	% of respondents who made comment
Bird mess is everywhere/unhygienic/unpleasant/slippery	50%
Bread is not good for birds/make people more aware of this/more education/signage on this available	29%
Canada Geese are a menace/destroying river banks	23%
Litter/rubbish/pollution from bread/bread packets	17%
Problems with vermin/pests caused by mess/rubbish	17%
Problems relating to pigeons/too many pigeons/pigeons should be culled	10%
Everyone loves feeding bird/wildfowl/children have grown up feeding birds/families favourite past time	6%
Make sure appropriate bird feed is available/vending machines in park/shops nearby selling appropriate feed	3%
Agree with proposal 6	1%
<i>Other</i>	16%

(Base: 140)

Half of respondents who gave comments (50%) stated that bird mess is everywhere/unhygienic/unpleasant/slippery

The proliferation of birds in such a confined location, tends to lead to areas that are unpleasant and slippery underfoot

29% said that bread is not good for the birds, or suggested people needed to be made aware of this/more education/asked to increased signage on this.

Most people feeding the waterbirds use bread. This is damaging to the birds and the environment. People should be educated to only feed the birds with appropriate seed mixes. Educational signs re the effects of "Angel Wing" and on the water quality from using bread should be clearly visible along the whole stretch of water.

23% of responses were concerned that Canada Geese are a menace/destroying river banks

...only that it encourages the Canada Geese which destroy the grass.

Some birds, especially geese, have degraded the riverbank in recent years. This has made the area unattractive, dangerous (slip hazard) and unhygienic. Birds are able to feed themselves and do not benefit from being fed.

The Canada geese are a menace encouraged by the duck feeders. The ducks are being displaced by the geese which are not an indigenous species and should be culled.

Additional comments	% of respondents who made comment
Bread is not good for birds/make people more aware of this/more education/signage on this available	38%
Everyone loves feeding bird/wildfowl/children have grown up feeding birds/families favourite pastime	32%
Make sure appropriate bird feed is available/vending machines in park/shops nearby selling appropriate feed/use money made by this to reinvest in park	28%
Disagree with proposal 6	23%
Canada Geese are a menace/destroying river banks	6%
Agree with proposal 6	5%
This order will be hard to enforce/would you be fining young children or parents/would need enforcements officers	5%
Litter/rubbish/pollution from bread/bread packets	4%
Water Gardens has been rejuvenated/don't want to see it being destroyed/plenty of money has been spent to make Water Gardens look nice	4%
Problems relating to pigeons/too many pigeons/pigeons should be culled	3%
Bird mess is everywhere/unhygienic/unpleasant/slippy	2%
Problems with vermin/pests caused by mess/rubbish	2%
There should be a specific area designated for feeding birds/wildfowl	2%
<i>Other</i>	17%

(Base: 292)

The most common comments (38%) were about bread not being good for birds/saying that people should be more aware of this/that there should be more education, or that signage on this should be available.

Persons should be allowed to feed any wild animals where safe in a public space. Council activity should be focused more effectively on educating people not to feed birds bread, but instead feed peas, nuts. Also encourage people to feed species effectively, e.g. feed ducks and swans not pigeons. Council activity could also encourage better habitats and food sources for hedgehogs, wood mice, bees, butterflies and other endangered species. Council could set up feeding stations for these species that public could contribute to in an effective and educational way.

Similarly, many comments (32%) suggested that feeding birds/wildfowl was a widely loved activity, or that children and families have grown up feeding birds as a pastime.

Feeding the birds has always been the thing to do with young children. If the feeding of bread is causing problems, why not have specific feeding times and let the public buy the feed (not expensive) from the person monitoring feeding time? That way you are making money to help support the birds, it's not too expensive for the public to buy and feeding is controlled. Children

also learn the lesson of looking after wildlife and the preservation of the surrounding grass land through not feeding stale bread, cake etc.

One comment suggested an alternative to control the bird population:

As a student when home from university in the holidays I worked for the New Towns Commission from the depot in the water gardens and as well as keeping the river clean, at least once a year we created a cage by the bridge by the police station and starting at the lake herded them upstream into the cage where they were caught and safely put in cages taken to Tring reservoirs and humanely released there, this certainly controlled numbers. Is this still done annually? It was mainly mallard ducks from memory and controlled the numbers; of course they weren't all removed.

Are we missing anything?

What else you would like to see included in a PSPO?	% of respondents who made comment
Problems with people being aggressive/intimidating/antisocial	18%
Problems with littering Inc. people dropping cigarette butts	17%
Problems with people shouting/swearing	13%
Problems relating to charity workers e.g. too many chuggers in the area/too persistent etc.	13%
Problems with traffic issues e.g. speeding/inconsiderate drivers etc.	12%
Problems with loud noises/music being played too loudly	11%
Problems with groups of people hanging around/loitering Inc. teenagers	8%
Problems with people smoking/vaping in public areas	8%
Lack of police patrols in area/need more PCSO/police on the beat	6%
Problems with people drinking/being drunk in public	5%
Problems relating to drugs e.g. smoking cannabis in public etc.	4%
Problems with parking e.g. parking on pavements/inconsiderately etc.	4%
Problems with uncontrolled dogs/dogs need to be on a lead	4%
Problems with people not wearing appropriate clothing e.g. men walking around without a t-shirt on.	2%
<i>Other</i>	30%

(Base: 248)

18% of respondents suggested that there were general problems with people being aggressive, intimidating or antisocial:

Large groups of young people/adults shouting flooding into various shops. Shouting amongst groups of people in an aggressive or anti-social way.

Others expressed concern with littering, often specifically dropped cigarette butts (17%):

General littering and particularly throwing used cigarette butts, often still alight, which smokers don't appear to regard as litter.

Dropping cigarette butts. Can this be included with the spitting chewing gum?

13% said they'd experienced problems with shouting/swearing:

Large groups of youths shouting

Abusive and offending language. I do not like the "F" word shouted by groups of mainly youngsters particularly around young children of impressionable age

The same proportion (13%) said there were problems relating to charity workers e.g. too many chuggers in the area/too persistent etc.:

Charity collectors specifically target women with children who they know will agree to anything to get rid of them as the children become fractious at waiting around.

Charity collectors who earn money from it and lead people to believe all the money goes to the charities. Usually there are groups trying to get you to sign a dd. I just want to be able to walk along the street without being asked to stop and hand over money.

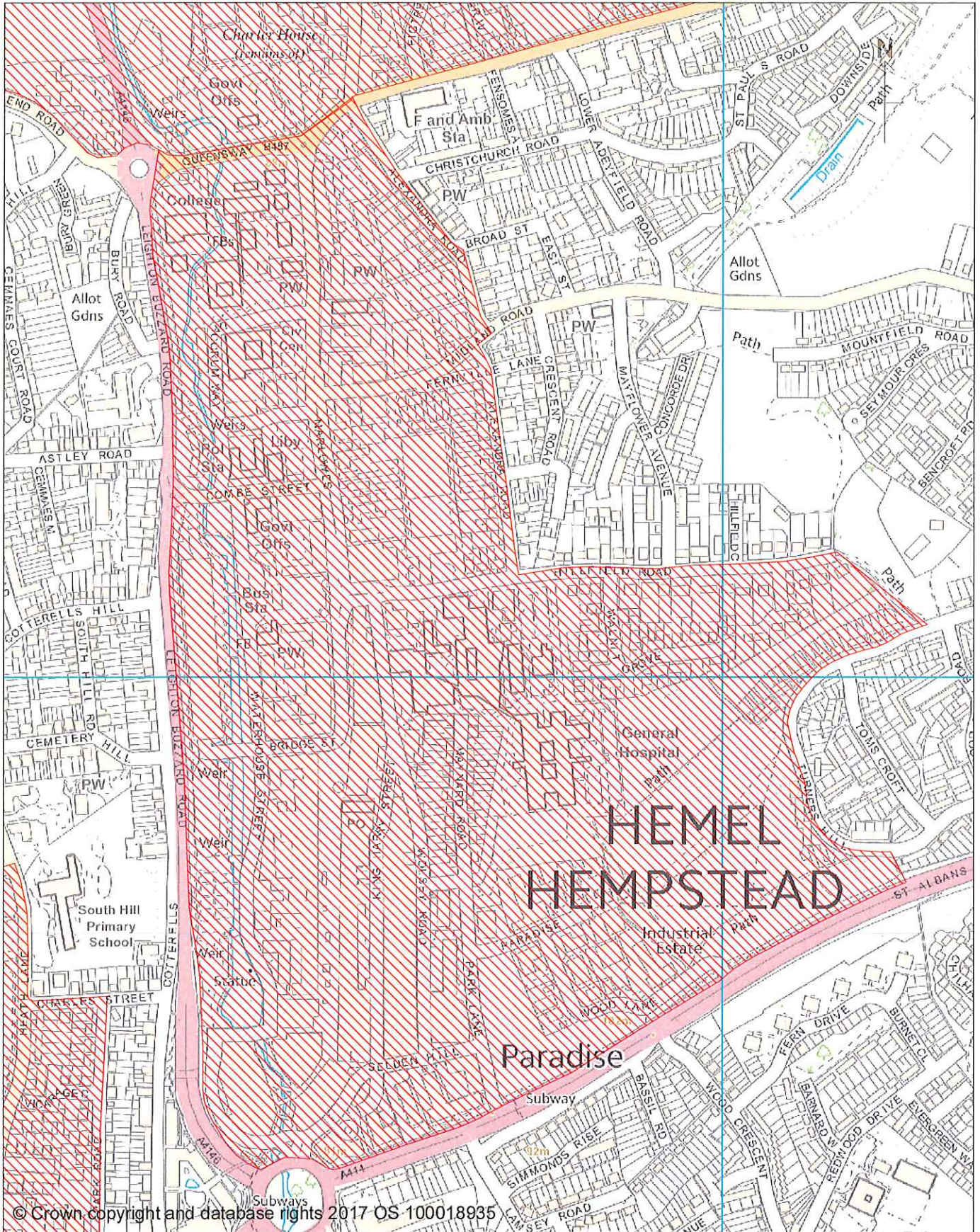
People with clipboards approaching passers-by's to sign up for charities. They are sometimes very persistent and annoying.

Are you completing this survey as...?

Are you completing this survey as...?	% of respondents who made comment
Local resident who lives outside the shaded area shown on the map	62%
Local resident who lives in the shaded area shown on the map	13%
Visitor to the shaded area shown on the map (e.g. tourist, business, shopper)	12%
Person who works in the shaded area shown on the map	6%
Employed by the Council, Police or any other agency with an interest	3%
Local business owner/manager	1%
Representative of a local community or voluntary group	1%
Land owner within the proposed restricted area	<1%
Local Councillor (Town, County, Parish)	<1%
<i>Other</i>	2%

(Base: 869)

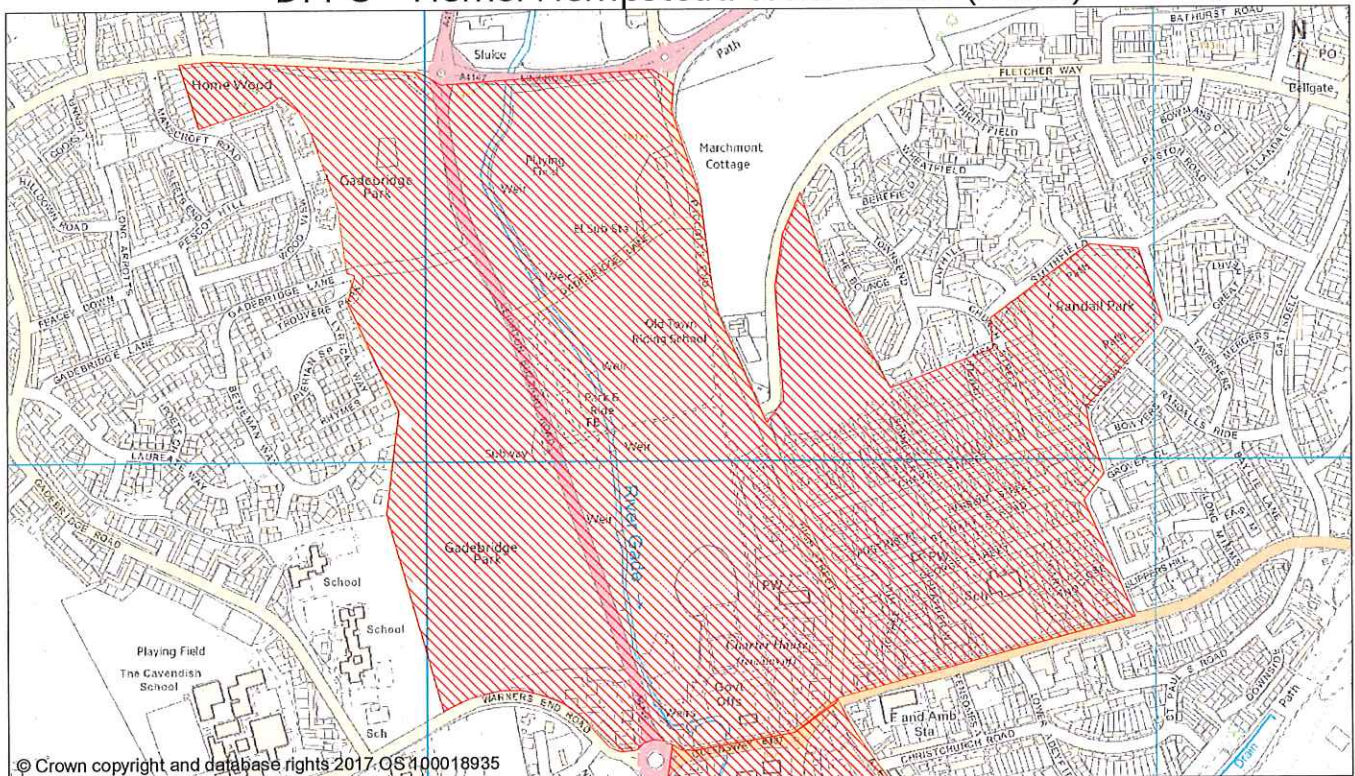
DPPO - Hemel Hempstead town centre (south)



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Scale: 1:6000
 Date: 24/01/2017

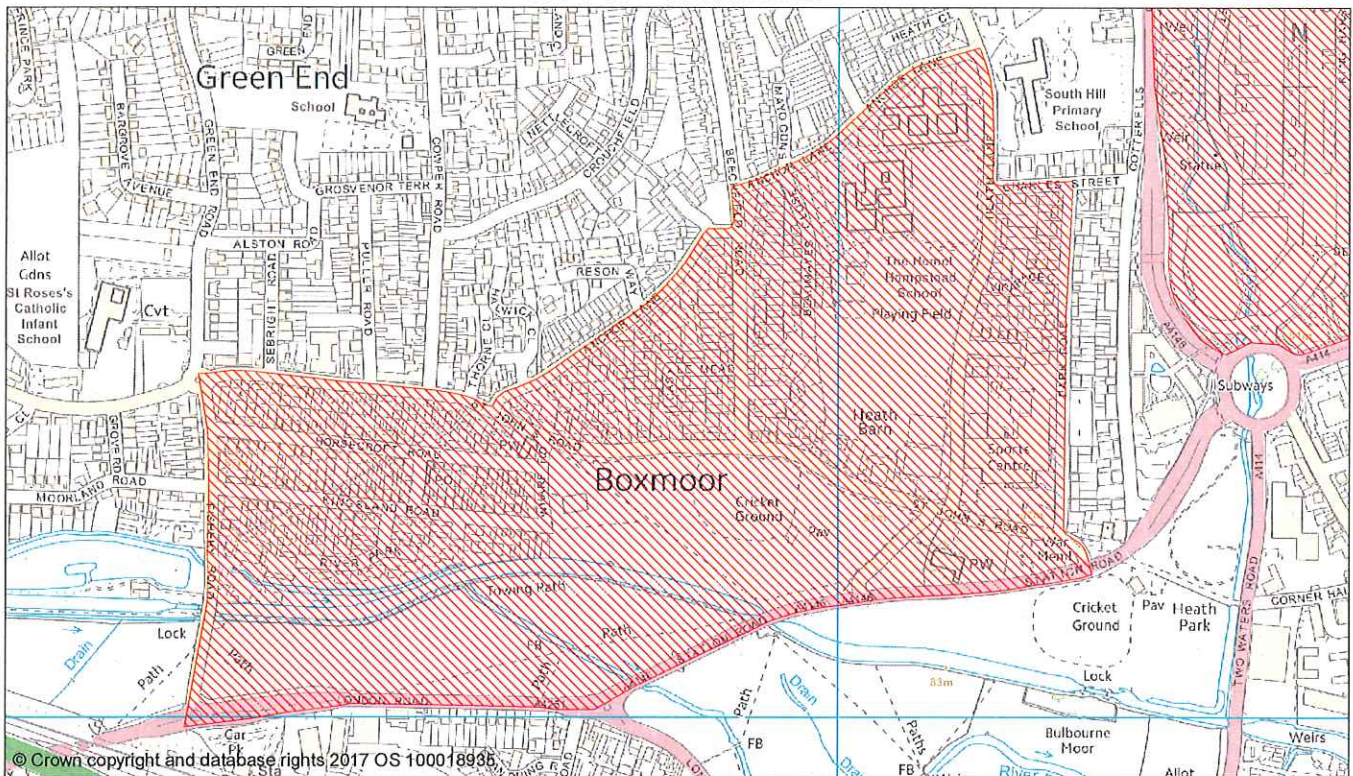
DPPO - Hemel Hempstead town centre (north)



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DPPO - Boxmoor



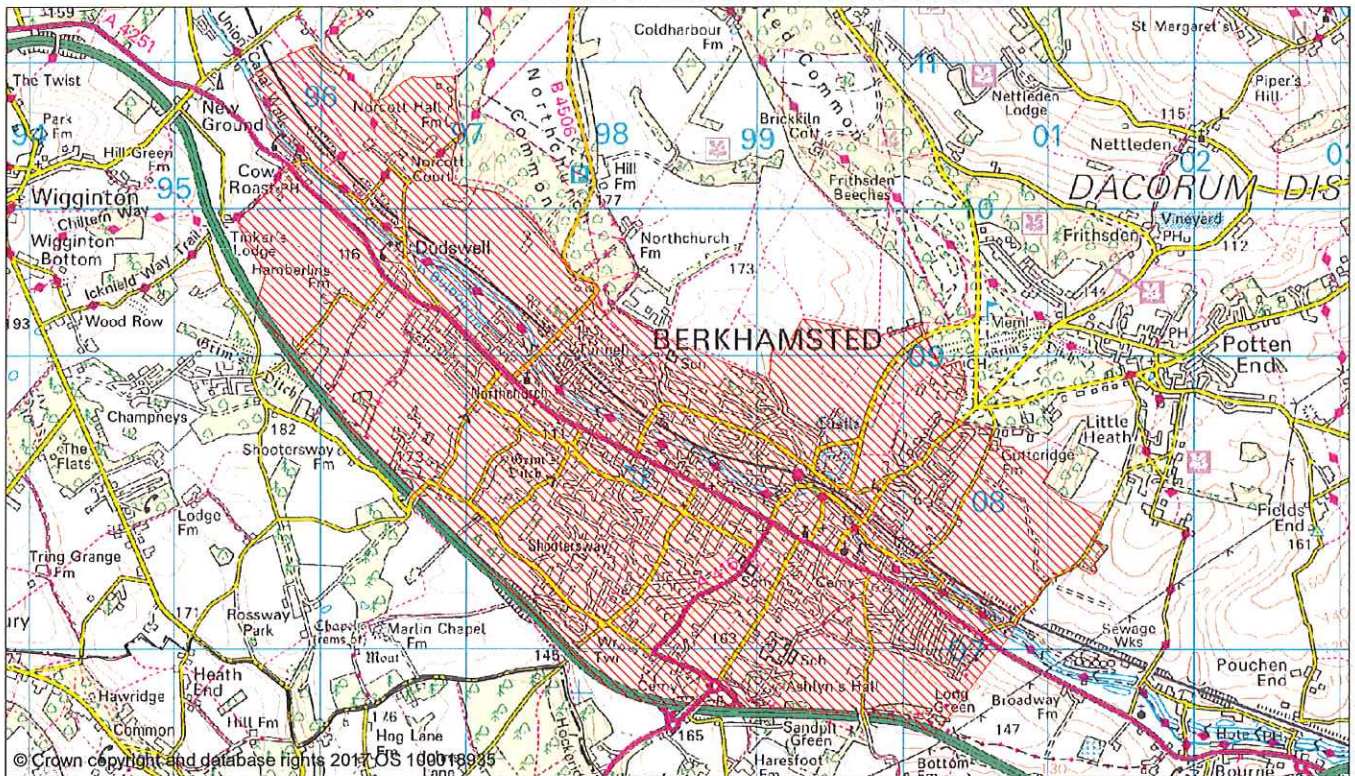
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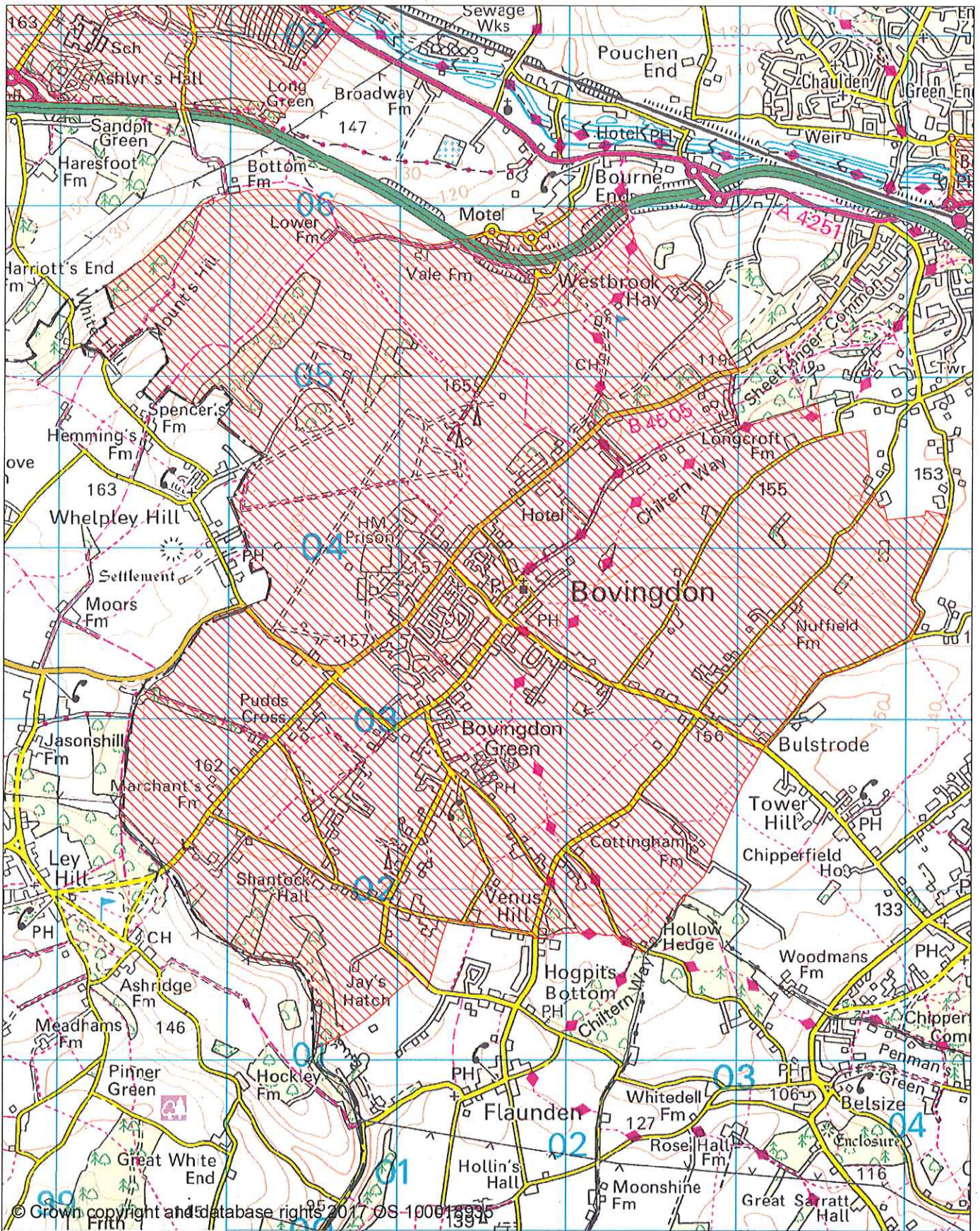
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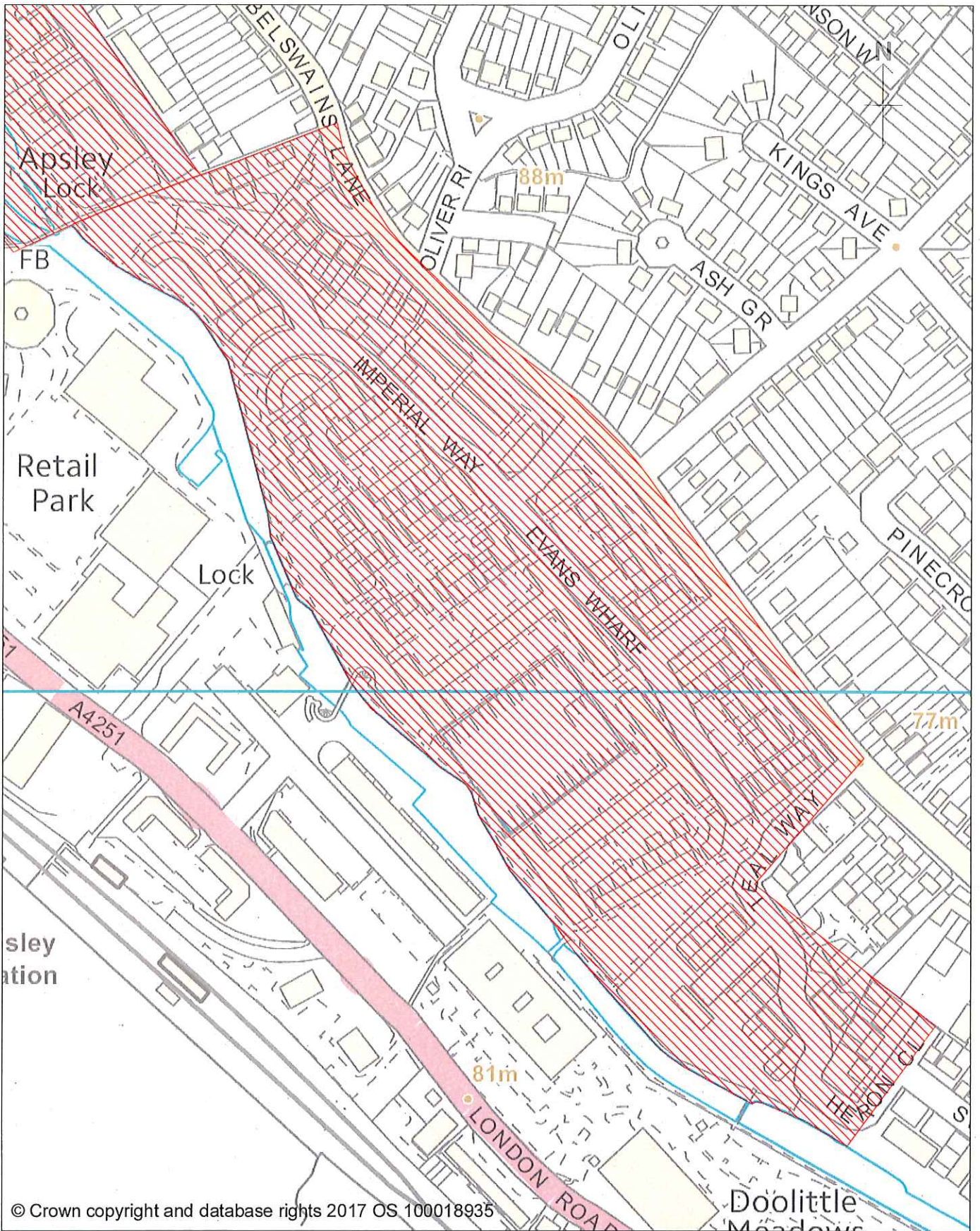
DPPO - Bovington



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DPPO - Evans Wharf



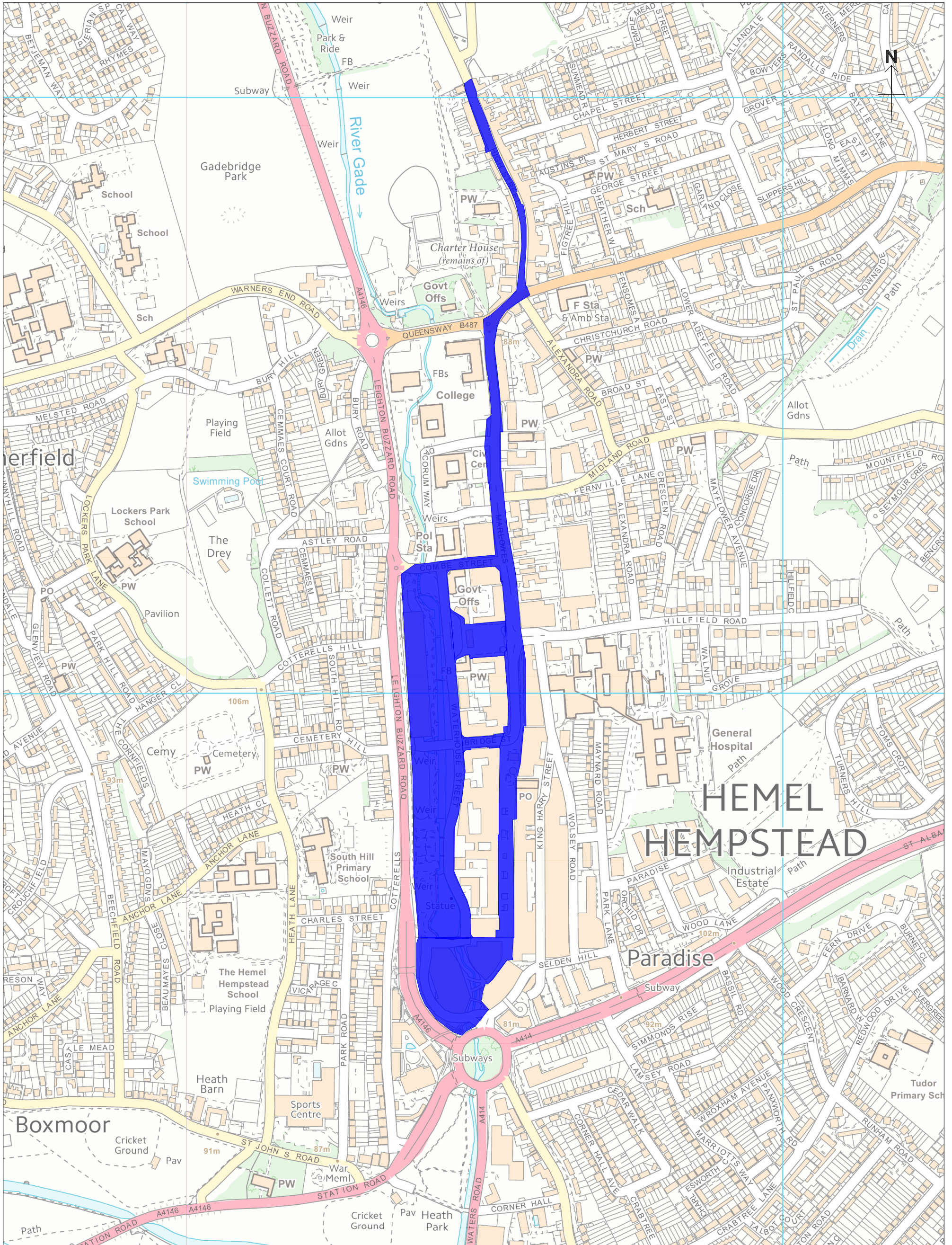
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PUBLIC SPACE PROTECTION ORDER - PLAN 1



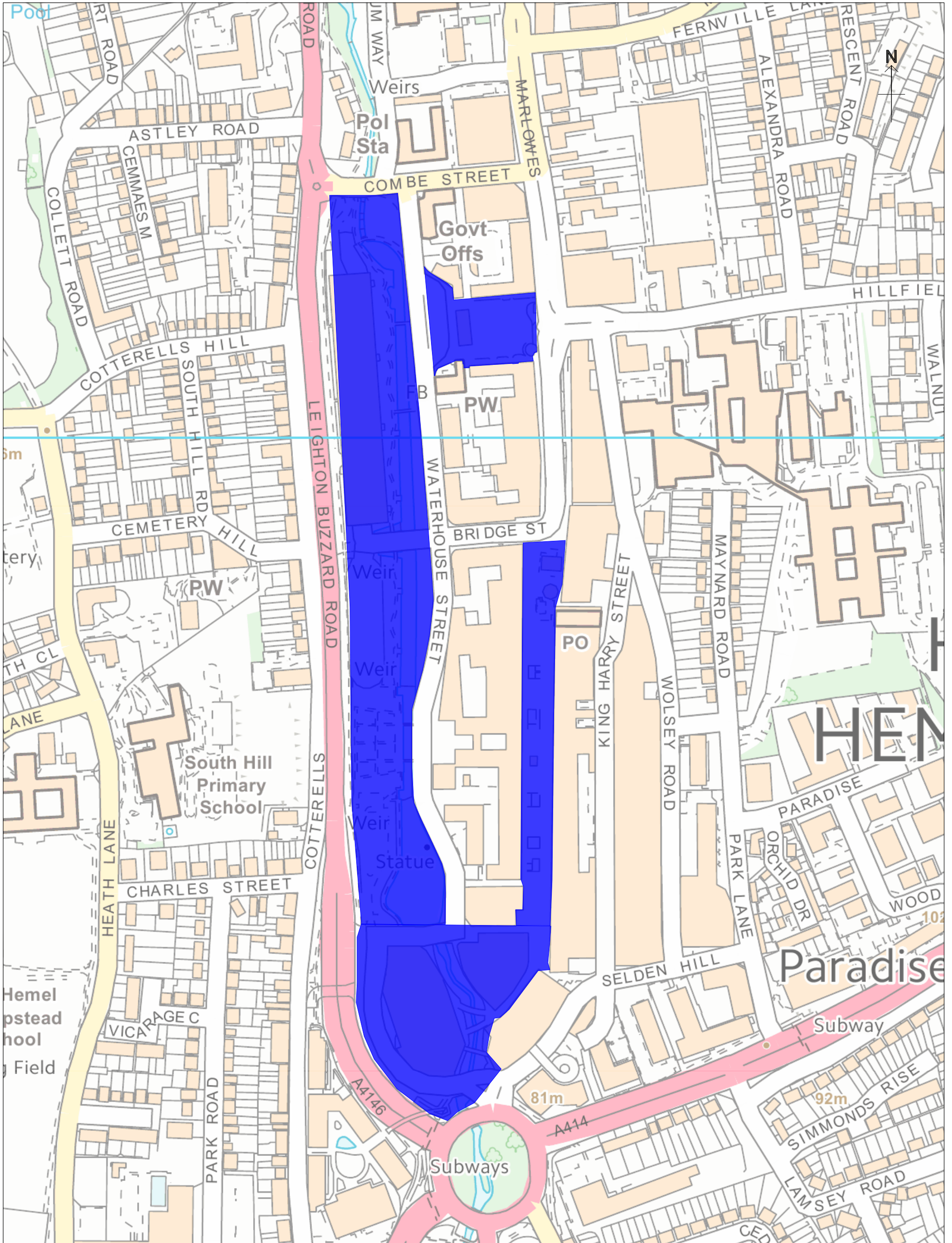
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PUBLIC SPACE PROTECTION ORDER - PLAN 2



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Agenda Item 12

Clerk: Katie Mogan

Strategic Planning and Environment Overview & Scrutiny Committee: Work Programme 2018/19

Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.

Meeting Date	Report Deadline	Items	Contact Details	Background information
19 June 2018	8 June 2018	Budget Monitoring Q4		To review and scrutinise quarterly performance
		Environmental Services Q4 Performance Report	Craig Thorpe 01442 228027 Group Manager – Environmental Services craig.thorpe@dacorum.gov.uk David Austin 01442 228355 Assistant Director for Neighbourhood Delivery david.austin@dacorum.gov.uk	To review and scrutinise quarterly performance
		Environmental and Community Protection Q4 Performance Report	Emma Walker 01442 228861 Group Manager – Environmental and Community Protection David Austin 01442 228355 Assistant Director for Neighbourhood Delivery david.austin@dacorum.gov.uk	To review and scrutinise quarterly performance
		Planning, Development and Regeneration Q4 Performance Report	James Doe 01442 228583 Assistant Director for Planning, Development & Regeneration james.doe@dacorum.gov.uk	To review and scrutinise quarterly performance
		Parking Standards	Chris Taylor 01442 228405 Group Manager – Strategic Planning and Regeneration Chris.taylor@dacorum.gov.uk James Doe 01442 228583 Assistant Director for Planning, Development & Regeneration james.doe@dacorum.gov.uk	
24 July 2018	13 July 2018			
19 September 2018	7 September 2018	Budget Monitoring Q1		To review and scrutinise quarterly performance
		Environmental Services Q1 Performance Report	Craig Thorpe 01442 228027 Group Manager – Environmental Services craig.thorpe@dacorum.gov.uk	To review and scrutinise quarterly performance

			David Austin 01442 228355 Assistant Director for Neighbourhood Delivery david.austin@dacorum.gov.uk	
		Environmental and Community Protection Q1 Performance Report	Emma Walker 01442 228861 Group Manager – Environmental and Community Protection David Austin 01442 228355 Assistant Director for Neighbourhood Delivery david.austin@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Planning, Development and Regeneration Q1 Performance Report	James Doe 01442 228583 Assistant Director for Planning, Development & Regeneration james.doe@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
23 October 2018	12 October 2018			
20 November 2018	10 November 2018	Budget Monitoring Q2		<i>To review and scrutinise quarterly performance</i>
		Environmental Services Q2 Performance Report	Craig Thorpe 01442 228027 Group Manager – Environmental Services craig.thorpe@dacorum.gov.uk David Austin 01442 228355 Assistant Director for Neighbourhood Delivery david.austin@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Environmental and Community Protection Q2 Performance Report	Emma Walker 01442 228861 Group Manager – Environmental and Community Protection David Austin 01442 228355 Assistant Director for Neighbourhood Delivery david.austin@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Planning, Development and Regeneration Q2 Performance Report	James Doe 01442 228583 Assistant Director for Planning, Development & Regeneration james.doe@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
4 December 2018	23 November 2018	Joint Budget 2019-2020 <i>Ideally no further items to be added</i>	Caroline Souto 01442 228318 Team Leader – Financial Planning and Analysis Caroline.souto@dacorum.gov.uk Fiona Jump 01442 228162 Group Manager – Financial Services Fiona.jump@dacorum.gov.uk James Deane 01442 228278 Corporate Director for Finance and Operations	

			james.deane@dacorum.gov.uk	
22 January 2019	11 January 2019			
5 February 2019	25 January 2019	Joint Budget 2019-2020 <i>Ideally no further items to be added</i>	Caroline Souto 01442 228318 Team Leader – Financial Planning and Analysis Caroline.souto@dacorum.gov.uk Fiona Jump 01442 228162 Group Manager – Financial Services Fiona.jump@dacorum.gov.uk James Deane 01442 228278 Corporate Director for Finance and Operations james.deane@dacorum.gov.uk	
12 March 2018	1 March 2019	Budget Monitoring Q3		<i>To review and scrutinise quarterly performance</i>
		Environmental Services Q3 Performance Report	Craig Thorpe 01442 228027 Group Manager – Environmental Services craig.thorpe@dacorum.gov.uk David Austin 01442 228355 Assistant Director for Neighbourhood Delivery david.austin@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Environmental and Community Protection Q3 Performance Report	Emma Walker 01442 228861 Group Manager – Environmental and Community Protection David Austin 01442 228355 Assistant Director for Neighbourhood Delivery david.austin@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>
		Planning, Development and Regeneration Q3 Performance Report	James Doe 01442 228583 Assistant Director for Planning, Development & Regeneration james.doe@dacorum.gov.uk	<i>To review and scrutinise quarterly performance</i>