



Strategic Planning & Environment

Overview & Scrutiny

Agenda

TUESDAY 8 SEPTEMBER 2015 AT 7.30 PM

DBC Bulbourne Room - Civic Centre

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 Adshead
Councillor Anderson (Chairman)
Councillor Ashbourn
Councillor Bateman
Councillor Collins
Councillor Collins
Councillor Guest

Councillor Hearn
Councillor Hicks
Councillor Howard
Councillor Matthews
Councillor Ransley
Councillor Riddick
Councillor Wyatt-Lowe (Vice-Chairman)

Substitute Members:

Councillors Birnie, Link, McLean, Ritchie, Sutton and Tindall

For further information, please contact Catriona Lawson or Member Support

AGENDA

1. MINUTES

To agree the minutes of the meeting held on 7 July 2015.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

3. DECLARATIONS OF INTEREST

To receive any declarations of interest.

A member with a disclosable pecuniary interest or a personal interest in a matter who attends a meeting of the authority at which the matter is considered

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- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent

and, if the interest is a disclosable pecuniary interest, or a personal interest which is also prejudicial

- (ii) may not participate in any discussion or vote on the matter (and must withdraw to the public seating area) unless they have been granted a dispensation.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Members' Register of Interests, or is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal and prejudicial interests are defined in Part 2 of the Code of Conduct For Members

[If a member is in any doubt as to whether they have an interest which should be declared they should seek the advice of the Monitoring Officer before the start of the meeting]

4. PUBLIC PARTICIPATION

An opportunity for members of the public to make statements or ask questions in accordance with the rules as to public participation

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

None

6. BUDGET MONITORING QUARTER 1 (Pages 1 - 10)

7. PERFORMANCE REPORT - ENVIRONMENTAL SERVICES QUARTER 1 (Pages 11 - 28)

8. PLANNING DEVELOPMENT & REGENERATION Q1 PERFORMANCE REPORT (Pages 29 - 32)

9. COMMITTEE MEMBERS IDEAS EXERCISE

10. COMMITTEE WORK PROGRAMME (Pages 33 - 36)

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AGENDA ITEM: 6

SUMMARY

Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	8 September 2015
PART:	1
If Part II, reason:	

Title of report:	Budget Monitoring Quarter 1 2015/16
Contact:	Cllr Graeme Elliot, Portfolio Holder for Finance and Resources David Skinner, Assistant Director (Finance & Resources) Richard Baker, Group Manager (Financial Services)
Purpose of report:	To provide details of the projected outturn for 2015/16 as at Quarter 1 for the: <ul style="list-style-type: none"> • General Fund • Capital Programme
Recommendations	That Committee note the forecast outturn position.
Corporate objectives:	Dacorum Delivers
Implications:	Financial and Value for Money implications are included within the body of the report.
Risk Implications	Risk implications are included within the body of the report.
Equalities Implications	There are no equality implications.
Health And Safety	There are no health and safety implications.

Implications	
Glossary of acronyms and any other abbreviations used in this report:	GF – General Fund HRA – Housing Revenue Account

1. Introduction

1.1 The purpose of this report is to outline the Council's forecast outturn for 2015/16 as at 30 June 2015. The report covers the following budgets:

- General Fund
- Capital Programme

2. General Fund Revenue Account

2.1 The General Fund revenue account records the income and expenditure associated with all Council functions except management of the Council's own housing stock, which is accounted for within the Housing Revenue Account.

2.2 Appendix A provides an overview of the General Fund provisional outturn position, separating expenditure into controllable and non-controllable categories in order to focus scrutiny on those areas that officers are able to influence, i.e. the controllable.

2.3 The majority of non-controllable costs result from year-end accounting adjustments, e.g. depreciation charges. These are required to show the true value of resources used to provide the Council's services, but do not result in a cash charge to taxpayers.

2.4 The table below provides an overview by Scrutiny area of the current forecast outturn for controllable budgets within the General Fund.

	Controllable Budget £000	Projected Outturn £000	Variance	
			£000	%
Finance & Resources	10,623	11,102	479	4.5%
Strategic Planning & Environment	5,810	6,089	279	4.8%
Housing & Community	1,101	1,128	27	0.5%
Total	17,534	18,319	785	4.5%

2.5 The following sections provide an analysis of the projected outturn and major budget variances shown by Scrutiny area.

3. Strategic Planning and Environment

Strategic Planning and Environment	Controllable Budget £000	Projected Outturn £000	Forecast Variance	
			£000	%
Employees	7,965	8,283	319	4.0%
Premises	1,312	1,299	(13)	-1.0%
Transport	1,421	1,540	119	8.4%
Supplies & Services	4,659	4,590	(69)	-1.5%
Third-Parties	121	121	0	0.0%
Income	(9,668)	(9,743)	(75)	-0.8%
	5,810	6,089	279	4.8%

3.1 Employees - £319k over budget (4.0%)

Pressure of £195k – There is a pressure of £195k in the budget for Employees costs in Waste Services. A challenging savings target of £420k was put in to the 2015/16 Budget, based on efficiencies to be delivered through the new waste service which was introduced in November 2014. Only a portion of these savings are currently being achieved, as the new service is not proving to be as productive as expected. At the present time, 2 additional waste collection rounds are being required over and above the anticipated round structure. Work is ongoing to establish why this is the case, and bring the overspend back into line.

Levels of staff sickness are marginally higher than anticipated and a number of staff are on restricted duties. It is hoped that these employees will return to full duties in due course. Agency staff are being used to cover for absent staff, but they are typically not as experienced, efficient or motivated as the Council's own staff, and this has an effect on productivity. The new First Care system for reporting of sickness has been implemented on 1st August 2015, and this has been proven to reduce sickness levels in other Local Authorities where it has been introduced. In addition to this, work is underway to review the round structure and make any necessary changes to bring productivity levels back into line as quickly as possible.

Pressure of £124k – A pressure across services is projected as a result of the vacancy provision, which is set at 5% of direct salaries costs. In front-line areas such as Clean, Safe & Green, where service delivery is key, vacancies are filled quickly when they arise which has meant that the vacancy factor is not expected to be met. This position will continue to be monitored.

3.2 Transport - £119k over budget (8.4%)

Pressure of £119k – This pressure has arisen in Waste Services due to the need to hire additional vehicles. As mentioned above there are currently 2 additional waste collection rounds being put on over and above the planned rounds. There is also a vehicle on hire pending the purchase of a replacement vehicle through the capital programme.

3.3 Supplies & Services - £69k under budget (1.5%)

Underspend of £50k – There is an underspend in the Local Development Framework (LDF) budget of £50k. This is because the public examination into the LDF Core Strategy which was planned for 2015/16 is now not scheduled to take place until 2016/17. This budget is funded from the LDF reserve, so the contribution from reserves will be reduced by £50k resulting in no overall impact to the Council's budget.

Underspend of £50k – An underspend of £50k is expected in the Waste Services, as waste from Housing repairs is no longer being disposed of at Cupid Green depot. This is as a result of the new Housing repairs contractor Osborne disposing of waste externally. Although a variance is showing in controllable expenditure, this will be offset in full by a lower than budgeted recharge to the HRA. A decrease in recharge income has therefore been shown in the non-controllable section of the report at Appendix A.

3.4 Income - £75k surplus (0.8%)

Surplus £80k - Car parking income is expected to be above budget, comprised of three main elements: off-street car parking is forecast to achieve an additional £35k; on-street car parking is forecast to achieve an additional £25k, and on-street penalty charge notices are expected to be over budget by £15k. These forecasts are based on current trends and historical information.

4. Capital Programme

4.1 Appendix B shows the projected capital outturn in detail by scheme.

The table below summarises the overall capital outturn position by Scrutiny area.

The 'Rephasing' column refers to those projects where expenditure is still expected to be incurred, but it will now be in 2016/17 rather than 2015/16, or conversely, where expenditure planned initially for 2016/17 will now be in 2015/16.

The 'Variance' column refers to those projects which are now complete, but have come in under or over budget and those projects which are no longer required.

	Adjusted Budget £000	Projected Outturn £000	Rephasing £000	Variance	
				£000	%
Strategic Planning & Environment	14,340	11,668	(2,736)	64	0.4%
G F Total	14,340	11,668	(2,736)	64	0.4%

4.2 General Fund Major Variances

There is an overall projected underspend of £2,672k on the General Fund. This is a combination of forecast overspending of £64k and slippage of £2,736k into 2015/16.

The projected net overspend of £64k is comprised of:

- Line 157: an overspend of £64k on Play Area Refurbishment budget due to additional sites being added to the programme which will be funded from allocated section 106 receipts.

The projected rephasing to future years of £2,736k includes:

- Line 151: slippage of £76k on the Car Park Refurbishment project. The requirements for 2015/16 have been refined, and 3 car parks will be refurbished this financial year at a cost of £260k rather than the budgeted £330k. Any unspent funds in 2015/16 will be carried forward to be used in 2016/17 for further car parks.
- Line 161: slippage of £1.66m on the Fleet Replacement Programme. The requirements of the service for communal properties are still being scoped out, and until this process has been carried out, it would be unwise to rush into a decision regarding purchasing, as the specification of the vehicles will be based on the methodology of collection chosen. A decision is expected towards the end of the summer, at which point the procurement process can begin. The build time for refuse vehicles is typically in excess of 6 months which will push the actual purchase into financial year 2016/17.
- Line 166: slippage of £300k on Urban Park. This project will not be completed in 2015/16 now due to other projects such as the Water Gardens taking priority.
- Line 172: slippage of £700k on Heart of Maylands. It is expected that £300k of this scheme will need to be allocated to Maylands Phase 1 Improvements scheme to complete this work. The remaining £700k has been earmarked to support the provision of highway access and infrastructure serving the Council's landholding on the Maylands Gateway. This will now not go ahead until 2016/17.

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Dacorum Borough Council

APPENDIX A

Revenue Budget Monitoring Report for June 2015 (by Overview and Scrutiny Committee)

	Month			Year-to-Date			Full Year		
	Adjusted Budget £000	Actuals £000	Variance £000	Adjusted Budget £000	Actuals £000	Variance £000	Adjusted Budget £000	Forecast Outturn £000	Variance £000
Controllable									
Finance and Resources	2,880	3,109	229	3,881	4,167	286	10,623	11,102	479
Strategic Planning and Environment	689	846	157	1,525	1,593	68	5,810	6,089	279
Housing and Community	155	116	(39)	376	406	30	1,101	1,128	27
Controllable	3,724	4,071	347	5,782	6,166	384	17,534	18,319	785
Non-Controllable									
Finance and Resources	(219)	(294)	(75)	(656)	(1,034)	(378)	(4,456)	(4,456)	0
Strategic Planning and Environment	315	0	(315)	946	0	(946)	3,783	3,833	50
Housing and Community	164	0	(164)	492	0	(492)	2,275	2,275	0
Non-Controllable	260	(294)	(554)	782	(1,034)	(1,816)	1,602	1,652	50
General Fund Service Expenditure	3,984	3,777	(207)	6,564	5,132	(1,432)	19,136	19,971	835
Reversal of Capital Charges							(4,125)	(4,125)	0
Interest Receipts							504	504	0
Revenue Contributions to Capital							4,106	4,106	0
Contributions to / (from) Reserves							(898)	(958)	(60)
Contributions to / (from) Working Balance							(152)	(1,011)	(859)
Budget Requirement:							18,571	18,487	(84)
Met From:									
Revenue Support Grant							(2,070)	(2,070)	0
Non-Domestic Rates							(3,986)	(3,986)	0
New Homes Bonus							(2,611)	(2,620)	(9)
Other General Government Grants							0	(75)	(75)
Council Tax Surplus							(80)	(80)	0
Requirement from Council Tax							(9,825)	(9,825)	0
Total Funding:							(18,572)	(18,656)	(84)

Interpreting this report

General Fund Service Expenditure

This subtotal includes those costs which are directly attributable to specific Council services.

Budget Requirement

This subtotal shows the total cash requirement to operate the Council for one year. It includes the General Fund Service Expenditure plus corporate costs and income.

Total Funding

This subtotal shows how the Council receives sufficient funding from different sources to meet the Budget Requirement. In order to 'balance the budget', Total Funding must equal the Budget Requirement.

Scheme	Budget Holder	Original Budget	Prior Year Slippage	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
General Fund									

Scheme	Budget Holder	Original Budget	Prior Year Slippage	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
Strategic Planning and Environment									
Commercial Assets and Property Development									
151 Car Park Refurbishment	Nicholas Brown	330,000	6,199	0	336,199	0	260,000	(76,199)	0
152 Multi Storey Car Park Berkhamsted	Nicholas Brown	68,000	72,000	0	140,000	0	140,000	0	0
		398,000	78,199	0	476,199	0	400,000	(76,199)	0
Environmental Services									
156 Wheeled Bins & Boxes for New Properties	Craig Thorpe	20,000	0	0	20,000	0	20,000	0	0
157 Play Area Refurbishment Programme	Craig Thorpe	350,000	46,558	0	396,558	159,761	460,581	0	64,023
158 Waste & Recycling Service Improvements	Craig Thorpe	0	75,000	0	75,000	0	75,000	0	0
159 Play Areas & Open Spaces - replace equipment	Craig Thorpe	20,000	14,510	0	34,510	0	34,510	0	0
160 Cupid Green Depot - new parking area	Craig Thorpe	15,000	0	0	15,000	0	15,000	0	0
161 Fleet Replacement Programme	Craig Thorpe	2,573,000	(288,432)	36,675	2,321,243	126,840	661,243	(1,660,000)	(0)
		2,978,000	(152,364)	36,675	2,862,311	286,601	1,266,334	(1,660,000)	64,023
Strategic Planning and Regeneration									
165 Maylands Phase 1 Improvements	Chris Taylor	750,000	294,000	0	1,044,000	1,100	1,044,000	0	0
166 GAF - Urban Park/Education Centre	Chris Taylor	170,000	129,720	0	299,720	0	0	(299,720)	0
167 Regeneration of Hemel Town Centre	Chris Taylor	1,659,000	718,868	0	2,377,868	788,453	2,377,868	0	0
168 Maylands Business Centre	Chris Taylor	350,000	0	0	350,000	950	350,000	0	0
169 Landscape Improvements to Maylands Gateway	Chris Taylor	0	0	0	0	(6,190)	0	0	0
170 Water Gardens	Chris Taylor	2,804,148	48,105	0	2,852,253	5,684	2,852,253	0	0
171 Market Square and Bus Interchange	Chris Taylor	2,550,000	(15,113)	0	2,534,887	250,098	2,534,887	0	0
172 Heart of Maylands	Chris Taylor	1,000,000	0	0	1,000,000	0	300,000	(700,000)	0
173 Town Centre Access Improvements	Chris Taylor	520,000	2,280	0	522,280	4,350	522,280	0	0
174 Market Canopies	Chris Taylor	10,000	0	0	10,000	0	10,000	0	0
175 Digital High Street Software	Chris Taylor	10,000	0	0	10,000	0	10,000	0	0
		9,823,148	1,177,860	0	11,001,008	1,044,445	10,001,288	(999,720)	0
Totals: Strategic Planning and Environment		13,199,148	1,103,695	36,675	14,339,518	1,331,046	11,667,622	(2,735,919)	64,023
Totals - Fund: General Fund		13,199,148	1,103,695	36,675	14,339,518	1,331,046	11,667,622	(2,735,919)	64,023



AGENDA ITEM: 7

SUMMARY

Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	8 September 2015
PART:	1
If Part II, reason:	

Title of report:	Quarter 4 Performance – Environmental Services
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 1 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 – Appendix 1 Corvu Report – Appendix 2 Operational Risk Register – Appendix 3
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	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
Glossary of acronyms and any other abbreviations used in this report:	CSG – Clean, Sage and Green HAV – Hand, Arm Vibration TOB – Tour of Britain

Environmental Services Overview and Scrutiny Quarter 1 – Performance Review

Introduction

1. 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

2. 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.

3. 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

4. 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.

5. Vehicle Repair Shop (VRS)

- 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.

6. Performance Indicators

- Setting and monitoring of performance indicators including tonnages, reports form public and sickness figures which are shown as part of this report.

7. Waste Services Key service update

- Tonnages of recyclables in graph form collected can be seen **Appendix 1**
- Corvu performance can be seen in **Appendix 2**

8. Environmental Services Projects

April

- To celebrate Real Nappy Week, we organised a Nappuccino afternoon at Hemel Sportspace Café with mothers and to-be-parents to discuss the benefits of using real nappies and saving money through our £50 real nappy reward scheme and free nappy starter kit worth over £100. A Real Nappy Advisor was on hand to give advice and carry out demonstrations. During the week we had a nappy information display board and real nappy cashback offer leaflets at Hemel Sportspace.

8.2 May

- To celebrate National Compost Week, we gave away ten tonnes of free compost to keen gardeners made from the contents of the green wheeled bin containing garden waste. The compost was provided by D Williams and Co, the company responsible for turning the contents of the green wheeled bin into nutrient-rich compost.

8.3 June

- We have made it even easier for households with a food caddy to recycle food waste. After extensive trials at the composting facility, residents can now dispose of food waste in plastic carrier bags, as well as compostable liners and newspapers. Residents were supportive of the change, because when we announced the news on social media, on Facebook we received 80 likes and 91 shares.
- To celebrate National Recycle Week (22 - 28 June) we've been out and about encouraging people to expand their recycling routine to include items from every part of their home. Shoppers in Sainsbury's store in Woodhall Farm and Tesco store in Jarman Park have

been taking part in demonstrations and competitions to test what items can be placed in the mixed recycling bin and the refuse bin from different rooms in the house. Those who gave the right answers won recycled merchandise, including bottle opener key rings, mini wheeled bins and reusable bags. Shoppers also held up pledge card with "I'm recycling right for Herts" for our social media to encourage others too.

9. Clean, Safe and Green

- Held official opening of Walled Garden summer flower display. The Mayor very kindly attended to cut the ribbon.
- Teams also did a great job preparing the Borough for the Women TOB cycle event. We received lots of good feedback on how the Park and route looked.
- Completed a bedding display in Tring as part of the 700year celebration being held in Tring. It generated loads of interest and has gone down very well with the residents of Tring.
- We also had three of our Green flag parks judged this year and have received green flags for them and kept the fourth.
- We also completed the harvesting timber from Chipper field Common and now have a stock of timber which we are using to make our own benches.
- Wild flower displays are again proving popular this year and two more locations (Woodhall Farm and Canal Fields) have been added

10. Personnel and Sickness Levels

- **Sickness:**
- CSG – Quarterly total = 324.5 days against a budget of 303.3 days
- Refuse – Quarterly total = 359.5 days against a budget of 337.5 days
- Over budget by 43.2 days for the quarter
- Long term sickness cases have ended for the quarter at 4 for Refuse and 3 for CSG.

Q1

Total Days: 304.50

Reason for Absence	Actual No.Occasions	No.Employees	No.Days FTE	% (FTE)	No.Days Ind FTE	% (Ind. FTE)	No. Days LT	% (FTE LT)
<u>ANXIETY/STRESS/DEPRESSION/OTHER PSYCHIATRIC ILLNESSES</u>	1	1	44.00	14.45	0.00	0.00	0.00	0.00
<u>AWAITING SELF CERTIFICATION FORM</u>	1	1	0.50	0.16	0.00	0.00	0.00	0.00
<u>BACK PROBLEMS</u>	5	5	24.00	7.88	73.00	23.97	0.00	0.00
<u>CHEST & RESPIRATORY PROBLEMS - (EXCLUDE NOSE & THROAT PROBLEMS,ASTHMA,COLD,COUGH,FLU)</u>	1	1	26.00	8.54	0.00	0.00	0.00	0.00
<u>COLD, COUGH, FLU - INFLUENZA</u>	3	3	12.00	3.94	0.00	0.00	0.00	0.00
<u>EAR, NOSE, THROAT (ENT)</u>	1	1	2.00	0.66	0.00	0.00	0.00	0.00
<u>EYE PROBLEMS</u>	1	1	2.00	0.66	0.00	0.00	0.00	0.00
<u>GASTROINTESTINAL PROBLEMS (E.G. ABDOMINAL PAIN, GASTROENTERITIS, VOMITING, DIARRHOEA) - EXCLUDE DENTAL & ORAL PROBLEMS</u>	13	11	24.50	8.05	0.00	0.00	0.00	0.00
<u>HEADACHE / MIGRAINE</u>	1	1	1.00	0.33	0.00	0.00	0.00	0.00
<u>HEART, CARDIAC & CIRCULATORY PROBLEMS</u>	2	2	109.00	35.80	0.00	0.00	61.00	20.03
<u>HOSPITAL / MEDICAL APPOINTMENT</u>	7	5	5.50	1.81	0.00	0.00	0.00	0.00
<u>INJURY, FRACTURE</u>	2	2	33.00	10.84	0.00	0.00	0.00	0.00

SKIN DISORDERS	1	1	21.00	6.90	0.00	0.00	0.00	0.00
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Q1

Total Days: 357.00

Staff from one section	REFUSE & RECOLLECTION CREWS
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Reason for Absence	Actual No.Occasions	No.Employees	No.Days FTE	% (FTE)	No.Days Ind FTE	% (Ind. FTE)	No. Days LT	% (FTE LT)
<u>ANXIETY/STRESS/DEPRESSION/OTHER PSYCHIATRIC ILLNESSES</u>	6	4	44.00	12.32	0.00	0.00	0.00	0.00
<u>BACK PROBLEMS</u>	1	1	2.00	0.56	0.00	0.00	0.00	0.00
<u>COLD, COUGH, FLU - INFLUENZA</u>	4	4	5.00	1.40	0.00	0.00	0.00	0.00
<u>DENTAL AND ORAL PROBLEMS</u>	1	1	1.00	0.28	0.00	0.00	0.00	0.00
<u>EAR, NOSE, THROAT (ENT)</u>	3	3	7.00	1.96	0.00	0.00	0.00	0.00
<u>GASTROINTESTINAL PROBLEMS (E.G. ABDOMINAL PAIN, GASTROENTERITIS, VOMITING, DIARRHOEA) - EXCLUDE DENTAL & ORAL PROBLEMS</u>	15	14	68.00	19.05	0.00	0.00	0.00	0.00
<u>HEADACHE / MIGRAINE</u>	3	3	6.00	1.68	0.00	0.00	0.00	0.00
<u>HEART, CARDIAC & CIRCULATORY PROBLEMS</u>	1	1	59.00	16.53	0.00	0.00	59.00	16.53
<u>INJURY, FRACTURE</u>	5	5	141.00	39.50	2.00	0.56	61.00	17.09
<u>OTHER MUSCULOSKELETAL PROBLEMS - (EXCLUDE BACK PROBLEMS - INCLUDE NECK PROBLEMS)</u>	3	2	19.00	5.32	0.00	0.00	0.00	0.00
<u>SKIN DISORDERS</u>	1	1	5.00	1.40	0.00	0.00	0.00	0.00

11. Restricted Duties

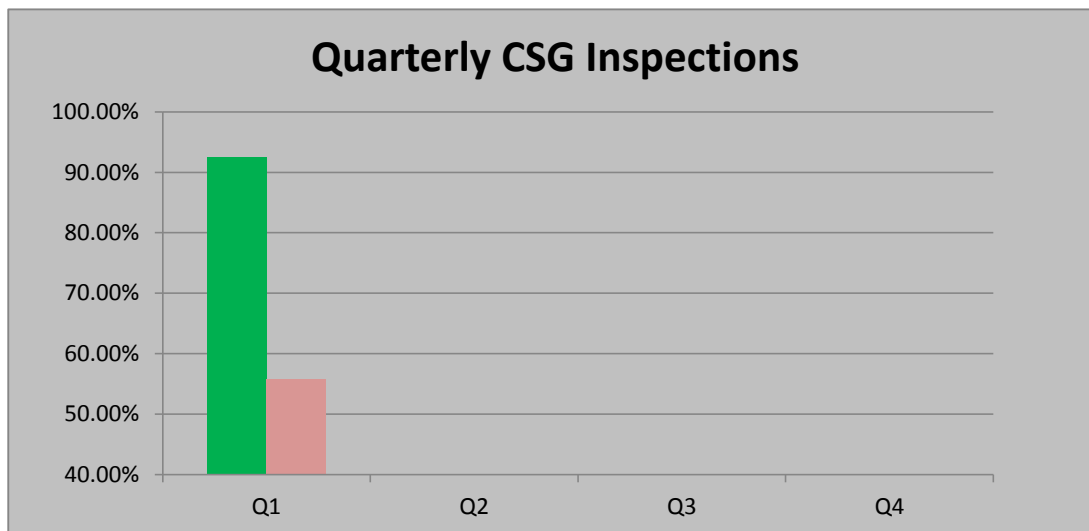
- Both the Refuse and Recycling service and the Clean, Safe and Green service currently have employees that are, for one reason or another are restricted to only performing a limited range of duties required as advised by Occupational Health. Refuse and Recycling staff that fall into this category have been referred back to Occupation Health for a further advice. It is the intention to undertake a similar exercise on Clean, Safe and Green service in the future
- Operative on the Clean, Safe and Green service are subject to Hand Arm Vibration (HAV). The service has been assessing operatives on an individual basis to ascertain if any restrictions, in terms of usage of small plant, apply. This information is required by the Health and Safety Executive.

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CSG Litter & Detritus Inspections 2015/16

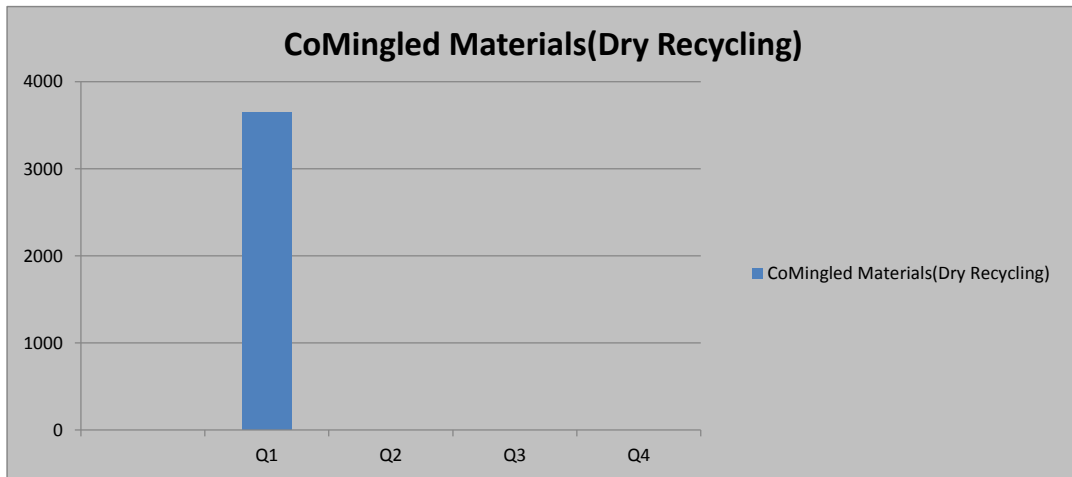
Litter	Detritus	120 Inspections per quarter
Grade A+B	Grade A+B	
111	67	

	Q1	Q2	Q3	Q4
Litter	92.50%			
Detritus	55.83%			



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DBC Outgoing Weights					
2015-16	CoMingled Materials(Dry Recycling)		Food Waste		Garden Waste
Q1	3648.66	Q1	1019.74	Q1	3770.33
Q2		Q2		Q2	
Q3		Q3		Q3	
Q4		Q4		Q4	



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QUARTERLY PERFORMANCE

Environmental Services





June 2015

All Measures



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Measure	Owner & Updater	Jun 2015 Result	Trend	Mar 2015 Result	Jun 2014 Result	Actions	Comments	Sign Off
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	96.36% (53/55) Target: 95.00	↓	98.72% (77/78) Target: 95.00	No Data Target: 0		Updater Two reports over 7 days to check/clear.	✓
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	99.28% (274/276) Target: 95.00	↑	96.77% (270/279) Target: 95.00	No Data Target: 0		Owner Within target with only 2 not collected in timescale.	✓
CSG03 - Number of reports of litter	Craig Thorpe Shirley Hermitage	66 Reports Info Only		No Data Info Only	95 Reports Info Only		Owner Approved	✓
CSG04 - Litter Area inspections up to standard	Craig Thorpe Shirley Hermitage	120 Inspections Target: 120	→	120 Inspections Target: 120	No Data Target: 0		Updater Litter = 92.50% Grade A&B / Detritus = 55.83% Grade A&B No programmed sweeps carried out in Q1 period.	✓
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	93.55% (29/31) Target: 95.00	↓	94.74% (18/19) Target: 95.00	No Data Target: 95.00		Owner	✓
TW03 - Percentage of Trees and Woodlands works instructions completed in the required timescale	Craig Thorpe Shirley Hermitage	93.98% (78/83) Target: 95.00	↑	87.04% (47/54) Target: 90.00	96.72% (118/122) Target: 90.00	Require more intense contract monitoring in next quarter	Owner	✓
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	100.00% Info Only	↗	97.00% Info Only	100.00% Info Only		Owner Approved	✓
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe Shirley Hermitage	607 Bins Target: 750		No Data Target: 250	101 Bins Target: 250		Owner Based on each premise receiving per month: 2 grey bin collections 2 blue bin collections 2 green bin collections 4 food waste collections = 10 collections per property per months equates to nearly 7.5 million collection per quarter	✓

Measure	Owner & Updater	Jun 2015 Result	Trend	Mar 2015 Result	Jun 2014 Result	Actions	Comments	Sign Off
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	86 Collections Target: 150		53 Collections No Target	9 Collections Target: 10		Owner There are now 5000 properties requiring an assisted collection. On this basis the service is undertaking 60,000 assisted collections per quarter	
WR05 - Dry recycling Collected	Craig Thorpe Shirley Hermitage	3648.66, Tonnes Target: 3786.00		No Data Target: 1262.00	No Data Target: 2800.00		Owner Slightly under target	
WR06 - Total tonnage of garden waste collected as per new service	Craig Thorpe Shirley Hermitage	3770.33 Tonnes No Target		No Data No Target	No Data No Target		Owner Approved	
WR07 - Tonnage of food waste.	Craig Thorpe Shirley Hermitage	1019.74 Tonnes Target: 1200.00		No Data Target: 400.00	No Data Target: 400.00		Owner Approved	
WR08 - Recycling Rate	Craig Thorpe Shirley Hermitage	No Data Target: 60.00		No Data Target: 60.00	No Data Target: 60.00		Owner Early indications show that the recycling rate for this quarter will just tip over the 60% mark however there is a delay in confirming figures until we receive all tonnage information from end users.	

OPERATIONAL RISK REGISTER

June 2015



1) Neighbourhood Delivery - David Austin

ND_F01 Failure to monitor the variation in projected levels of income for recyclables.

Category: Financial	Corporate Priority: Dacorum Delivers	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
4 Very Likely	3 High	12 Red	3 Likely	2 Medium	6 Amber
Consequences		Current Controls		Assurance	
<p>The comingled recyclables are delivered to a Material Recycling Facility where we receive a 'basket' price for the materials. This 'basket' price is based on market rates and the relative percentage presence of the different recyclables in the mix (e.g the % of say glass of the overall weight , a sampling regime is in place). If there is a fall in market rates or changes in the % mix away from the more valuable recyclables we would see a gate fee introduced and the opposite of this also applies (a rise in material values would the Council receive an income per tonne of recyclable material. In addition the Council receives an incentive payment (called the Alternative Financial Model) from Hertfordshire County Council . This payment is based on reducing the amount of waste sent for disposal so again any changes in recycling performance will impact on this income stream.</p>		<ul style="list-style-type: none"> - There are regular meetings with the Service Accountant to monitor any changes. - The market price for recyclable materials and potential forecasts in changes is monitored via trade publications and professional contacts such as the Chartered Institute of Waste Management. - There are quarterly reports at Hertfordshire Waste Partnership that tracks trends on market prices as well as quantity of material collected so that trends can be analysed. 		<p>The contract for the processing of recyclables is with one of the larger waste management companies which gives greater reassurance in terms of their market position.</p>	

OPERATIONAL RISK REGISTER

June 2015



Sign Off and Comments

Sign Off Complete
 Market prices are relatively stable at time of writing but will continue to be monitored in line with above.

ND_F02 Lack of budget to develop services

Category: Financial	Corporate Priority: Dacorum Delivers	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
4 Very Likely	3 High	12 Red	3 Likely	3 High	9 Amber
Consequences		Current Controls		Assurance	
There would be issues with service provision leading to more complaints around missed bins, return of containers etc and general dissatisfaction with the service. In addition , there would be issues with the provision of effective recycling services which may impact on recycling performance in the Borough.		The budget in place is based on significant modelling work carried out as part of the move to the new waste service. This included the use of route optimisation software to ensure that rounds were achievable using the resources provided.		There are issues with initial overspends in the first quarter which officers are currently analyzing. Including productivity on the rounds.	

Sign Off and Comments

Sign Off Complete
 The residual risk score remains high as officers further investigate issues on the new service.

OPERATIONAL RISK REGISTER

June 2015



ND_I01 Failure to achieve Headline Service Objectives

Category: Infrastructure	Corporate Priority: Dacorum Delivers	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Tolerating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	2 Medium	4 Green	1 Very Unlikely	1 Low	1 Green
Consequences		Current Controls		Assurance	
The headline service objectives link to the Borough's Corporate Plan and any failure to achieve them would lead to reputational damage to the Council and potentially additional costs.		The Service Plan objectives are monitored closely at a series of forums including appraisals, Corporate Working Group and Departmental Management Team. Any potential issues with delivery are discussed and addressed to ensure delivery. There are also regular updates at Corporate Management Team to ensure that there is cross working when required. Where possible, objectives are also supported by a suite of performance indicators.		Progress against the objectives is being monitored so assurance details will be advised here later in year.	
Sign Off and Comments					
Sign Off Complete No further comments at this stage.					

ND_I02 Failure to manage relationships with Service areas across the Council

Category: Infrastructure	Corporate Priority: Dacorum Delivers	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Tolerating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score

OPERATIONAL RISK REGISTER

June 2015



3 Likely	2 Medium	6 Amber	2 Unlikely	2 Medium	4 Green
Consequences		Current Controls		Assurance	
This could lead to duplication of activities on projects or the required support for a service not being by another part of the Council. This could have a negative impact on either service delivery or the successful completion of projects.		There are Corporate Working Groups that include staff from a cross section of disciplines across the Council to ensure there is effective communication on a range of areas. These meet on a monthly basis and there is a specific one for this area - the Environment Corporate Working Group. These groups then report to the senior Corporate Management Team an agreed unified approach can be taken. There are also regular Leadership Team events where any key current topics can be discussed.		There has been good progress on a range of Council projects which demonstrates that effective communication continues to take place.	
Sign Off and Comments					
Sign Off Complete No further comments at this stage.					

ND_I03 Failure to manage sickness levels and staff retention					
Category: Infrastructure	Corporate Priority: Dacorum Delivers	Risk Owner: David Austin	Portfolio Holder: Cllr Janice Marshall	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
4 Very Likely	4 Severe	16 Red	3 Likely	4 Severe	12 Red
Consequences		Current Controls		Assurance	
If there is an in increase sickness, there are a number of significant impacts on services. Agency staff usage		There is a robust system to manage sickness and absence with dedicated Human Resource support based		As more agency staff have therefore been employed this has a 'knock on' effect to service quality and further	

OPERATIONAL RISK REGISTER

June 2015



increases which leads to higher revenue costs but also affects service quality. This can lead to further additional costs such as returning for missed bins as well the resource required to deal with additional complaints.

at Cupid Green Depot. A monthly update is circulated for management team including a case review of long term absences to ensure everything is being done to support the employee back into work. There is also a programme of inoculation against diseases to act as a preventative measure.

cost implications. Officers will be carrying out further work in this area during Quarter 1 of 2015/2016 to ascertain whether policy changes are required to improve performance in this area.

Sign Off and Comments

Sign Off Complete

Sickness absence levels are broadly on budget but a range of work is being carried out in this area to improve performance.

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AGENDA ITEM:

SUMMARY

Report for:	Strategic Planning and Environment Overview & Scrutiny Committee
Date of meeting:	8 September 2015
PART:	1
If Part II, reason:	

Title of report:	Quarter 1 2015-2016 Performance Report – Planning, Development and Regeneration
Contact:	<p>Cllr Graham Sutton, Portfolio Holder for Planning and Regeneration</p> <p>James Doe, Assistant Director – Planning, Development and Regeneration</p>
Purpose of report:	To report on service performance for the first quarter of 2015/16.
Recommendations	That the report be noted.
Corporate objectives:	The report focuses on the service plan for the area and key performance indicators. All corporate objectives are therefore relevant.
Implications:	<p><u>Financial</u></p> <p>None arising directly from this report.</p>
'Value For Money Implications'	<p><u>Value for Money</u></p> <p>None arising directly from this report.</p>
Risk Implications	Risk Assessment completed as part of the service plan.
Equalities Implications	None arising from this report.

Health And Safety Implications	None arising from this report.
Consultees:	<p>Cllr Graham Sutton, Portfolio Holder for Planning and Regeneration.</p> <p>Mark Gaynor, Corporate Director for Housing and Regeneration</p> <p>Steve Clark, Interim Group Manager for Development Management and Planning</p> <p>Chris Taylor, Group Manager for Strategic Planning and Regeneration</p>
Background papers:	<p>Planning and Regeneration Service Plan 2013-2015</p> <p>Performance information held on the CorVu system.</p>

1. This is the first of four reports the Committee will receive this year providing information and analysis of the agreed performance measures for the Planning, Development and Regeneration Service.
2. The quarterly report from the CorVu system is attached at Appendix 1 for Members' information. The style of these covering reports to the Committee is to focus on exceptions to performance – mainly where targets have not been met, but particularly good performance over a quarterly period will be highlighted to the Committee's attention also.
3. These reports are set out by specific service areas within the wider service grouping.
4. Starting with Development Management, the end of year report for 2014/15 to the Committee on 9 June 2015 explained there had been a 40% rise in planning and related applications over that year. This level (DMP02) remains high at 659 applications this quarter and only marginally down on that for Q4 of the previous year.
5. Speed of processing planning and related applications (DMP04,05,06) has been varied. Though there has been a big improvement in the processing of major planning applications (DMP04), the 'minor' and 'other categories (DMP05 and 06 respectively) remain below target.
6. For minor developments, the position from end of year 2014/15 is largely unchanged with performance 13% below target, though this is an improvement on Q4. The 'others' category is 16.5% below target.
7. In the end of year report it was explained that the Development Management service had undergone a high degree of staff turnover, but was now fully staffed following successful recruitment. New staff are understandably taking time to settle into an efficient turnaround of case work in a new environment, with a degree of this inherent delay falling into Q1 of this year.

8. Also, efforts have been made to clear the backlog of a number of historic cases, which has now been largely cleared. This will help the performance of the service in the rest of the coming year.
9. Other measures of note are as follows. There has been a rise in the number and proportion of planning refusals being appealed against to the Planning Inspectorate (DMP03), being just over the target level of 30%. This is not an indicator that the Council can directly control, but it does illustrate the appetite for applicants to exercise their right to appeal and is a reflection in part on the quality and soundness of decision making. Historically this has not been an issue for Dacorum BC, as our appeal success rates are very good, but this is a measure that needs to be kept under review.
10. The validation of planning applications upon their receipt by the Council (DMP08) is performing relatively well but a little under the target of 75% being processed in 3 working days at 70%. Workload remains very high and there were IT problems in June which contributed to the slight dip in performance.
11. In terms of planning fee income (FIN16) this is only slightly below the targeted profile of income trajectory by some £8,500. At this early stage in the year it is my view this is not a cause for concern.
12. For Building Control, performance remains strong though this is a service subject to staff shortages and high levels of turnover. This is a result of a strong building industry at the current time and shortage of professionals in this part of the employment market. Income levels for Building Control (FIN15) are over £10k above profiled target.
13. In Local Land Charges, casework (LC03) continues to grow with 703 searches submitted as opposed to 633 in Q4 of 2104/15. Search fees income (FIN17) is over £6,000 in excess of budget profile. High workloads are still impacting on speed of processing (LC04) which ran at 3 days over target being just over 13 days per case on average. This has since improved and I am hopeful that this should be within target for Q2.
14. Finally for Planning Enforcement, performance remains high as usual (PE01, 02,03), with only marginal deviations from the 100% targets for priority 2 and 3 cases (the DBC Local Enforcement Plan refers, see) due to more attention needing to be given to the top priority (priority 1) cases, which came in on target at 100% being visited within one working day.

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STRATEGIC PLANNING & ENVIRONMENT Overview & Scrutiny Committee: Work Programme 2015/16

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:	Type:	Contact details:	Background information	Outcome of Discussion
13 October 2015	2 October 2015	New Waste Service Update Herts Waste Partnership Update General Overview Presentation – Regulatory Services		Dave Austin Craig Thorpe Dave Austin Craig Thorpe Dave Austin Chris Troy		
16 November 2015	30 October 2015	Provisional Outturn Q2 Environmental Services Q2 Performance reports. Planning, Development & Regeneration Q2 Performance Reports Maylands Business Centre Extension Update Maylands Update Hemel Town Centre Strategy & TC Management	PM	James Deane/Richard Baker Dave Austin/ Craig Thorpe James Doe James Doe Rebecca Oblein James Doe Chris Taylor	THIS MEETING WILL BE HELD AT MAYLAND BUSINESS CENTRE AND WILL INCLUDE A TOUR	

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
				James Doe Chris Taylor		
Joint Budget 8 December 2015	24 November 2015	Joint Budget OSC Budget 2015-2016 <i>Ideally no further items to be added</i>		James Deane		
12 January 2016 Page 34	31 December 2015	Land Charges Review of Hemel Evolution Programme Local Planning Framework Review Two Waters Regeneration Framework Environmental Management		James Doe Sara Whelan James Doe Chris Taylor James Doe Laura Wood James Doe Chris Taylor Dave Austin / Craig Thorpe		

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
		System				
Joint Budget 2 February 2016	18 January 2016	Joint Budget 2015-2016 <i>Ideally no further items to be added</i>		James Deane		
15 March 2015	4 March 2015	Provisional Outturn Q3 Environmental Services Q3 Performance Reports Planning, Development & Regeneration Q3 Performance Reports Building Control Development Management Service Conservation Strategy Progress CSG Review		James Deane/ Richard Baker Dave Austin/ Craig Thorpe Dave Austin / Craig Thorpe James Doe Sara Whelan James Doe Sara Whelan James Doe Chris Taylor Dave Austin / Simon Coultas		

PM – Performance management

PD – Policy Development

SC – Scrutiny

Items to be scheduled: