



# Strategic Planning & Environment

## Overview & Scrutiny

### Agenda

**TUESDAY 13 SEPTEMBER 2016 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 G Adshead  
Councillor Anderson (Chairman)  
Councillor Ashbourn  
Councillor E Collins  
Councillor Fisher  
Councillor S Hearn

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

#### **Substitute Members:**

Councillors Birnie, Link, Ritchie, R Sutton, Timmis 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**
- 6. BUDGET MONITORING Q1 2016/17 (Pages 3 - 12)**
- 7. ENVIRONMENTAL SERVICES PERFORMANCE REPORT Q1 (Pages 13 - 30)**
- 8. PLANNING, DEVELOPMENT AND REGENERATION PERFORMANCE REPORT Q1**  
Report to follow
- 9. REGULATORY SERVICES PERFORMANCE REPORT Q1 (Pages 31 - 41)**
- 10. WORK PROGRAMME 2016/17 (Pages 42 - 45)**



## AGENDA ITEM: SUMMARY

<b>Report for:</b>	<b>Strategic Planning &amp; Environment Overview and Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>13 September 2016</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Budget Monitoring Quarter 1 2016/17</b>
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 2016/17 as at Quarter 1 for the: <ul style="list-style-type: none"> <li>• General Fund</li> <li>• Housing Revenue Account</li> <li>• Capital Programme</li> </ul>
Recommendations	<ol style="list-style-type: none"> <li>1) That Committee note the forecast outturn position.</li> <li>2) That Committee note the re-phasing of the capital programme to move slippage identified at Quarter 1 into financial year 2017/18.</li> </ol>
Corporate objectives:	Delivering an efficient and modern council
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 Implications	There are no health and safety implications.
Glossary of acronyms and any other abbreviations used in this report:	GF – General Fund HRA – Housing Revenue Account HCC – Herts County Council

## 1. Introduction

1.1 The purpose of this report is to outline the Council's forecast outturn for 2016/17 as at 30 June 2016. The report covers the following budgets:

- General Fund
- Housing Revenue Account (HRA)
- 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 (HRA).

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 Variiances on non-controllable and corporate items

The charge made to the HRA for properties owned by the General Fund, but utilised by the HRA for dwelling purposes is forecast to be £40k higher. This is due to a lower amount of repairs and improvements at these properties.

Additional new burdens grants totalling £85k, along with an adjustment of £6k to prior year New Homes Bonus grants provide an additional £91k of unallocated grants. Included in these grants is £73k towards the cost of meeting welfare reforms and benefit cap changes. It is unknown at this stage how much of these grants may need to be utilised. The remaining grants are small in value and it is not anticipated that additional budgets will need to be given to services. Section 31 grants are retained corporately unless there is evidence of a significant new burden.

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

	Current Budget £000	Forecast Outturn £000	Variance	
			£000	%
Finance & Resources	7,801	7,763	(38)	-0.5%
Strategic Planning & Environment	7,379	7,969	590	8.0%
Housing & Community	1,766	1,827	61	3.5%
<b>Total</b>	<b>16,946</b>	<b>17,559</b>	<b>613</b>	<b>3.6%</b>

2.6 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	Current Budget £000	Forecast Outturn £000	Variance	
			£000	%
Employees	9,362	9,749	387	4.1%
Premises	965	961	(4)	-0.4%
Transport	1,479	1,451	(28)	-1.9%
Supplies & Services	3,984	4,088	104	2.6%
Third-Parties	88	88	0	0.0%
Income	(8,499)	(8,368)	131	1.5%
	<b>7,379</b>	<b>7,969</b>	<b>590</b>	<b>8.0%</b>

#### 3.1 Employees - £387k over budget (4.1%)

Pressure of £115k – There is a pressure of £115k in the budget for Employee costs in Waste Services. There has been an increase in the number of roads in the borough that are proving difficult to access, which is necessitating an additional narrow access round to collect the waste. The service is reviewing the overall round structure in detail to optimise each round and ensure that crews are working as productively as possible.

The introduction of a third wheeled bin and a food waste caddy has meant that the waste service is dealing with an increased number of containers. This has increased the potential for a rise in the number of missed bins. The service is closely monitoring this situation to ensure that waste crews only return to justified missed bins, not unjustified (ie bins which were either not accessible or not

presented at the boundary of the property at the time that the crew attempted to collect).

The increase in the number of containers has also led to an increase in breakages of containers, which requires additional resource to replace the bins. Detailed work is ongoing to identify why bins are breaking, whether this is due to operator error or damage from the vehicle, with a view to minimising breakages.

Pressure of £200k – A pressure of £200k is expected in Building Control. There are a number of vacant posts within the establishment and agency staff are currently carrying out this work, but at a more expensive rate. Work is ongoing to improve processes within the service and make efficiency savings going forward. In addition the challenges in staff recruitment and retention are being addressed and options are being appraised as to the best way of ensuring the correct levels of staffing are in place and succession planning is considered.

Pressure of £72k – A pressure of £72k is linked to the vacancy provision across services.

### **3.2 Supplies & Services - £104k over budget (2.6%)**

Pressure of £100k – A pressure of £100k has been identified in the Planning service. The data currently held on microfiche requires a more sustainable and digitally-enabled solution, to support the new ways of working in preparation for the move to the Forum. It is proposed that this expenditure be funded from the Management of Change reserve. This will be proposed in the 20 September Cabinet report.

### **3.3 Income - £131k under-achievement of budget (1.5%)**

Under-achievement of income of £100k – A pressure of £100k has been identified in the Commercial Waste service. In recent months the service has seen a reduction in the number of customers, due to more aggressive sales strategy of competitors, which can draw customers away from the Council. Work is taking place to understand why customers have left and highlight the benefits of the Council's local, flexible Commercial Waste service.

## **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 2017/18 rather than 2016/17, or conversely, where expenditure planned initially for 2017/18 will now be in 2016/17.

A revised capital programme for 2016/17 is being taken to Cabinet, and schemes that are slipping into 2017/18 will be re-profiled into the correct financial year.

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.

	Current Budget £000	Projected Outturn £000	Rephasing £000	Variance	
				£000	%
Strategic Planning & Environment	8,142	6,871	(1,669)	398	4.9%
<b>G F Total</b>	<b>8,142</b>	<b>6,871</b>	<b>(1,669)</b>	<b>398</b>	<b>4.9%</b>

#### 4.2 General Fund Major Variances

There is an overall projected underspend of £1,271k on the General Fund. This is a combination of forecast overspend of £398k, and slippage of £1,669k into 2017/18.

The projected net overspend of £398k includes:

- Line 156: overspend of £238k on the Disabled Facilities Grants budget. The grant funding allocated to the Council on this scheme has increased considerably from £366k in 2015/16 to £672k in 2016/17. The forecast overspend is based on the year to date run rate.
- Line 163: overspend of £200k on Regeneration of the Town Centre. This project is almost at a close, however there are still some issues to be resolved regarding the power supply to the town centre. An overspend of £93k was reported last financial year on the project, however some further costs are expected, which at this stage are estimated to be £200k. This would bring the total overspend on the project to £293k, which is approximately 6% of the overall budget. Unbudgeted grant and S106 funding has been received to the value of £105k, which offsets some of the overspend.

The projected rephasing to future years includes:

- Line 146: slippage of £151k on Play Area refurbishment programme. The programme of work has been reviewed many times, as individual amounts of section 106 funding were identified to fund particular sites. This gave rise to slippage into 2016/17, however it has now been decided that only sites on the original list will be refurbished in 2016/17 and the remaining budget will form part of the play area improvements at Gadebridge Park.
- Line 148: slippage of £75k on Waste & Recycling Service Improvements. This budget was slipped forward from the 2014/15 budget for the roll-out of the new co-mingled waste service. It is intended to be used for the roll-out of the new service to flats and communal properties, however the project has been delayed and at this stage it is unlikely any expenditure will be incurred this financial year.
- Line 152: slippage of £485k on Fleet Replacement Programme. The programme of vehicles is kept under constant review to ensure vehicles are not replaced before they have reached the end of their useful life, and at this

stage of the year it is expected that a number of vehicles will now be purchased in 2017/18.

- Line 168: slippage of £458k on Town Centre Access Improvements. The scope of the project has not yet been confirmed and at this stage, no major spend is expected in 2016/17.
- Line 170: slippage of £500k on Gadebridge Park. This budget is intended for the creation of a splash park, play area and access improvements in the park including the White Bridge. There is a further £1m budget in 2017/18. Discussions are still ongoing as to the exact nature of the work and it is unlikely that any significant spend will take place in 2016/17.



	Month			Year-to-Date			Full Year Forecast		
	Adjusted Budget £000	Actuals £000	Variance £000	Adjusted Budget £000	Actuals £000	Variance £000	Adjusted Budget £000	Forecast Outturn £000	Variance £000
<b>Controllable</b>									
Finance and Resources	845	848	3	988	768	(220)	7,801	7,763	(38)
Strategic Planning and Environment	428	578	150	1,957	2,076	119	7,379	7,969	590
Housing and Community	157	232	75	612	632	20	1,766	1,827	61
<b>Controllable</b>	<b>1,430</b>	<b>1,658</b>	<b>228</b>	<b>3,557</b>	<b>3,476</b>	<b>(81)</b>	<b>16,946</b>	<b>17,559</b>	<b>613</b>
<b>Non-Controllable</b>									
Finance and Resources	(145)	(219)	(74)	(435)	(336)	99	(4,087)	(4,127)	(40)
Strategic Planning and Environment	303	0	(303)	909	0	(909)	3,927	3,927	0
Housing and Community	93	0	(93)	280	1	(279)	1,652	1,652	0
<b>Non-Controllable</b>	<b>251</b>	<b>(219)</b>	<b>(470)</b>	<b>754</b>	<b>(335)</b>	<b>(1,089)</b>	<b>1,492</b>	<b>1,452</b>	<b>(40)</b>
<b>General Fund Service Expenditure</b>	<b>1,681</b>	<b>1,439</b>	<b>(242)</b>	<b>4,311</b>	<b>3,141</b>	<b>(1,170)</b>	<b>18,438</b>	<b>19,011</b>	<b>573</b>
Reversal of Capital Charges							(4,125)	(4,125)	0
Interest Receipts							723	723	0
Revenue Contributions to Capital							5,796	5,796	0
Contributions to / (from) Reserves							(7,033)	(7,033)	0
Contributions to / (from) Working Balance							0	(482)	(482)
<b>Budget Requirement:</b>							<b>13,799</b>	<b>13,890</b>	<b>91</b>
<b>Met From:</b>									
Revenue Support Grant							(971)	(971)	0
Non-Domestic Rates							1,054	1,054	0
New Homes Bonus							(3,491)	(3,497)	(6)
Other General Government Grants							(125)	(210)	(85)
Council Tax Surplus							(49)	(49)	0
Requirement from Council Tax							(10,217)	(10,217)	0
<b>Total Funding:</b>							<b>(13,799)</b>	<b>(13,890)</b>	<b>(91)</b>

### 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	Adj's, Supps, Virements	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
<b>General Fund</b>										
<b>Strategic Planning and Environment</b>										
<b>Commercial Assets and Property Development</b>										
138 Hemel Sports Centre - renew heat and power system	Nicholas Brown	0	76,050	23,878	23,878	99,928	0	100,000	0	72
139 Hemel Sports Centre - renew outdoor pool water heaters	Nicholas Brown	0	4,952	(4,952)	(4,952)	0	0	0	0	0
140 Berkhamsted Sports Centre - heating system upgrade	Nicholas Brown	15,000	0	0	0	15,000	0	15,000	0	0
141 Air Handling Unit - Hemel Hempstead Sports Centre	Nicholas Brown	0	18,926	(18,926)	(18,926)	0	0	0	0	0
		<b>15,000</b>	<b>99,928</b>	<b>0</b>	<b>0</b>	<b>114,928</b>	<b>0</b>	<b>115,000</b>	<b>0</b>	<b>72</b>
<b>Environmental Services</b>										
145 Wheeled Bins & Boxes for New Properties	Craig Thorpe	20,000	0	0	0	20,000	0	20,000	0	0
146 Play Area Refurbishment Programme	Craig Thorpe	224,000	106,916	0	0	330,916	0	180,000	(150,916)	0
147 Litter Bin Upgrade	Craig Thorpe	40,000	0	0	0	40,000	0	40,000	0	0
148 Waste & Recycling Service Improvements	Craig Thorpe	0	75,000	0	0	75,000	0	0	(75,000)	0
149 Play Areas & Open Spaces - replace equipment	Craig Thorpe	0	14,722	0	0	14,722	0	14,722	0	0
150 Cupid Green Depot - Security Gates Upgrade	Craig Thorpe	81,000	0	0	0	81,000	8,885	70,329	0	(10,671)
151 Dog Kennels / Pest Control store Cupid Depot	Craig Thorpe	40,000	0	0	0	40,000	0	10,000	0	(30,000)
152 Fleet Replacement Programme	Craig Thorpe	862,000	94,231	0	0	956,231	4,455	470,987	(485,244)	0
		<b>1,267,000</b>	<b>290,869</b>	<b>0</b>	<b>0</b>	<b>1,557,869</b>	<b>13,340</b>	<b>806,038</b>	<b>(711,160)</b>	<b>(40,671)</b>
<b>Regulatory Services</b>										
156 Disabled Facilities Grants	Chris Troy	603,000	(61,346)	0	0	541,654	221,447	780,000	0	238,346
157 Home Improvement Grants	Chris Troy	0	8,893	0	0	8,893	2,100	8,893	0	0
		<b>603,000</b>	<b>(52,453)</b>	<b>0</b>	<b>0</b>	<b>550,547</b>	<b>223,547</b>	<b>788,893</b>	<b>0</b>	<b>238,346</b>
<b>Strategic Planning and Regeneration</b>										
161 Maylands Phase 1 Improvements	Chris Taylor	476,000	813,256	0	0	1,289,256	192,144	1,239,256	0	(50,000)
162 GAF - Urban Park/Education Centre	Chris Taylor	0	0	0	0	0	18,263	30,000	30,000	0
163 Regeneration of Hemel Town Centre	Chris Taylor	0	0	0	0	0	120,387	200,000	0	200,000
164 Maylands Business Centre	Chris Taylor	550,000	335,000	0	0	885,000	23,530	885,000	0	0
165 Water Gardens	Chris Taylor	177,217	2,005,260	0	0	2,182,477	222,323	2,232,477	0	50,000
166 Bus Interchange	Chris Taylor	0	300,000	0	0	300,000	0	300,000	0	0
167 Heath Park Gardens Improvements ( Fully funded from S106)	Chris Taylor	0	12,892	0	0	12,892	(2,797)	12,892	0	0
168 Town Centre Access Improvements	Chris Taylor	0	507,961	0	0	507,961	622	50,000	(457,961)	0
169 Hemel Street Furniture	Chris Taylor	166,000	0	0	0	166,000	0	136,000	(30,000)	0
170 Gadebridge Park	Chris Taylor	500,000	0	0	0	500,000	0	0	(500,000)	0
171 The Bury - Conversion into Museum and Gallery	Chris Taylor	75,000	0	0	0	75,000	0	75,000	0	0
		<b>1,944,217</b>	<b>3,974,369</b>	<b>0</b>	<b>0</b>	<b>5,918,586</b>	<b>574,471</b>	<b>5,160,625</b>	<b>(957,961)</b>	<b>200,000</b>
<b>Totals: Strategic Planning and Environment</b>		<b>3,829,217</b>	<b>4,312,713</b>	<b>0</b>	<b>0</b>	<b>8,141,930</b>	<b>811,358</b>	<b>6,870,556</b>	<b>(1,669,121)</b>	<b>397,747</b>

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139 Hemel Sports Centre - renew outdoor pool water heaters	Nicholas Brown	0	4,952	(4,952)	(4,952)	0	0	0	0	0
140 Berkhamsted Sports Centre - heating system upgrade	Nicholas Brown	15,000	0	0	0	15,000	0	15,000	0	0
141 Air Handling Unit - Hemel Hempstead Sports Centre	Nicholas Brown	0	18,926	(18,926)	(18,926)	0	0	0	0	0
		<b>15,000</b>	<b>99,928</b>	<b>0</b>	<b>0</b>	<b>114,928</b>	<b>0</b>	<b>115,000</b>	<b>0</b>	<b>72</b>
<b>Environmental Services</b>										
145 Wheeled Bins & Boxes for New Properties	Craig Thorpe	20,000	0	0	0	20,000	0	20,000	0	0
146 Play Area Refurbishment Programme	Craig Thorpe	224,000	106,916	0	0	330,916	0	180,000	(150,916)	0
147 Litter Bin Upgrade	Craig Thorpe	40,000	0	0	0	40,000	0	40,000	0	0
148 Waste & Recycling Service Improvements	Craig Thorpe	0	75,000	0	0	75,000	0	0	(75,000)	0
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<b>Strategic Planning and Regeneration</b>										
161 Maylands Phase 1 Improvements	Chris Taylor	476,000	813,256	0	0	1,289,256	192,144	1,239,256	0	(50,000)
162 GAF - Urban Park/Education Centre	Chris Taylor	0	0	0	0	0	18,263	30,000	30,000	0
163 Regeneration of Hemel Town Centre	Chris Taylor	0	0	0	0	0	120,387	200,000	0	200,000
164 Maylands Business Centre	Chris Taylor	550,000	335,000	0	0	885,000	23,530	885,000	0	0
165 Water Gardens	Chris Taylor	177,217	2,005,260	0	0	2,182,477	222,323	2,232,477	0	50,000
166 Bus Interchange	Chris Taylor	0	300,000	0	0	300,000	0	300,000	0	0
167 Heath Park Gardens Improvements ( Fully funded from S106)	Chris Taylor	0	12,892	0	0	12,892	(2,797)	12,892	0	0
168 Town Centre Access Improvements	Chris Taylor	0	507,961	0	0	507,961	622	50,000	(457,961)	0
169 Hemel Street Furniture	Chris Taylor	166,000	0	0	0	166,000	0	136,000	(30,000)	0
170 Gadebridge Park	Chris Taylor	500,000	0	0	0	500,000	0	0	(500,000)	0
171 The Bury - Conversion into Museum and Gallery	Chris Taylor	75,000	0	0	0	75,000	0	75,000	0	0
		<b>1,944,217</b>	<b>3,974,369</b>	<b>0</b>	<b>0</b>	<b>5,918,586</b>	<b>574,471</b>	<b>5,160,625</b>	<b>(957,961)</b>	<b>200,000</b>
<b>Totals: Strategic Planning and Environment</b>		<b>3,829,217</b>	<b>4,312,713</b>	<b>0</b>	<b>0</b>	<b>8,141,930</b>	<b>811,358</b>	<b>6,870,556</b>	<b>(1,669,121)</b>	<b>397,747</b>



<b>Report for:</b>	<b>SPAE Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>13 September 2016</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 1 Performance</b>
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 and CSG Performance – Appendix 1 Corvu Report - Sickness – Appendix 2 Corvu Report – Performance – Appendix 3 Operational Risk Register – Appendix 4
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, Safe and Green

## **Environmental Services Overview and Scrutiny Quarter 1 – 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.
  
- **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.
  
- **Performance Indicators**
  - Setting and monitoring of performance indicators including tonnages, reports from public and sickness figures which are shown as part of this report.
  
- **Waste Services**
  - Successful bank holiday working 2<sup>nd</sup> April / 7<sup>th</sup> May / 4<sup>th</sup> June.
  - Installed new entry barrier to Cupid Green Depot.
  - Assisted in HRM Queens visit to Berkhamsted.
  - Compost giveaway Sunday 8<sup>th</sup> May.
  - Carried out agency staff training.
  - Supported the LGV 2 driver training to two manual staff.
  - Successful external ISO140001 audit.
  - Repaired drainage in Depot.
  
- **Waste Development**
  - In April, over one hundred Dacorum brought their unwanted or broken electrical waste to our Electrical Reuse and Recycling event. We collected over five tonnes of electrical and electronic equipment in just five hours. The donated equipment was either professionally refurbished for reuse or broken down and recycled. The event also raised awareness in how to extend the life of electrical items along with the broader issues of reducing, reusing, repairing and recycling waste. The Electrical Reuse and Recycling Event is a joint working enterprise between Hertfordshire Waste Partnership and WEEE Stop (Waste Electrical and Electronic Equipment). In total there are ten events planned across Hertfordshire to help divert electrical waste from landfill.
  - In May, to celebrate International Compost Awareness Week, 10 tonnes of compost were given away for free in just one hour to keen gardeners from across the borough at our annual compost giveaway event. The Community

Payback teams were also on hand to help carry the compost bags to residents' cars. The compost given away was made from the contents of the Borough's green wheeled bins and kindly provided by D. Williams and Co., the company responsible for turning the contents of the garden waste bins into compost.

- In May a herd of Belted Galloway, a rare breed of Scottish cattle, had a special red ribbon-cutting ceremony and an audience of local families, Mike Penning MP, Councillors and BBC Three Counties radio when they were released into Bunkers Park, Nash Mills. Clean Safe and Green worked in partnership with Boxmoor Trust to move 10 cows from the Boxmoor Estate to Bunkers Park to help graze an area known as the Mattens - an area of three linked fields all surrounded with hedges and fences - during the summer months.
- In June we are offered householders who generate extra garden waste the opportunity to buy additional green-lidded bins and have them collected on their normal collection day, through a new Additional Garden Waste Subscription Service. Householders will have the opportunity to purchase an unlimited number of 240-litre green-lidded bins for £25 per bin. The additional bins, including any extra bins that residents may have previously purchased from us, can be emptied through the seasonal subscription service, which will normally cost £50 for every additional green-lidded bin. However, as the new service launch is mid-season, the 2016 charge has been reduced to £35 per additional bin. In total we have over 350 subscriptions.

- **Clean, Safe and Green**

- Sumer bedding has been completed and planted out.
- Walled garden is done and looks good.
- Completed landscape upgrade of Phoenix roundabout, looks great.
- Grass cutting area working is going well and teams are either starting or started forth cut of the season despite ideal growing conditions.
- Wild flowers on roundabouts and other sites have done very well and look good.

- **Personnel**

- **Recruitment:**

- 1 LGV driver/loaders recruited in waste services
- 1 Environmental Operative in CSG
- 9 Environment Operatives (summer temps – 6 month contract) in CSG

- **Sickness :**

- Long term sickness cases have ended for the quarter at 2 for CSG and 2 for Waste services.
- Sickness scrutiny group to manage and identify long term and short term sickness cases to reduce sickness figures



- This table below shows the sickness broken down into Short term and Long term:

<b>Environmental Services</b>	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>
Long Term Sickness (days lost)	78	74	86.5
Short Term Sickness (days lost)	44.5	24	33
<b>Total Sickness (days lost)</b>	<b>122.5</b>	<b>98</b>	<b>119.5</b>

Days lost per FTE	0.65	0.51	0.61
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- **Sickness days lost due to sickness:**

<b>Department</b>	<b>HCount</b>	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>
Environmental Services Total	196	122.5	98	119.5
Operational Services + GM	4	0	0	0
Clean Safe & Green Management	4	1.5	0	0
Area Teams	85	78	55	61
Refuse & Recycling	4	0	0	0
Refuse & Recollection Crews	77	40	43	55.5
Depot Services	4	0	0	0
Trees & Woodlands	9	3	0	2
Vehicle Repairs	3	0	0	0
Resources	4	0	0	0
Waste Development (S)	2	0	0	1

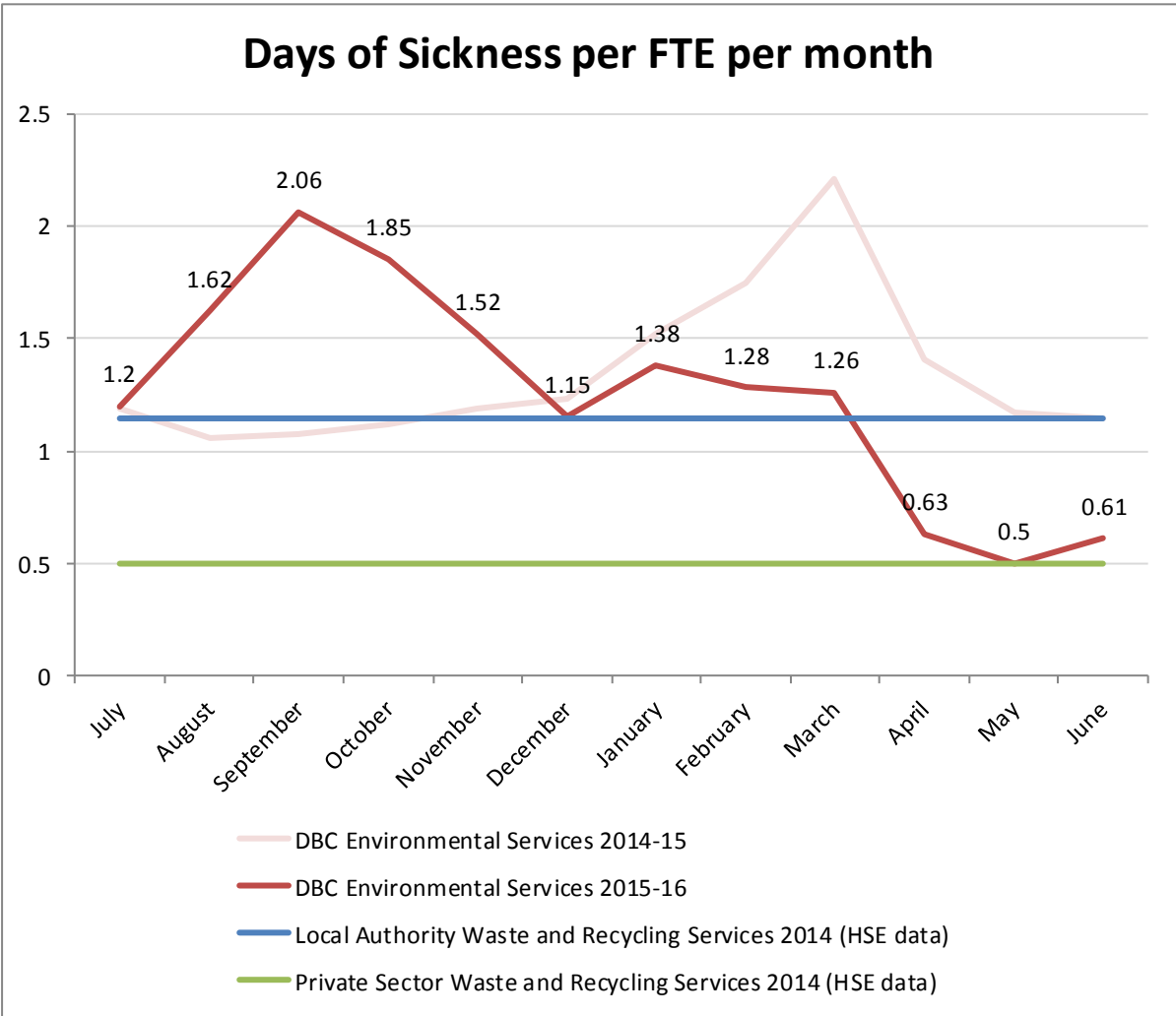
- **Return to work compliance:**

<b>Department</b>	<b>April 16</b>	<b>May 16</b>	<b>June 16</b>	<b>Total over 12 months</b>	<b>Avg days to complete</b>
Environmental Services	90.5% (19/21)	93.3% (14/15)	93.3% (14/15)	89.0% (195/219)	2.82

### Sickness Benchmarking Exercise

In Quarter 3 OSC meeting Members expressed a wish to see sickness benchmarking against neighbouring Authorities.

- Since the introduction of the corporate sickness management project which commenced in early 2016 there has been a significant improvement within Environmental Services.
- Although there are only a few months of data since the change, they indicate that sickness levels within the service have improved to significantly below the national average for local authority waste and recycling services (based on data from 2014). The time period is still too short to accurately analyse trends behind this drop.
- The drop in sickness mirrors a similar drop in the previous year, but from a lower initial level.



Sources:

- National survey of the burden of sickness absence in the waste and recycling industry, Prepared by the Health and Safety Laboratory for the Health and Safety Executive 2014.

# QUARTERLY PERFORMANCE

Environmental Services

June 2016

All Measures



Page 19

Measure	Owner & Updater	Jun 2016 Result	Trend	Mar 2016 Result	Jun 2015 Result	Actions	Comments	Sign Off
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	97.44% (38/39) Target: 95	↓	97.89% (93/95) Target: 95	96.36% (53/55) Target: 95		Owner One report over 7 days.	✓
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	95.87% (325/339) Target: 95	↓	99.01% (301/304) Target: 95	99.28% (274/276) Target: 95		Owner  4 x still open - pending / awaiting collection by contractor. 10 x over 7 days to collect - 4 sent to contractor/ 6 x other.	✓
CSG04 - Litter Area inspections up to standard	Craig Thorpe Shirley Hermitage	120 Inspections Target: 120	→	120 Inspections Target: 120	120 Inspections Target: 120		Owner Litter = 97.50% Grade A&B / Detritus = 87.50% Grade A&B No cotrolled sweeps this quarter.	✓
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	93.1% (54/58) Target: 95	↓	96.77% (30/31) Target: 95	93.55% (29/31) Target: 95		Owner 4 x over 7 days - awaiting paint delivery.	✓
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	100% Info Only	↑	81% Info Only	100% Info Only		Owner	✓
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe Shirley Hermitage	327 Bins Target: 750	↓	300 Bins Target: 750	607 Bins Target: 750		Owner	✓
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	47 Collections Target: 120	↓	42 Collections Target: 150	86 Collections Target: 150		Owner	✓
WR05 - Dry recycling Collected	Craig Thorpe Shirley Hermitage	3594.78, Tonnes Target: 3600	↓	3943.71, Tonnes Target: 3786	3648.66, Tonnes Target: 3786		Owner	✓
WR06 - Total tonnage of garden waste collected as per new service	Craig Thorpe Shirley Hermitage	3814.06 Tonnes Target: 3814.06	↓	762.06 Tonnes Target: 762.06	3770.33 Tonnes Target: 3770.33		Owner	✓
WR07 - Tonnage of food waste.	Craig Thorpe Shirley Hermitage	1281.09 Tonnes Target: 1020	↑	1161.28 Tonnes Target: 1200	1019.74 Tonnes Target: 1200		Owner	✓

Measure	Owner & Updater	Jun 2016 Result	Trend	Mar 2016 Result	Jun 2015 Result	Actions	Comments	Sign Off
WR08 - Recycling Rate	Craig Thorpe Shirley Hermitage	No Data Target: 60		No Data Target: 60	No Data Target: 60		Owner Data not available at the time of the report.	✓

# OPERATIONAL RISK REGISTER

June 2016



1) Neighbourhood Delivery - David Austin					
ND_F01 Variation in levels of income for recyclables due to changes in market conditions					
Category:	Corporate Priority:	Risk Owner:	Portfolio Holder:	Tolerance:	
Financial	Dacorum Delivers	David Austin	CLlr Janice Marshall	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"> <li>- There are regular meetings with the Group Manager, Service Accountant and a representative from the end receiver to monitor any changes.</li> <li>- 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 and Lets Recycle Indices</li> </ul>		<p>The contract for the processing of recyclables is currently under review to ensure surety of costs moving forward.</p>	
Sign Off and Comments					

# OPERATIONAL RISK REGISTER

June 2016



Sign Off Complete

There has been an improvement in market prices for certain materials which has improved the basket price moving into the second quarter.

## ND\_F04 Operational Factors Affecting Service Delivery

<b>Category:</b> Infrastructure	<b>Corporate Priority:</b> Dacorum Delivers	<b>Risk Owner:</b>	<b>Portfolio Holder:</b> Cllr Janice Marshall	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>
3 Likely	3 High	9 Amber	2 Unlikely	2 Medium	4 Green
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	
<p>Risk – Operational Risks Industrial Action/Employee relations</p> <p>- The service employees are its greatest assets and it is important that they are kept fully informed of service developments and the reasons for them if unrest is to be avoided.</p>		<p>Current control</p> <ul style="list-style-type: none"> <li>- Regular monthly team briefs are held to advise of service developments</li> <li>- Annual two way appraisals are held to discuss performance and training requirements</li> <li>- A quarterly Cupid Green Round Up magazine is produced which includes "Compliments Corner highlighting service achievements</li> <li>- Bi-Monthly Health and Safety meetings are held – Attendees include Management, Supervisors and Union Representatives</li> <li>- The corporate staff survey will highlight areas of improvement.</li> <li>- Every operator of heavy goods vehicles must convince the Traffic Commissioner of their good repute. Each</li> </ul>		<p>Assurances</p> <p>- Apart from a national pay dispute, Dacorum has not been threatened with Industrial Action for many years. With the current controls in place it is probably that this will continue.</p>	

# OPERATIONAL RISK REGISTER

June 2016



<p>Revocation, suspension or curtailment of Operators licence</p>	<p>operator must have a qualified Certificate of Competence holder (CPC) to who is personally responsible for maintaining the fleet and driver records. If standards are found to be less than satisfactory the then VOSA could chose to revoke, curtail or suspend the licence.</p> <ul style="list-style-type: none"> <li>- Currently DBC have three CPC holders and a admin support on a fixed term. This is adequate until a review and restructure has taken place.</li> <li>- An independent audit of vehicles maintenance and records by the FTA has been organised for the next two years to ensure compliance</li> <li>- Interviews are being undertaken to employ a suitably qualified Transport Manager</li> <li>- Herts County Council have a statutory obligation to provide disposal outlets for Hertfordshires Waste Collection Authorities (WCA) so there are a number of alternative outlets available if required</li> <li>- Cupid Green has a licenced Waste Transfer Station with bulking facilities which can hold material if required until a suitable outlets is sourced.</li> </ul>	<ul style="list-style-type: none"> <li>- In the absence of a Transport Manager interim measures are in place in order to remain compliant and independent audit by the FTA will highlight any improvements that may be required</li> </ul>
<p>Closure/lack of access to disposal outlets</p>	<ul style="list-style-type: none"> <li>- Service disruption has been experienced on a number of occasions in the past and this has affected Waste Services more than CSG.</li> </ul>	<ul style="list-style-type: none"> <li>- Waste can be held for a number of days until suitable alternatives have been sourced</li> </ul>

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# OPERATIONAL RISK REGISTER

June 2016



<p>Suspension of service due to inclement weather.</p> <p>Fuel Shortage</p>	<ul style="list-style-type: none"><li>- Although the severity of the weather and its effect is difficult to plan for managers have adequate experience on which to make decisions on resumption of collections</li><li>- Staff are engaged on salt/grit spreading and snow clearing duties if the service is suspended.</li><li>- All staff are aware of priority areas for the above</li><li>- Passenger carrying vehicles are available to transport staff to the most affected areas.</li><li>- Free salt is sourced from HCC before the winter to ensure adequate stock levels.</li><li>- As many refuse collection vehicles as possible are kept in undercover during freezing conditions to prevent freezing of ancillary equipment.</li><li>- Over 4000 residents signed up to text alerts to advise of disruption and contingency plans</li><li>- Fuel is now kept and drawn from a storage until at Cupid Green depot</li><li>- A number of fuel cards to enable purchase from local petrol stations have been retained and can be used in an emergency.</li></ul>	<ul style="list-style-type: none"><li>- Environmental Services are suitably prepared for inclement weather which will lessen the potential full impact on affect service delivery</li><li>- Social media plays a significant role in keeping residents informed and this has been seen to be well used by residents. This, coupled with the text alerts, ensure that residents can keep up to date with developments.</li></ul>
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# OPERATIONAL RISK REGISTER

June 2016



- Refuse collection is classed as an emergency service and therefore priority will be given to emergency services and utility vehicles such as refuse collection vehicles before regular motorist

- All drivers are instructed to fill up with fuel at the end of each day. This will allow the next days collections to be unaffected whilst alternative fuel supplies are sourced.

- Environmental service is now fairly self-sufficient in terms of sourcing fuel and therefore any short term shortage should not impact on service delivery

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# OPERATIONAL RISK REGISTER

June 2016



<b>Sign Off and Comments</b>		
<p>Sign Off Complete</p> <p>The operational risks have been reviewed by the Group Manager and these will now be monitored through 2016/2017.</p>		

**ND\_I03 Failure to manage sickness levels and staff retention**

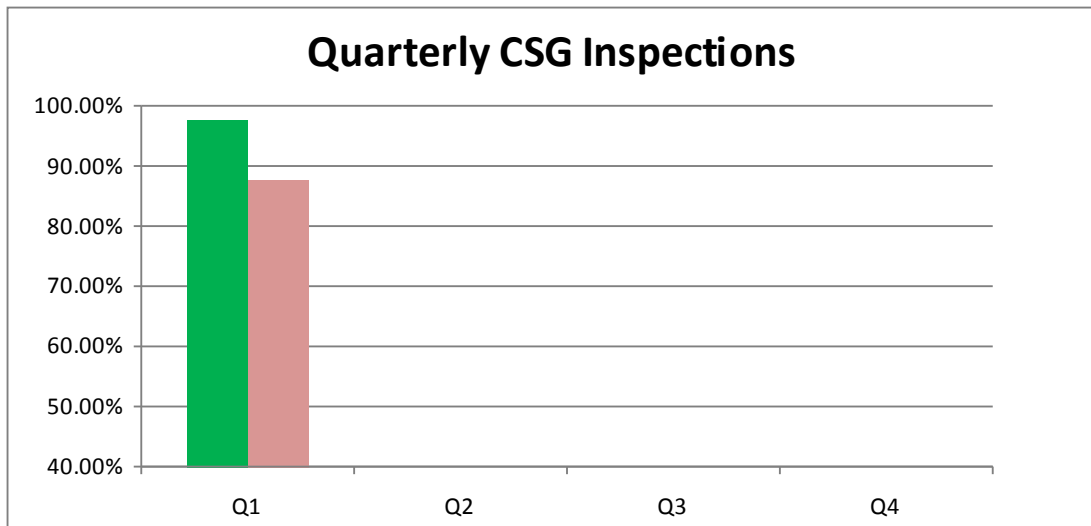
<b>Category:</b> Infrastructure	<b>Corporate Priority:</b> Dacorum Delivers	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Janice Marshall	<b>Tolerance:</b> Treating
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>
4 Very Likely	4 Severe	16 Red	3 Likely	4 Severe
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>
<p>If there is an increase in sickness, there are a number of significant impacts on services. Agency staff usage 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, replacing lost and damaged bins as well as the resource required to deal with additional complaints.</p>		<p>There is a robust system to manage sickness and absence with dedicated Human Resource support based 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.</p>		<p>A stricter approach to sickness management coupled with a change to the Sickness Policy has reduced sickness and therefore the need for previous levels of agency cover.</p>

<b>Sign Off and Comments</b>				
<p>Sign Off Complete</p>				

## CSG Litter & Detritus Inspections 2016/17

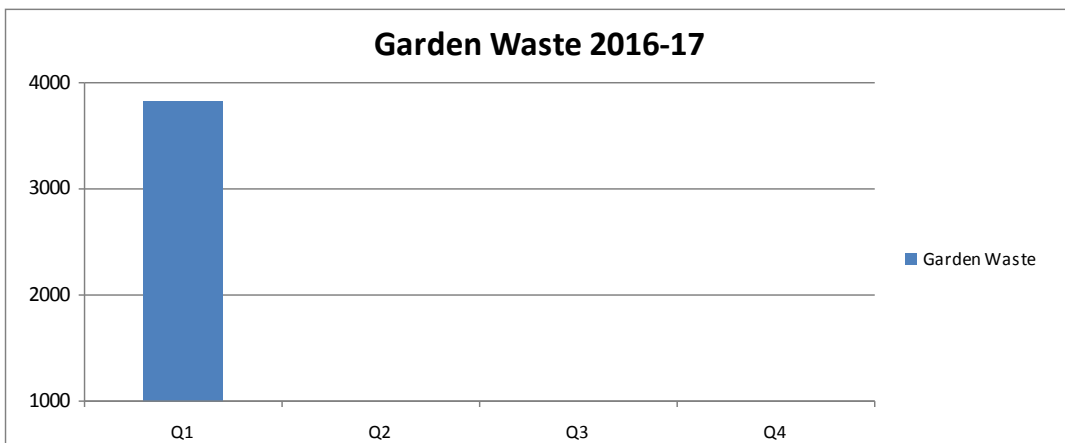
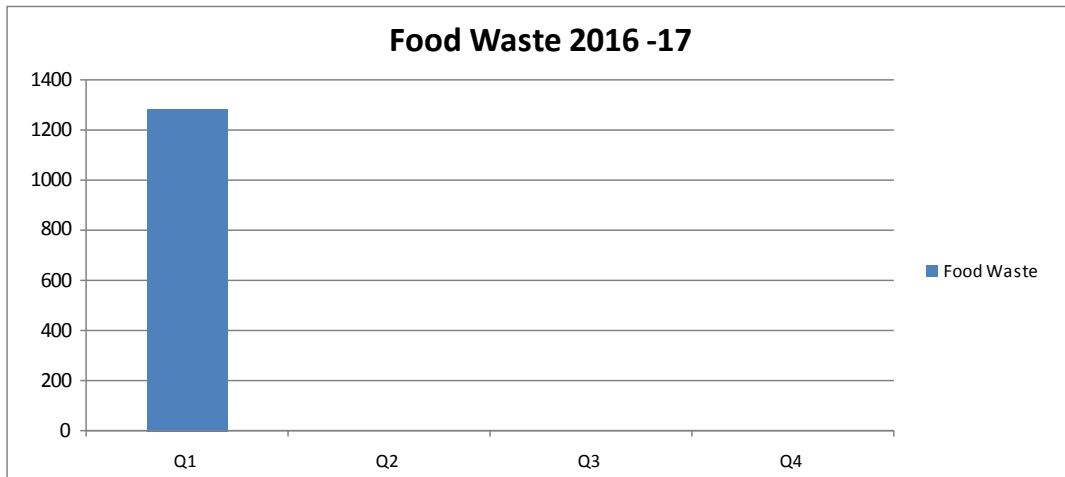
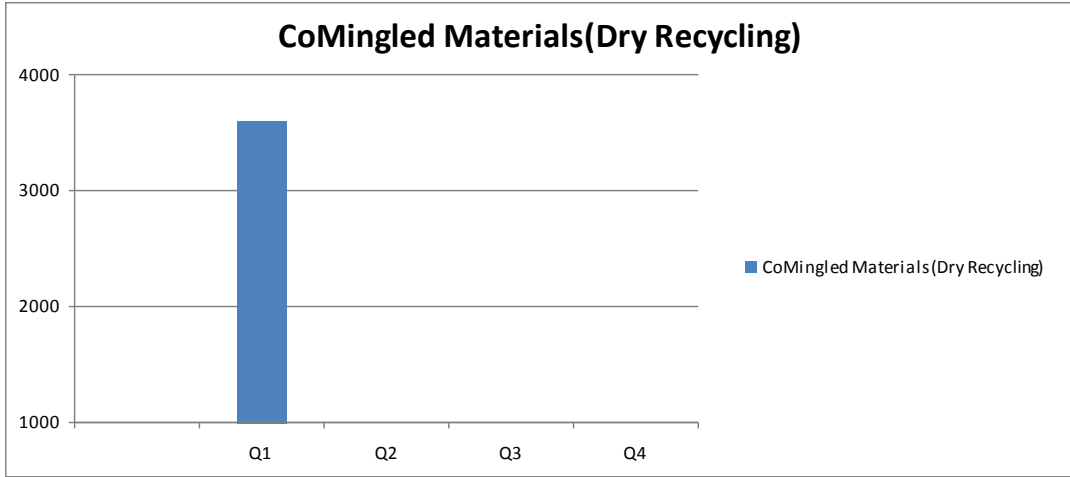
Litter	Detritus	120 Inspections per quarter
Grade A+B	Grade A+B	
117	97	

	Q1	Q2	Q3	Q4
Litter	97.50%			
Detritus	87.50%			



Appendix 1

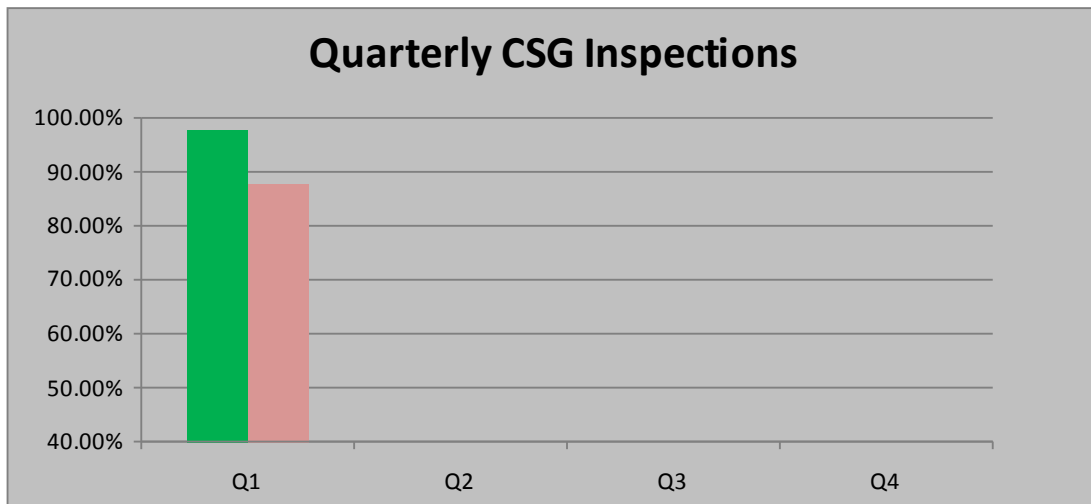
DBC Outgoing Weights					
2016-17	CoMingled Materials(Dry Recycling)		Food Waste		Garden Waste
Q1	3594.78	Q1	1281.09	Q1	3814.06
Q2		Q2		Q2	
Q3		Q3		Q3	
Q4		Q4		Q4	



## CSG Litter & Detritus Inspections 2016/17

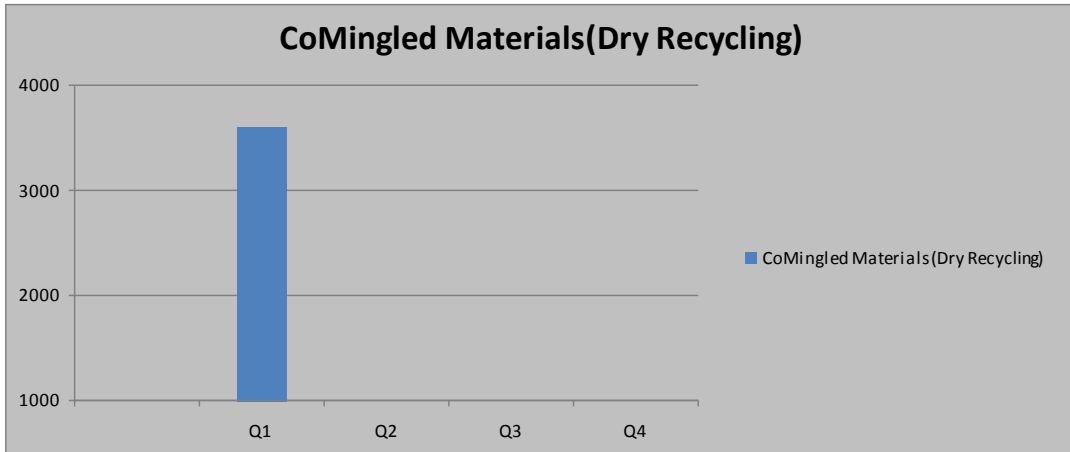
Litter	Detritus	120 Inspections per quarter
Grade A+B	Grade A+B	
117	97	

	Q1	Q2	Q3	Q4
Litter	97.50%			
Detritus	87.50%			



Appendix 1

DBC Outgoing Weights					
2016-17	CoMingled Materials(Dry Recycling)		Food Waste		Garden Waste
Q1	3594.78	Q1	1281.09	Q1	3814.06
Q2		Q2		Q2	
Q3		Q3		Q3	
Q4		Q4		Q4	





## AGENDA ITEM: SUMMARY

<b>Report for:</b>	<b>Strategic Planning &amp; Environment Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>13/9/2016</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter Four Performance Report – Regulatory Services</b>
Contact:	Cllr Janice Marshall, Portfolio Holder for Environmental, Sustainability and Regulatory Services.  Author/Responsible Officers: Chris Troy, Group Manager, Regulatory Services Dave Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 1 in relation to Regulatory Services.
Recommendations:	That Members note the report.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	Financial:  None.
'Value For Money Implications'	Value for Money:  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 which has been updated recently.  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"> <li>• If statutory targets are not achieved the service can be taken over and managed by the Government.</li> <li>• Potentially the public &amp; businesses put at risk</li> <li>• Legal action taken against the Council</li> <li>• Reputational damage to Council</li> </ul>
Equalities Implications	Equality Impact Assessment completed for all enforcement policies.

Health And Safety Implications	None.
Consultees:	
Background papers:	Quarterly Performance Report – quarter 1(attached).
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, Improvement Grants, Disabled Facilities Grants, etc)
- Public Health
- Corporate Health and Safety
- Home Energy Conservation
- Pest Control
- Stray Dogs / Dog Warden Services
- Environmental Enforcement and High Hedges
- Emergency and Business Continuity Planning
- Street Trading
- Sustainability

## 2. Regulatory Services Quarter 1 Performance Indicators

2.1 There has been slippage in Quarter 1 for Food Hygiene inspections (A-C premises) due to vacancies which we have been unable to fill. This is likely to continue into Quarter 2 and whilst we are using agency staff to cover positions these officers cannot cover the full range of duties. They also need a degree of mentoring/training which is being provided by the remaining permanent staff which creates a further burden on the service. The overall number of inspections achieved is 74.6%-see attached CORVU report.

## 3. Food Safety /Health & Safety

3.1 One cooling Tower on Maylands inspected for Legionella controls.



3.2 One safety hygiene notice was issued served on non-compliant premises.

#### **4. Environmental Protection**

4.1 A 'Love your Community' Action Day took place on the 27<sup>th</sup> April which involved various departments including Environmental Health, Housing, Waste Management, ASB, Neighbourhood Action, Local Councillors and members of Adeyfield Community Group. Approximately 5 tonnes of flytipped waste was collected, 19 reports to HCC for issues on the Highway, 3 untaxed vehicles served with notices, 6 incidents of graffiti removed, removal notices served on 3 illegally parked vehicles, engagement with residents/intelligence gathering. There are further action days planned throughout the year and local councillors will be notified before each event and encouraged to take part.

#### **5. Corporate Health and Safety (CHS)**

5.1 Further work has been carried out to control hand arm vibration risks (HAV), following the intervention from the HSE. A 'Reactec' system has been implemented to measure HAV. There has been joint working with other departments to develop Legionella policies and manual handling training was delivered to the staff at the depot.

5.2 Other longer term projects include:

- Continue to address the recommendations from Mazars audit of the Council's Corporate Health & Safety arrangements.
- Review the organisation & arrangements for delivering H&S
- Develop more detailed corporate H&S plans
- Auditing

#### **6. Private Sector Housing**

6.1 The Council carried out works in default to rectify serious electrical safety hazards in one House in Multiple Occupation.

#### **7. Environmental Management System**

7.1 An external audit was carried out to demonstrate compliance with ISO14001:2004 which covers the Council's Environmental Management System. Two major non-compliances were highlighted which relate to the Council's legal register. Work is being done to address these non-conformities and we should be fully compliant when the auditors come back to audit the Council next month.

7.2 External LED lighting was agreed for 3 adventure playgrounds: Adeyfield, Bennetts End & Chaulden. These are due to be installed in September.

7.3 Water leaks at Heath Lane & Tring Cemetery rectified.

#### **8. Air Quality**

8.1 As part of the Hertfordshire Air Quality Strategy planning guidance is being developed which will make it easier for planning departments across

Hertfordshire to achieve the best possible public health outcomes in relation to air quality.

Key Aims:

Provide Clarity & consistency to developers, planners & Local communities

- Identify District specific air pollution issues
- Identify tools to control air pollution under the planning regime.
- Compliment our DBC AQ action plans and the local plan.

# OPERATIONAL RISK REGISTER

June 2016



## 3) Neighbourhood Delivery - David Austin

### ND\_E05 Response to EH Emergencies

<b>Category:</b> Health and Safety	<b>Corporate Priority:</b> Health & Safety	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Janice Marshall	<b>Tolerance:</b> Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	5	15 Red	3 Likely	3 High	9 Amber
Consequences		Current Controls		Assurance	
<p>Failure to respond to a serious EH/PH Incident involving death, harm or injury ( or potential to cause these) could have catastrophic consequences to individuals , communities, businesses and the environment. An outbreak of infectious disease for example could spread further unmitigated. Chemical hazards left uncontrolled in the environment could continue to expose individuals to explosion, fire and chemical burns. A biological hazard such as legionella has potential to cause a serious health hazard if uncontrolled.</p>		<p>Ensure there is sufficient resilience and expertise in Regulatory Services to manage an incident and control the risks. Training carried out on a regular basis which covers roles and responsibilities.</p> <p>There are arrangements in place for other LA's to provide cover in emergency. Any incident would be managed by TL or GM.</p>		<p>Mass casualty /CBRN incidents would be covered by Centralised emergency plans.</p> <p>Local emergency plans tested on an annual basis. LA outbreak plans peer reviewed.</p>	
Sign Off and Comments					
<p>Sign Off Complete</p> <p>No further comments at this stage , emergency plan due to be tested again in Quarter 2.</p>					

# OPERATIONAL RISK REGISTER

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## ND\_E01 General enforcement

<b>Category:</b> Technical/Operational	<b>Corporate Priority:</b> Health & Safety	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Janice Marshall	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>
2 Unlikely	3 High	6 Amber	2 Unlikely	2 Medium	4 Green
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	
Lack of resource for Enforcement could result in a failure to meet statutory duties imposed by central government. This could result in Legal action, poor reputation and most likely put the public at risk in terms of their health or safety. Failure to employ officers of sufficient calibre or monitor competence could also have similar consequences. There are currently pressures in the teams which has meant that inspection levels are reduced.		Resources maintained to a level which will achieve statutory inspection targets and respond to any complaints in a timely fashion. Ensure that officers employed by DBC have the required level of competence commensurate with their level of responsibility. There are vacancies in key areas at the moment and we are using agency staff to cover these positions on a temporary basis.		Annual Inspection reports to FSA. Performance published on FSA website All officers required to do CPD. All EH Targets reported quarterly at SPAE Overview & Scrutiny Committee and any resource issues identified. Service Plans identify key priorities and emerging issues. All enforcement actions are taken in accordance with the Councils Enforcement Policy which has been reviewed and approved by Cabinet. We continue to ensure that any agency staff employed meet the necessary competences.	
<b>Sign Off and Comments</b>					
Sign Off Complete					
A service review is planned to take place over the next couple of months which will help prioritise resources and address any skill gaps.					

## ND\_E02 Direct enforcement action

<b>Category:</b> Technical/Operational	<b>Corporate Priority:</b> Health & Safety	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Janice Marshall	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>

# OPERATIONAL RISK REGISTER

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2 Unlikely	4 Severe	8 Amber	2 Unlikely	3 High	6 Amber
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	
Direct enforcement action resulting in closure of businesses, curtailment of commercial operations or sanctions against individuals. Immediate enforcement action is taken in response to serious contraventions of EH or PH legislation and the impact on businesses and individuals can be far reaching. The types of enforcement action include closure of premises (residential or commercial), works in default, prohibition of processes and sanctions against individuals. The consequences of getting this wrong is very serious and could result in compensation claims as well as legal action against DBC		Ensure that officers employed by DBC have the required level of competence commensurate with their level of responsibility. Enforcement protocols followed and any direct action is overseen by a team leader/GM. In many cases the Ass Director will also be advised.		All enforcement action is taken in accordance with the Councils Enforcement Policy and corresponding regulators code.	
<b>Sign Off and Comments</b>					
Sign Off Complete No further comments at this stage.					

<b>ND_E03 Primary Authority</b>						
<b>Category:</b> Financial		<b>Corporate Priority:</b>		<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Janice Marshall	<b>Tolerance:</b> Treating
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>	
2 Unlikely	4 Severe	8 Amber	2 Unlikely	3 High	6 Amber	
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>		

# OPERATIONAL RISK REGISTER

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<p>DBC has a number of Primary Authority Partnerships and the income from these partnerships pay for the salaries of the specialist EHO's. If any of the larger companies suddenly terminated their contract this would result in an immediate deficit in funding. There is also a risk that failure to give the correct technical advice could have far reaching implications nationally and could result in legal action against DBC. There would also be legal implications if we blocked an enforcement action by one of the enforcing Authorities and a challenge was upheld.</p>	<p>Ensure that full cost recovery is achieved at the beginning when contracts are agreed and throughout the term of the partnership. Ensure that officers employed by DBC have the required level of competence commensurate with their level of responsibility. If specialist officers left the authority other officers in the team could take over duties on a temporary basis.</p>	<p>PA budgets are reviewed on a monthly basis and with the larger companies such as Tesco's there is an annual assessment of performance and key objectives.</p>
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## Sign Off and Comments

Sign Off Complete

There is a possibility that our largest Primary Authority contract could be terminated in Quarter 3 and officers working with the company's senior executives to limit any adverse impacts.

### ND\_E04 Pest Control

<b>Category:</b> Reputational	<b>Corporate Priority:</b> Safe and Clean Environment	<b>Risk Owner:</b> David Austin	<b>Portfolio Holder:</b> Cllr Janice Marshall	<b>Tolerance:</b> Treating	
<b>Inherent Probability</b>	<b>Inherent Impact</b>	<b>Inherent Risk Score</b>	<b>Residual Probability</b>	<b>Residual Impact</b>	<b>Residual Risk Score</b>
3 Likely	4 Severe	12 Red	2 Unlikely	2 Medium	4 Green
<b>Consequences</b>		<b>Current Controls</b>		<b>Assurance</b>	
Failure to honour contracts or provide effective treatments could result in a loss of income and loss of reputation. The incorrect use of pesticides could result in harm to the public and non-target species and could result in compensation claims against the Council.		Ensure that pest control officers employed by DBC have undergone appropriate training. All PCO's have successfully completed the BPCA course and are familiar with the correct use of pesticides and other eradication techniques. COSHH risk assessments are carried out.		A log of training is maintained by the Team Leader. COSHH risk assessments are reviewed on an annual basis.	

# OPERATIONAL RISK REGISTER

June 2016



## Sign Off and Comments

Sign Off Complete

No further comments at this stage.

Measure	Owner & Updater	Jun 2015 Result	Trend	Mar 2016 Result	Trend	Jun 2016 Result	Sign Off	Comments
<b>Dacorum</b>								
HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)	Chris Troy Paul O'Day	17 Info Only		16 Info Only		47 Info Only		<b>Owner</b> A detailed breakdown of the types of accidents are presented to Health & Safety Committee
HS02 - Accidents / incidents that are notifiable to the HSE under RIDDOR ( Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) This includes occupational diseases	Chris Troy Paul O'Day	No Data Info Only		No Data Info Only		4 Info Only		<b>Owner</b> Noted
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Emma Walker	90.91% (30/33) Target: 95		97.5% (39/40) Target: 95		71.43% (50/70) Target: 95		<b>Updater</b> Staff vacancies have meant that we are behind for Q1. Agency staff are being recruited for Q2. Due to Three premises closing in year, the actual percentage is 74.6%



Key Actions



# Agenda Item 10

## STRATEGIC PLANNING & ENVIRONMENT Overview & Scrutiny Committee: Work Programme 2016/17

*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
13 September 2016	2 September 2016	Provisional Outturn Q1	<p><b>David Skinner</b> 01442 228662 Assistant Director for Finance &amp; Resources <a href="mailto:david.skinner@dacorum.gov.uk">david.skinner@dacorum.gov.uk</a></p> <p><b>Richard Baker</b> 01442 228162 Group Manager – Financial Services <a href="mailto:richard.baker@dacorum.gov.uk">richard.baker@dacorum.gov.uk</a></p>	To review and scrutinise quarterly performance.
		Environmental Services Q1 Performance Report	<p><b>David Austin</b> 01442 228355 Assistant Director for Neighbourhood Delivery <a href="mailto:david.austin@dacorum.gov.uk">david.austin@dacorum.gov.uk</a></p> <p><b>Craig Thorpe</b> 01442 228027 Group Manager – Environmental Services <a href="mailto:craig.thorpe@dacorum.gov.uk">craig.thorpe@dacorum.gov.uk</a></p>	To review and scrutinise quarterly performance.
		Planning, Development and Regeneration Q1 Performance Report	<p><b>James Doe</b> 01442 228583 Assistant Director for Planning, Development &amp; Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a></p>	To review and scrutinise quarterly performance.
		Regulatory Services Q1 Performance Report	<p><b>David Austin</b> 01442 228355 Assistant Director for Neighbourhood Delivery <a href="mailto:david.austin@dacorum.gov.uk">david.austin@dacorum.gov.uk</a></p> <p><b>Chris Troy</b> 01442 228473 Group Manager – Regulatory Services <a href="mailto:chris.troy@dacorum.gov.uk">chris.troy@dacorum.gov.uk</a></p>	To review and scrutinise quarterly performance.
21 September 2016	12 September 2016	Economic Development Update	<p><b>James Doe</b> 01442 228583 Assistant Director for Planning, Development &amp; Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a></p>	
		Water Policy	<p><b>James Doe</b> 01442 228583 Assistant Director for Planning, Development &amp; Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a></p>	
11 October 2016	30 September 2016	Housing and Planning Act Implications	<p><b>James Doe</b> 01442 228583 Assistant Director for Planning, Development &amp; Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a></p>	

		Tourism Service Update	<b>James Doe</b> 01442 228583 Assistant Director for Planning, Development & Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a>	
		Hemel Hempstead Town Centre Update	<b>James Doe</b> 01442 228583 Assistant Director for Planning, Development & Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a>	
<b>22 November 2016</b>	<b>11 November 2016</b>	Provisional Outturn Q2	<b>David Skinner</b> 01442 228662 Assistant Director for Finance & Resources <a href="mailto:david.skinner@dacorum.gov.uk">david.skinner@dacorum.gov.uk</a> <b>Richard Baker</b> 01442 228162 Group Manager – Financial Services <a href="mailto:richard.baker@dacorum.gov.uk">richard.baker@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance.</i>
		Environmental Services Q2 Performance Report	<b>David Austin</b> 01442 228355 Assistant Director for Neighbourhood Delivery <a href="mailto:david.austin@dacorum.gov.uk">david.austin@dacorum.gov.uk</a> <b>Craig Thorpe</b> 01442 228027 Group Manager – Environmental Services <a href="mailto:craig.thorpe@dacorum.gov.uk">craig.thorpe@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance.</i>
		Planning, Development and Regeneration Q2 Performance Report	<b>James Doe</b> 01442 228583 Assistant Director for Planning, Development & Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance.</i>
		Regulatory Services Q2 Performance Report	<b>David Austin</b> 01442 228355 Assistant Director for Neighbourhood Delivery <a href="mailto:david.austin@dacorum.gov.uk">david.austin@dacorum.gov.uk</a> <b>Chris Troy</b> 01442 228473 Group Manager – Regulatory Services <a href="mailto:chris.troy@dacorum.gov.uk">chris.troy@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance.</i>
		Waste Service Update	<b>David Austin</b> 01442 228355 Assistant Director for Neighbourhood Delivery <a href="mailto:david.austin@dacorum.gov.uk">david.austin@dacorum.gov.uk</a>	
		Two Waters Update	<b>James Doe</b> 01442 228583 Assistant Director for Planning, Development & Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a>	
<b>Joint Budget 6 December 2016</b>	<b>25 November 2016</b>	Budget 2017-2018	<b>James Deane</b> 01442 228278 Corporate Director for Finance & Operations <a href="mailto:james.deane@dacorum.gov.uk">james.deane@dacorum.gov.uk</a> <b>David Skinner</b> 01442 228662 Assistant Director for Finance & Resources <a href="mailto:david.skinner@dacorum.gov.uk">david.skinner@dacorum.gov.uk</a> <b>Richard Baker</b> 01442 228162	

			Group Manager – Financial Services <a href="mailto:richard.baker@dacorum.gov.uk">richard.baker@dacorum.gov.uk</a>	
<b>11 January 2017</b>	<b>30 December 2016</b>	New Local Plan Review	<b>James Doe</b> 01442 228583 Assistant Director for Planning, Development & Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a>	
		Review of Regeneration Projects	<b>James Doe</b> 01442 228583 Assistant Director for Planning, Development & Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a>	
		Development Management Efficiencies	<b>James Doe</b> 01442 228583 Assistant Director for Planning, Development & Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a> <b>Sara Whelan</b> 01442 228590 Group Manager – Development Management & Planning <a href="mailto:sara.whelan@dacorum.gov.uk">sara.whelan@dacorum.gov.uk</a>	
<b>Joint Budget 7 February 2017</b>	<b>24 January 2017</b>	Budget 2017-2018	<b>James Deane</b> 01442 228278 Corporate Director for Finance & Operations <a href="mailto:james.deane@dacorum.gov.uk">james.deane@dacorum.gov.uk</a> <b>David Skinner</b> 01442 228662 Assistant Director for Finance & Resources <a href="mailto:david.skinner@dacorum.gov.uk">david.skinner@dacorum.gov.uk</a> <b>Richard Baker</b> 01442 228162 Group Manager – Financial Services <a href="mailto:richard.baker@dacorum.gov.uk">richard.baker@dacorum.gov.uk</a>	
<b>14 March 2017</b>	<b>3 March 2017</b>	Provisional Outturn Q3	<b>David Skinner</b> 01442 228662 Assistant Director for Finance & Resources <a href="mailto:david.skinner@dacorum.gov.uk">david.skinner@dacorum.gov.uk</a> <b>Richard Baker</b> 01442 228162 Group Manager – Financial Services <a href="mailto:richard.baker@dacorum.gov.uk">richard.baker@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance.</i>
		Environmental Services Q3 Performance Report	<b>David Austin</b> 01442 228355 Assistant Director for Neighbourhood Delivery <a href="mailto:david.austin@dacorum.gov.uk">david.austin@dacorum.gov.uk</a> <b>Craig Thorpe</b> 01442 228027 Group Manager – Environmental Services <a href="mailto:craig.thorpe@dacorum.gov.uk">craig.thorpe@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance.</i>
		Planning, Development and Regeneration Q3 Performance Report	<b>James Doe</b> 01442 228583 Assistant Director for Planning, Development & Regeneration <a href="mailto:james.doe@dacorum.gov.uk">james.doe@dacorum.gov.uk</a>	<i>To review and scrutinise quarterly performance.</i>
		Regulatory Services Q3 Performance Report	<b>David Austin</b> 01442 228355 Assistant Director for	<i>To review and scrutinise</i>

		Neighbourhood Delivery <a href="mailto:david.austin@dacorum.gov.uk">david.austin@dacorum.gov.uk</a> <b>Chris Troy</b> 01442 228473 Group Manager – Regulatory Services <a href="mailto:chris.troy@dacorum.gov.uk">chris.troy@dacorum.gov.uk</a>	<i>quarterly performance.</i>
	Clean, Safe and Green Review	<b>David Austin</b> 01442 228355 Assistant Director for Neighbourhood Delivery <a href="mailto:david.austin@dacorum.gov.uk">david.austin@dacorum.gov.uk</a>	