



Strategic Planning & Environment

Overview & Scrutiny

Agenda

TUESDAY 14 MARCH 2017 AT 7.30 PM

Conference Room 2 - The Forum

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

Membership

Councillor G Adshead
Councillor Anderson (Chairman)
Councillor 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 QUARTER 3 2016/17 (Pages 3 - 11)**
- 7. ENVIRONMENTAL SERVICES Q3 PERFORMANCE REPORT (Pages 12 - 26)**
- 8. PLANNING, DEVELOPMENT AND REGENERATION Q3 PERFORMANCE REPORT**
Report to follow
- 9. REGULATORY SERVICES Q3 PERFORMANCE REPORT (Pages 27 - 37)**
- 10. ENVIRONMENTAL SERVICE REVIEW UPDATE**
A presentation will be given at the meeting



AGENDA ITEM: SUMMARY

Report for:	Strategic Planning & Environment Overview and Scrutiny Committee
Date of meeting:	14 March 2017
PART:	1
If Part II, reason:	

Title of report:	Budget Monitoring Quarter 3 2016/17
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 3 for the: <ul style="list-style-type: none"> • General Fund • Capital Programme
Recommendations	That Committee note the forecast outturn position.
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

1. Introduction

1.1 The purpose of this report is to outline the Council's forecast outturn for 2016/17 as at 31 December 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 The current budget is the original budget approved by Cabinet in February 2016, plus the following approved amendments:

Amendments	£000	Approved
2016/17 Original budget	16,946	
Corporate Graduates	18	Council July 2016
Reserve Funded Staff Costs	(46)	Council September 2016
Digitalisation of Planning Microfiche data	100	Council September 2016
Sports Review	40	Council January 2017
Arts Funding	15	Council January 2017
2016/17 Current Budget	17,073	

2.3 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.

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

	Current Budget £000	Forecast Outturn £000	Variance	
			£000	%
Finance & Resources	7,773	6,895	(878)	-11.3%
Strategic Planning & Environment	7,479	7,560	81	1.1%
Housing & Community	1,821	1,733	(88)	-4.8%
Total	17,073	16,188	(885)	-5.2%
Non-controllable budgets	(9,913)	(10,155)	(242)	2.4%
Earmarked Reserve movements	(7,160)	(6,295)	865	-12.1%
Contribution (to)/from General Fund Working Balance	0	(262)	(262)	

2.5 Variances 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 £80k higher. This is due to a lower amount of repairs and improvements at these properties.

Additional new burdens grants totalling £130k, along with an adjustment of £6k to prior year New Homes Bonus grants, provide an additional £136k of unallocated grants. Included in these grants is £73k towards the cost of meeting welfare reforms and benefit cap changes. The work involved with these reforms has been absorbed within the Revenues and Benefits service, with no additional budget having been required.

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.

The Contribution from Earmarked Reserves line shows a reduced contribution of £865k. This is predominantly due to an under-spend of £900k following the triennial review of pensions, in which the one off payment that was forecast to be made, is no longer required. The corresponding funding from the Pensions Reserve is also no longer required.

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	9,471	109	1.2%
Premises	970	931	(39)	-4.0%
Transport	1,479	1,375	(104)	-7.0%
Supplies & Services	4,085	4,022	(63)	-1.5%
Third-Parties	88	73	(15)	-17.0%
Income	(8,505)	(8,312)	193	2.3%
	7,479	7,560	81	1.1%

3.1 Employees - £109k over budget (1.2%)

Pressure of £30k – There is a pressure of £80k in the budget for Employee costs in Waste Services, due to an additional round for hard to access properties costing £80k which was not factored in to the last budget setting round. The service has reviewed the overall round structure in detail to optimise each round and ensure that crews are working as productively as possible, and some efficiencies have been made in the Commercial Waste rounds, which has reduced this pressure by £50k to a net pressure of £30k.

Pressure of £120k – A pressure of £120k 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.

3.2 Transport – £104k under budget (7%)

Underspend of £90k – An underspend of £60k is forecast in Environmental Services in the budgets for fuel. Despite recent increases in the price of fuel, the budgets in Clean, Safe and Green and in Waste are expected to underspend by £60k. A further saving of £30k is forecast in the budget for vehicle hire in Waste Services, where the procurement of suitable second-hand vehicles has removed the need to hire vehicles.

3.3 Supplies and Services - £63k under budget (1.5%)

Underspend of £40k – An underspend is forecast in the Commercial Waste service related to the disposal of waste. This is linked to a reduction in the volume of waste collected, due to a loss in the number of customers (see paragraph 3.4 below).

Underspend of £40k – An underspend of £40k is expected in the Waste Transfer Site budget for waste disposal. This is due to an increase in waste being diverted to recycling facilities.

3.4 Income - £193k under-achievement of budget (2.3%)

Under-achievement of income of £120k – A pressure of £120k is expected in the Commercial Waste service, due to a reduction in the number of customers. Work is taking place to understand why customers have left and highlight the benefits of the Council’s local, flexible Commercial Waste service.

Over-achievement of income of £115k – In Waste Services an additional £70k of income has been generated as a result of an incentive payment from Hertfordshire County Council (HCC) to reward Dacorum for improvements in the rate of recycling as a result of the co-mingled waste service. A surplus of £45k is also expected in recycling credits, following improved co-mingled and green waste tonnages.

Under-achievement of income of £190k – A pressure of £190k is currently forecast in the Planning service, due to uncertainty in the housing and development markets following the EU referendum in June.

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.

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.

The current budget is the original budget approved by Cabinet in February 2016, plus approved amendments, including re-phasing of the slippage identified at Quarter 1 into 2017/18.

	Current Budget £000	Projected Outturn £000	Rephasing £000	Variance	
				£000	%
Strategic Planning & Environment	6,765	6,125	(831)	191	2.8%
G F Total	6,765	6,125	(831)	191	2.8%

4.2 General Fund Major Variances

There is an overall projected underspend of £640k on the General Fund. This is a combination of forecast overspend of £191k, and slippage of £831k into 2017/18.

The projected net overspend of £191k includes:

- Line 165: 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.

- Line 167: overspend of £235k on the Water Gardens project. An additional £50k is expected to be incurred due to additional footpath works agreed at Waterhouse Street. Due to complexities with the project, delays are being experienced, which will necessitate additional professional fees of £50k, with an additional £30k to cover the Extension of Time claim from the contractor. Additional costs of £30k have been incurred for drainage issues and some additional planting, £20k for increased cost in utility provision, and £15k for additional fencing to manage the geese.
- Line 168: underspend of £200k on the Bus Interchange. £300k was carried forward from 2015/16 as slippage, in anticipation of the final costs on this project. Given the complexities of previous projects such as the Marlowes Shopping Zone, where a number of unforeseen expenses were incurred, a prudent estimate of the final costs was made, however this estimate has subsequently proved to be £200k too high.

The projected rephasing to future years includes:

- Line 138 and 139: accelerated spend on Hemel Sports Centre heat and power system. On receipt of the tenders for the required work, additional funding of £75k was required, which has necessitated funding from the Hemel Sports Centre roof scheme, currently programmed for 2019/20, to be brought forward to 2016/17.
- Line 163: slippage of £50k on Maylands Urban Realm project. Landscaping works are now expected to take place in 2017/18. These are seasonal works, which will need to take place in the spring.
- Line 166: slippage of £335k on Maylands Business Centre. There was a delay in granting planning permission on the site until October. When works commenced on site, an unforeseen issue with one of the main drainage pipes was discovered, which has led to a delay in the scheme.
- Line 167: slippage of £517k on the Water Gardens project. As mentioned in paragraph 7.2, there has been significant delay on this scheme which has led to rephasing of the cash flows.

Dacorum Borough Council

PPENDIX A

Revenue Budget Monitoring Report for December 2016 (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	1,454	570	(884)	5,311	4,201	(1,110)	7,773	6,895	(878)
Strategic Planning and Environment	715	666	(49)	6,233	6,275	42	7,479	7,560	81
Housing and Community	259	240	(19)	1,383	1,345	(38)	1,821	1,733	(88)
Controllable	2,428	1,476	(952)	12,927	11,821	(1,106)	17,073	16,188	(885)
Non-Controllable									
Finance and Resources			0			0	(4,086)	(4,166)	(80)
Strategic Planning and Environment			0			0	3,927	3,927	0
Housing and Community			0			0	1,652	1,652	0
Non-Controllable			0			0	1,493	1,413	(80)
General Fund Service Expenditure	2,428	1,476	(952)	12,927	11,821	(1,106)	18,566	17,601	(965)
Reversal of Capital Charges							(4,125)	(4,125)	0
Minimum Revenue Provision							378	378	0
Interest Payable							587	581	(6)
Interest Receipts							(242)	(262)	(20)
Revenue Contributions to Capital							5,796	5,796	0
Contributions to / (from) Reserves							(7,160)	(6,295)	865
Contributions to / (from) Working Balance							0	262	262
Budget Requirement:							13,800	13,936	136
Met From:									
Revenue Support Grant							(971)	(971)	0
Non-Domestic Rates							1,053	1,053	0
New Homes Bonus							(3,491)	(3,497)	(6)
Other General Government Grants							(125)	(255)	(130)
Council Tax Surplus							(49)	(49)	0
Requirement from Council Tax							(10,217)	(10,217)	0
Total Funding:							(13,800)	(13,936)	(136)

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.

CAPITAL PROGRAMME MONITORING BY SCRUTINY COMMITTEE FOR DECEMBER 2016

APPENDIX B

Scheme	Budget Holder	Original Budget	Prior Year Slippage	Adj's, Supps, Virements	Adjustments (Slip. C/F)	In-Year Adjustments	Current Budget	YTD Spend	Projected Outturn	Forecast Slippage	Projected Over / (Under)
General Fund											
Strategic Planning and Environment											
Commercial Assets and Property Development											
138 Hemel Hempstead Sports Centre - Roof	Nicholas Brown	0	0	0	0	0	0	0	0	75,562	(75,562)
139 Hemel Sports Centre - renew heat and power system	Nicholas Brown	0	76,050	23,878	0	23,878	99,928	0	175,490	0	75,562
140 Hemel Sports Centre - renew outdoor pool water heaters	Nicholas Brown	0	4,952	(4,952)	0	(4,952)	0	0	0	0	0
141 Berkhamsted Sports Centre - heating system upgrade	Nicholas Brown	15,000	0	0	0	0	15,000	0	15,000	0	0
142 Air Handling Unit - Hemel Hempstead Sports Centre	Nicholas Brown	0	18,926	(18,926)	0	(18,926)	0	0	0	0	0
143 Tring Swimming Pool	Nicholas Brown	0	0	0	0	0	0	16,000	16,000	16,000	0
		15,000	99,928	0	0	0	114,928	16,000	206,490	91,562	0
Environmental Services											
147 Wheeled Bins & Boxes for New Properties	Craig Thorpe	20,000	0	0	0	0	20,000	5,989	20,000	0	0
148 Play Area Refurbishment Programme	Craig Thorpe	224,000	106,916	159,314	(150,916)	8,398	339,314	149,312	336,006	0	(3,308)
149 Litter Bin Upgrade	Craig Thorpe	40,000	0	0	0	0	40,000	5,990	40,000	0	0
150 Waste & Recycling Service Improvements	Craig Thorpe	0	75,000	0	(75,000)	(75,000)	0	0	0	0	0
151 Play Areas & Open Spaces - replace equipment	Craig Thorpe	0	14,722	0	0	0	14,722	0	14,722	0	0
152 Cupid Green Depot - Security Gates Upgrade	Craig Thorpe	81,000	0	0	0	0	81,000	70,355	70,355	0	(10,645)
153 Dog Kennels / Pest Control store Cupid Depot	Craig Thorpe	40,000	0	0	0	0	40,000	779	10,000	0	(30,000)
154 Fleet Replacement Programme	Craig Thorpe	862,000	94,231	0	(485,244)	(485,244)	470,987	170,185	470,987	0	0
		1,267,000	290,869	159,314	(711,160)	(551,846)	1,006,023	402,609	962,070	0	(43,953)
Regulatory Services											
158 Disabled Facilities Grants	Chris Troy	603,000	(61,346)	133,000	0	133,000	674,654	547,835	674,654	0	0
159 Home Improvement Grants	Chris Troy	0	8,893	0	0	0	8,893	8,674	8,674	0	(220)
		603,000	(52,453)	133,000	0	133,000	683,547	556,508	683,328	0	(220)
Strategic Planning and Regeneration											
163 Maylands Phase 1 Improvements	Chris Taylor	476,000	813,256	0	0	0	1,289,256	852,006	1,239,256	(50,000)	0
164 Urban Park/Education Centre	Chris Taylor	0	0	0	30,000	30,000	30,000	35,460	50,000	20,000	0
165 Regeneration of Hemel Town Centre	Chris Taylor	0	0	0	0	0	0	184,053	200,000	0	200,000
166 Maylands Business Centre	Chris Taylor	550,000	335,000	0	0	0	885,000	89,802	550,000	(335,000)	0
167 Water Gardens	Chris Taylor	177,217	2,005,260	0	0	0	2,182,477	1,932,101	1,900,000	(517,477)	235,000
168 Bus Interchange	Chris Taylor	0	300,000	0	0	0	300,000	50,311	100,000	0	(200,000)
169 Heath Park Gardens Improvements (Fully funded from S106)	Chris Taylor	0	12,892	0	0	0	12,892	9,503	12,892	0	0
170 Town Centre Access Improvements	Chris Taylor	0	507,961	0	(457,961)	(457,961)	50,000	1,122	15,000	(35,000)	0
171 Hemel Street Furniture	Chris Taylor	166,000	0	0	(30,000)	(30,000)	136,000	72,999	166,000	30,000	0
172 Gadebridge Park	Chris Taylor	500,000	0	0	(500,000)	(500,000)	0	0	0	0	0
173 The Bury - Conversion into Museum and Gallery	Chris Taylor	75,000	0	0	0	0	75,000	0	40,000	(35,000)	0
		1,944,217	3,974,369	0	(957,961)	(957,961)	4,960,625	3,227,359	4,273,148	(922,477)	235,000
Totals: Strategic Planning and Environment		3,829,217	4,312,713	292,314	(1,669,121)	(1,376,807)	6,765,123	4,202,477	6,125,035	(830,915)	190,827

GENERAL FUND RESERVES SUMMARY 2016/17

General Fund	Balance	Transfers	Transfers	Budgeted Balance	Changes identified through monitoring	Forecast Balance
	as at 01/04/2016	In 2016/17	Out 2016/17	as at 31/03/2017	2016/17	as at 31/03/2017
	£'000	£'000	£'000	£'000	£'000	£'000
Civic Centre Major Repairs Reserve	200			200		200
Earmarked Grants Reserve	273		(10)	263	(75)	188
Management of Change Reserve	1,440	204	(305)	1,339	90	1,429
Technology Reserve	163		(107)	56		56
On Street Car Parking Reserve	149		(128)	21		21
Local Development Framework Reserve	366		(282)	84		84
Dacorum Development Reserve	568	120	(348)	340		340
Planning Enforcement & Appeals Reserve	125			125	(50)	75
Planning & Regeneration Project Reserve	160		(40)	120		120
Litigation Reserve	214			214		214
Vehicle Replacement Reserve	350	350		700		700
Invest to Save Reserve	411		(116)	295		295
Building Control Reserve	86		(86)	0		0
Longdean School Repairs Reserve	7		(7)	0		0
Tring Swimming Pool Repairs Reserve	91		(91)	0		0
Youth Club Reserve	101			101		101
Election Reserve	30	30		60		60
Uninsured Loss Reserve	586			586		586
Training & Development Reserve	114		(26)	88		88
Housing Conditions Survey Reserve	66	15		81		81
Dacorum Partnership Reserve	66			66		66
Dacorum Rent Aid	15			15		15
Dacorum Rent Guarantee Scheme	15			15		15
The Forum Reserve	2,006		(1,758)	248		248
Funding Equalisation Reserve	2,944		(3,606)	(662)		(662)
Pensions Reserve	1,773		(900)	873	900	1,773
Maylands Plus Reserve	100		(69)	31		31
Total Earmarked Reserves	12,419	719	(7,879)	5,259	865	6,124
General Fund Working Balance	2,499			2,499	262	2,761
Total General Fund Reserves	14,918	719	(7,879)	7,758	1,127	8,885



Item 7

Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	14 March 2017
PART:	1
If Part II, reason:	

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

Background papers:	Waste Tonnages and CSG Performance – Appendix 1 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 3 – Performance Review

Introduction

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

1.1 Refuse and Recycling – Domestic and Commercial Waste Collections.

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

- Removal and disposal of road kill
- Management of Trees on behalf of Herts County, Housing, Dacorum owned land, parks and open spaces and woodlands
- Management of Rights of Way and Countryside access
- **Educational Awareness**
 - Initiating campaigns to promote the waste hierarchy through school talks and other initiatives. Also undertakes anti littering campaigns with local residents and businesses.
- **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.
- **Resources**
 - Recording and producing of key performance data such tonnages, reports from public and sickness figures which are shown as part of this report.

Waste Services

- Supplied village collections to Markyate & Flamstead
- Undertook Continued competency Test for COTC
- Filled current vacancies
- Delivered Calendars to all residents of the Borough
- Commenced refresher training to 90 staff
- Installed container to Water Gardens for CSG use
- Suspended Green Waste Collections
- Completed successful catch up over Bank Holiday period
- **Waste Development**
 - In October two recycling site tours were carried out for the Mayor, Mayoress and Councillors. The sites visited were the Material Recycling Facility run by Viridor in Crayford, Kent and the Anaerobic Digestion Plant run by Agrivert in Chertsey, Surrey. The tour groups were given walks of the site with expert knowledge delivered from the hosts to help further the understanding of the recycling processes that take place at each of these sites.
 - In November we designed and delivered the new Waste Collection Calendars for 2016- 2017. These were delivered successfully as bin hangers on residents bins. Following its success in the summer, another Love Food Hate Waste challenge was launched. This time the challenge ran for two weeks instead of one month in order to compare the success rate. Participants were asked to fill in a food waste diary throughout the challenge but this time they received food waste reduction tips via email straight away. The challenge ran from 14-27 November and had 73 participants (including individuals and their

family members). To collect results, we used an online survey instead of sending participants documents to complete and return; this helped to raise the average return rates of the feedback questionnaire from 48% (first summer challenge) to 87%.

By the end of the challenge, 83% of participants reported a reduction in their food waste. On average, the participants reported to have saved nearly £40 a month by taking part in the Love Food Hate Waste Challenge. Upon comparing the results with the summer challenge, going forward we will keep the Love Food Hate Waste challenge as a month in length, whilst keeping the online survey element.

- Throughout December we ran a Green Christmas campaign on social media. Daily updates on Facebook and Twitter encouraged people to reduce, reuse and recycle. The tips and advice were tailored to be Christmas specific and also incorporated some 'Love Food Hate Waste' information. The campaign was rolled out onto Facebook and Twitter and included 62 posts; which reached 361,253 people, attracted 7,498 clicks, 101 comments and 143 likes.

- **Clean, Safe and Green**

- Have completed a long list of housing improvement works.
- Have cleared and prepared new bed at entrance of Maylands, will plant in the spring and also for Link road roundabout and Kings Langley.
- Also replanted the raised bed opposite the Forum with spring bulbs
- Have cleared and replanted the secret garden and installed new benches.
- Completed bulb planting in Canal Fields with Rotary club in Berkhamsted for "Polio awareness". Made the Gazette.
- Carried out the winter bulb planting.
- Updated management plans for Green flag.
- Team are working hard at the winter rota and are mainly focusing on leaf clearance and cutting back hedges.
- Play areas- Leverstock Green and The Moor are due to be refurbished January.

- **Sickness :**

- Long term sickness cases have ended for the quarter at 1 for CSG and 1 for Waste services.
- Sickness scrutiny group continues to manage and identify long term and short term sickness cases to reduce sickness figures. 10 cases have been reviewed during this quarter.
- There is a decrease in Long Term Sickness in Q3 compared to Q2.

- **Sickness days lost due to sickness:**

Environmental Services	Oct-16	Nov-16	Dec-16
Long Term Sickness (days lost)	56	35	31
Short Term Sickness (days lost)	96	59	41
Total Sickness (days lost)	152	94	72

Department	HCount	Oct-16	Nov-16	Dec-16
Environmental Services Total	183	32	22	18
Operational Services + GM	176	32	22	18
Clean Safe & Green Management	81	12	13	4
Area Teams	77	11	13	4
Refuse & Recycling	81	19	9	12
Depot Services	4	0	0	0
Trees & Woodlands	8	1	0	2
Vehicle Repairs	3	0	0	0
Resources	4	0	0	0
Waste Development (S)	2	0	0	0

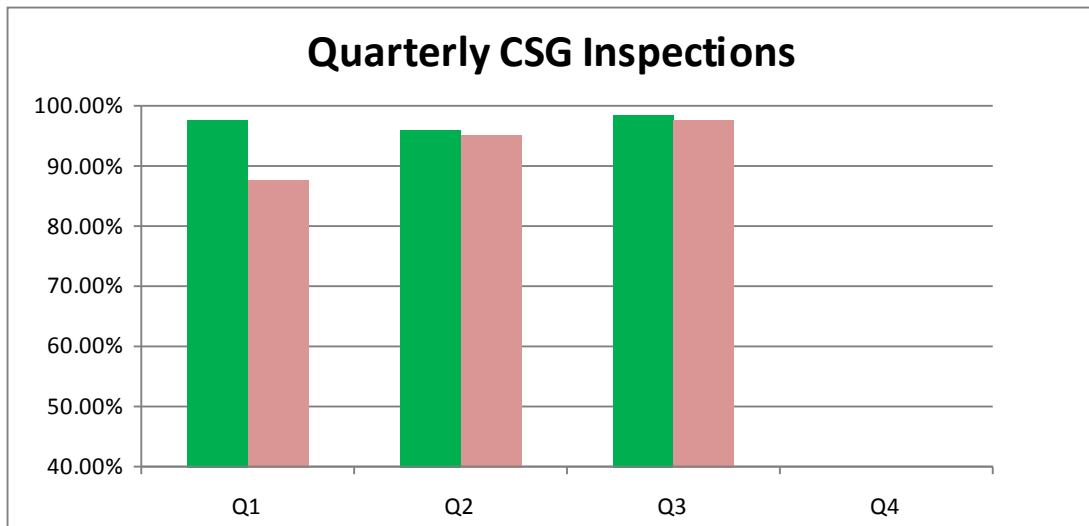
- **Return to work compliance:**

Department	Oct 16	Nov 16	Dec 16	Total over 12 months	Avg days to complete
Environmental Services	87.9%	90%	65%	88.7%	3.11

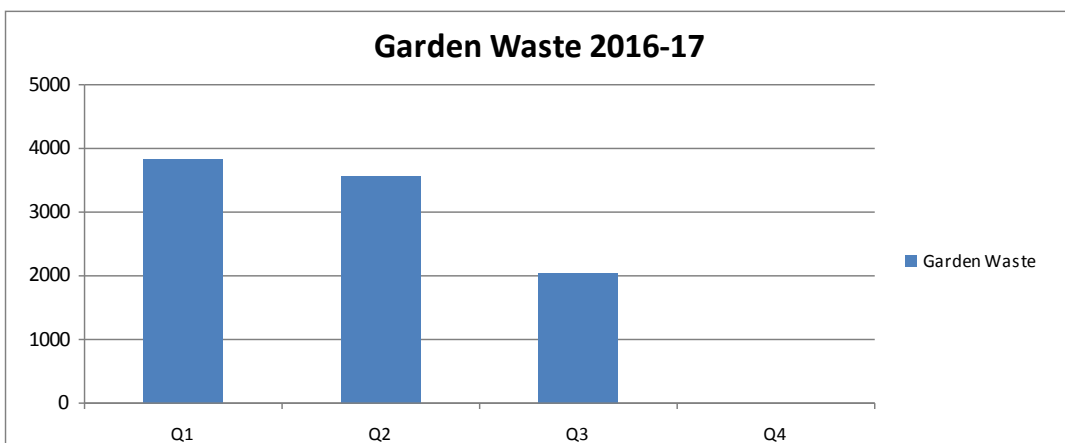
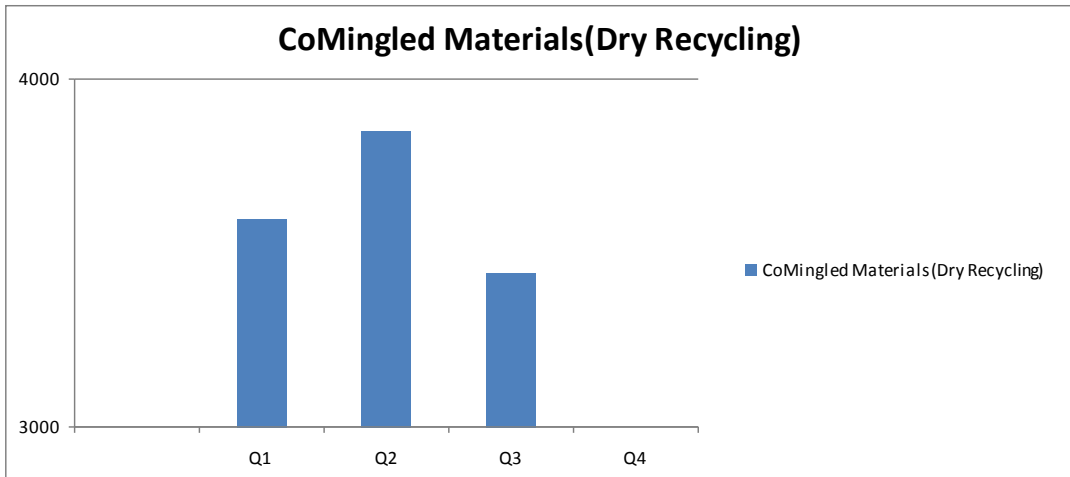
CSG Litter & Detritus Inspections 2016/17

Litter	Detritus	120 Inspections per quarter
Grade A+B	Grade A+B	
117	97	
115	114	
118	117	

	Q1	Q2	Q3	Q4
Litter	97.50%	95.83%	98.33%	
Detritus	87.50%	95.00%	97.50%	



DBC Outgoing Weights / Corvu Data					
2016-17	CoMingled Materials(Dry Recycling)		Food Waste		Garden Waste
Q1	3594.78	Q1	1281.09	Q1	3814.06
Q2	3848.47	Q2	1163.58	Q2	3555.9
Q3	3438.86	Q3	1213.54	Q3	2033.11
Q4		Q4		Q4	



QUARTERLY PERFORMANCE

Environmental Services

December 2016

All Measures



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Measure	Owner & Updater	Dec 2016 Result	Trend	Sep 2016 Result	Dec 2015 Result	Actions	Comments	Sign Off
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	97.62% (41/42) Target: 95	↓	100% (39/39) Target: 95	97.14% (34/35) Target: 95		Owner One report over target.	✓
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe Shirley Hermitage	99.26% (268/270) Target: 95	↑	96.13% (323/336) Target: 95	97.96% (288/294) Target: 95		Owner 2 over 7 days to complete. Also 2 reports outstanding still within target	✓
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 = 98.33% Grade A&B / Detritus = 97.50% Grade A & B No controlled sweeps carried out in this period.	✓
CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	Craig Thorpe Shirley Hermitage	100% (9/9) Target: 95	↑	96.55% (28/29) Target: 95	96.67% (29/30) Target: 95		Owner All completed within the set timescale.	✓
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	36% Info Only	↓	100% Info Only	100% Info Only		Owner No Treelife data for December as no works issued to them. Figures from now on will only include APA.	✓
WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe Shirley Hermitage	712 Bins Target: 750	↓	701 Bins Target: 750	314 Bins Target: 750		Owner Approved	✓
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	59 Collections Target: 120	↑	60 Collections Target: 120	52 Collections Target: 150		Owner Approved	✓
WR05 - Dry recycling Collected	Craig Thorpe Shirley Hermitage	3438.86, Tonnes Target: 3600	↓	3848.47, Tonnes Target: 3600	3465.66, Tonnes Target: 3786		Owner Approved	✓
WR06 - Total tonnage of garden waste collected as per new service	Craig Thorpe Shirley Hermitage	2033.11 Tonnes Target: 2033.11	↓	3555.9 Tonnes Target: 3555.9	2150.46 Tonnes Target: 2150.46		Owner Approved	✓
WR07 - Tonnage of food waste.	Craig Thorpe Shirley Hermitage	1213.54 Tonnes Target: 1020	↑	1163.58 Tonnes Target: 1020	986.69 Tonnes Target: 1200		Owner Approved	✓
WR08 - Recycling Rate	Craig Thorpe Shirley Hermitage	No Data Target: 60		No Data Target: 60	No Data Target: 60		Owner Approved	✓

Measure	Owner & Updater	Dec 2015 Result	Trend	Sep 2016 Result	Trend	Dec 2016 Result	Comments
Complaints Measures							
COMP1A-ES - Percentage of Stage 1 complaints responded to within 20 working days - Environmental Services	David Austin Craig Thorpe	93.75% (15/16) Target: 80	↗	86.96% (20/23) Target: 80	↗	100% (15/15) Target: 80	Approved
COMP1B-ES - Number of Stage 1 complaints received - Environmental Services	David Austin Craig Thorpe	15 Complaints Info Only	↘	22 Complaints Info Only	↘	14 Complaints Info Only	Approved
Sickness Measures							
SA1A-ES - Total days lost due to short term sickness absence - Environmental Services	David Austin Craig Thorpe	96.25 Days Info Only	↗	180.75 Days Info Only	↘	179.5 Days Info Only	Approved
SA1B-ES - Total days lost due to long term sickness absence - Environmental Services	David Austin Craig Thorpe	669.75 Days Info Only	↘	435 Days Info Only	↘	122 Days Info Only	Approved
SA1C-ES - Total days lost due to all sickness absence - Environmental Services	David Austin Craig Thorpe	766 Days Info Only	↘	615.75 Days Info Only	↘	301.5 Days Info Only	Approved
SA1D-ES - Average days lost due to sickness absence per FTE - Environmental Services	David Austin Craig Thorpe	4.04 Days (766/190) Target: 2	↗	3.22 Days (616/191) Target: 2	↗	1.63 Days (302/185) Target: 2	Approved
SA1E - ES - RTW Interview Completion â?? Environmental Services	David Austin Craig Thorpe	92.42% (61/66) Target: 95	↘	95.18% (79/83) Target: 95	↘	82.19% (60/73) Target: 95	Approved



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OPERATIONAL RISK REGISTER

December 2016



1) Neighbourhood Delivery - David Austin

ND_F01 Variation in levels of income for recyclables due to changes in market conditions

Category: Financial	Corporate Priority: Dacorum Delivers	Risk Owner: David Austin	Portfolio Holder: 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 see 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 Group Manager, Service Accountant and a representative from the end receiver 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 and Lets Recycle Indices 		<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

December 2016



Sign Off Complete

The new contract has now been awarded to start later this year as part of a consortium with three neighbouring Authorities.

ND_F04 Operational Factors Affecting Service Delivery

Category: Infrastructure	Corporate Priority: Dacorum Delivers	Risk Owner:	Portfolio Holder: Janice Marshall	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
3 Likely	3 High	9 Amber	2 Unlikely	2 Medium	4 Green
Consequences		Current Controls		Assurance	
<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"> - Regular monthly team briefs are held to advise of service developments - Annual two way appraisals are held to discuss performance and training requirements - A quarterly Cupid Green Round Up magazine is produced which includes "Compliments Corner highlighting service achievements - Bi-Monthly Health and Safety meetings are held – Attendees include Management, Supervisors and Union Representatives - The corporate staff survey will highlight areas of improvement. - Every operator of heavy goods vehicles must convince the Traffic Commissioner of their good repute. Each 		<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

December 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"> - 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. - An independent audit of vehicles maintenance and records by the FTA has been organised for the next two years to ensure compliance - Interviews are being undertaken to employ a suitably qualified Transport Manager - 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 - Cupid Green has a licenced Waste Transfer Station with bulking facilities which can hold material if required until a suitable outlets is sourced. 	<ul style="list-style-type: none"> - 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
<p>Closure/lack of access to disposal outlets</p>	<ul style="list-style-type: none"> - Service disruption has been experienced on a number of occasions in the past and this has affected Waste Services more than CSG. 	<ul style="list-style-type: none"> - Waste can be held for a number of days until suitable alternatives have been sourced

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OPERATIONAL RISK REGISTER

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<p>Suspension of service due to inclement weather.</p>	<ul style="list-style-type: none">- 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- Staff are engaged on salt/grit spreading and snow clearing duties if the service is suspended.- All staff are aware of priority areas for the above- Passenger carrying vehicles are available to transport staff to the most affected areas.- Free salt is sourced from HCC before the winter to ensure adequate stock levels.- As many refuse collection vehicles as possible are kept in undercover during freezing conditions to prevent freezing of ancillary equipment.- Over 4000 residents signed up to text alerts to advise of disruption and contingency plans	<ul style="list-style-type: none">- Environmental Services are suitably prepared for inclement weather which will lessen the potential full impact on affect service delivery- 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.
<p>Fuel Shortage</p>	<ul style="list-style-type: none">- Fuel is now kept and drawn from a storage until at Cupid Green depot- A number of fuel cards to enable purchase from local petrol stations have been retained and can be used in an emergency.	

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OPERATIONAL RISK REGISTER

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<p>Page 25</p>	<ul style="list-style-type: none">- 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.	<ul style="list-style-type: none">- 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

December 2016



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Sign Off and Comments

Sign Off Complete

No further comments at this stage and no serious issues with inclement weather affecting service delivery so far this winter.

ND_I03 Failure to manage sickness levels and staff retention

Category: Infrastructure	Corporate Priority: Dacorum Delivers	Risk Owner: David Austin	Portfolio Holder: Janice Marshall	Tolerance: Treating
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Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
4 Very Likely	4 Severe	16 Red	2 Unlikely	4 Severe	8 Amber

Consequences	Current Controls	Assurance
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 the resource required to deal with additional complaints.	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.	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.

Sign Off and Comments

Sign Off Complete

There has been remarkable improvements in this area with the lowest levels ever recorded for Cupid Green. Officers will continue to work hard in this area.



Report for:	Strategic Planning and Environment Overview and Scrutiny Committee
Date of meeting:	14th March 2017
Part:	1
If Part II, reason:	

Title of report:	Q3- Performance Report for Regulatory Services
Contact:	Janice Marshall, Portfolio Holder for Environmental, Sustainability and Regulatory Services Author/Responsible Officer Emma Walker Team Leader (Food, Health and Safety) David Austin, Assistant Director (Neighbourhood Delivery)
Purpose of report:	To provide Members with the performance report for quarter 3 in relation to Regulatory Services
Recommendations	For Information only.
Corporate objectives:	Resources and Value For Money; Optimise Resources and Implement Best Practice.
Implications:	<u>Financial</u> None.
'Value for money' implications	<u>Value for money</u> Monitoring Performance supports the Council in achieving Value for Money for its citizens.
Risk implications	Risk Assessment completed for each service area as part of service planning and reviewed quarterly. Key risks are recorded on the Council's Risk Register 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"> • If statutory targets are not achieved the service can be taken over and managed by the Government.

	<ul style="list-style-type: none"> • Potentially the public & businesses put at risk • Legal action taken against the Council • Reputational damage to Council
Equality Impact Assessment	Equality Impact Assessment completed for all enforcement policies.
Health and safety Implications	None
Consultees:	
Background papers:	Quarterly Performance Report – Quarter 3 (attached).
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	
Glossary of acronyms and any other abbreviations used in this report:	HMO's – Houses of Multiple Occupation

1. Background

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

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

- Emergency and Business Continuity Planning
- Sustainability

2. Regulatory Services Quarter 3 Performance Indicators

2.1 Slippage continues in Quarter 3 for Food Hygiene inspections (A-C premises) due to vacancies which we have been unable to fill. It is also a difficult time of year for food inspections given that the industry is particularly busy. We plan to catch up in Quarter 4 now that there is agency cover in place. The overall number of inspections achieved is 75% for the year to date. It should also be noted that the numbers of premises requiring inspection has increased since last year.

3. Food, Health and Safety Team

- 3.1 Consultant Environmental Health Officer David Fleming started in the Food, Health and Safety Team. Focusing on Food Safety Inspections and reactive Food, Health and Safety work until 31st March 2017.
- 3.2 An investigation into a case of Legionnaires Disease, where the person had spent significant leisure time in the Borough was carried out. Fortunately the samples taken from within the Borough were all negative. The organisation involved has been given technical advice on how to control Legionella and comply with the relevant legislation.
- 3.3 A voluntary closure of a food business (takeaway) occurred in quarter 3, evidence of rats in the food preparation rooms was found. Although now re-opened, Officers are continuing to work with the business to improve standards.
- 3.4 75 Applications were received for the Trainee Environmental Health Officer role within the Food and Health and Safety Team. Two Trainees have now been recruited (further role in the Pollution and Private Sector Housing team) and started 3rd January 2017.
- 3.5 Four Cold Stores were 'approved' under EU legislation for Food Safety. The approval requires a higher standard of hygiene in these premises. They are issued an approval number, that will be recorded on all food passing through these premises.
- 3.6 The Technical Officer (Corporate Health and Safety) has had a contract extension until 2018 March. This is to support the Corporate Health and Safety Lead Officer in his duties over the next financial year.
- 3.7 All five Primary Authority Partnerships have been dissolved. The costs associated with the partnerships were recharged to the businesses on a cost recovery basis. This did not include all costs associated with the running of the partnerships, particularly back office functions. All five businesses are now in partnership with Luton Borough Council.

3.8 Hand Arm Vibration, Display Screen Equipment and Accident Policies have been approved by CMT. They have now been published on the Intranet and provide support to the services in ensuring legal compliance.

3.9 48 People attended Basic Fire Awareness Training ran by Corporate Health and Safety. These people have been trained in basic fire awareness and use of extinguishers.

3.10 An audit schedule for Corporate Health and Safety to Audit Service areas has been approved by CMT, the audits are due to start in Q4. This will cover Workplace Transport, Legionella Control, Chemical Safety and Working at Height.

4. Pollution and Private Sector Housing Team

4.1 Consultant Rick Downham started as an Environmental Health Officer within the Pollution and Private Sector Housing Team. Unfortunately he had to end his contract early and Richard Swann has now started in an 11 month contract.

4.2 Environmental Enforcement Officers took part in the CEO town centre project, prior to the High Street awards. Working with various other Council departments including Anti-Social Behaviour, Clean, Safe and Green and Neighbourhood Action.

4.3 The Consultant Team Leader (Pollution and Private Sector Housing) has had his contract extended until May 2017. He has been contracting at DBC since May 2016.

4.4 Scientific Officer (Danielle Newnham) responsible for Contaminated Land, Air Quality and permitted processes returned from Maternity leave in Quarter 3. Yinka Ekundayo provided Maternity cover during her year off.

4.5 The first Deposit of Waste Fixed Penalty Notice has been issued. The default fine levels were used, pending a portfolio holder decision to set our own fine levels.

4.6 Two internal auditors for sustainability have left the organisation, 3 more have been recruited and will be trained in Q4.

4.7 The Council continues to manage two houses in multiple occupation which have Final Management Orders.

5. Operations Team

5.1 Operations Team worked very hard to get the department ready for the transition to the Forum.

5.2 Existing Pest Control Contracts renewals were sent out in quarter 3. 76% had renewed by the end of Quarter 3. With initial figures looking positive for quarter 4.

5.3 In preparation for the move to the Forum, Pest Control Store was delivered at the end of Quarter 3 to Cupid Green. Ready for installation and use in Q4.

5.4 Louise Ablitt Dog Warden went on Maternity leave in December 2016, Sarah Lewis will be with DBC until 30th November 2017 to provide cover.

5.5 Following Mark Dewey's move to the Food, Health and Safety Team (Trainee Environmental Health Officer), Barbara Flowers has been covering his post on a temporary basis until 31st March 2017.

QUARTERLY PERFORMANCE

Regulatory Services

December 2016

All Measures



Measure	Owner & Updater	Dec 2016 Result	Trend	Sep 2016 Result	Dec 2015 Result	Actions	Comments	Sign Off
HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)	David Austin Paul O'Day	34 Info Only	↓	37 Info Only	7 Info Only		Updater 34 total 8 vehicles 2 riddors	✓
HS02 - Accidents / incidents that are notifiable to the HSE under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) This includes occupational diseases	David Austin Paul O'Day	2 Info Only	↑	1 Info Only	No Data Info Only		Updater 2 Riddors in total 1 x 7 day injury broken wrist 1 x member of the public taken from site for treatment	✓
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	David Austin Emma Walker	34.62% (18/52) Target: 95	↓	62.3% (38/61) Target: 95	97.78% (44/45) Target: 95		Updater Remaining Officers have been busy with reactive work. We have recruited a Trainee Environmental Health Officer as we have been unable to recruit qualified staff, this in the short terms should ease the reactive burden allowing qualified staff to focus more on inspections.	✓

OPERATIONAL RISK REGISTER

December 2016



3) Neighbourhood Delivery - David Austin

ND_E05 Response to EH Emergencies

Category: Health and Safety	Corporate Priority: Health & Safety	Risk Owner: David Austin	Portfolio Holder: Janice Marshall	Tolerance: 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.</p>					

OPERATIONAL RISK REGISTER

December 2016



ND_E01 General enforcement

Category: Technical/Operational	Corporate Priority: Health & Safety	Risk Owner: David Austin	Portfolio Holder: Janice Marshall	Tolerance: Treating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	3 High	6 Amber	2 Unlikely	2 Medium	4 Green
Consequences		Current Controls		Assurance	
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.	
Sign Off and Comments					
Sign Off Complete No further comments.					

ND_E02 Direct enforcement action

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

OPERATIONAL RISK REGISTER

December 2016



2 Unlikely	4 Severe	8 Amber	2 Unlikely	3 High	6 Amber
Consequences		Current Controls		Assurance	
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.	
Sign Off and Comments					
Sign Off Complete					
There are some complex enforcement actions at this time and officers will continue to monitor resource levels.					

ND_E03 Primary Authority

Category: Financial	Corporate Priority:	Risk Owner: David Austin	Portfolio Holder: Janice Marshall	Tolerance: Terminating	
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score
2 Unlikely	4 Severe	8 Amber	1 Very Unlikely	1 Low	1 Green
Consequences		Current Controls		Assurance	

OPERATIONAL RISK REGISTER

December 2016



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.

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.

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.

Sign Off and Comments

Sign Off Complete

The PA arrangements have now been terminated so this will be removed as a risk in Quarter 4.

ND_E04 Pest Control

Category: Reputational		Corporate Priority: Safe and Clean Environment		Risk Owner: David Austin	Portfolio Holder: Janice Marshall	Tolerance: Treating
Inherent Probability	Inherent Impact	Inherent Risk Score	Residual Probability	Residual Impact	Residual Risk Score	
3 Likely	4 Severe	12 Red	2 Unlikely	2 Medium	4 Green	
Consequences		Current Controls		Assurance		
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

December 2016



Sign Off and Comments

Sign Off Complete

No issues in Quarter 3.