

Public Document Pack

Mid Devon District Council

Environment Policy Development Group

Tuesday, 6 March 2018 at 2.00 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Tuesday, 15 May 2018 at 2.00 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr R F Radford
Cllr D R Coren
Cllr Mrs C P Daw
Cllr R Evans
Cllr D J Knowles
Cllr Mrs E J Slade
Cllr J D Squire
Cllr Mrs N Woollatt
Cllr R Wright

A G E N D A

Members are reminded of the need to make declarations of interest prior to any discussion which may take place

- 1 **Apologies and substitute Members**
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 2 **Declarations of Interest under the Code of Conduct**
Councillors are reminded of the requirement to declare any interest, including the type of interest, and reason for that interest, either at this stage of the meeting or as soon as they become aware of that interest.
- 3 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
Note: A maximum of 30 minutes is allowed for this item.
- 4 **Minutes of the Previous Meeting** (*Pages 5 - 10*)
To approve as a correct record the minutes of the last meeting.
- 5 **Chairman's Announcements**
To receive any announcements that the Chairman may wish to make.

6 **Motion 542 (Councillor Mrs J Roach - 30 November)**
(1) Motion 542 (Councillor Mrs J Roach – 30 November 2017)

The following motion previously considered by the PDG on 9 January 2018 has been referred back to the Group by Council (in line with Procedure Rule 15.1(e) for further consideration:

That this Council consider the use of recycling trolleys as a pilot project, hopefully in Silverton, as an alternative to assisted collections for those who wish to try out such a system.

Please note: Having considered the above Motion the Policy Development Group are asked to consider whether this Motion should either be supported or rejected. This decision will be referred back to Council on 25 April 2018.

7 **Bereavement Services Fees and Charges (Pages 11 - 22)**

To consider a report of the Director of Finance, Assets and Resources regarding a review of the Bereavement Services Fees and Charges for 2018-2019

8 **Update on the Street Scene Education and Enforcement Service (Pages 23 - 28)**

To receive a report outlining the performance of the Street Scene Education and Enforcement service for the first nine months of operation following the service review in 2016/17.

9 **Performance and Risk (Pages 29 - 38)**

To provide Members with an update on performance against the corporate plan and local service targets for 2017-18 as well as providing an update on the key business risks.

10 **Chairman's Annual Report (Pages 39 - 42)**

To receive the Chairman's draft annual report on the work of the Group since May 2017, which will be submitted to Council on 25 April 2018.

11 **Identification of Items for Future Meetings**

Note: This item is limited to 10 minutes. There should be no discussion on the items raised.

Waste and Recycling regular update
Repairing Footpaths and Roads Policy
Performance and Risk

Stephen Walford
Chief Executive
Monday, 26 February 2018

Anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chairman. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chairman or the Member Services Officer in attendance so that all those present may be made aware that is happening.

Members of the public may also use other forms of social media to report on proceedings at this meeting.

Members of the public are welcome to attend the meeting and listen to discussion. Lift access the first floor of the building is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available. There is time set aside at the beginning of the meeting to allow the public to ask questions.

An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, or

If you would like a copy of the Agenda in another format (for example in large print) please contact Julia Stuckey on:

Tel: 01884 234209

E-Mail: jstuckey@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

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MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **ENVIRONMENT POLICY DEVELOPMENT GROUP**
held on 9 January 2018 at 2.00 pm

Present Councillors

D R Coren, Mrs C P Daw, R Evans,
Mrs J Roach, Mrs E J Slade, J D Squire and
R Wright

Apologies Councillor(s)

R F Radford, D J Knowles and Mrs N Woollatt

Also Present Councillor(s)

C J Eginton and R L Stanley

Also Present Officer(s):

Andrew Jarrett (Director of Finance, Assets and Resources), Andrew Pritchard (Director of Operations), Stuart Noyce (Group Manager for Street Scene and Open Spaces), Catherine Yandle (Group Manager for Performance, Governance and Data Security) and Julia Stuckey (Member Services Officer)

41 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllr D J Knowles, the Chairman, Cllr R F Radford (Cllr D R Coren, Vice Chairman took the Chair), and from Cllr Mrs N Woollatt who was substituted by Cllr Mrs J Roach.

42 **PUBLIC QUESTION TIME**

There were no members of the public in attendance.

43 **MINUTES OF THE PREVIOUS MEETING**

The Minutes of the last meeting were approved as a true record and signed by the Chairman.

44 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman had no announcements to make.

45 **MOTION FROM COUNCIL**

The Group had before it the following Motion that had been forwarded from Council to the Policy Development Group for consideration.

Motion 542 (Councillor Mrs J Roach – 30 November 2017)

That this Council consider the use of recycling trolleys as a pilot project, hopefully in Silverton, as an alternative to assisted collections for those who wish to try out such a system.

Cllr Mrs Roach distributed photos of the trolleys that she was proposing and explained that although she appreciated the trolleys were expensive she thought they would be worthwhile and hoped that a trial would be possible in Silverton as an alternative to assisted collections for the elderly. She explained that older people often found it hard to carry boxes but they would be able to wheel this system which would reduce the number of assisted collections needed and even if an assisted collection was still required, it would be easier for the collectors. With an ageing population Cllr Roach anticipated that requests for assisted collections would increase. The system was also a neat, space saving way to store recycling and following trials on Anglesey had been implemented throughout the island.

The Group Manager for Street Scene and Open Spaces explained that there were currently 662 assisted collections throughout the District. Assisted collections could be requested for various reasons such as physical disabilities, mobility issues, dexterity, learning difficulties and frailty. He did not consider that the use of trolley boxes would resolve all of these assisted collection requirements as residents with severe physical disabilities and frailty may not be able to use the trolley and would still require an assisted collection from an agreed location.

Cllr Roach considered that the trolleys would allow residents to maintain their dignity and independence.

He further explained that on average trolley box cost £38 per unit, price would vary to ensure boxes were compatible with our boxes. So there could be a potential initial cost of around £25,156 plus delivery to householders. An ongoing replacement budget would be required based on a 5-10 year life.

He considered that the use of trolley boxes would need to be risk assessed due to the use of a different collection method. Trolley boxes were not a complete replacement for assisted collections as most collections included food waste caddies and refuse. He suggested that there would be a need to consider who was eligible for a trolley box and update procedures and policies. Customers would be restricted to 3 boxes on standard trolley.

Cllr Roach informed the Committee that she had personally spoken to local residents that had expressed an interest in these trolleys.

Discussion took place regarding:

- Recycling boxes could be stacked and people with assisted collections were not expected to sort their recycling if they were not able;
- There had not been any complaints registered regarding assisted collections;
- Boxes used in the unit would have to be compatible with vehicles;

- Budget limitations;
- Whether or not the trolleys would save time for operatives;
- There were more than three recycling materials collected in Mid Devon so further containers would be required;
- Whether or not the cost of the trolleys could be offset by the time saved collecting;
- Recycling could be collected from the trolleys if the resident bought one for their own use as long as the boxes were compatible;
- Welsh authorities had targets with penalties for failure to achieve;
- Agreement that the trolleys looked user friendly but concerns about the cost;
- Whether it was appropriate to undertake a trial if the finance would not be available to implement it if it proved successful;
- The need to keep uniformity to waste and recycling services provided across the district.

It was **RECOMMENDED** to Council that Motion 542 not be supported.

(Proposed by the Chairman)

Note: - Cllr Mrs J Roach asked that her vote in support of the Motion be recorded.

46 **GRASS CUTTING WORKING GROUP 00:47:00**

The Group had before it a report * from the Director of Operations outlining the findings of the Grass Cutting Working Group.

The officer outlined the contents of the report, in which he explained that he had posed the question 'where do you want to be in the future?' to the Working Group.

The Working Group had been informed that the current charging mechanism was based on a 'per square metre' method for all work undertaken. He explained that this methodology tended to work for cutting areas such as recreational grounds and sports pitches which required one piece of equipment and took a consistent amount of time. However, areas that might require strimmer's or blowers or smaller more time consuming areas, could cost considerably more. He proposed an alternative would be to charge what it actually cost in terms of labour and equipment rather than on a per square metre basis.

The officer further explained that following consideration of Motion 538 (Cllr Mrs J Roach - 1 June 2017) and a report of the Director of Operations regarding grass cutting issues in Mid Devon, the Group had recommended that invoices to Town and Parish Councils regarding grass cutting should confirm the number of cuts undertaken with dates.

Discussion took place regarding:

- The importance of providing accurate information regarding the number of cuts undertaken when issuing bills to customers;
- The need for the Housing Revenue Account to pay full costs for services;
- Pricing would be agreed in advance of work being undertaken;
- Town and Parish Councils would need to be aware of health and safety and insurance when procuring services (other than from the Council).

It was **RECOMMENDED** to Cabinet:

- a) That notification to Town and Parish Councils regarding grass cutting should confirm the number of cuts undertaken with dates; this notification should take place on a monthly basis or as applicable if no cuts occurred during a month.
- b) That the Grounds Maintenance team price all work on the basis that it should recover the full cost incurred by them carrying out that work.
- c) That Town and Parish Councils be informed that a full cost recovery pricing model for grass cutting would be implemented over 3 years starting in the 2018/19 financial year. However any increase in cost will be tapered to allow for them to make provision regarding other providers and/or any required increase to their budgets.

(Proposed by Cllr Mrs J Roach seconded by Cllr R Evans)

Note: - Report * previously circulated and attached to Minutes.

47 **BUDGET 00:58:00**

The Group had before it and **NOTED** an update on the budget * from the Director of Finance, Assets and Resources setting out the revised draft budget changes identified.

The officer outlined the contents of the report stating that following initial meetings of the Cabinet and the Policy Development Groups, the Finance team and service managers had been revisiting a range of budgets to deliver more savings or increase income levels. The officer outlined the following table which showed the main budget variances affecting the 2018/19 budget:

Variances	Amount £k
18/19 Budget Shortfall (Cabinet Report 26/10/17)	617
Further Cost Pressures identified	570
Additional savings identified	(231)
18/19 Revised Budget Shortfall	956

2% Staff Pay award offer (1% previously built in)	116
Business Rate 100% Pilot bid accepted (1 year only)	(230)
Business Rate Growth (Solar & Benefit of Devon Pool)	(150)
Funding from sinking funds & reserves (ICT & Leisure)	(215)
Other additional savings identified	(174)
18/19 Revised Budget Shortfall	303
No reduction in Rural Services Delivery Grant	(86)
3% increase in C/Tax (2.6% previously built in)	(22)
Draft budget gap for 2018/19	195

The officer highlighted the provisional formula grant ward for 2018/19 which amounted to £2.7m and the fact that the Council had also been given the freedom to raise its council tax by an additional 0.4%.

Consideration was given to areas that fell within the remit of the Group and had been discussed by the Working Group. These were **AGREED**.

The additional costs required for the transfer of the Grounds Maintenance service from the Park Nursery to Carlu Close were discussed.

Further discussion took place regarding:

- Land drainage projects;
- The ongoing Mills Project;
- Delays to the implementation of Universal Credit in the area;
- The need to start work now towards the budget for the following year which would require further savings;
- The need for income generation and the potential to sell services to Town and Parish Councils.

Note: - Report * previously circulated and attached to Minutes.

48 **FINANCIAL MONITORING 1:10:00**

The Director of Finance, Assets and Resources informed Members that there were no major changes to over/underspends from the previous update at the last meeting.

An area of concern was the recent issue with the sale of plastics which had come about due to the Chinese market no longer taking it. There was a national market but it was expected that this market would be flooded and the value would therefore reduce. Worst case scenario was no income at all.

49 **PERFORMANCE AND RISK 01:28:00**

The Group had before it and **NOTED** a report * from the Director of Corporate Affairs and Business Transformation, providing Members with an update on performance against the Corporate Plan and local service targets for 2017/18 as well as providing an update on the key business risks.

The Group Manager for Performance, Governance and Data Security outlined the contents of the report explaining that with regard to the Corporate Plan Aim to increase recycling and reduce the amount of waste the authority was broadly on track but was still a little below target for % of household waste reused, recycled and composted but at 53.6% still did well compared to the mean for all English authorities on LG Inform which was 48.09% for Q2 2017/18.

The Group Manager for Street Scene & Open Spaces also remind members that the recycling was lower in the first six months due to the inability to compost street sweepings but with the opening of the transfer station this was now possible again.

The officer explained that a further risk had been added to the Risk Register regarding the sale of plastics which had been discussed at the previous agenda item.

Note: - Report * previously circulated and attached to Minutes.

50 **WASTE AND RECYCLING REGULAR UPDATE**

The Group Manager for Street Scene and Open Spaces provided a six monthly Waste and Recycling Service Update *.

Discussion took place regarding the Resource Futures Project which supported projects such as 'bring and takes' and reuse. The officer explained that the project was aimed at encouraging local communities to engage in this sort of event.

Note: - * Presentation attached to Minutes.

51 **IDENTIFICATION OF ITEMS FOR FUTURE MEETINGS**

Repairing Footpaths and Roads Policy
Performance and Risk
Bereavement Services Fees and Charges
District Officer Discretionary Time Update
Lantern update
Smoking in Play Areas update

(The meeting ended at 3.58 pm)

CHAIRMAN

ENVIRONMENT PDG

6 March 2018

Bereavement Services Fees and Charges

Cabinet Member: Cllr Clive Eginton

Responsible Officer: Andrew Jarrett, Director of Finance, Assets and Resources

Reason for Report: To review and approve Bereavement Services Fees & Charges for 2018-19.

RECOMMENDATION(S):

To recommend approval to Cabinet the proposed charges for 2018-19 set out on Table A.

Relationship to Corporate Plan: Priority 5 -Corporate

Financial Implications: Bereavement Services total income for 2016/17 was £112.7k in a full year; the proposed increases in fees could generate an additional £12k.

Legal Implications: By virtue of section 214 of the Local Government Act 1972 and of the provisions of the Local Authorities' Cemeteries Order 1977, the Council is the burial authority.

Paragraph 15 of the said 1977 Order provides burial authorities with the power to charge such fees as they think are proper – "(a) for or in connection with burials in a cemetery; 3 (b) for any grant of a right to place and maintain a tombstone or other memorial in a cemetery...(c) for any grant of a right to put an additional inscription on such a tombstone or other memorial".

A burial authority is obliged to keep a table showing the matters in respect of which fees or other charges are payable to them, and the amount of each such fee or charge, and the table shall be available for inspection by the public at all reasonable times.

Risk Assessment: N/A

Equality Impact Assessment: An equality impact assessment has been undertaken and is attached as Annex A.

1.0 Introduction

1.1 In previous years price increases within the Bereavement Service were necessary for the Council to reduce the estimated cost of service provision. The focus remains on providing the best possible standards of service, which includes not only the maintenance of our two cemeteries but the ongoing aim of ensuring the long-term needs of burials are met. Our two cemeteries provide places for quiet reflection where people are treated with dignity and respect at all stages of their lives.

- 1.2 The Council remains committed and continues to ensure that re-investment is made for various maintenance works across the Council's two cemeteries in Crediton and Tiverton that also includes buildings.
- 1.3 It is proposed to increase bereavement charges from 1 April 2018 by 10%, as set out in Table A.
- 1.4 In the case of a death with no next of kin, or should some members of the public be unable to meet these new charges through financial hardships or other such circumstances, support is available to bereaved families. There are three main means of support: Social Services, the hospital where the death occurred and Funeral Payments, available via the Department of Work and Pensions.
- 1.5 In addition under Section 50 of the National Assistance Act 1948 a local authority will meet the costs of a basic funeral where the deceased or the next of kin are not in a position to meet the expenses. In 2016-2017 the cost of providing national assistance burials was £2k.
- 1.6 Among the broader financial considerations, the Council continues to face budget pressures and has experienced a reduction of core funding in the region of £493k from central government.

2.0 Background

- 2.1 There is a risk that budget targets will not be met due to increased costs of providing the service and therefore this decision is important in ensuring the sustainability of burial provision.
- 2.2 The Council apply a range of fees and charges associated with burials. The existing fees and charges are presented on Table A.

3.0 Table A

- 3.1 Column 'A' lists the current charges that were set in 2016-17.
- 3.2 Column 'B' shows proposed charges for 2018-19 that includes an increase of 10%.

Table A

A			B		
'A' - Current charges 2016-18			'B' - Proposed charges 2018-19		
Interment fees of a coffin		Ashes	Interment fees of a coffin		Ashes
Adult	£957.00	£157.50	Adult	£1052.50	£173.00
Juvenile (16-18 yrs)	£370.00	£157.50	Juvenile (16-18 yrs)	£407.00	£173.00
Stillborn/NVF/ Under 16	Nil	N/A	Stillborn/NVF/ Under 16	Nil	N/A

Inter ashes into tree cremation plot (this charge includes 30 year Exclusive Rights of Burial and Right to erect a Memorial					
£492.00			£541.00		
Exclusive Rights of Burial and Right to Erect a Memorial					
	30 years	75 years		30 years	75 years
Adult grave	£1037.00	£2540.00	Adult grave	£1140.50	£2794.00
Childs grave	£373.50	£934.00	Childs grave	£410.50	£1027.00
Cremation plot	£298.00	£751.00	Cremation plot	£327.50	£826.00
Sundry charges					
Exhumation- Standard administration fee. Total charge quoted upon request and on a case -by -case basis.			£70.00		
To carry out a trial dig			£150.00		
Saturday/Bank holiday supplement £166.50			Quoted upon request		
Administration fees for Transfer of Rights/Assignments, etc. £30.00			£33.00		

Table A Continued

A		B
‘A’ - Current charges 2016-18		‘B’ - Proposed charges 2018-19
Additional costs are required when the grave was purchased before 1 April 2003		
Erect a Headstone	£161.50	£177.50
Headstone & Kerbing	£400.00	£440.00
Additional Inscription	£98.50	£108.00
Place Tablet (18x18) Vase	£98.50	£108.00
Tablet/Ledger (18x36)	£187.00	£205.50
Tablet/Ledger larger than (18x36)	£295.50	£325.00
Place open kerbing up to (7x3)	£258.50	£284.00
Place open kerbing larger than (7x3)	£471.50	£518.50
Place fully enclosed kerbset	£554.00	£609.00

4.0 Financial Implications

- 4.1 The proposed charges from 1st April 2018 would increase income by circa £12k and the schedules of charges are listed at Table A within this report.
- 4.2 A comparison of the cemeteries and crematorium fees currently charged by other surrounding Local Authority and Private providers’ shows fees across the area vary (please see Table B). It is acknowledged that all authorities will review their bereavement service charges in the coming months and each one will differ in terms of the current level of service provision they choose to make. Therefore, it is difficult to make a true like for like comparison with other neighbouring authorities.
- 4.3 If a Funeral Director requires any changes or an exhumation that requires a licence prior to disturbing an existing grave, it is proposed to introduce a new fee of £70.00 for every application that the Council has to make, with a quotation being provided on a case-by case basis. Whilst it is acknowledged that these applications are not made on a regular occurrence, they are time consuming in the administration and pursuance of the said licence. In addition to this it is also proposed to add an additional charge for a ‘trial dig’ of £150.00 that is required to confirm ground conditions.

5.0 Table B

5.1 Column 'A' compares current Mid Devon charges with three neighbouring authorities and a Town Council.

5.2 Column 'B' compares increased Mid Devon charges with three neighbouring authorities and a town council.

Table B

		A	B				
Costs as from April 2017		MDDC	MDDC+10%	Exeter City	Torrige	Cullompton Town Council	Taunton D
Burial Interment fees	Juvenile	FOC	FOC	FOC	FOC	FOC	FOC
Burial Interment fees	Adult	£957.00	£1052.50	£907.00	£720.00	£980.00	£750.00
Ashes Interment fees	Casket	£157.50	£173.00	£170.00	£135.00	£190.00	£140.00
Ashes Interment fees	Scatter	£157.50	£173.00	£108.00	£70.00	£190.00	£140.00
Saturday and BH supplement	Saturday	£166.50	£183.00	N/A	£135.00	£125/£250	£202 / £62
	BankHol	£166.50	£183.00		£135.00	£125/£250	£202 / £62
EROB 30Yrs	Adult	£1037.00	£1140.50	£1023.00	(25)EROB only £475.00	£950.00	-
EROB 30Yrs	Child	£373.50	£410.50	£464.00	Under 6 £Nil	£Nil	-
EROB 30Yrs	Ashes	£298.00	£327.50	£480.00	£ 70.00	£320.00	-
EROB 75 Years	Adult	£2,540.00	£2,794.00	-	-	£1525.00	£890.00
EROB 75 Years	Child	£934.00	£1027.00	-	-	£Nil	
EROB 75 Years	Ashes	£751.00	£826.00	-	-	£760.00	£650.00

6.0 Conclusion

- 6.1 It is estimated that the proposed charges set out in Table A will contribute £12k full year effect and that this additional income will support increased costs of service provision and reduce the current level of net subsidy at circa £120k.

Contact for more Information: Andrew Busby, Group Manager Corporate Property & Commercial Assets - 01884 234948 (abusby@middevon.gov.uk).

Circulation of the Report: Leadership Team, Cabinet member

Equality Impact Assessment Form and Action Table 2017

(Expand the boxes as appropriate, please see guidance)

"I shall try to explain what "due regard" means and how the courts interpret it. The courts have made it clear that having due regard is **more than having a cursory glance** at a document before arriving at a preconceived conclusion. Due regard requires public authorities, in formulating a policy, to give equality considerations the weight which is **proportionate in the circumstances**, given the potential impact of the policy on equality. It is not a question of box-ticking; it requires the equality impact to be **considered rigorously and with an open mind.**"

What are you completing the Impact Assessment on (which policy, service, MTFP reference etc)?

Review an 10% increase in charges for Bereavement Services.

Version

1

Date

19.02.18

Section 1 – Description of what is being impact assessed

The increase of 10% fees and associated charges for Bereavement Services.

Section 2A – People or communities that are targeted or could be affected (taking particular note of the Protected Characteristic listed in action table)

Communication with be necessary with the funeral directors who use our two cemeteries, as their customers will be affected that include.

- Age
- Disability

Section 2B – People who are delivering the policy or service

Potential of direct/indirect customer dis-satisfaction of an increase in fees leading to challenging phone calls to the Corporate Property and Commercial Assets team who are based at Phoenix House.

Section 3 – Evidence and data used for the assessment (Attach documents where appropriate)

Attached report includes benchmarking fees and charges with other authorities.

Section 4 – Conclusions drawn about the equalities impact (positive or negative) of the proposed change or new service/policy (Please use **prompt sheet** in the guidance for help with what to consider):

The increases in fees are necessary to maintain standards at our two cemeteries and are comparable with other authorities.

If you have identified any negative impacts you will need to consider how these can be mitigated to either reduce or remove them. In the table below let us know what mitigation you will take. (Please add rows where needed)

Identified issue drawn from your conclusions	Actions needed – can you mitigate the impacts? If you can how will you mitigate the impacts?	Who is responsible for the actions? When will the action be completed?	How will it be monitored? What is the expected outcome from the action?
Age			
Different approaches and mechanisms are required for engaging with and representing, people of different ages, in particular children and young people.	The specification requires the Provider to not only comply with the Equality Act 2010 and related duties, but to strive for best practice.	Communication with funeral directors regarding the increase in fees that will be carried out by the Corporate Property and Commercial Assets team upon Cabinet approval.	This would be directly monitored by the service, increased income is expected that is required to maintain current service levels.

Disability			
Different approaches and mechanisms may be required for engaging with and representing, people with a range of disabilities depending on their individual needs.	The specification requires the Provider to not only comply with the Equality Act 2010 and related duties, but to strive for best practice.	Financial assistance with burials is available in the event that families do not have the means to bury relatives.	This would be directly managed by the service detailed in section 2B.
Gender Reassignment			
N/A	N/A	N/A	N/A
Marriage and Civil Partnership			
No issues identified	N/A	N/A	N/A
Pregnancy and Maternity			
N/A	N/A	N/A	N/A
Race (including ethnicity or national origin, colour, nationality and Gypsies and Travellers)			
N/A	N/A	N/A	N/A

Religion and Belief			
N/A	N/A	N/A	N/A
Sex			
N/A	N/A	N/A	N/A
Sexual Orientation			
N/A	N/A	N/A	N/A
Other (including caring responsibilities, rurality, low income, Military Status etc)			
Rurality It is important that the service is able to engage with and represent individuals who live in rural areas and / or have limited access to public transport.	<p>The specification requires the Provider to meet the needs of all people in Mid Devon, to have a presence in local communities and ensure that communications plans reflect the rurality of Mid Devon.</p> <p>The Provider is required to ensure that the service represents the diverse population of Mid Devon and that reasonable adjustments are made to all services / activities to ensure individuals are able to access the service.</p> <p>Operational commissioning of the service will ensure that the service is being delivered according to the service specification and quality standards and will take account of customer feedback.</p>	Communication with funeral directors and helpline number on Mid Devon District Council web site.	This would be directly managed by the service detailed in section 2B.

Section 6 - How will the assessment, consultation and outcomes be published and communicated? E.g. reflected in final strategy, published. What steps are in place to review the Impact Assessment

The Corporate Property and Commercial Assets team will implement, in the event of Cabinet resolving to approve the attached report

Completed by:	Andrew Busby
Date	19.02.18
Signed off by:	
Date	
Compliance sign off Date	
To be reviewed by: (officer name)	
Review date:	

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**ENVIRONMENT PDG
6TH MARCH 2018**

UPDATE ON THE STREET SCENE EDUCATION AND ENFORCMENT SERVICE

Cabinet Member(s): Cllr Clive Eginton
Responsible Officer: Stuart Noyce, Group Manager - Street Scene and Open Spaces

Reason for Report: This report outlines the performance of the Street Scene Education and Enforcement service for the first nine months of operation following the service review in 2016/17.

RECOMMENDATIONS: That the members note the contents of this report.

Relationship to Corporate Plan: Street Scene Service is a frontline service which works throughout the district ensuring cleanliness and attractiveness of our public realm through both education and enforcement.

Priority 4: Environment – Protect the natural environment

Financial Implications: None as this is an information report only

Legal Implications: None as this is an information report only

1.0 Introduction

- 1.1 At the Environment Policy Development Group meeting on the 7th March 2017 a list of recommendations were made and accepted by the cabinet regarding smarter working practices. This followed a review of the Street Scene Education and Enforcement Service which was undertaken over the previous eight months.
- 1.2 A revised working pattern was developed by management and staff during the review and was introduced on the 1st April 2017. Under the new working pattern officers now work four of six days (Mon – Sat) on a rota basis (9.25 hours per day).
- 1.4 The new working pattern split the district into two areas, North and South, each area having two officers assigned to it. This allowed officers to build up knowledge and provide cover for periods of absence. On each week day, each area has one officer assigned to it and the third officer undertakes project work.
- 1.5 The longer working days gave District Officers the ability to communicate with residents outside of normal office hours.

2.0 District Officer Activity

2.1 Allocation of Work

2.1.1 The duties carried out by the service are outlined below:

Statutory – The authority has a legal duty to undertake this activity. This includes: Stray dogs; Fly tipping investigations; Abandoned Vehicle Removal.

Mandatory – activity which if not undertaken could lead to a loss of income, service disruption or reputational damage for the authority. This includes: Car Parking Enforcement; Compulsory Recycling; Trade Waste Enforcement; Environmental crime investigation; Travel; HR activities; paperwork.

Discretionary – activity which the authority can choose the volume of work it wants to do. This includes: Litter patrols; Dog Fouling Patrols; Cleansing Inspections; microchipping events.

2.1.2 At present the activity for the District Officer Team is monitored by manual timesheets that are submitted by the officers at the end of each week.

2.1.3 As agreed at the March PDG meeting, the 300 discretionary annual hours available after the completion of statutory and mandatory work are being allocated as per Table 1.

Table 1 – Allocation of discretionary hours

Duties	Agreed Allocation of Disc. hours	Hours undertaken during quarters 1, 2 & 3	Hours to be undertaken for quarters 4
Compulsory Recycling	40% (120 hours)	119	1
Cleansing Inspections	10% (30 hours)	26	4
Dog Fouling Patrols	30% (90 hours)	50	7
Litter Patrols	20% (60 hours)	50	10

2.2 Street Cleansing Inspections

2.2.1 A total of 637 Street Cleaning inspections have been undertaken thus far. The results from the inspections can be seen in Table 2 below. The inspections have been undertaken following training from Keep Britain Tidy and in-line with the old performance indicator NI195 methodology. The results show that 96% of roads inspected were graded as A or B for litter and 89% for detritus. On previous benchmarking this would have put the district in the top quartile nationally. Where the inspections identified areas that had higher incidence of litter and detritus (Graded C or D) the operations service has been informed to target resources to that area.

Table 2 – Land Survey Results 2017/18

	Litter	Detritus
Number of Wards Surveyed	26	26
Total Number of Transects Surveyed	637	637
% of Transects Graded A	51.18%	21.66%
% of Transects Graded B	45.68%	68.60%
% of Transects Graded C	2.98%	8.64%
% of Transects Graded D	0.16%	1.10%

Grade A – No litter or refuse

Grade B – Predominantly free of litter and refuse except for some small items

Grade C – Widespread distribution of litter and refuse, with minor accumulations

Grade D – Heavily littered, with significant accumulations

2.2.2 Although the results are encouraging there is still work to be done to increase the number of areas graded B to As. With the review of Street Scene Services which should result in closer working between Street Cleaning and Grounds Maintenance and the introduction of the Litter Busters Team it is expected that the level of litter will improve.

3.0 Performance Information

3.1 The outputs resulting from the new ways of working for the team can be seen in Table 3. The total number of PCN'S issued in quarters 1- 3 for 2017/18 has increased by 38.49% compared to the previous year. The total number of FPN'S issued in quarters 1- 3 for 2017/18 has increased by 125%.

3.2 The number of investigations undertaken into vehicles which have been reported abandoned has increased by 13.21% compared to the previous year. This is likely due to the decrease in payments for scrap vehicles.

Month	PCN'S 2015/16	FPN'S 2015/16	PCN's 2016/17	FPN's 2016/17	Abandoned Vehicles 2016/17	PCN'S 2017/18	FPN's 2017/18	Abandoned Vehicles 2017/18
April	102	0	132	1	29	116	4	28
May	87	2	117	1	29	117	4	42
June	70	0	129	0	26	179	1	39
Total Q1	259	2	378	2	84	412	9	109
July	116	2	175	0	31	148	3	27
August	160	2	206	0	25	177	3	37
September	171	2	146	1	29	153	5	47
Total Q2	447	6	527	1	85	478	11	111
October	121	2	205	0	26	136	3	43
November	72	2	155	1	38	169	7	30
December	70	4	156	3	47	147	6	24
Total Q3	263	8	516	4	111	452	16	97
January	118	0	156	1	14			
February	63	2	130	1	20			
March	136	3	80	1	32			
Total Q4	317	5	366	3	66			
Grand Total	1286	21	1787	10	346	1342	36	317

Table 3 – Number of PCNs & FPNs Issued and Abandoned Vehicles Reports Inspected

4.0 New IT system

- 4.1 A new parking enforcement software system has been jointly procured with two other Devon authorities in line with the Councils procurement plan. The new system has enabled the customer to view their PCN's online to challenge or pay.
- 4.2 The system works in real time and downloads information securely straight to the cloud. Meaning any PCN and FPN issued by the District Officers is visible to the members of the public straight away.
- 4.3 The IDOX IT system is currently being adapted and tailored to the Street Scene service. During January testing will be completed and the system will go live allowing the District Officers to undertake more of their work out of the office. Work will be sent to them directly, creating workflows in order of priority. The system also has time recording which will save the team time on completing time sheets and allowing management to produce more accurate reports on time spent on activities.

5.0 Conclusion

5.1 Although this report only shows the first three quarters of the year, the new ways of working have had a positive impact on performance, delivered the expected savings and been well accepted by the staff.

Contact for more Information: Vicky Bowden, Environment and Enforcement Manager (01884 244601 / vbowden@middevon.gov.uk)

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**ENVIRONMENT PDG
6 MARCH 2018:**

AGENDA ITEM:

PERFORMANCE AND RISK REPORT

Cabinet Member Cllr Clive Eginton
Responsible Officer Director of Corporate Affairs and Business Transformation, Jill May

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2017-18 as well as providing an update on the key business risks.

RECOMMENDATION(S): That the PDG reviews the Performance Indicators and Risks that are outlined in this report and feeds back any areas of concern to the Cabinet.

Relationship to Corporate Plan: Corporate Plan priorities and targets are effectively maintained through the use of appropriate performance indicators and regular monitoring.

Financial Implications: None identified

Legal Implications: None identified

Risk Assessment: If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary. If key business risks are not identified and monitored they cannot be mitigated effectively.

Equality Impact Assessment: No equality issues identified for this report.

1.0 Introduction

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2017-18 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Environment Portfolio. See 3.0 below.
- 1.3 Appendix 3 shows the profile of all risks for the Environment for this quarter.
- 1.4 All appendices are produced from the corporate Service Performance and Risk management system (SPAR).

2.0 Performance

- 2.1 Regarding the Corporate Plan Aim: **Increase recycling and reduce the amount of waste:** The Council is broadly on track with **Residual household waste per household (measured in Kilograms)** until the end of December at 285kg. We have been above target all year which means less residual

waste but we are still a little below target for **% of household waste reused, recycled and composted** at 52.8% against a target of 53%.

- 2.2 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: The energy switching scheme went live on MDDC's website on 1 December 2017 and referrals are now also being made through the LEAP scheme. The first full quarter numbers will be available at the end of Q4 2017/18
- 2.3 Regarding the Corporate Plan Aim: **Protect the natural environment**: 18 of the 27 recommendations from the Street Cleansing review have now been implemented.
- 2.4 All the priority activities for Street Scene for 2017/18 in the Corporate Plan have now been completed except the above (at 2.3).
- 2.5 When benchmarking information is available it is included

3.0 Risk

- 3.1 The Operational risk assessments are job specific and flow through to safe systems of work.
- 3.2 The Corporate risk register has been reviewed by Management Team (MT) and updated. Risk reports to committees include risks with a total score of 10 or more. (See Appendix 2)

4.0 Conclusion and Recommendation

- 4.1 That the PDG reviews the performance indicators and risks for 2017-18 that are outlined in this report and feeds back any areas of concern to the Cabinet.

Contact for more Information: Catherine Yandle, Group Manager for Performance, Governance and Data Security ext. 4975

Circulation of the Report: Management Team and Cabinet Member

Corporate Plan PI Report Environment

Monthly report for 2017-2018
 Arranged by Aims
 Filtered by Aim: Priorities Environment
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Environment

Priorities: Environment

Aims: Increase recycling and reduce the amount of waste

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Residual household waste per household (measured in Kilograms)</u>	276.89 (9/12)	374.20	420.00	32.80	63.57	98.56	130.52	166.92	195.29	224.36	255.24	285.00				285.00 (9/12)	Stuart Noyce	(April - January) Figures supplied by DCC one month behind reporting cycle. (LD)
<u>% of Household Waste Reused, Recycled and Composted</u>	54.5% (9/12)	53.3%	53.0%	51.3%	52.6%	51.3%	51.8%	52.4%	52.5%	52.6%	52.7%	52.8%				52.8% (9/12)	Stuart Noyce	(January) Figures for Jan 2018 recycling rate supplied by DCC one month behind reporting cycle. (LD)
<u>Net annual cost of waste service per household</u>		£56.37	£50.35	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Stuart Noyce	
<u>Number of Households on Chargeable Garden Waste</u>	8,327 (10/12)	8,536	9,000	8,692	8,973	9,107	9,343	9,449	9,537	9,520	9,268	9,286	9,330			9,330 (10/12)	Stuart Noyce	
<u>% of missed collections reported (refuse and organic waste)</u>	0.03% (10/12)	0.04%	0.03%	0.04%	0.03%	0.03%	0.03%	0.03%	0.03%	0.04%	0.04%	0.04%	0.04%			0.04% (10/12)	Stuart Noyce	
<u>% of Missed Collections logged (recycling)</u>	0.03% (10/12)	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%			0.03% (10/12)	Stuart Noyce	

Aims: Protect the natural environment

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u>	8 (10/12)	10		5	9	10	13	16	21	24	31	36	41			41 (10/12)	Vicky Bowden	

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Environment PDG Risk Management Report - Appendix 2

Report for 2017-2018

For Environment - Cllr Clive Eginton Portfolio

Filtered by Flag:Include: * CRR 5+ / 15+

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (6+) Low (1+)

Environment PDG Risk Management Report - Appendix 2

Risk: Carlu Close Depot Inherent risk at Carlu Close site - highest scoring risk

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

**Current Status: High
(15)**

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 3 -
Medium

Service Manager: Stuart Noyce

Review Note: The risk was reviewed as the result of carbon monoxide levels building up now transfer station work completed. Detailed trials and monitoring plan now in place.

Risk: First Aid availability First Aid availability when maintaining green spaces etc. because of the nature of the work which can be in areas of limited access to emergency services and of a high risk all team members should be Emergency First Aid at Work (EFAW)

Effects (Impact/Severity):

Causes (Likelihood):

Service: Grounds Maintenance

**Current Status: Medium
(10)**

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 2 -
Low

Service Manager: Joe Scully

Review Note: Staff trained 2 in Office
Grass cutting all
Arborist team all

Environment PDG Risk Management Report - Appendix 2

Risk: H&S RA - Recycling Depot Operatives Risk assessment for role - Highest Risks scored - Vehicle Movements inside Depot/Risk of Fire

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Stuart Noyce

Review Note: SSoW/designated walkways/PPE/Reversing Assistants/Equipment servicing. Regular alarm testing and equipment checks/flammable materials outside.

Risk: H&S RA - Refuse Driver/Loader Risk Assessment for Role - Highest risk from role RA. - Risk of RTA from severe weather conditions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Stuart Noyce

Review Note: SSoW/Training & Instruction/Mobile phones

Risk: H&S RA - Street Cleansing Operative Risk assessment for role - highest risk from role - Risk of accident/injury when working roadside

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Stuart Noyce

Review Note: SSoW/Induction training /PPE - Hi viz conforming to Class 3 requirements/ No working in peak hours 7am -10am & 4pm - 7pm/Operatives to litter pick facing against traffic/Operatives to be certificated on Chapter 8/Operative to remain alert to traffic at all times/Warning beacons on vehicle/Warning signage must be used in correct locations

Environment PDG Risk Management Report - Appendix 2

Risk: Power Take Off (PTO)shaft use That the PTO shaft is not correctly guarded

Effects (Impact/Severity):

Causes (Likelihood):

Service: Grounds Maintenance

**Current Status: Medium
(10)**

**Current Risk Severity: 5 - Very
High**

**Current Risk Likelihood: 2 -
Low**

Service Manager: Joe Scully

Review Note: that includes safe use of PTO's etc. The specifics of PTO are to be clarified with those operatives using the machine.

Risk: Recycling Income Reduction in material income levels due to market forces.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

**Current Status: Medium
(12)**

**Current Risk Severity: 4 -
High**

**Current Risk Likelihood: 3 -
Medium**

Service Manager: Stuart Noyce

Review Note: With China banning imports of recycling materials in the New Year this risk is currently at a higher level

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SPAR.net

Print Date: 19 February 2018
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Risk Matrix Environment Appendix 3

Report

Filtered by Service: Grounds Maintenance, Street Scene Services
Current settings

Risk Likelihood	5 - Very High	No Risks	No Risks	No Risks	No Risks	No Risks
	4 - High	No Risks	No Risks	No Risks	No Risks	No Risks
	3 - Medium	No Risks	No Risks	1 Risk	1 Risk	1 Risk
	2 - Low	1 Risk	1 Risk	No Risks	7 Risks	5 Risks
	1 - Very Low	2 Risks	6 Risks	3 Risks	4 Risks	4 Risks
	1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High	
	Risk Severity					

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CHAIRMAN`S ANNUAL REPORT 2018

May

The Group had before it a draft Litter and Dog Bin Policy.

It was RECOMMENDED to the Cabinet that Council be asked to approve the Litter and Dog Bin Policy.

July

Motions from Council

That this council should adopt a policy of ensuring that play areas in the district that contain play equipment aimed at pre-school or primary school age children are enclosed to facilitate the health and safety of its young users.

It was RECOMMENDED to Council that Motion 537 not be supported.

November

Motion from Council

Mid Devon District Council is concerned that the present level of grass cutting across the district is the subject of much criticism.

The Mid Devon District Council therefore resolves to urgently review;

1. Whether the budget is sufficient and if it isn't to put forward a request to Council for a supplementary budget to meet the cost of providing an effective service.
2. If it is impossible to provide extra funding the Council should consider asset transfers to Parish Councils and/or individuals.

Taxpayers are now facing the second year of a grass cutting regime which leaves the grass uncut for long periods.

It was RESOLVED that a working group be put in place to further investigate grass cutting pricing methodology and charging recovery. Following a meeting of the working group It was RECOMMENDED to Cabinet:

- a) That notification to Town and Parish Councils regarding grass cutting should confirm the number of cuts undertaken with dates; this notification should take place on a monthly basis or as applicable if no cuts occurred during a month.

- b) That the Grounds Maintenance team price all work on the basis that it should recover the full cost incurred by them carrying out that work.
- c) That Town and Parish Councils be informed that a full cost recovery pricing model for grass cutting would be implemented over 3 years starting in the 2018/19 financial year. However any increase in cost will be tapered to allow for them to make provision regarding other providers and/or any required increase to their budgets.

The Group also had before it a report * from the Director of Operations regarding Parks and Open Spaces, 10 year Management Plans and Design Principles. This was the third time that the report had been put before the Group and it now contained amendments that they had requested along with suggestions from the Community Policy Development Group.

The report was recommended to cabinet.

January

The Group had before it and NOTED an update on the budget from the Director of Finance, Assets and Resources setting out the revised draft budget changes identified. It was necessary to fine tune our future budgets

The Group then went through line by line to see where we could reduce costs or increase income, we were able to make minimal improvements where possible, bearing in mind our statutory duties.

The Group has also met informally to discuss areas such as the 10 year Management Plans for Open Spaces and the future of recycling services, including a trip to East Devon.

The Group had before it, Motion 542 for consideration. After a presentation from Waste Management informing us of the cost implications, a lengthy discussion followed, the Group then recommended the Motion go back to Cabinet, to resolve not to support.

The Group Manager for Street Scene and Open Spaces, provided a six monthly Waste and Recycling Service update, which informed us our performance, by and large, was ahead of the game. Moving to Carlu, Hitchcocks has proved to have been a success and helped to contribute to our improved performance.

As the Chair of the Environment PDG, I would like to thank all the Members of this PDG for their contribution throughout this last year. Also this PDG would like to extend our gratitude to the officers for their support, particularly Julia Stuckey who has a wealth of knowledge and guidance to keep us on the straight and narrow.

Ray Radford

Chair of Environment PDG.

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