

Agenda



AGENDA for a meeting of the COMMUNITY SAFETY AND WASTE MANAGEMENT CABINET PANEL in COMMITTEE ROOM B at County Hall, Hertford on TUESDAY 6 SEPTEMBER 2016 at 10.00AM

MEMBERS OF THE PANEL (11) (Quorum 3)

M Bright, M J Cook, R J Henry, N A Hollinghurst, T Hunter (Vice- Chairman), T R Hutchings, P F J Knell, R G Prowse, A M R Searing, R A C Thake (Chairman), C B Woodward

Meetings of the Cabinet Panel are open to the public (this includes the press) and attendance is welcomed. However, there may be occasions when the public are excluded from the meeting for particular items of business. Any such items are taken at the end of the public part of the meeting and are listed under "Part II ('closed') agenda".

Committee Room B is fitted with an audio system to assist those with hearing impairment. Anyone who wishes to use this should contact main (front) reception.

Members are reminded that all equalities implications and equalities impact assessments undertaken in relation to any matter on this agenda must be rigorously considered prior to any decision being reached on that matter.

PART I (PUBLIC) AGENDA

1. MINUTES

To note the Minutes of the Community Safety and Waste Management Cabinet Panel meeting held on 1 July 2016 (attached).

2. PUBLIC PETITIONS

The opportunity for any member of the public, being resident in Hertfordshire, to present a petition relating to a matter with which the Council is concerned, which is relevant to the remit of this Cabinet Panel and which contains signatories who are either resident in or who work in Hertfordshire.

Members of the public who are considering raising an issue of concern via a petition are advised to contact their [local member of the Council](#). The Council's criterion and arrangements for the receipt of petitions are set out in [Annex 22 - Petitions Scheme](#) of the Constitution.

If you have any queries about the petitions procedure for this meeting please contact Nicola Cahill, by telephone on 01992 555554 or by e-mail to [Nicola.Cahill@hertfordshire.gov.uk](#)

Nicola.cahill@hertfordshire.gov.uk.

At the time of the publication of this agenda no notices of petitions have been received.

If you have any queries about the procedure please contact Nicola Cahill, by telephone on (01992) 555554 or by e-mail to Nicola.cahill@hertfordshire.gov.uk.

3. POLICE AND CRIME COMMISSIONER

Members may ask questions of the Police and Crime Commissioner for such period of time as the Panel Chairman may reasonably decide.

4. POLICE AND CRIME PANEL

a) The Council's representative on the Police and Crime Panel (PCP) (P A Ruffles) to report on the business of the PCP

b) Members of the Panel may ask questions to the PCP Representative thereon for such period of time as the Panel Chairman may reasonably decide.

5. AUTOMATIC FIRE ALARMS (AFA'S) AND UNWANTED FIRE SIGNALS (UFS)

Report of the Director of Community Protection (Chief Fire Officer)

6. SAFE AND WELL VISITS

Report of the Director of Community Protection (Chief Fire Officer)

7. WASTE MANAGEMENT PERFORMANCE MONITOR

Report of the Director of Community Protection (Chief Fire Officer)

8. OTHER PART I BUSINESS

Such Part I (public) business which, if the Chairman agrees, is of sufficient urgency to warrant consideration.

PART II ('CLOSED') AGENDA

EXCLUSION OF PRESS AND PUBLIC

Part II business has been notified. The Chairman will move:-

There are no items of Part II business on this agenda. If Part II business is notified the Chairman will move:-

"That under Section 100(A) (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item/s of business on the grounds that it/they involve/s the likely disclosure of exempt information as defined in paragraph/s of Part 1 of Schedule 12A to the said Act and the public interest in maintaining the

exemption outweighs the public interest in disclosing the information.”

Agenda documents are also available on the internet at:

<https://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings.aspx>

HERTFORDSHIRE COUNTY COUNCIL

COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL

TUESDAY 6 SEPTEMBER 2016

AUTOMATIC FIRE ALARMS (AFAs) AND UNWANTED FIRE SIGNALS (UFS)

Report of the Director Community Protection (Chief Fire Officer)

Author: Andy Hopcraft – Area Commander Response and Resilience
(Contact 01992 507540)

Executive Member: Richard Thake – Community Safety & Waste Management

1 Purpose

1.1 To seek support from Members regarding the Officer recommendation not to charge for attendance to Automatic Fire Alarm (AFA) activations in premises housing vulnerable groups.

2 Summary

2.1 The Secretary of State for Communities and Local Government (DCLG) introduced the general power of competence under the Localism Act 2011.

2.2 These powers came into effect on 18 February 2012 for all Principal Local Authorities and Fire and Rescue Authorities in England. As a result, Fire and Rescue Services may now, under Section 18c of the Fire and Rescue Services Act 2004, charge for reports of fire (effectively this means the attendance of the fire service) where:

- (a) The report is of fire at premises that are not domestic premises;
- (b) The report is false;
- (c) The report is made as a direct or indirect result of warning equipment having malfunctioned or been incorrectly installed, or
- (d) There is a persistent problem with false reports of fire at the premises that are made as a direct or indirect result of warning equipment under common control having malfunctioned or been incorrectly installed.

2.3 Whilst it is recognised that there is an opportunity to charge premises, it is recommended to the Community Safety and Waste Management Cabinet Panel that no charge is made for attendance to premises that reach or exceed the Unwanted Fire Signals (UFS) thresholds at the present time, where the premises involved are categorised as vulnerable.

- 2.4 If agreed Hertfordshire Fire and Rescue Service (HFRS) will continue to be proactive and work with District Councils and other relevant bodies, by monitoring the performance of premises within their area and to develop and implement local action plans to reduce the incidence of UFS for those identified as presenting a persistent problem. This will include clearly stating, in writing, that the facility now exists within legislation to charge for these types of attendance and though HFRS will not be doing so at this stage, this will be kept under review should performance not improve.

3 Recommendation

- 3.1 The Cabinet Panel is asked to note the contents of the report and to support the recommendation that no charge is made for attendance to AFA activations in premises housing vulnerable groups.

4 Background

- 4.1 Since the implementation of Service Order 109 – (Reduction of Unwanted Automatic Fire Alarm Calls) in March 2014, HFRS have monitored their attendance to these types of incident.
- 4.2 The introduction of Service Order 109 introduced a policy of non-attendance of Fire Service resources for reports of fire signals generated from automatic fire detection and fire alarm systems between the hours of 0900 to 1700hrs, Monday–Friday, unless; there is a confirmed fire, the premises are used to house vulnerable persons, the premises are deemed a high risk premises or HFRS deems there to be a risk assessed specific need.
- 4.3 There are currently 141 premises in Hertfordshire that meet the criteria for Service Order 109 (Reduction of Unwanted AFA Calls) “Poor Performance Thresholds” these thresholds are defined as one of the following:
- Two or more Unwanted Fire Signals (UFS) in any period of four weeks,
 - Three or more UFS in any period of twenty six weeks,
 - Where the cause of any UFS has not been remedied within seven days.
- Service Order 109 also states:
- 4.4
- If the Service attends any premises due to an AFA sounding more than three times resulting in a false alarm, then HFRS will consider levying a charge against the premises.
 - If a premise has generated three false alarms resulting in an operational attendance, the owner or operator will be informed that they have reached this threshold and that the HFRS will start to consider recovering costs for any future attendances made.

4.5 Attendance will always be made and no charges levied in the following circumstances:

- Where premises are used to house vulnerable persons or deemed, through an appropriate risk assessment, a high risk premises.

4.6 Premises deemed to house vulnerable persons are, for the purpose of the policy, those listed below:

- Hospitals,
- Care Homes,
- Houses in multiple occupation,
- High rise properties,
- Hostels,
- Schools

5 Charging

5.1 In addition to the mobilisation, and if HFRS attend any premises due to an AFA sounding more than 3 times resulting in a false alarm, then HFRS will consider levying a charge of £250 per call against the owner of those premises.

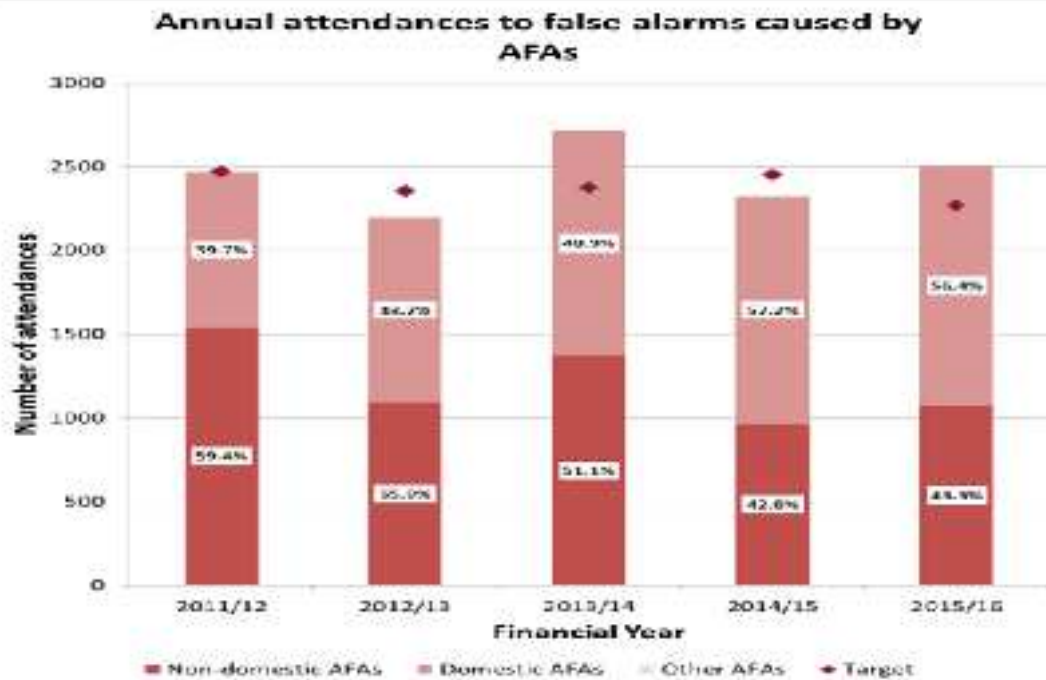
5.2 HFRS have already implemented this policy in relation to premises in the non-vulnerable category, consideration as to whether should be extended to vulnerable, often public sector, premises has been undertaken. Until now, vulnerable premises have not incurred a charge but continue to be among the most prolific source of these calls.

5.3 It should be noted that ten of the most prolific offenders for unwanted fire signals account for 688 or 27.5% of all AFA actuations. From 1 April 2014 HFRS introduced a policy of not responding to calls from AFA systems in business premises between 9am and 5pm, Monday to Friday, unless a fire is confirmed. The policy has proven to be successful and has led to a significant reduction in these types of calls, 14.5% in 2014/15.

5.4 This year to date, the service has experienced an overall rise of 7.9% in the number of calls to false alarms caused by AFAs, attendances to non-domestic premises have subsequently risen by 11.2%.

5.5 However the total number of calls successfully challenged by Fire Control where no attendance was made has risen by 33.4% and overall the Service attended just 67.6% of false alarm calls generated by AFAs compared to

72.1% last year an improvement of 6.2%.



5.6 The premises with the highest number of UFS in the past year are shown in the table below.

No	Name of premises	Type of premises	Owner	Station area	Calls
1	Lister Hospital	Hospital	NHS	Stevenage	27
2	Watford General	Hospital	NHS	Watford	21
3	Blakeney House	Sheltered Accom	North Herts Homes	Stevenage	12
4	Wellfield Court	Sheltered Accom	North Herts Homes	Stevenage	12
5	Enma Rothchild Court	Sheltered Accom	Dacorum Borough Council	Tring	10
6	Ivel Court.	Sheltered Accom	North Herts Homes	Baldock	9
7	Walpole Court	Sheltered Accom	Stevenage Borough Council	Stevenage	9
8	Grove Court	Sheltered Accom	Thrive Housing	Rickmansworth	9
9	27 Springfield Road	Sheltered Accom	B3 Living	Cheshurt	8
10	The Arts Centre	Commercial	Baldock Arts and Heritage Centre	Baldock	8
11	Clitheroe Gardens	Sheltered Accom	Watford Housing Trust	Watford	8

12	Castle View	Sheltered Accom	Elderly Accommodation Counsel (EAC)	B/Stortford	7
13	Robert Saunders Court	Sheltered Accom	North Herts Homes	Baldock	7
14	Ickleford Mill	Commercial	Bowman & Sons	Hitchin	7
15	Fred Millard Court	Sheltered Accom	Stevenage Borough Council	Stevenage	7
16	Woodside Court	Halfway house	NHS Hertfordshire Housing Partnership	Watford	7
17	Banana Tree Restaurant	Commercial	Banana Tree Restaurants Ltd	Watford	7
18	Harrogate Court	Sheltered Accom	Watford Housing Trust	Watford	7
19	Howlands House	Homeless/Refuge	W&H Community Housing Trust	WGC	7

5.7 The table below shows the premises with the highest number of UFS in the past 5 years.

Name of premises	Type of premises	Station area	Number of calls
Lister Hospital	Hospital	Stevenage	145
Watford General Hospital	Hospital	Watford	123
Clitheroe Gardens	Sheltered accom	Watford	61
Blakeney House	Sheltered accom	Stevenage	59
Robert Saunders Court	Sheltered accom	Baldock	57
Sue Ryder Foundation	Hospice	Hitchin	52
Ivel Court	Sheltered accom	Baldock	51
Howlands House	Med/Hospital	WGC	49
Sax house	Shelterd accom	Baldock	47
Tibbles Close	Sheltered accom	Garston	44

6. Financial Implications

6.1 There is no additional financial impact in the decision taken as HFRS will continue to respond to AFA activations in premises housing vulnerable groups in the same way as before.

7. Equalities Implications

When considering proposals placed before Members it is important that they

- 7.1 are fully aware of, and have themselves rigorously considered the equality implications of the decision that they are making.
- 7.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EQiA) produced by officers.
- 7.3 The Equality Act 2010 requires the County Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 7.4 The decision does not alter the attendance of emergency resources, however the increased challenging of attendances and actions of 'responsible persons' in relation to their premises may have an impact upon vulnerable residents which will be monitored by the Service.

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY AND WASTE MANAGEMENT
CABINET PANEL**

TUESDAY 6 SEPTEMBER 2016



SAFE AND WELL VISITS

Report of the Director of Community Protection and Chief Fire Officer

Author: Steve Holton, Area Commander - Prevention (Tel: 01992 507599)

Executive Member: Richard Thake, Executive Member for Community Safety and Waste Management

1. Purpose of report

- 1.1 To provide the Cabinet Panel with an update on a joint initiative between the Community Protection Directorate and Public Health that will see Community Protection staff deliver a 'wider public health' offer in the form of 'Safe and Well' visits to replace the current program of Home Fire Safety Visits.

2. Summary

- 2.1 Hertfordshire Fire Service undertake approximately 8000 home Fire Safety Visits per year. Primarily focused on reducing fires in the home these visits provide an ideal opportunity to engage with the most vulnerable in Hertfordshire and promote a healthy lifestyle.
- 2.2 The Community Protection Directorate has therefore developed a 'Safe and Well' programme which builds on the success of home Fire Safety Visits whilst incorporating a number of other welfare factors. These visits are designed to improve the health and wellbeing of elderly and at risk residents whilst also helping to reduce the number of falls victims and those accessing social care.

3. Recommendation/s

- 3.1 That Cabinet Panel support and endorse the collaborative working between the Community Protection Directorate and Public Health.

4. Background

- 4.1 Members will be aware of the significant and long standing prevention activity carried out by the Community Protection Directorate (CPD). This

takes the form of a wide variety of initiatives but core activity includes a programme of approximately 8,000 Home Fire Safety Visits (HFSVs) per annum. These visits are targeted at vulnerable households and those considered most likely to succumb to a fire.

- 4.2 HFSVs are undertaken by a range of staff including front line firefighters, specialist staff and Community Protection Volunteers.
- 4.3 More recently, as part of the wider collaboration agenda, discussions have taken place to determine whether Community Protection can deliver a wider Public Health offer as part of the programme of home visits. The result is that a 'Safe and Well' visit format has now been developed with Public Health colleagues to replace the HFSV, and is currently being piloted within Hertsmere.
- 4.4 This shift in emphasis has been driven by the sharing of good practice, through a variety of stakeholders including the Chief Fire Officers Association (CFOA) and Public Health England, and a realisation, following local research, which suggested that most of Hertfordshire's fire victims had one or more of the determinants of poor public health immediately prior to the fire. Using Coroner's reports a total of 60 deaths from 2000 to 2015 were analysed to determine more information about the lifestyle, circumstances, demographics and behaviour of the victims.
- 4.5 Those issues are now well documented and included:
 - Age
 - Mental Health (including dementia)
 - Frailty and falls
 - Social Isolation
 - Smoking
 - Alcohol / drugs
- 4.6 Furthermore risk of a fire death appeared to be significantly increased when any 3 of the above issues were combined.
- 4.7 A paper was taken to the Community Protection Strategic Leadership Group (SLG) in November 2015 which suggested that in order for the CPD to continue to improve on delivery of core business i.e. reducing fire deaths and injuries, there should be a refocusing of prevention activity on the 'cause of the cause,' i.e. the events and circumstances that may have contributed to the fire as well as the direct cause of the fire itself. SLG agreed to the strategy but recognised that health issues and risks varied across the County and, whatever the outcome, the end product needed to be co-designed with Public Health and HCS colleagues, based on both the local Joint Strategic Needs Assessment and a further review of fire deaths and injuries in Hertfordshire.
- 4.8 A joint Programme Management team is now well established between Public Health and Community Protection.

- 4.9 The Safe and Well visit is being built around the Making Every Contact Count for Older People framework (MECC) which is already established within Hertfordshire County Council and widely recognised as a concept.
- 4.10 The Safe and Well programme is intended to assist Herts County Council in promoting and supporting independent living. This enables individuals to carry on as normal without impacting heavily on Hertfordshire County Council services. The cost of putting people into care is expensive with residential care homes costing on average £29,300 per year while nursing homes cost on average £38,800 per year. Both these figures exceed the average income for pensioners with Local Authorities often picking up the cost of this care¹
- 4.11 Falls and fractures in people aged 65 and over account for over 4 million hospital bed days each year in England alone. The healthcare cost associated with fragility fractures is estimated at £2 billion a year. Injurious falls, including 70,000 hip fractures annually, are the leading cause of accident-related mortality in older people.
- 4.12 After a fall, an older person has a 50 per cent probability of having their mobility seriously impaired and a 10 per cent probability of dying within a year. Falls destroy confidence, increase isolation and reduce independence, with around 1 in 10 older people who fall becoming afraid to leave their homes in case they fall again.
- 4.13 The Safe and Well programme aims to prevent falls in the elderly and vulnerable and so aid independent living and reduce admissions to residential and nursing care homes.

Safe and Well Visit Content

- 4.14 Following discussion with a large number of stakeholders we have agreed that the following themes will be incorporated into the pilot safe and well visits:
- Making sure homes are safe (to include fire safety, crime prevention and scams)
 - Making sure homes are warm
 - Preventing Feeling Alone
 - Preventing Falls (based on process developed by HVCCG)
 - Promoting Physical Activity – links to falls reduction
 - Ensuring Good Nutrition, and
 - Preventing Dehydration – both linking to falls prevention
- 4.15 In addition to the agreed themes, advice around smoking, alcohol and drugs, mental health, hoarding, bereavement and debt advice have also

¹ The cost of care in later life – A report by the Centre for Economics and Business Research 2014

been suggested by stakeholders as key issues to offer advice and assistance with.

Safe and Well Visit Entitlement

4.16 Final decisions have yet to be made on who is and who isn't entitled to a Safe and Well visit and for the pilot we are, at this time, continuing to provide a universal service. However it is likely that, after an initial sift, the following criteria will apply in the longer term:

- Low risk applicants will be provided with some advice and steered towards an on line self-assessment tool.
- Medium risk applicants will be able to book an appointment with fire crews.
- High risk individuals and those specifically referred by partner agencies will be visited by one of the 5 technicians (Hertfordshire Home Safety Service).

4.17 The Fire Service has access to what's known as Exeter data (this is data on all those over 65yrs of age) through a national data sharing protocol between CFOA and NHS England. This data has been analysed and mapped against other data sets including:

- Aged 85+
- Previous fire or injury from fire
- Outside 10 minute attendance standard
- Victim of Scams
- HCS Referral

4.18 A risk rating is then applied based on the criteria and those deemed most at risk are to receive a safe and well visit

Training for Staff

4.19 Training for CPD staff will initially adopt a 3 phase approach:

1. Setting the scene and brief intervention and principles of Make Every Contact Count training provided by Fire and Rescue and Public Health
2. Underpinning knowledge by way of iLearn packages on Safeguarding, MECC for older people, Nutrition and Hydration, Mental health / Dementia, Think Jessica, and Herts Police protect your home video.
3. A final session to go through the paperwork, referral process and confirm understanding.

5. Financial Implications

- 5.1 There are no significant additional financial implications associated with the introduction of Safe and Well visits as the changes do not adversely affect the number of visits or require different staff to undertake the visits. The same groups assist as previously undertook the HFSV's.

6. Equality Impact Assessments (EqIAs)

- 6.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equality implications of the decision that they are making.
- 6.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EQiA) produced by officers.
- 6.3 The Equality Act 2010 requires the County Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 6.4 A full EqIA has been undertaken for the pilot in Hertsmere and the key findings are:
- 2037, an increase of 79%.
 - The rate of increase in people over 85 is particularly pronounced as projections estimate an increase of 45% by 2025 (29,000 to 42,000).
 - Over 68,000 people in Hertfordshire have some degree of physical disability.
 - Around 26,000 people have a Learning Disability.
 - Over 11,600 people suffer from dementia.
 - Hertsmere has a slightly higher population of over 65 year olds than the county average and is the second most diverse district within the county – 67% of the County's Jewish population live within the

district and there is a growing Black African community. This will have a bearing on how and when staff undertake visits.

- 6.5 The Safe and Well Visits will use data to ensure that the most vulnerable are identified and offered the appropriate service irrespective of protected characteristics.

HERTFORDSHIRE COUNTY COUNCIL

COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL

TUESDAY 6 SEPTEMBER 2016

WASTE MANAGEMENT PERFORMANCE MONITOR

Agenda Item No.

7

Report of the Chief Executive & Director of Environment

Author: Simon Aries, Assistant Director Transport, Waste & Environmental Management Environment (Tel: 01992 555255)

Executive Member: Richard Thake, Community Safety & Waste Management

1. Purpose of report

- 1.1 To allow the Cabinet Panel to review the performance of Waste Management for the first quarter of this year (April – June 2016) against the Environment Department Service Plan 2016-2020 including key performance indicators, major projects, contracts and identified risks.

2. Service Performance Summary

2.1 Waste Management

The Waste Management Unit provides three separate quarterly monitoring reports to update on the service specific Household Waste Recycling Centre (HWRC) contract, the high profile Residual Waste Treatment Programme (RWTP) and an overall assessment of the statutory Waste Disposal Authority (WDA) function of the county council in the form of three performance indicators.

3. Recommendation

- 3.1 The Cabinet Panel is invited to note the report and comment on the performance monitor for Quarter 1 2016-17.

4. Strategic Performance Indicators

- 4.1 The Waste Management strategic performance indicators, contracts and projects are listed below along with their data for Quarter 1 2016/17.

4.2 Hertfordshire Residual Waste Treatment Programme Project

RAG Status – Red

At this stage in the programme a number of risks have been reduced due to the control measures in place, however overall the status remains as red due to the high profile nature and high value of the programme.

The Council entered into a contract with Veolia ES Hertfordshire Ltd (VES) in July 2011 for the provision of residual waste treatment services including the design, construction, financing and operation of a Recycling and Energy Recovery Facility (RERF). Following a successful challenge to the initial decision on 16 July 2015 the Secretary of State turned down the planning application. Following Member approval a Revised project Plan (RPP) was requested from VES, who submitted their draft RPP on 7 July 2015. Following a lengthy and detailed evaluation, a report was taken to the 4 March Community Safety and Waste Management Panel. The decision was taken by Cabinet on the 14 March to accept the RPP in principle (subject to the conclusion of the formal legal drafting). VES are currently working on their planning application which they intend to submit in autumn 2016.

Key Achievements and Progress in Qtr 1 (April – June 2016)

- Completion of work with VES and external advisors on the legal drafting and ancillary documents required to bring the RPP into effect.
- The contract with VES was varied in June 2016 to extend the time to finalise the drafting required to vary the contract to implement the RPP from 30 June until 15 July. In light of the outcome of the EU referendum an extension was requested by the Council to undertake additional financial modelling and sensitivity analysis.

Key Issues, Risks & Risk Mitigations:

- The risk that the RPP no longer provides best value for money has been investigated by further financial modelling and sensitivity testing that confirms the RPP remains the best option for Hertfordshire.
- There is a risk that VES will not achieve planning permission for the RPP, should this happen the Council may terminate the contract and pay the capped sums (c. £1.2m).
- The key issues for the County Council at this stage are limited as VES bear the responsibility of planning risk. It is important to note that the County Council has Interim disposal Contracts which are in place until 2018, with possible extension to 2021.

4.3 Waste Disposal Authority (WDA) function (excluding RWTP) indicators

This quarterly update provides an overview of the key factors influencing the three annual performance indicators for the Authority in its role as Waste Disposal Authority (as set out below) and also highlights other key areas and matters related to the function of the Waste Disposal Authority. The performance indicators are reported annually and therefore this update includes the provisional outcome for 2015/16. The final outcome for 2015/16 will be presented at the next Community Safety & Waste Management Cabinet Panel on 1 November.

To ensure a compliant, high performing, economical and environmentally sound suite of waste disposal arrangements for Hertfordshire, the Authority uses the performance indicators shown in sections 4.4 to 4.6

All the Waste Disposal Authority performance indicators have shown improvement in the 2014/15 outturn compared with the previous year as can be seen as follows:

4.4 Total household waste per household in kilograms (**the lower the better**)

The total amount of household waste per household in 2014/15 was 1,046 kg which represents an improvement on the figure of 1,062 kg in 2013/14.

In 2015/16, it is expected that this indicator will improve further to circa 1,038 kg per household, as a result of the full year effect of kerbside changes in Dacorum and Three Rivers, and new service changes introduced by Broxbourne (reduced residual waste capacity).

This indicator is considered as a Green RAG rating.

4.5 Based on NI 192 – Percentage of Household Waste Recycled, Composted or Re-used (**the higher the better**)

The percentage of household waste recycled, composted or reused improved in 2014/15 to 49.8%, an increase on the 2013/14 total of 49.1%. This is comparable to the regional figure of 49.3% and above the England average of 43.7%.

As noted above this performance indicator is expected to improve in 2015/16 as a result of service changes in Dacorum, Three Rivers and Broxbourne as well as improved separation of wood grades at household waste recycling centres. It is expected that performance will exceed 50%.

This indicator is considered as a Green RAG rating

4.6 Based on NI 193: % of Local authority collected waste landfilled (the lower the better)

The proportion of Local Authority Collected Waste (LACW) landfilled in 2014/15 was 25%, a significant decrease (positive direction) on the 2013/14 total of 34.3%. This reflects the new suite of interim disposal contracts which focuses more on Energy from Waste (EFW) as opposed to landfill. This is expected to improve further in 2015/16 now that the new Greatmoor EFW facility is fully operational. The latest projections suggest a figure of circa 18% for 2015/16.

The indicator is considered as a Green RAG rating.

Key Achievements and Progress in Qtr 1 (April to June 2016)

- The new street sweeping recycling contract commenced in January 2016 providing facilities for all ten Waste Collection Authorities (WCAs) to recycle their mechanically collected street sweepings. The new contract processes street sweepings (predominately grit and sand) producing products used in the construction industry attracting a significantly lower gate fee as opposed to disposal. In Q1, 2015/16, 2,558 tonnes of street sweepings were collected in total across Hertfordshire, of which 72% was recycled. This is an improvement on the previous quarter when 1,940 tonnes were collected, of which 68% was recycled.

Good news/quick wins

- The FCC operated Greatmoor Energy Recovery Facility in Buckinghamshire is now operational and has been accepting waste from Hertfordshire since November 2015. This has had a positive impact for Q4 figures and will add significant economic and performance improvements for 2016/17.
- During 2015/16, there was a change in the way wood waste from the HWRCs is managed. This resulted in a significant proportion of recovered wood being recycled, thus improving the overall recycling rate.
- Agreement reached with the Hertfordshire Waste Partnership to reduce Inter Authority payments through the Alternate Financial Model from 2017/18.

Key Issues, Risks & Risk Mitigations:

- The ability to meet existing organic waste disposal contracts (for the processing of green garden and food waste) continues to be a potential issue. Three Rivers will start charging for green waste from July 2016 and if successful, a number of other Waste Collection Authorities may follow suit. The Waste Management Unit continues to

work closely with all Waste Collection Authorities and disposal contractors to ensure contractual arrangements are met where possible.

- Commodity market prices for recycled materials remain low which has impacted on the 2015/16 budget.
- Monitor proposals for potential European and national recycling targets which may impact at a local level, including proposals for a 65% recycling rate announced in December 2015 by the European Commission.
- The EU Referendum result adds further uncertainty to current and future waste disposal arrangements, as well as potential recycling targets and commodity markets.

4.7 Hertfordshire Household Waste Recycling Centre (HWRC) Service

Hertfordshire County Council (HCC) has a statutory obligation as a Waste Disposal Authority under the Environmental Protection Act 1990 to provide a HWRC service. AmeyCespa Ltd (Amey) took over the running of this service on 6 October 2014.

Amey continue to make improvements to the HWRC network and have addressed issues that have arisen as a result of the service changes last year. Residents appear to now be aware of the changes in closure days/hours and the van permitting scheme is being closely monitored and reviewed to minimise abuse of the network.

The indicator is considered to be as a green RAG rating.

Key Achievements and Progress in Qtr 1 (April – June 2016)

- Ongoing communications to raise awareness of the Household waste Recycling Service (HWRS), including advice on 'how to get the best' from the HWRCs, appeared in the spring edition of Horizons and local papers. This campaign was aimed to try to help smooth out the peaks and troughs in demand that the service experiences.
- The volume of complaints regarding the service changes continues to reduce and the 'spikes' experienced in response to the service changes in January 2015 have reverted to pre-change levels. This supports the view that the majority of residents are now aware of the changes.
- The improved site layouts implemented at the Letchworth and Hemel Hempstead sites to increase the throughput of traffic has helped to reduce pressure on both facilities. This included the introduction of high level signage to assist site users off load their waste to the

appropriate containers more efficiently. The number of complaints regarding queuing at both these sites has significantly reduced, with none being recorded during April to June 2016.

- Amey have processed 22,746 van permit applications until the end of March 2016, which includes 1,877 reapplications. This figure amounts to 9% of the total permits issued and implies that the vast majority of holders, have not yet used up their 12 visits. Minor changes have been made to the van permit scheme to address some abuse of the system. The application process is now more robust, provides better control and prevents multiple applications from the same user.
- HCC and Amey routinely conduct mystery shopping visits twice a month across the network, which look at customer service, cleanliness, site layout and staff helpfulness. The visits are conducted by HCC and Amey employees who are not associated with the service to be an objective perspective. Customer satisfaction in the April to June mystery shopping audits was recorded at 84%. This is an improvement on the 2015/16 average of 78% and is set against a contract KPI baseline of 80%. Both the mystery shopping and customer satisfaction surveys form part of a robust contractual Key Performance Indicator (KPI) framework to drive continuous improvements in the service.
- The projected tonnages of waste managed through the HWRS for 2015/16 was 78,535t over 72% of which was diverted from landfill (a modest improvement on last year). The reuse provision helped to divert 120 tonnes of material from disposal.
- Further improvements to the reuse provisions have been rolled out, with plans under consideration to construct larger reuse Centres at HWRCs which can accommodate them.
- A new enforcement policy to address aggressive behaviour at the centres and fly-tipping outside the gates was considered and subsequently agreed by Members of the Community, Safety & Waste Management Panel on 1st July.
- Following expiry of the county councils haulage arrangements for waste containers at the centres, the services were successfully transferred to Amey in June. The contractor has completed a tender process that is expected to deliver further efficiency savings in the service.

Good news/quick wins

- The required operational saving of £750k for 2015/16 was delivered.
- The new haulage arrangements are expected to deliver further efficiencies in the service.

- The risk of reduced income for recyclable materials marketed by Amey has fully transferred to the contractor in June 2016.

Key Issues, Risks & Risk Mitigations:

- Peaks in service demand for the centres have always generated complaints regarding queues and caused capacity issues at the sites. The level of complaints between April and June 2016 is much lower than the previous year as the public get used to the revised opening hours and the numbers of waste container movements taking place during advertised operational hours has reduced.
- A communications plan is on-going to encourage residents to improve their recycling habits in order to reduce the frequency of visits and to maximise use of their kerbside recycling provision.
- All operational procedures relating to the HWRC network continue to be thoroughly reviewed and monitored in partnership with Amey to ensure that they are as effective and efficient as possible.
- Use of the commercial waste facility at Amey's St Albans depot by traders continues to be very limited. This linked to the fact that Amey have not been awarded the waste collection contract for the St Albans City and District Council, which currently allows them the use of the depot, means that they are currently reviewing their approach to providing this element of the service.
- The county council's financial exposure to ongoing market volatility in prices paid for recycled materials from the HWRCs has reduced with a full risk transfer to Amey from June 2016.
- A number of facilities have long been identified as not fit for purpose and as needing relocation or redevelopment. Officers continue to work with Hertfordshire Property colleagues to find alternative options and site searches have been commissioned to identify potential new sites for Household Waste Recycling Centres in the Bishops Stortford, Welwyn / Hatfield and Hemel Hempstead areas

5. Risks

Waste Management has one corporate level risk which is as follows:

5.1 Residual Waste Treatment (Risk ENV0104)

Following Veolia ES Hertfordshire's failure to achieve a planning permission for their New Barnfield proposals, the Council requested and evaluated a Revised Project Plan for a facility at Ratty's Lane, Hoddesdon. A report was taken to the 4th March Community Safety

and Waste Management Panel and a decision was taken by Cabinet on the 14th March to accept the RPP in principle (subject to the conclusion of the formal legal drafting). VES are currently working on their planning application which they intend to submit in autumn 2016.

The overall risk score remains at 32 based on the control measures in place including the interim disposal arrangements and capped termination provisions in the contract (however the risk remains 'red' due to its high profile nature and value)

6. Financial Implications

6.1 There are no financial implications arising from this report.

7. Equalities implications

7.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equality implications of the decision that they are making.

7.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EQiA) produced by officers.

7.3 The Equality Act 2010 requires the County Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.

7.4 No equality implications have been identified in relation to this report although Panel will not make a decision in respect of its contents.

8. Internal Audit

8.1 There were no internal audit reports received in Q1.

9. Background

9.1 None

Minutes



To: All Members of the Community
Safety and Waste
Management Cabinet Panel,
Chief Executive, Chief
Officers, All officers named for
'actions'

From: Legal, Democratic & Statutory Services
Ask for: Nicola Cahill
Ext: 25554

COMMUNITY SAFETY AND WASTE MANAGEMENT CABINET PANEL

6 SEPTEMBER 2016

ATTENDANCE

MEMBERS OF THE PANEL

F Button (substituting for A M R Searing), M Bright, M J Cook, R J Henry, N A Hollinghurst, T Hunter (Vice- Chairman), P F J Knell, R G Prowse, R H Smith (substituting for T R Hutchings) C B Woodward

Upon consideration of the agenda for the Community Safety and Waste Management Cabinet Panel meeting 6 September 2016 as circulated, copy annexed, conclusions were reached and are recorded below:

Note: No declarations of interest were made at this meeting.

PART I ('OPEN') BUSINESS

	ACTION
1. MINUTES	
1.1 The minutes of the Cabinet Panel meeting held on 1 July 2016 were confirmed as a correct record. Officers confirmed that the viability of police spot checks, to ensure that commercial vehicles had adequate licences in place, would be raised at the Fly Tipping Group scheduled for 7 September 2016.	Nicola Cahill
2. PUBLIC PETITIONS	
2.1 There were no public petitions.	
3. UPDATE REPORT FROM DAVID LLOYD POLICE AND CRIME COMMISSIONER FOR HERTFORDSHIRE	
[Officer Contact: Roy Wilsher]	
3.1 The Cabinet Panel considered an update on the work of the Police and Crime Commissioner (PCC) for Hertfordshire and the	

work of the Commissioner's Office.

- 3.2 Members heard that following the resignation of the previous post-holder, the Police and Crime Commissioner had appointed a new Chief Constable in August. Members who had attended the selection process meeting welcomed the choice and congratulated the PCC on the appointment of an impressive candidate.
- 3.3 The PCC advised that he would be developing a Community Safety and Criminal Justice Plan and also intended to create a Criminal Justice board.
- 3.4 In response to a question from a Member regarding business crime, the PCC advised that owing to the range in business types, there was complexity around what is considered to be crime and what is a matter of civil contract. Members were pleased to learn that work was being undertaken with partners such as HMRC and Trading Standards to bring together resources and intelligence to tackle business crime.

Conclusion:

Members of the Cabinet Panel noted the update.

3.5

4. POLICE AND CRIME PANEL

- 4.1 Peter Ruffles, the PCP representative, advised that there had been two meetings of the PCP since he had last presented to the Cabinet Panel.
- 4.2 Members were advised that attendance of the Panels remained low. The meetings moved around the County to enable greater public access for all residents. Public attendance remained minimal, with only four members of the public having attended the last meeting.
- 4.3 The PCP representative advised that at the last meeting the panel had requested that the PCC raise the issue of lack of regulation of light levels emitted from LED headlights at a national level.

Conclusion:

- 4.4 Members noted the update.

5. AUTOMATIC FIRE ALARMS (AFAs) AND UNWANTED FIRE SIGNALS (UFS)

[Officer Contact: Darryl Keen (01992 507502)]

5.1 The Cabinet Panel considered a report which sought support from Members regarding the Officer recommendation not to charge for attendance to Automatic Fire Alarm (AFA) activations in premises housing vulnerable groups.

5.2 The Cabinet Panel were advised that Fire and Rescue Services may, under Section 18c of the Fire and Rescue Services Act 2004, change for reports of fire where:

- (a) The report is of fire at premises that are not domestic premises;
- (b) The report is false;
- (c) The report is made as a direct or indirect result of warning equipment having malfunctioned or been incorrectly installed, or
- (d) There is a persistent problem with false reports of fire at the premises that are made as a direct or indirect result of warning equipment under common control having malfunctioned or been incorrectly installed.

5.3 Members were advised that whilst it was recognised that an opportunity existed for charging, it was recommend that no charge be made for attendance to premises that exceeded UFA thresholds where the premises housed vulnerable individuals.

5.4 The Cabinet Panel welcomed the news that Hertfordshire Fire and Rescue Services would continue to work proactively with District Councils and other partners, to monitor performance of premises and develop local action plans.

5.5 The service had experienced an overall rise of 7.9% in the number of calls to false alarms caused by AFAs, attendances to non-domestic premises had risen by 11.2%. It was noted that the number of calls which had been successfully challenged by Fire Control, where no attendance was made had risen by 33.4%. Overall the service had attended 67.6% of false alarm calls generated by AFAs, compared with 72.1% last year.

5.6 Members were pleased to note that Hertfordshire Fire and Rescue Service would continue to challenge persistent offenders and confirmed that records of the cause of false alarms were maintained.

- 5.7 In general discussion it was confirmed that HFRS undertook regular educational activity with the University of Hertfordshire in relation to fire, AFAs and road safety.

Conclusion

- 5.8 The Cabinet Panel noted the contents of the report and supported the recommendation that no charge is made for attendance to AFA activations in premises housing vulnerable individuals.

6. SAFE AND WELL VISITS

[Officer Contact: Steve Holton (01992 507599)]

- 6.1 The Cabinet Panel considered an update report regarding a joint initiative between the Community Protection Directorate and Public Health that will see Community Protection staff deliver a 'wider public health' offer in the form of 'Safe and Well' Visits to replace the current programme of 'Home Fire Safety Visits'.
- 6.2 Members heard that the number of Fire Safety Visits had reduced as the result of a new initiative to 'make every visit count'. Visits to elderly and vulnerable individuals across Hertfordshire were now undertaken in partnership with Public Health. Each visitation comprised additional content designed to improve the health and well-being of the elderly and at risk residents, whilst also helping to reduce the number of falls victims, and those accessing social care.
- 6.3 In general discussion members requested that HFRS and Public Health consider attending groups comprised of elderly and vulnerable individuals. Officers confirmed that this could be undertaken, but highlighted that group sessions could not include elements of the visits which focused on assessment of the home environment.

Conclusions

- 6.4 The Cabinet Panel supported and endorsed the collaborative working between the Community Protection Directorate and Public Health.

7. WASTE MANAGEMENT PERFORMANCE MONITOR

[Officer Contact: Simon Aries (01992 555255)]

- 7.1 The Cabinet Panel considered a report which provided performance data in relation to Waste Management for the first quarter of this year (April – June 2016) against the Environment

Department Service Plan 2016-2020 including key performance indicators, major projects, contracts and identified risks.

7.2 Members were advised that the overall status of the Hertfordshire Residual Waste Treatment Programme Project remained within the red category, however due to control measures a number of risks within the programme had reduced. It was anticipated that Veolia would submit their planning application in autumn 2016.

7.3 It was noted that as the result of changes made to kerbside recycling in Dacorum and Three Rivers, as well as service changes introduced by Broxbourne Borough Council it was expected that the total waste per household would reduce to 1,038kg, compared with 1,046kg in 2014/15.

7.4 Members noted the achievements made in relation to the new street sweeping recycling contract which had commenced in January 2016 for all ten Waste Collection Authorities in Hertfordshire. Each authority mechanically recycled their collected street sweepings, which predominantly comprised of grit and sand. The Cabinet Panel welcomed the news that in Quarter 1 2015/16 2,558 tonnes of street sweepings were collected across Hertfordshire, of which 72% had been recycled.

7.5 Following a question from a Member it was confirmed that information regarding sales at reuse centres at Household Waste Recycling Centres would be reported to the Cabinet Panel in February 2017.

Simon Aries

7.6 In general discussion Officers confirmed that they would request detail from District and Borough Councils regarding contamination levels within mixed recycling collections.

Simon Aries

Conclusion

7.7 The Cabinet Panel noted the performance monitor for Quarter 1 2016/17.

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

CHAIRMAN _____

**CHAIRMAN'S
INITIALS**

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