

Agenda



AGENDA for a meeting of the COMMUNITY SAFETY AND WASTE MANAGEMENT CABINET PANEL in COMMITTEE ROOM B at County Hall, Hertford on TUESDAY 27 JUNE 2017 at 2.00PM

MEMBERS OF THE PANEL (12) (Quorum 3)

S N Bloxham; M Bright; M A Eames-Petersen; S J Featherstone; J S Hale; F R G Hill; T W Hone (*Chairman*); P V Mason; T J Williams; C B Woodward (*Vice Chairman*); J F Wyllie; P M Zukowskyj

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.

Members are reminded that:

- (1) if they consider that they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting they must declare that interest and must not participate in or vote on that matter unless a dispensation has been granted by the Standards Committee;**
- (2) if they consider that they have a Declarable Interest (as defined in paragraph 5.3 of the Code of Conduct for Members) in any matter to be considered at the meeting they must declare the existence and nature of that interest but they can speak and vote on the matter**

PART I (PUBLIC) AGENDA

1. MEMBERSHIP AND REMIT OF THE PANEL

To note the membership of the Panel as stated above, and the remit which is as follows:

Fire & rescue; trading standards & consumer protection; resilience; community safety; relations with the Police & Crime Commissioner and the Constabulary; the requirements of Counter Terrorism and Security Act; waste management; leading for the County Council on the Hertfordshire Waste Partnership

2. MINUTES

To agree the Minutes of the Community Safety and Waste Management Cabinet Panel meeting held on 30 March 2017.

3. 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 Elaine Manzi, by telephone on (01992) 588062 or by e-mail to elaine.manzi@hertfordshire.gov.uk.

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

4. HERTFORDSHIRE POLICE AND CRIME COMMISSIONER UPDATE REPORT

Report of the Police and Crime Commissioner for Hertfordshire

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

5. POLICE AND CRIME PANEL UPDATE

Verbal Report of the Police and Crime Panel Representative

Agenda Pack 2 of 100

a) The Council's representative on the Police and Crime Panel (PCP)
C B Woodward to verbally 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.

6. THE POLICE & CRIME COMMISSIONER'S CONSULTATION ON THE FUTURE GOVERNANCE ARRANGEMENTS FOR FIRE AND RESCUE

Paper to follow

Report of the Director of Community Protection & Chief Fire Officer

7. REGULATION OF INVESTIGATORY POWERS (RIPA) ANNUAL REPORT

Report of the Director of Community Protection & Chief Fire Officer

8. LOCAL AUTHORITY COLLECTED WASTE SPATIAL STRATEGY 2016 – HOUSEHOLD WASTE RECYCLING CENTRE ANNEX DEVELOPMENT UPDATE

Report of the Chief Executive & Director of Environment

9. WASTE MANAGEMENT QUARTER 4 PERFORMANCE MONITOR

Report of the Chief Executive & Director of Environment

10. COMMUNITY PROTECTION ANNUAL PERFORMANCE REPORT 2016/17

Report of the Director of Community Protection & Chief Fire Officer

11. 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

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 Pack Closing

If you require further information about this agenda please contact Elaine Manzi, Democratic Services, on telephone no. (01992) 588062 or email elaine.manzi@hertfordshire.gov.uk.

Agenda documents are also available on the internet at:
<https://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings.aspx>

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

Minutes



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

From: Legal, Democratic & Statutory Services
Ask for: Elaine Manzi
Ext: 28062

COMMUNITY SAFETY & WASTE MANAGEMENT 30 MARCH 2017

ATTENDANCE

MEMBERS OF THE PANEL

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

OTHER MEMBERS IN ATTENDANCE

P A Ruffles

Upon consideration of the agenda for the Community Safety & Waste Management meeting on 30 March 2017 as circulated, copy annexed, conclusions were reached and are recorded below:

Note: No conflicts of interest were declared by any member of the Cabinet Panel in relation to the matters on which conclusions were reached at this meeting.

PART I ('OPEN') BUSINESS

ACTION

1. MINUTES

- 1.1 The Minutes of the Cabinet Panel meeting held on 7 February 2017 were confirmed as a correct record and signed by the Chairman.

2. PUBLIC PETITIONS

- 2.1 There were no public petitions.

3. POLICE & CRIME COMMISSIONER

Officer Contact: Debbie Barker Police Support Manager, Deputy Police
& Crime Commissioner [01707 806157]

- 3.1 The Cabinet Panel considered a report providing 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 the anti-slavery conference had been well attended, and the Panel were unanimous in their support for ongoing work to be undertaken to provide a comprehensive multi-agency response to this issue.
- 3.3 **Conclusion:**
The report of the Police and Crime Commissioner was noted by the Cabinet Panel.

4. POLICE & CRIME PANEL

Officer contact: Debbie Barker Police Support Manager, Deputy Police & Crime Commissioner [01707 806157]

- 4.1 Members were provided with a verbal update of information from recent Police and Crime Panels.
- 4.2 Members heard that there had been no meeting of the Police and Crime Panel since the last meeting of the Community Safety and Waste Management Panel in February 2017, so there was minimal new information for Members to be updated upon.
- 4.3 Members heard that there was some concern that the public did not fully understand the full detail of Police & Crime Plan. It was noted that neighbourhood policing and domestic abuse support were key elements of the plan, but it was felt that these areas were not explained broadly enough in the report in terms that the public would understand.
- 4.4 The panel discussed the issue of radicalisation and noted that this was a very challenging issue on the political agenda. Members discussed how this was being addressed through the multi-agency PREVENT agenda and SACRE within schools.
- 4.5 **Conclusion:**
The update from the Police and Crime Panel was noted.

5. HERTFORDSHIRE WASTE PARTNERSHIP ANNUAL REPORT 2015/16

Officer Contact: James Holt, Waste Manager- Contract Development [Tel: 01992 556318]

- 5.1 The Hertfordshire Waste Partnership Annual Report for 2015/16 was considered and discussed by the Panel.
- 5.2 Members were pleased to learn that the rate for recycling in Hertfordshire was 50.4%, which was higher than the Eastern region average (49.2%) and the average in England overall (43%). In addition, Hertfordshire had bucked the national trend by reducing the amount of household waste produced. Members thanked officers for the report, which they commended to be very well written and informative.
- 5.3 The Panel queried the continual declining trend in compost waste, and learnt that this was due to a number of factors; partly due to seasonal requirements, partly due to service changes in some areas, and partly due to cardboard waste being transferred to dry recycling collections.
- 5.4 Members discussed the impact of charging for green garden waste collections could have on residents and recycling figures as it was noted that this may decrease the amount of recycling undertaken. It was noted that it was very early days in the scheme and the outcome and impact of the charging would be monitored through future meetings of this panel.
- 5.5 Members learnt that a recent postcode monitoring survey undertaken at Household Waste Recycling Centres was to see how far residents were travelling to visit the centres. The Panel received assurance that the survey formed part of ongoing monitoring of the network to understand usage and ensure that it is fit for purpose.

Conclusion:

- 5.6 The Hertfordshire Management Partnership Annual Report was noted.

6. RE-USE FACILITIES AT HOUSEHOLD WASTE RECYCLING CENTRES

Officer Contact: Tim Forster, Waste Management Project Officer- Contract Development [Tel: 01992 556344]

- 6.1 Members were provided with an update on the re-use facilities at the Household Waste Recycling Centres (HWRCs). Members commended the report and the policy of encouraging the re-use of items which has been an effective strategy in reducing the volume of household waste sent for disposal.
- 6.2 Members learnt that it was hoped that the re-use provision could be enhanced through the construction of new, purpose built re-use centres and the appointment of a specialist re-use retailer. It was noted that additional social value improvements may result from the re-use

expansion.

- 6.3 It was recognised that the ongoing maintenance and development of HWRCs was something that would be a long rather than short term strategic development, and was an issue that had been discussed at previous County Council Cabinet Panels in 2014 and 2015 and would continue to be discussed at County Council Panels in the future.
- 6.4 It was noted that officers were in ongoing discussions with members of the Property team with regards to the maintenance of existing premises and developing new premises, including a proposed redevelopment of the Ware HWRC which has the potential to improve public access to recycling facilities in the East of the County. Members were informed that officers were open to any suggestions of locations where new sites could also be developed.
- 6.5 Members were reassured that any item received at HWRCs that was subsequently resold was subject to the same trading regulations that would apply to any retailed item under the Sale of Goods Act or similar legislation. For example, electrical goods were PAT tested.

Conclusion:

- 6.6 The proposals outlined in the report were noted and endorsed by the Panel.

7. COMMUNITY PROTECTION QUARTER 3 PERFORMANCE REPORT

Officer Contact: Darryl Keen, Deputy Chief Fire Officer- [Tel: 01992 507502

- 7.1 Members considered the Community Protection Quarter 3 Performance report in order for the Cabinet Panel to provide comment. It was explained to Members that this was an interim report, following on from the Mid-Year Performance Report presented at the last Community Safety and Waste Management Cabinet Panel in February 2017.
- 7.2 It was clarified that primary fires are classified as fires (generally property fires) where there was an insurance value, for example, household or office fires, and secondary fires are external or fires in the open, for example a bonfire that in a field.
- 7.3 The Panel learnt that staff sickness was now measured through a more simplified system. It was noted that the uninformed sickness staff percentage level has increased but it was clarified that this was through illness rather than injury at work. Measures were in place to

assist the staff affected to return to work, but it was noted that due to the nature of their role, firefighters have more stringent physical requirements which would prevent them returning to work as soon as a non uniformed officer.

7.4 Members noted that the age of retirement for some serving firefighters had now increased. Over time as the new retirement age occurs an understanding of the likelihood of the effect of an older workforce taking sickness leave due to 'wear and tear' injuries incurred over a long period by the physical nature of their role on areas, will need to be monitored. It was noted that this was a nationally recognised issue which will be monitored by management and unions alike.

7.5 The Panel heard that sickness due to recorded mental health or stress issues was being provided for through the Trauma Risk Management (TRiM) programme. This is also something that will be monitored in light of the increasing amount of road traffic accidents, and the co-responding of the Fire & Rescue Service to some specific East of England Ambulance Service incidents.

7.6

Conclusion:

The Panel noted and commented upon the performance of the Community Protection Directorate for 2016/17 Quarter 3.

KATHRYN PETTITT
CHIEF LEGAL OFFICER

CHAIRMAN_____

CHAIRMAN'S
INITIALS

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HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY & WASTE MANAGEMENT
CABINET PANEL**

TUESDAY 27 JUNE AT 2.00PM

Agenda Item No.

4

**HERTFORDSHIRE POLICE AND CRIME COMMISSIONER UPDATE
REPORT**

Author: Debbie Barker, Acting Head of Policy, Office of the Police & Crime Commissioner (OPCC) (Tel: 01707 806157)

1. Purpose of report

- 1.1 To provide a brief update to the Panel about the current work of the Police and Crime Commissioner.

2. Summary

- 2.1 Updates have been provided in relation to the following items:

- online crime reporting
- PCC annual report
- hate crime strategy consultation
- PCC action fund
- Fire & Police governance
- customer service unit
- mental health street triage
- stop and search panel
- modern slavery.

3. Recommendation/s

- 3.1 Members are asked to note the update report from the Office of the Police and Crime Commissioner.

4. Updates

4.1 Online crime reporting

A new system of online crime reporting and digital contact has been launched by Hertfordshire Constabulary. Following public demand for more ways to contact the police, it is now possible to report non-urgent crimes online, as well as giving information about crime in the community. Aside from live web-chat with police staff in the Force Control Room crime can also be reported directly on the force's website: http://www.herts.police.uk/contact_us/contacting_us.aspx.

Since a pilot began in January this year, the number of crimes reported in this way has increased daily. More online services are planned for the future.

A video showing the public how to use the new service is available to view on the Constabulary and Commissioner's Facebook and YouTube channels, and will be shared with the Online Watch Link (OWL) network. Other services include Online Intelligence which enables information to be digitally reported directly to the police, information on how to apply for a range of services and details on how to contact various departments within the force.

<https://www.youtube.com/watch?v=-cnZm2Xj6xQ>

4.2 PCC Annual Report 2016/17

The PCC has a duty under Section 12 of the Police and Social Reform Act 2011 to issue an annual report. The report must cover:

- a. the exercise of the PCC's functions in each financial year; and
- b. the progress which has been made in the financial year in meeting the police and crime objectives in the PCC's Police and Crime Plan.

The PCC must present the report to the Police and Crime Panel and attend to answer the Panel's questions on the report. The report will be presented to the Police and Crime Panel on 15th June 2017; and will then be available on the website here:

<http://www.hertscommissioner.org/police-and-crime-plan-herts-pcc>.

4.3 Hate crime strategy – consultation

The Countywide Hate Crime Strategy consultation was launched on 1st April 2017. The consultation process will last for 12 weeks until 30th June.

The strategy sets out the key priorities for Hertfordshire to tackle hate crime during 2017-2020:

- Prevention: Raising Awareness and increasing victim confidence
- Resolution: Focus on pathway through and experiences of criminal justice system
- Support: Supporting victims to cope and recover
- Learning: Understanding Hate Crime in Hertfordshire, using an intelligence led approach for continuous improvement.

The consultation can be completed online and via email:

www.hertfordshire.gov.uk/consultations or to
HateCrimeConsultation@hertfordshire.gov.uk

All queries should be directed to: Michael Nadasdy, Programme Manager, County Community Safety Unit - Michael.Nadasdy@hertfordshire.gov.uk

4.4 Fire and Police governance

The Policing and Crime Act 2016 sets out a legal duty for PCCs to consider opportunities for collaboration between police, fire and rescue and ambulance services where it would be in the interests of efficiency and effectiveness of public safety. David Lloyd has agreed to become one of the Home Office's early adopters to look at bringing together the governance of Hertfordshire Constabulary and Hertfordshire Fire and Rescue Authority.

KPMG were commissioned to undertake an independent business case to examine the case for change. A change in governance would involve setting the budget and priorities for the fire service and bringing about greater democratic accountability to the public for fire and rescue matters across the county.

The business case identified potential benefits to collaboration including use of estates, interoperability and fire precept development. The OPCC is currently engaging with the Home Office to establish a suitable date for public consultation.

4.5 Mental health street triage scheme

Due to the success of the mental health street triage trial, the hours of operation have been extended to include the daytime. The scheme, which is run in partnership with Hertfordshire Partnership Foundation Trust, now runs from 9am - 4am.

The Street Triage vehicles attend incidents where a person is in mental health crisis and may require detaining under Section 136 of the Mental Health Act. This comes ahead of the Policing and Crime Act 2017 coming into force (expected in July), when among other changes it will become a legal requirement for mental health practitioners to approve all S136 detentions. Further changes are also expected in late June that will mean 16 and 17 year olds in mental health crisis will also require Street Triage.

The Office of the Police & Crime Commissioner (OPCC) has been assessing use and outcomes of the street triage scheme across the county. The Police & Crime Commissioner has decided to commission a cost benefit analysis, to ascertain if there is a strong business case for the scheme. This will allow an assessment of the realisable savings to the Constabulary and for the NHS Trusts / Clinical Commissioning Groups, from preventing Sections 136 from occurring, the reduction of police officer time attending Section 136 incidents and from the improved outcomes that can be achieved for individuals. The evaluation is expected to be delivered by the end of the calendar year.

More info about street triage can be found here:

<http://www.hertscommissioner.org/2017-03-mental-health-pilot-in-hertfordshire-reduces-strain-on-ae-services>

4.6 **Community stop and search panel**

In 2014, the Home Secretary introduced the Best Use of Stop and Search Scheme in response to concerns about police compliance with the Police and Criminal Evidence Act (PACE) 1984 Code of Practice A. It was intended that the reforms should contribute to a significant reduction in use of stop search, more intelligence led stop search and improved stop to arrest ratios. The reforms included measures to allow stop and search records to be scrutinised by community representatives through independent external scrutiny.

Hertfordshire Constabulary signed up to the Best Use of Stop Search Scheme in 2015 and the PCC set up the Countywide Stop and Search Community Scrutiny Panel which is run and led by volunteers. The panel 'dip' samples random stop and search records and assesses them for legal compliance.

Further recruitment to the Panel will be considered for 2017/18, to ensure consistent levels of trained volunteers; and consideration of ways to widen the demographics of panel members, continuing to seek diverse representation i.e. targeted recruitment of BME groups and young people.

The Panel's first annual public meeting was held in May 2017, in partnership with Hertfordshire University. The event attracted students and tutors of the Law faculty and it is hoped that this type of engagement with the University will help to develop younger volunteers towards Panel membership.

The panel will publish an annual report in June 2017 to provide a summary of work undertaken between March 2016 and February 2017; reflecting on findings from the dip sampling and summary stop and search data examined during that period. The report will also consider the panel's development throughout the year. Further information about the panel can be found here:

<http://www.hertscommissioner.org/stop-and-search-scrutiny-panel>

4.7 **Modern slavery**

Over 200 people attended our conference on 29 March. Delegates from a range of sectors were represented including NHS, local authorities, police, safeguarding and criminal justice; as well as charity and voluntary sector partners working with and for victims. A variety of local and national speakers gave up their time for this important event.

The event was organised to highlight the issue of modern slavery and to start building an effective partnership approach to help identify the problem, bring offenders to justice and support victims. Herts Constabulary launched Operation Tropic – a dedicated police unit that will co-ordinate the response to modern slavery in Hertfordshire, playing a lead role in developing and sustaining the partnership between key stakeholders. This is viewed by other forces as a best practice approach and is being recognised and supported by some of the UK's top barristers and experts in the field.

A steering group has been set up to drive partnership work forward. The first meeting was held in May, which involved many partners from public, private and charity / voluntary sectors. A strategy and multi agency action plan is in development.

Equalities

- 5.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 5.2 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.
- 5.3 The Equality Act 2010 requires the 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.
- 5.4 No EqIA was undertaken in relation to this report as it only provides a brief summary of wider work undertaken by the OPCC.

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY & WASTE MANAGEMENT
CABINET PANEL**

TUESDAY 27TH JUNE 2017 AT 2.00PM

Agenda Item No.

6

**THE POTENTIAL TRANSFER OF GOVERNANCE OF HERTFORDSHIRE
FIRE AND RESCUE SERVICE FROM HERTFORDSHIRE COUNTY
COUNCIL TO THE OFFICE OF THE POLICE AND CRIME
COMMISSIONER.**

Report of the Director of Community Protection & Chief Fire Officer

Author: Guy Pratt, Deputy Director of Community Protection (Tel: 01992
50750)

Executive Member: Terry Hone, Community Safety and Waste
Management

1. Purpose of report

- 1.1. To inform members that further to the Police and Crime Commissioner for Hertfordshire's wish to bring Hertfordshire's police and fire services under the same governance, the Local Business Case entitled 'Hertfordshire Police and Fire Governance Options' supporting the proposal has been published for public consultation.

2. Summary

- 2.1. A full public consultation into the governance proposals began on 19 June 2017 and runs for eight weeks until the 14 August 2017.
- 2.2. The link to the Local Business Case is found at:

<http://www.hertscommissioner.org/fire>

3. Recommendations

- 3.1. The Panel is invited to view the proposals contained in the Local Business Case by way of the attached link detailed in 2.2 of this report.

4. Background

- 4.1. Officers are currently undertaking analysis of the Local Business Case to enable members to provide a formal consultation response.

5. Financial Implications

- 5.1. Not known at present.

6. Equalities

- 6.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 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 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 The Equalities Implications are not known at present.

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL
TUESDAY 27 JUNE AT 2.00PM**

REGULATION OF INVESTIGATORY POWERS (RIPA) ANNUAL REPORT

Report of the Chief Legal Officer

Author: Guy Pratt, Deputy Director Community Protection
(Tel: 01992 507501)

Executive Member: Terry Hone, Community Safety & Waste Management

1. Purpose of report

- 1.1 To inform Members of the use of the Regulation of Investigatory Powers (RIPA) within Hertfordshire County Council over the past year.
- 1.2 To obtain the Cabinet's agreement for the continued use of policies on:
 - (a) Directed Surveillance and Covert Human Intelligent Sources ; and
 - (b) Acquisition and Disclosure of Communications Data from communication service providers.

2. Summary

- 2.1 A report is produced on an annual basis to Members to inform them of The use of RIPA within the County Council and to obtain agreement to the confirmed use of the Council's RIPA policies.
- 2.2 The Council's RIPA policies for approval by Members are annexed at Appendices A and B to this report.
- 2.3 Minor changes have been made to correct typographical / formatting errors in the Surveillance Procedure. The Communications Procedure has been rewritten to reflect current practice and the use of the National Anti-Fraud Network (NAFN).
- 2.4 This report covers the period 1 April 2016 – 31 March 2017.

3. Recommendations

3.1 The Community Safety and Waste Management Cabinet Panel recommend:

That Cabinet approve the continued use of the policies on

- (a) Directed Surveillance and Covert Human Intelligent Sources (Appendix A); and
- (b) Acquisition and Disclosure of Communications Data from communication service providers (Appendix B).

4. Background

- 4.1 The Regulation of Investigatory Powers Act 2000 (the Act) regulates covert investigations and the acquisition and disclosure of communications data from communication service providers by a number of bodies, including local authorities. It was introduced to ensure that 'individuals' rights are protected, while also ensuring that law enforcement and security agencies have the powers they need to do their job effectively.
- 4.2 The County Council has separate policies on covert investigations and the acquisition and disclosure of communications data. These require Members to consider internal reports on the use of RIPA on at least an annual basis, to ensure that it is being used consistently with the Council's policy and that the policy remains fit for purpose.

5. Use of RIPA for Covert Surveillance

5.1 In the year April 2016 to March 2017 the use of RIPA for surveillance purposes was as follows:

- (a) Directed Surveillance
The number of directed surveillance authorisations granted during the period was one. This was for a test purchasing exercise (of alcohol).
- (b) Covert Human Intelligence Sources (CHIS)
The number of CHIS recruited during the period was 0 (zero); the number who ceased to be used during the period was 0 (zero); and the number of active CHIS at the end of the period was 0 (zero).

- (c) Breach in procedures
The number of breaches identified under each category of authorisation (Directed Surveillance and CHIS) was 0 (zero).

6. Use of RIPA for the Acquisition and Disclosure of Communications Data

- 6.1 In the year April 2016 to March 2017 the use of RIPA for obtaining communications data was as follows:

- (a) Applications for communications data: 2

One application was in connection with an investigation into the activities of an importer of counterfeit clothing and the other related to the illegal use of colours in food

- (b) Applications not proceeded with: 1

(The application which was not proceeded with was subject to a recordable error report from the National Anti-Fraud Network (NAFN) as the application contained a factual error and also it did not sufficiently identify potential collateral intrusion (the risk of obtaining private information about persons who are not the subject matter) as the relevant mobile phone number was also associated with the suspect's wife. Steps have been taken to minimise the risk of similar errors occurring in the future)

- 6.2 NAFN is used to process the Council's applications for communications data. This means that no inspections of the service in Hertfordshire, requesting communications data, will be made. NAFN will continue to vet individual applications and the Council's applications will form part of any audit made of NAFN.

7. General Matters

- 7.1 The Council has RIPA policy documents on 'Directed surveillance and use of covert human intelligence sources' and the 'Acquisition and disclosure of communications data from communication service providers'. These policy documents are put into practice through associated RIPA procedure documents in each area. These procedure documents assist officers in the practical application of RIPA. All four documents are reviewed and updated as necessary on an annual basis. The updated Communications Procedures for 2017 allows for additional enforcement staff to have responsibility for accessing communications data subject to built in scrutiny through advanced notice to Legal Services.

- 7.2 RIPA understanding across the County Council continues to be assessed and training is made available accordingly. During 2016 /17 every Directorate Board received RIPA training, with subsequent follow-up training being given to identified managers and Heads of Service. For 2017/18 an e-learning package is being to be produced and will be uploaded onto the intranet.
- 7.3 It is recognised that there is a need to have a social media policy and for 2017/18 a Policy document and linked Procedure document will be produced and brought back to members for approval.
- 7.4 The legislation surrounding RIPA has recently expanded with 'The Investigatory Powers Act 2016' ('the 2016 Act'). The 2016 Act has yet to come fully into force, and relevant documents will be updated as the 2016 Act does so. Changes brought about by the 2016 Act include:
- An Investigatory Powers Commission will be created to oversee the use of all investigatory powers.
 - Fire and Rescue Services will be allowed to see Internet connection records, as part of a targeted and filtered investigation, without a warrant
 - Local government will keep some investigatory powers but will not be able to have access to Internet connection records

8. The Benefits of RIPA to Hertfordshire County Council

- 8.1 RIPA authorisations form an essential tool for County Council Services, particularly Trading Standards, and any restriction in the use of RIPA would have a severe adverse impact on the work of the Council.
- 8.2 RIPA authorisations are an integral part of the authority's enforcement work, enabling the detection and prevention of crime, providing a cornerstone in building safer and stronger communities.
- 8.3 The other outcomes for the authority following RIPA authorisations in the year April 2016 to March 2017 are:

Directed Surveillance

One shop was visited under the authorisation for alcohol and tobacco test purchasing, based on intelligence. An underage volunteer was refused in their attempts to make a purchase.

Communications data

The authorisation granted for communications data is related to a food supplier and confirmed that the address details required on the

packaging of a food there are concerns with, are not genuine. Investigations are on-going.

9. Financial Implications

9.1 There are no financial implications resulting from this report.

10. Equalities

- 10.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 10.2 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.
- 10.3 The Equality Act 2010 requires the 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.
- 10.4 No Equalities Impact Assessment (EqIA) was undertaken in relation to this matter as the review and subsequent minor amendment of the Policies did not constitute the need.

Background Documents

Regulation of Investigatory Powers Act 2000:

http://www.legislation.gov.uk/ukpga/2000/23/pdfs/ukpga_20000023_en.pdf

Appendix A: Directed Surveillance and Covert Human Intelligent Sources
Appendix B: Acquisition and Disclosure of Communications Data from communication service providers

Are attached as separate documents

Appendix A



POLICY DOCUMENT ON THE REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA)

DIRECTED SURVEILLANCE AND USE OF COVERT HUMAN INTELLIGENCE SOURCES

**Policy approved by CABINET
on**

[] July 2017

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REGULATION OF INVESTIGATORY POWERS ACT 2000 POLICY IN RELATION TO DIRECTED SURVEILLANCE AND USE OF COVERT HUMAN INTELLIGENCE SOURCES

1 INTRODUCTION

- 1.1 The Regulation of Investigatory Powers Act 2000 (the Act) regulates covert investigations by a number of bodies, including local authorities. It was introduced to ensure that individuals' rights are protected while also ensuring that law enforcement and security agencies have the powers they need to do their job effectively.
- 1.2 Hertfordshire County Council (we, us) is included within the Act's framework with regard to the authorisation of both Directed Surveillance and of the use of Covert Human Intelligence Sources (CHIS).
- 1.3 Whilst the Act also regulates acquisition and disclosure of communications data, Directed Surveillance and of the use of CHIS are overseen by the Chief Surveillance Commissioner (the Commissioner). The Commissioner does not oversee acquisition and disclosure of communications data. This policy therefore only relates to the part of the Act that is the responsibility of the Commissioner.
- 1.4 This policy applies to the both the authorisation of Directed Surveillance and of the use of Covert Human Intelligence Sources (CHIS).
- 1.5 The Home Office publish codes of practice pursuant to section 71 of the Act for Directed Surveillance and of the use of Covert Human Intelligence Sources ("CHIS"). This policy should be read in conjunction with current guidance issued by the Home Office and the Chief Surveillance Commissioner which can be found at <https://www.gov.uk/government/publications/covert-surveillance-and-covert-human-intelligence-sources-codes-of-practice>
- 1.6 In summary the Act requires that when the Council undertakes "directed surveillance" or uses a "covert human intelligence source" these activities must only be authorised by an Officer with delegated powers when the relevant criteria are satisfied.
- 1.7 It must be noted that the Council cannot authorise "Intrusive Surveillance" which is defined in the legislation. That relates to surveillance in residential properties or private vehicles.
- 1.8 The Investigatory Powers Act received Royal assent on 29 November 2016 and when it comes in to force this Policy will be updated.

2 ROLES

2.1 The legislation creates a number of roles:

2.2 The Senior Responsible Officer ensures the integrity of the process within the Local Authority, compliance with the Act and the Code of Practice, oversight of the reporting of errors to the Commissioner, engagement with the inspectors when they conduct inspections and where necessary oversight of the implementation of post-inspection action plans. The Senior Responsible Officer is the Chief Legal Officer of Hertfordshire County Council.

2.3 The Senior Authorising Officer is the Deputy Director of Community Protection who has overall responsibility for RIPA issues across the Council and holds the Central Register of Authorisations.

2.4 Each of the Council Service's Scheme of Delegations can nominate at least one officer who can authorise "directed surveillance" and the use of "covert human intelligence sources" (Authorising Officers). The prescribed Local Authority officers who may be Authorising Officers must hold the rank of a director, head of service or service manager or equivalent. For Hertfordshire Fire and Rescue Service the prescribed officer is a group manager. The Authorising Officers are currently all officers within the Community Protection Directorate and the Senior Authorising Officer holds the current list.

2.5 The prescribed Local Authority officer who may authorise surveillance activity when knowledge of confidential information is likely to be acquired, or in the case of a CHIS when a vulnerable individual or juvenile is to be used as a source, is the Head of Paid Service or a person acting in their absence. The Head of Paid Service for Hertfordshire County Council is the Chief Executive.

2.6 Confidential Information relates to medical records or spiritual counselling, confidential journalistic material, confidential discussions between Members of Parliament and their constituents, or matters subject to legal privilege.

3 PURPOSE

3.1 The Act prescribes the purpose for which we can authorise Directed Surveillance and of the use of a CHIS. We will comply with those requirements.

3.2 The only purpose for which we can authorise Directed Surveillance or the use of a CHIS is for the purpose of preventing or detecting crime or of preventing disorder. For Directed Surveillance authorisation is restricted to investigation of offences which attract a maximum custodial sentence of six months or more or criminal offences relating to the underage sale of

alcohol or tobacco. The Fire and Rescue service may also authorise directed surveillance in the interests of public safety.

- 3.3 Internal disciplinary investigations do not come within the scope of this policy unless we are investigating a criminal breach. If that is the case, the processes within this policy must be followed.

4 SCOPE

- 4.1 Definitions are given in the legislation and codes of practice. The following is a brief guide only and are not complete definitions.
- 4.2 If directed surveillance is undertaken then authorisation is required. Surveillance includes monitoring, observing or listening to persons, their movements, their conversations or their other activities or communication by recording anything monitored, observed or listened to in the course of surveillance
- 4.3 Covert surveillance is any surveillance which is carried out in a manner calculated to ensure that the persons subject to the surveillance are unaware that it is or may be taking place.
- 4.4 Directed surveillance is covert but not intrusive surveillance undertaken for the purposes of a specific investigation in such a manner as is likely to result in the obtaining of private information about a person (whether or not one is specifically identified for the purposes of the investigation or operation).
- 4.5 Directed surveillance does not include covert surveillance carried out by way of an immediate response to events or circumstances which, by their very nature, could not have been foreseen. For example, a Trading Standards Officer would not require an authorisation to conceal them self and observe a suspicious person that they came across in the course of a visit to a trader. However, if as a result of that a specific investigation subsequently takes place then it would be within the framework of the 2000 Act.
- 4.6 If a Covert Human Intelligence Source is used then authorisation is required.
- 4.7 A person is a Covert Human Intelligence Source if he/she establishes or maintains a personal or other relationship with a person for the covert purpose and they covertly uses such a relationship to obtain information or to provide access to any information to another person; or they covertly disclose information obtained by the use of such a relationship, or as a consequence of the existence of such a relationship.
- 4.8 A purpose is covert, in relation to the establishment or maintenance of a relationship, if and only if the relationship is conducted in a manner that is

calculated to ensure that the other party to the relationship is unaware of that purpose.

4.9 The use of a CHIS can include inducing, asking or assisting a person to engage in the conduct of a CHIS or obtain information by using that CHIS.

4.10 Where members of the public volunteer information to the Council, as part of their normal civic duties, they would not generally be regarded as a CHIS. However, a member of the public may become a CHIS if he provides information on more than one occasion or has been asked or assisted by a Council Officer to provide information.

5 CONSIDERATIONS

5.1 Authorisation and renewal is a 2 stage process. The first being the internal authorisation, which if successful then has to go before a court for judicial approval.

5.2 The Authorising Officer will need to be made aware of particular sensitivities in the local community with respect to the activities authorised and the purpose of the investigation. In addition, as required by the legislation they must have regard to whether the acquisition is necessary and proportionate and the degree, if any, of interference with the privacy of persons other than the direct subject(s) of the application.

5.3 No Authorising Officer shall grant an authorisation for the conduct or use of a CHIS unless he believes arrangements exist for ensuring:

5.3.1 that there will at all times be a person who will have day-to-day responsibility for dealing with the CHIS on behalf of the Council, and for the CHIS's security and welfare which will normally be the investigating Officer

5.3.2 that there will at all times be another person who will have general oversight of the use made of the CHIS which will normally be the Authorising Officer

5.3.3 the investigating Officer will have responsibility for maintaining a record of the use made of the CHIS

5.3.4 that the records that disclose the identity of the CHIS will only be available for access to those Officers deemed necessary

5.4 The Authorising Officer must consider the safety and welfare of a CHIS, and the foreseeable consequences to others of the tasks they are asked to carry out. The Authorising Officer must ensure a risk assessment has been carried out before authorisation is given. Consideration from the start for the safety and welfare of the CHIS, even after cancellation of the authorisation, should also be considered. In practice this means that the authorisation of a CHIS by HCC will only take place in exceptional

circumstances, or not at all. **The Senior Authorising Officer must be consulted before a CHIS authorisation is to take place.**

- 5.5 Additional safeguards contained in Regulation of Investigatory Powers (Juveniles) Order 2000 SI No. 2793 apply to a CHIS under the age of 18 years. Only Trading Standards investigations are likely to require the use of CHIS's under the age of 18. Such use must be authorised by the Head of Paid Service or a person acting in their absence.
- 5.6 Once the internal process is approved a duly authorised officer within HCC (usually an appropriate officer within Trading Standards) will request the judicial approval.
- 5.7 Further guidance is available from the procedure: Procedure Document on the Regulation of Investigatory Powers Act 2000 (RIPA) – Directed Surveillance and Use Of Covert Human Intelligence Sources. This document can be found on the intranet.

6 FORMS AND KEEPING OF RECORDS

- 6.1 The Senior Authorising Officer shall be responsible for ensuring the authority has the appropriate forms and records to comply with the requirements of the legislation and code. The Senior Authorising Officer is responsible for retaining and keeping secure the Central Register of Authorisations.
- 6.2 Whatever the nature of the decision taken by the Authorising Officer it should be confirmed in writing with reasons for the decision.
- 6.3 Authorising Officers must ensure that the relevant details of each authorisation are sent to the Senior Authorising Officer as soon as practicable and within 5 working days.
- 6.4 Authorising Officers are responsible for ensuring that authorisations undergo timely reviews and are cancelled promptly after the authorised activity is no longer necessary.

7 COMPLAINTS

- 7.1 The Authority's complaints procedure applies to complaints about activities within the scope of this policy.
- 7.2 The Act establishes an independent Tribunal, called the Investigatory Powers Tribunal that has full powers to investigate and decide on any case within its jurisdiction.

8 SCRUTINY

- 8.1 This policy must be examined by Members on a yearly basis and approved as fit for purpose.

Appendix B



POLICY DOCUMENT ON THE REGULATION OF INVESTIGATORY POWERS ACT 2000 (RIPA)

ACQUISITION AND DISCLOSURE OF COMMUNICATIONS DATA FROM COMMUNICATION SERVICE PROVIDERS

**Policy approved by CABINET
on**

[] July 2017

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REGULATION OF INVESTIGATORY POWERS ACT 2000 POLICY IN RELATION TO ACQUISITION AND DISCLOSURE OF COMMUNICATIONS DATA FROM COMMUNICATION SERVICE PROVIDERS

1 INTRODUCTION

- 1.1 The Regulation of Investigatory Powers Act 2000 (the Act) regulates the acquisition and disclosure of communications data from communication service providers by a number of bodies, including Local Authorities. It was introduced to ensure that individuals' rights are protected while also ensuring that law enforcement and security agencies have the powers they need to do their job effectively.
- 1.2 Whilst the Act also regulates directed surveillance and of the use of Covert Human Intelligence Sources (CHIS), the acquisition of communications data is overseen by the Interception of Communications Commissioner (the Commissioner). The Commissioner does not oversee surveillance and CHIS issues. This policy therefore only relates to the part of the Act that is the responsibility of the Commissioner.
- 1.3 This policy applies to the acquisition and disclosure of communications data from communication service providers under the Act.
- 1.4 Hertfordshire County Council (Council, we, us) is included within the Act's framework with regard to the acquisition and disclosure of communications data but only for the purpose of the prevention and detection of crime. Hertfordshire Fire and Rescue Service may access communications data about the maker of an emergency call within one hour of its termination to enable the provision of emergency assistance. Such access is outside the provision of the Act (it is under the Communications Act 2003) and therefore outside the scope of this policy
- 1.5 In summary, the Act requires that when the Council undertakes the acquisition or disclosure of communication data, these activities must be authorised by a designated person when the relevant criteria are satisfied and the authorisation must be approved by a Justice of the Peace.
- 1.6 For the avoidance of doubt, Local Authorities such as Hertfordshire County Council cannot apply for the content of communications nor 'intercept' communications and therefore cannot apply to listen into telephone conversations or read emails. Local Authorities can only apply for communications data (see 4. below for an explanation of 'communications data').
- 1.7 The Home Office publish a code of practice (the code) pursuant to section 71 of RIPA, for the Acquisition and Disclosure of Communications Data (March 2015). <https://www.gov.uk/government/publications/code-of->

[practice-for-the-acquisition-and-disclosure-of-communications-data](#) This code applies to public authorities and the code and its principles will be followed by us. This policy should be read in conjunction with current guidance issued by the Home Office and the Interceptions of Communications Commissioner (2016).

<https://osc.independent.gov.uk/wp-content/uploads/2013/07/OSC-Procedures-Guidance-July-2016.pdf>

- 1.8 The Investigatory Powers Act received Royal assent on 29 November 2016 and when it comes in to force this Policy will be updated.

2 ROLES

- 2.1 The legislation creates a number of roles:

- 2.2 The Senior Responsible Officer ensures the integrity of the process within the Local Authority, compliance with the Act and the Code of Practice, oversight of the reporting of errors to the Commissioner, engagement with the inspectors when they conduct inspections and where necessary oversight of the implementation of post-inspection action plans. The Senior Responsible Officer is the Chief Legal Officer of Hertfordshire County Council.

- 2.3 The Designated Person is a person holding a prescribed office who considers the application and either grants or rejects the application in accordance with the legislation and the code. The Designated Person(s) are the Assistant Chief Legal Officer Environment and Dispute Resolution and the Head of Commercial and Property Law.

- 2.4 The single point of contact (SPoC) is a group of trained, externally accredited individuals who facilitate the effective co-operation between us and the communication service providers. We can use the services of an alternative SPoC facility and we use the SPoC facility of the National Anti-Fraud Network (NAFN) of which we are a member.

- 2.5 The applicant is the person involved in conducting the investigation.

- 2.6 The person within the Council with responsibility for RIPA is the Deputy Director of Community Protection.

3 PURPOSE

- 3.1 The Act prescribes the purpose for which we can access communications data. We will comply with those requirements.

- 3.2 The only purpose for which we can access such data is for the purpose of preventing or detecting crime or of preventing disorder. The exception is

the Fire and Rescue service who may also access such data in the interests of public safety.

- 3.3 Any postal or telecommunications operator is referred to as a communications service provider (CSP). All applications for communications data from a CSP must follow this policy.

4 COMMUNICATIONS DATA

- 4.1 Communications data is divided into three categories. Note that the content of communications is not communications data. The categories are defined in the legislation. Briefly:
- 4.2 Traffic data is information that identifies the person to or from whom the communication is transmitted or the location. Such information is not available to us.
- 4.3 Service use information is data relating to the use made by any person of a postal or telecommunications service, such as itemised phone bills. We may access such information in accordance with the legislation and code
- 4.4 Subscriber information is information about the person to whom the communications service provider has provided the service, so the name and address of someone who may own a specific mobile phone. We may access such information in accordance with the legislation and code.

5 CONSIDERATIONS

- 5.1 Authorisation and renewal is a 2 stage process. The first being the internal authorisation, which if successful then has to go before a court for judicial approval.
- 5.2 The applicant must apply for the data through NAFN and at the same time must forward a copy of the application to the Designated Person who will check the application and seek further information if required. Once approved by NAFN and Legal Services, judicial approval must be sought before the data can be obtained from NAFN.
- 5.3 The Designated Person will need to be made aware of particular sensitivities in the local community with respect to the data applied for and the purpose of the investigation. In addition, as required by the legislation they must have regard to whether the acquisition is necessary and proportionate and the degree, if any, of interference with the privacy of persons other than the direct subject(s) of the application.

6 FORMS AND KEEPING OF RECORDS

- 6.1 The Community Protection Directorate shall be responsible for ensuring the authority has the appropriate forms and records to comply with the requirements of the legislation and code. They are responsible for retaining and keeping secure the applications and product as detailed in the code.
- 6.2 Further guidance is available from the procedure: Procedure Document on the Regulation of Investigatory Powers Act 2000 Communications Data, which can be found on the intranet.

7 COMPLAINTS

- 7.1 The Authority's complaints procedure applies to complaints about activities within the scope of this policy.
- 7.2 The Act establishes an independent Tribunal, called the Investigatory Powers Tribunal that has full powers to investigate and decide on any case within its jurisdiction.

8 SCRUTINY

- 8.1 This policy must be examined by Members on a yearly basis to be approved as fit for purpose.

HERTFORDSHIRE COUNTY COUNCIL

COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL

TUESDAY 27 JUNE 2017 AT 2.00pm

**LOCAL AUTHORITY COLLECTED WASTE SPATIAL STRATEGY 2016 –
HOUSEHOLD WASTE RECYCLING CENTRE ANNEX DEVELOPMENT UPDATE**

Report of the Chief Executive & Director of Environment

Author: Alexandra Radley, Senior Project Manager (Tel: 01992 556165)

Executive Member: Terry Hone, Community Safety & Waste Management

1. Purpose of report

- 1.1. To present the Cabinet Panel with an update on the Household Waste Recycling Centre (HWRC) annex to the Local Authority Collected Waste (LACW) Spatial Strategy 2016. This document is being prepared by the Waste Disposal Authority (WDA) and is due to be completed in late summer 2017. The annex will set out an assessment of the HWRC network and identify the WDAs vision for a robust, efficient and fit for purpose service that is capable of fulfilling future demand.
- 1.2. This information report highlights the information that will be used to inform the upcoming report due to be presented to the Cabinet Panel later this financial year.

2. Background

- 2.1. The LACW Spatial Strategy 2016 sets out an assessment of desirable new and improved waste management facilities required in the county over the period to 2031 to better enable the sustainable management of LACW. The strategy is not a policy document and does not represent a formal position. It was presented to the Community Safety & Waste Management Cabinet Panel on 1 November 2016 and can be found as 05 – Item 5 – Appendix 1 on the following link:
<http://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/563/Committee/53/Default.aspx>

2.2. The strategy has been shared with the Waste Planning Authority, Waste Collection Authorities, the District and Borough Councils' Planning Teams and other relevant decision makers. This will enable other relevant services and organisations to fully understand the aspirations, requirements and vision of the WDA and consider these as part of their operational and planning processes.

2.3. At the November 2016 Panel it was highlighted that further important work was needed to complete the strategy particularly in relation to the understanding, analysis and assessment of the 17 HWRCs. Officers undertook to provide updates to the Cabinet Panel as this work progressed.

3. Recommendation

3.1. The Cabinet Panel are asked to note the LACW Spatial Strategy 2016 HWRC annex development update.

4. The Household Waste Recycling Centre annex

4.1. The HWRC network is an important frontline service that currently receives approximately 2.4 million visits per annum. The annex will set out an assessment of the current HWRC network and identify the WDAs vision for a robust service that is capable of fulfilling future demand.

4.2. An assessment of all 17 centres within the current network is underway and this information will be used to identify a revised HWRC network and service provision criteria.

4.3. Appendix 1 to this report provides details of each HWRC and information gathered to date. This includes;

- Property ownership, location and aerial photo;
- Site capacity information and service user catchment areas;
- Average number of visitors and usage patterns.

4.4. Since August 2016 trip counter equipment has been installed at the majority of centres¹. Initial analysis has identified five sites; Bishops' Stortford, Cole Green, Hoddesdon, Turnford and Ware that do not have sufficient capacity to deal with demand. Other centres may also have insufficient capacity as the trip counter information assumes use of the service is equally dispersed over the opening hours and is not sophisticated enough to take account of queuing and peak times.

¹ All HWRCs apart from Buntingford as there is not a single entrance point to this centre.

- 4.5. The installation of Automatic Number Plate Recognition (ANPR) equipment at the HWRCs² will enable more detailed analysis of how the centres are used and their capacity. This equipment is in place and will be operational in June.
- 4.6. During March 2017 a postcode survey was conducted at all of the 17 HWRCs. As visitors arrived they were asked to provide their home postcode. This information has been used to identify the catchment area of each HWRC and establish use of the service by those who live outside of county and distances residents have travelled.
- 4.7. Analysis of this data will help with the development of an informed vision of HWRC network requirements and proposals for the future provision of an effective and efficient HWRS.

5. Financial Implications

- 5.1. There are no financial implications arising from this report.

6. Equalities implications

- 6.1. When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 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 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. No EqIA was undertaken in relation to this matter as this information report has no implications for any persons with protected characteristics.

Background documents:

Appendix 1- Waste Spatial Strategy Index is attached as a separate document.

² Apart from Buntingford as there is not a single entrance point to this centre and Cole Green due to the high cost of connecting the system to the existing broadband infrastructure.

Appendix 1: Household Waste Recycling Centre Information

Centre	Page
Berkhamsted	2
Bishops' Stortford	6
Buntingford	10
Cole Green	12
Elstree	16
Harpenden	20
Hemel Hempstead	24
Hoddesdon	28
Letchworth	32
Potters Bar	36
Rickmansworth	40
Royston	44
St Albans	48
Stevenage	52
Turnford	57
Ware	61
Waterdale	65

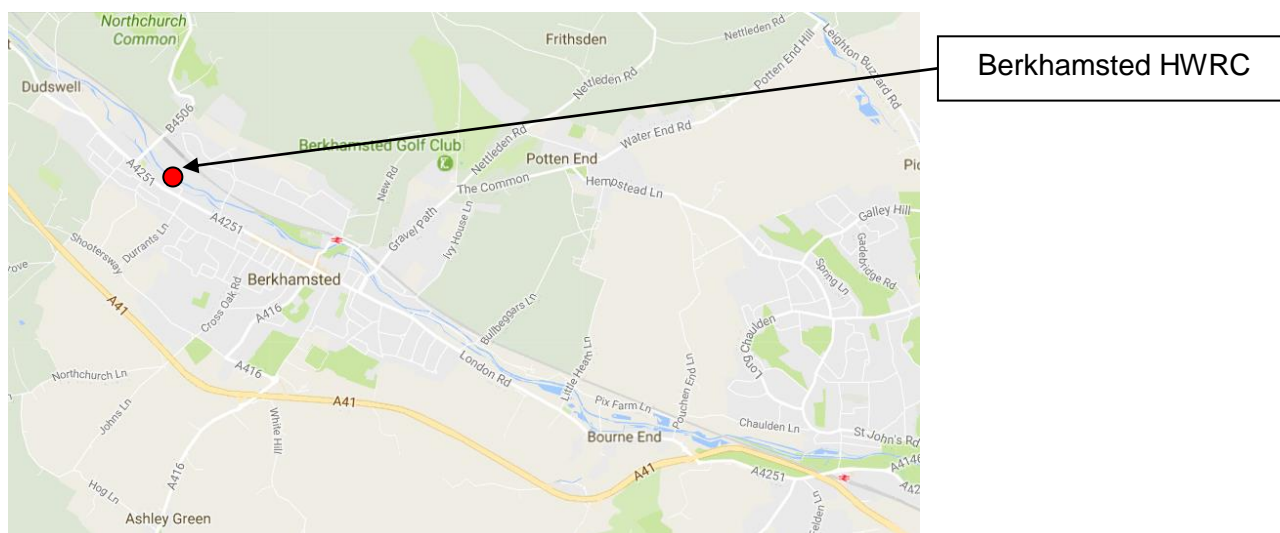
Berkhamsted Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Leasehold – Commenced 14/3/96 – 125 years Peppercorn Rent Owned by Dacorum Borough Council	Northbridge Road, Berkhamsted, Hertfordshire, HP4 1TL	All Year: Saturday – Wednesday 08.30 - 16.30

The Berkhamsted HWRC is located on Northbridge Road in an industrial estate area to the northwest of Berkhamsted. The centre is 0.23 of a hectare.

The centre does not experience any specific issues and functions well during peak periods.

Location of Berkhamsted HWRC



Centre photograph (2008)



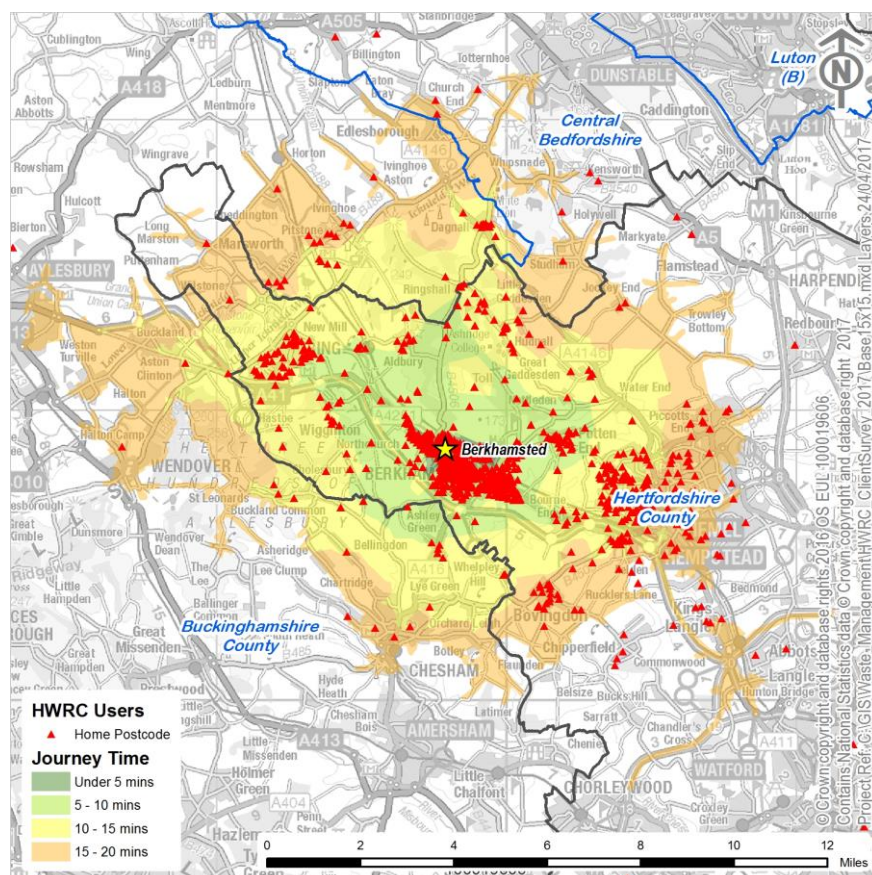
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Berkhamsted HWRC

HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Berkhamsted HWRC. This map demonstrates that the centre predominantly serves Berkhamsted but service users also originate from Tring and Hemel Hempstead. The majority of service users are Hertfordshire residents, 3.8% are from neighbouring authorities.

The council has an agreement in place with Buckinghamshire County Council that enables residents in the Tring area to use Aston Clinton HWRC. This is a reciprocal arrangement as Buckinghamshire residents had previously used Tring HWRC which closed in 2009. It is unclear when this arrangement will end.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	33%
5-10 mins	42%
10-15 mins	16%
15-20 mins	7%
more than 20 mins	2%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor

parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

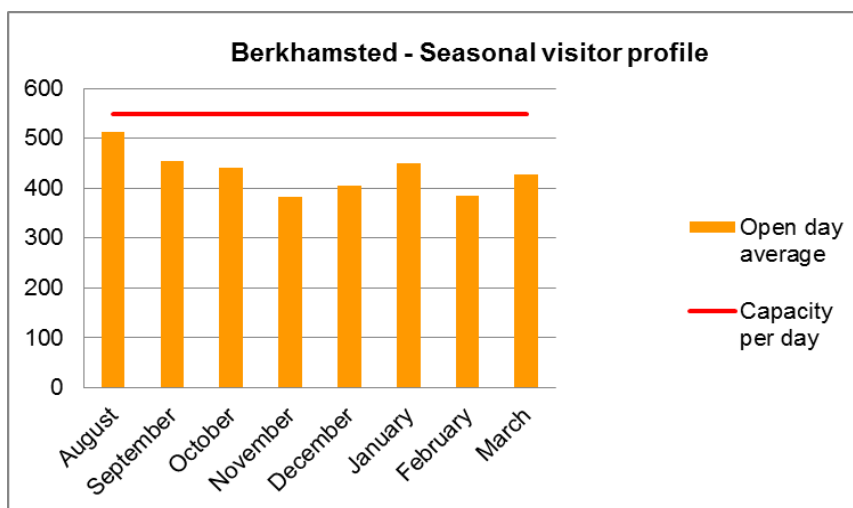
Berkhamsted HWRC Capacity	
13	Parking spaces
8	Hours open per day
6240	Number of minutes capacity
11.38	Average time on site
69	Number of vehicles site has capacity for per hour
548	Number of vehicles site has capacity for per day

Month	Average Number of Visitors							Open Day Average
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
August	442	477	486	CLOSED		608	549	512
September	366	366	389	CLOSED		558	593	454
October	374	381	363	CLOSED		529	554	440
November	292	333	351	CLOSED		493	448	383
December	323	331	394	CLOSED		496	485	406
January	357	506	442	CLOSED		507	442	451
February	339	331	322	CLOSED		465	466	384
March	392	398	377	CLOSED		588	381	427
	Indicative data							

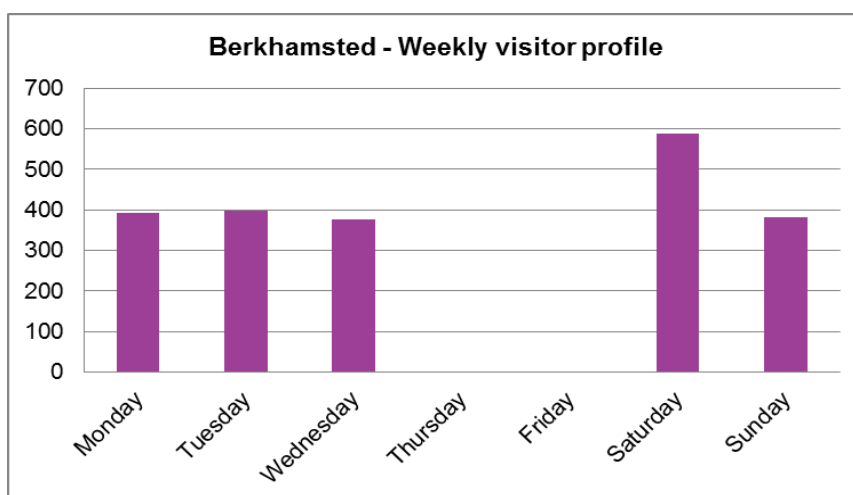
Projected number of annual visits	114,433
Projected total waste into Berkhamsted HWRC 2016/17 (tonnes)	2,852
Average amount of waste deposited by each service user (kg)	25

Trip counter information

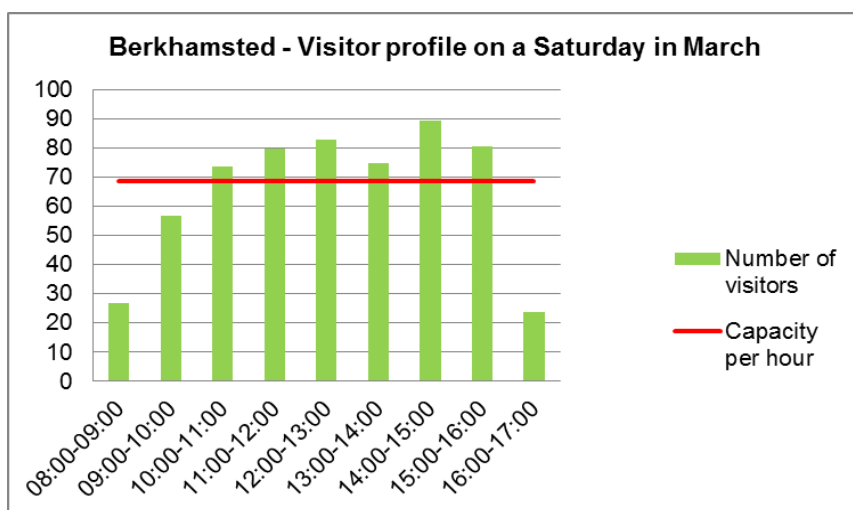
Trip counter information demonstrates that on average there is sufficient capacity at the Berkhamsted HWRC. The centre has daily capacity for 548 vehicles or 69 vehicles per hour. Between August and March Berkhamsted HWRC received a daily average of 432 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre at the weekend.



The graph below demonstrates that during peak periods the centre does not have enough capacity. The centre is quietest during the first and last hour of opening.



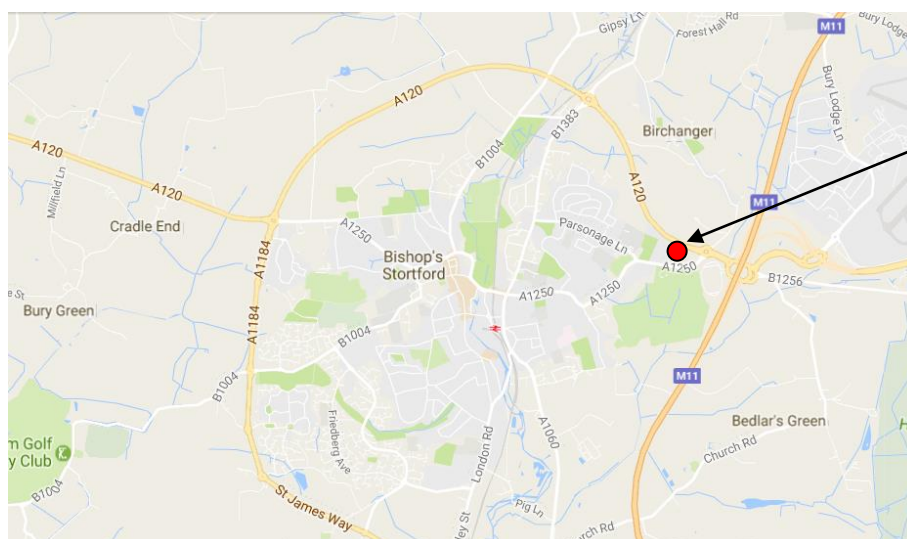
Bishops' Stortford Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	Woodside Industrial Estate, Dunmow Road, Bishops Stortford, Hertfordshire CM23 5RG	All Year: Thursday – Monday 08.00 - 16.00

1.1 The Bishops' Stortford HWRC is located on Dunmow Road in the Woodside industrial estate area to the east of Bishops' Stortford. Very close to the Hertfordshire Essex boundary, the A120 and the M11. The centre is 0.13 of a hectare.

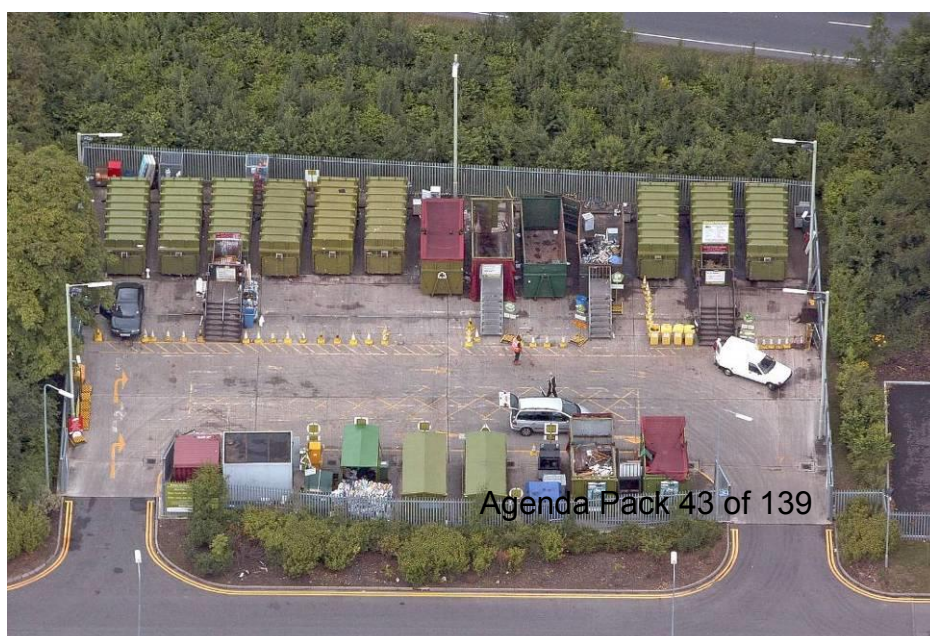
1.2 The centre is too small to adequately deal with demand. While the best possible use of available space has been utilised the restricted size of the site means at peak times queuing occurs back onto Dunmow Road.

Location of Bishops' Stortford HWRC



Bishops' Stortford
HWRC

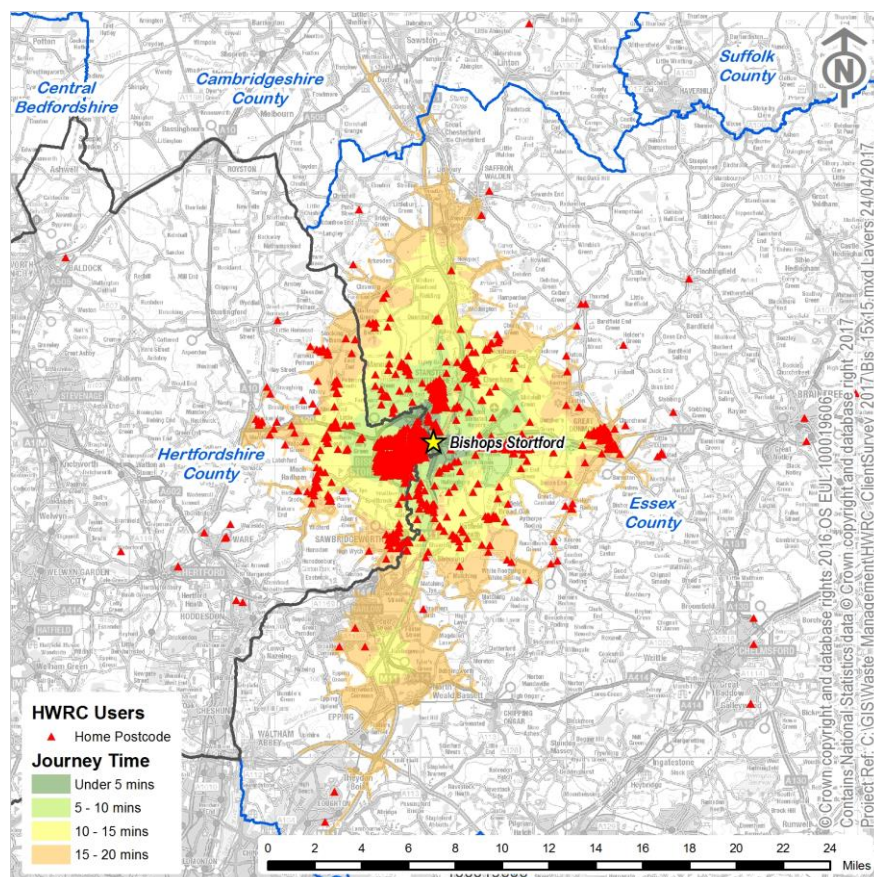
Centre photograph (Date unknown)



Bishops' Stortford HWRC

HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Bishops' Stortford HWRC. This map demonstrates that that centre has a wide catchment area but within Hertfordshire predominantly serves Bishops' Stortford and its surrounding settlements. Residents from neighbouring authorities account for 40% of all service users.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	21%
5-10 mins	54%
10-15 mins	18%
15-20 mins	5%
more than 20 mins	2%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

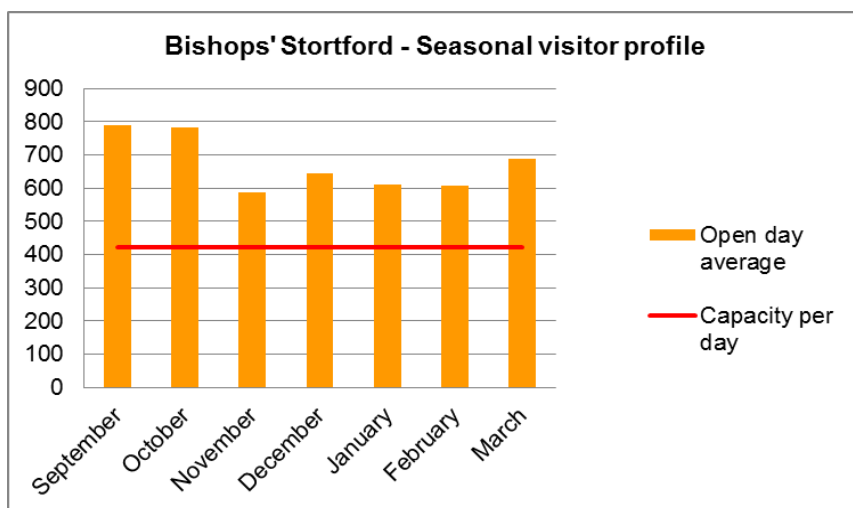
Bishop's Stortford HWRC Capacity	
10	Parking spaces
8	Hours open per day
4800	Number of minutes capacity
11.38	Average time on site
53	Number of vehicles site has capacity for per hour
422	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	852	CLOSED		948	925	1009	1034	953
September	798	CLOSED		840	498	894	920	790
October	760	CLOSED		810	693	793	851	781
November	562	CLOSED		571	522	605	679	588
December	608	CLOSED		708	636	611	661	645
January	551	CLOSED		646	498	712	648	611
February	539	CLOSED		560	553	659	724	607
March	628	CLOSED		662	637	744	763	687
	Indicative data							

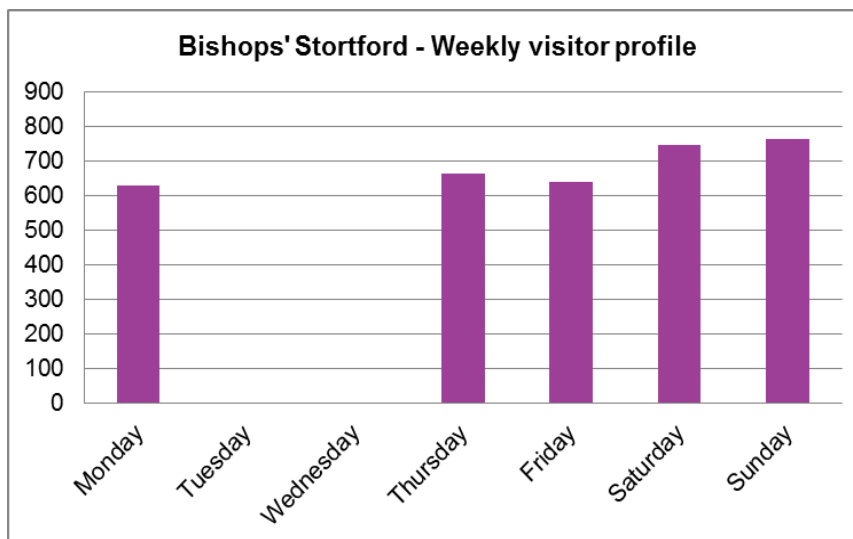
Projected number of annual visits	178,178
Projected total waste into Bishops' Stortford HWRC 2016/17 (tonnes)	4,760
Average amount of waste deposited by each service user (Kg)	27

Trip counter information

Trip counter information demonstrates that on average there is insufficient capacity at the Bishops' Stortford HWRC. The centre has daily capacity for 422 vehicles or 53 vehicles per hour. Between September and March Bishops' Stortford HWRC received a daily average of 673 vehicles, this equated to 37% more visits than the centre has capacity for. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre at the weekend..



The graph below demonstrates that during peak periods the centre does not have enough capacity. It identifies that the centre becomes busier from mid morning and receives a steady flow of service users.

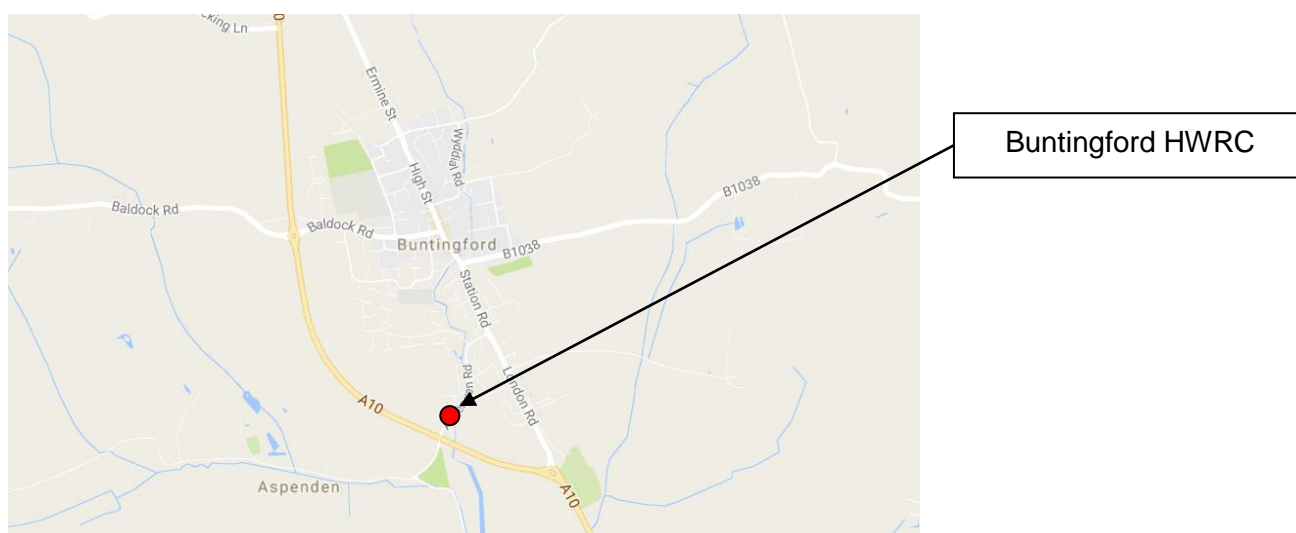


Buntingford Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Tenancy arrangements are not clear	Aspenden Road, Buntingford, Hertfordshire, SG9 9PA	All Year Monday - Friday 17.00 - 20.00 Saturday & Sunday 10.00 - 13.00

- 1.1 The Buntingford HWRC is located on Aspenden Road on the edge of an industrial estate south of Buntingford. The centre is 0.03 of a hectare.
- 1.2 The centre is exceptionally small and provides a basic service. Operational movements at the centre can disrupt traffic movements on the industrial estate.

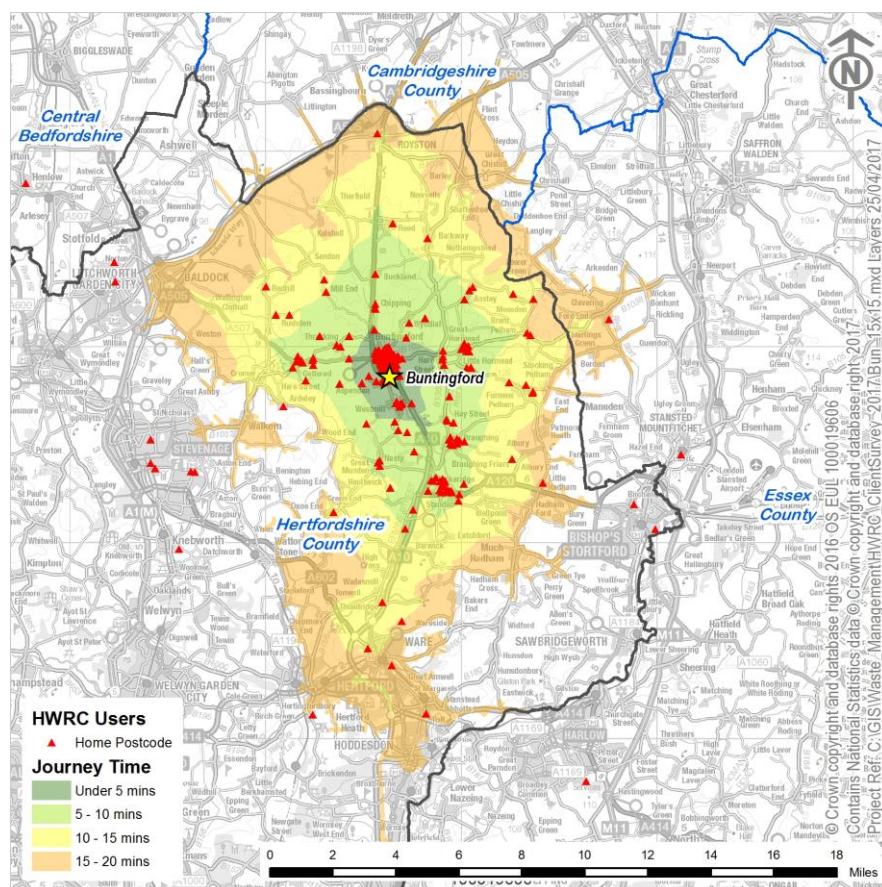
Location of Buntingford HWRC



Centre photograph (2008)



In March 2017 a user postcode survey indicated the catchment area of the Buntingford HWRC. This map demonstrates that that centre predominantly serves Buntingford. The majority of service users are Hertfordshire residents, 1.5% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 10 minute journey time of the centre with a high percentage of users traveling five minutes to the centre.

Journey times of service users	
0-5 mins	66%
5-10 mins	25%
10-15 mins	4%
15-20 mins	1%
more than 20 mins	4%

Trip counter information

There is not a vehicle access point onto the centre as the centre is accessed by parking adjacent to it on the carriageway. Therefore it is not possible to install trip counters at this centre.

Projected total waste into Buntingford HWRC 2016/17 (tonnes)	810
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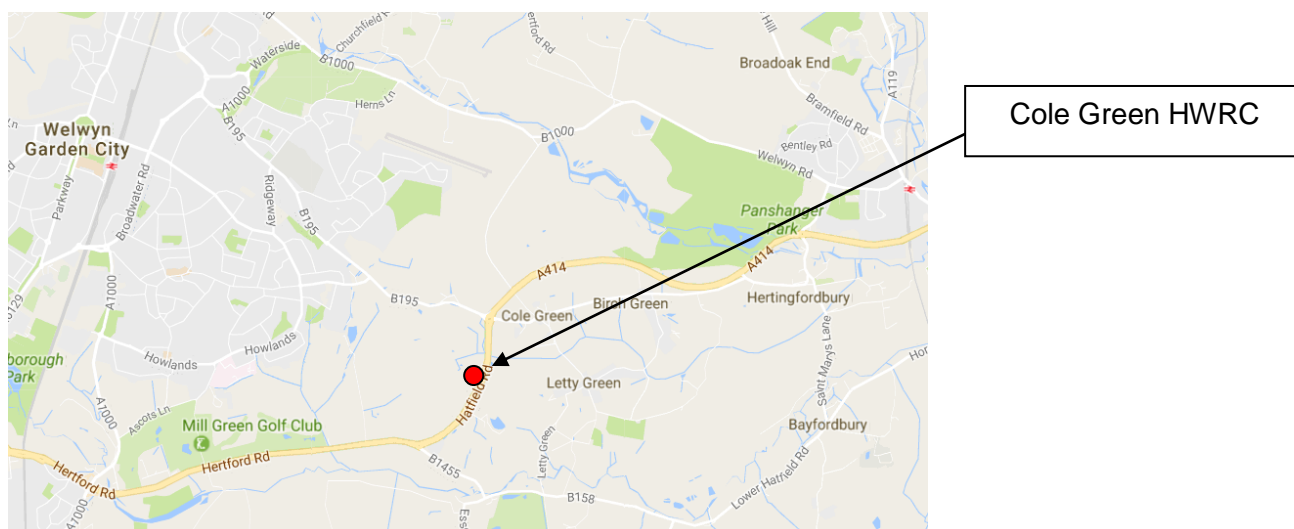
Cole Green Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Leased from Tarmac Lafarge Aggregates.	Along A414 Bypass, Hatfield, Hertfordshire, SG14 2NL	Summer: Thursday – Monday 10.00 - 18.00 Winter: Thursday – Monday 08.00 – 16.00

- 1.1 The Cole Green HWRC is located off of the east bound carriageway of the A414 between Hatfield and Hertford. The centre is 0.18 of a hectare.

The size and location of the centre presents a number of problems. While the best possible use of available space has been utilised, the current restrictions on layout and an inability to accommodate more than seven parking spaces suitable for unloading means that queuing traffic from the centre leads back onto the A414 with associated Health and Safety concerns.

Location of Cole Green HWRC



Centre photograph (Date unknown)

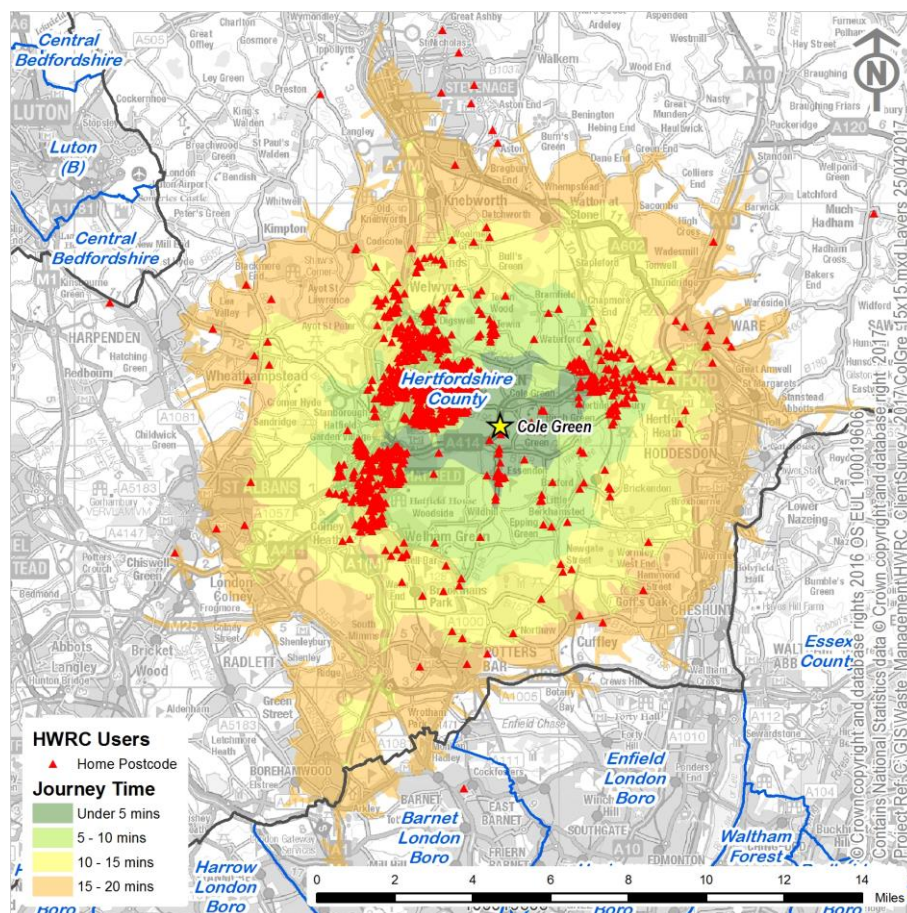


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Cole Green HWRC

HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Cole Green HWRC. This map demonstrates that the centre predominantly serves Welwyn, Hatfield and Hertford. The majority of service users are Hertfordshire residents, 0.4% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre a high percentage of service users travel five to ten minutes to use the centre.

Journey times of service users	
0-5 mins	21%
5-10 mins	63%
10-15 mins	14%
15-20 mins	2%
more than 20 mins	1%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

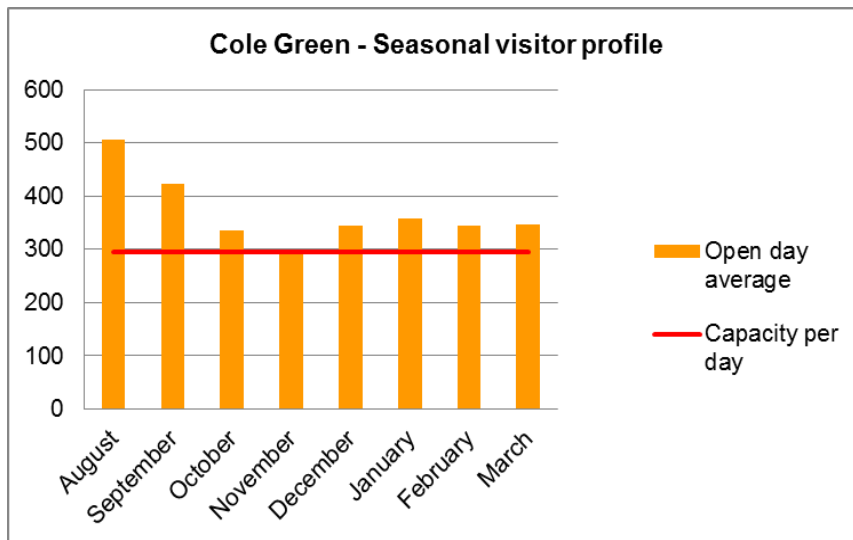
Cole Green HWRC Capacity	
7	Parking spaces
8	Hours open per day
3360	Number of minutes capacity
11.38	Average time on site
37	Number of vehicles site has capacity for per hour
295	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	453	CLOSED		555	552	510	459	506
September	349	CLOSED		462	435	437	431	423
October	315	CLOSED		352	344	316	345	334
November	240	CLOSED		295	290	296	328	290
December	295	CLOSED		396	382	310	339	344
January	294	CLOSED		373	334	407	385	359
February	300	CLOSED		330	331	363	393	343
March	251	CLOSED		371	359	356	396	346
	Indicative data							

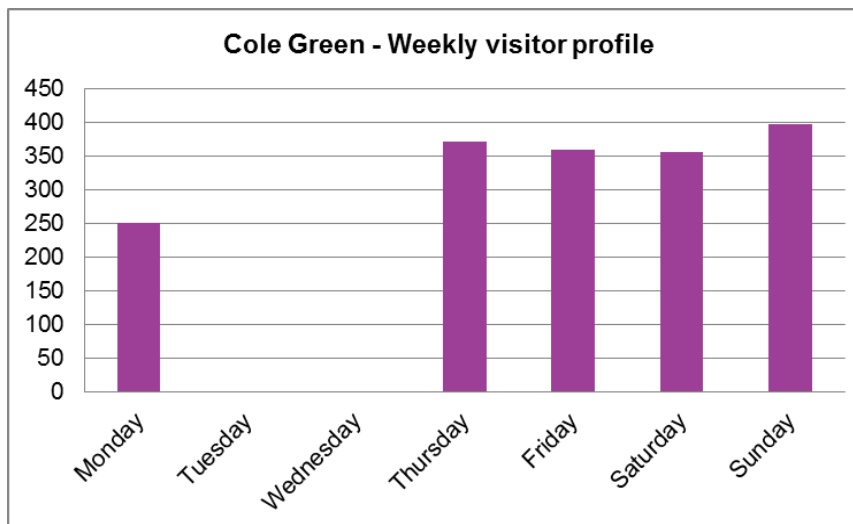
Projected number of annual visits	100,047
Projected total waste into Cole Green HWRC 2016/17 (tonnes)	3,481
Average amount of waste deposited by each service user (Kg)	35

Trip counter information

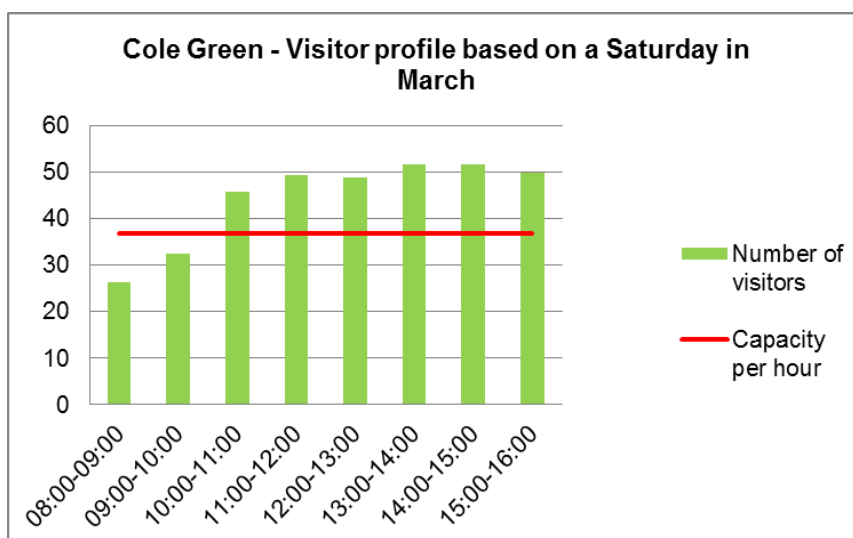
Trip counter information demonstrates that on average there is insufficient capacity at the Cole Green HWRC. The centre has daily capacity for 295 vehicles or 37 vehicles per hour. Between August and March Cole Green HWRC received a daily average of 368 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre during the latter half of the week.



The graph below demonstrates that during peak periods the centre does not have enough capacity. The centre is busiest from 11 am onwards.

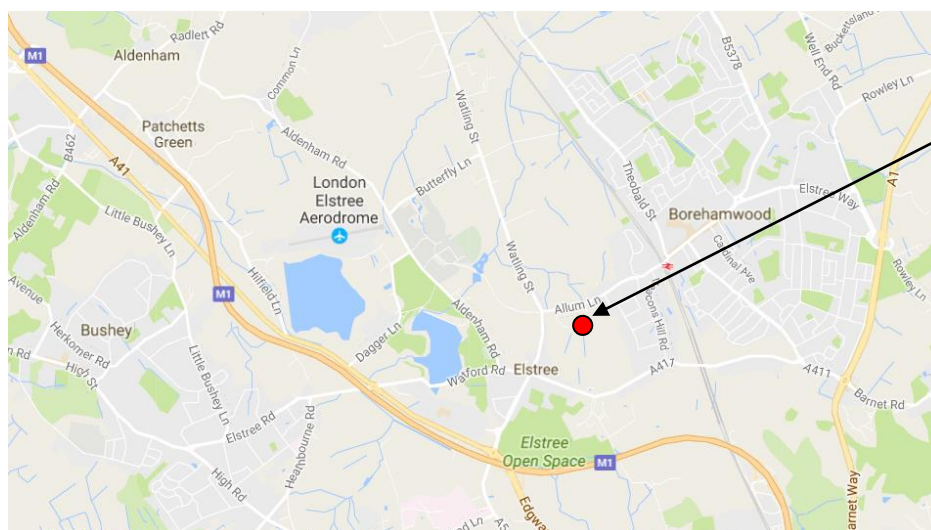


Elstree Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Owned by Hertsmere Borough Council. Operated under user rights	Radnor Hall, Allum Lane, Elstree, Hertfordshire, WD6 3LS	All Year: Thursday – Monday 08.00 - 16.00 Thursday – Monday 09.00 - 17.00

- 1.1 The Elstree HWRC is located on Allum Lane to the west of Borehamwood. It neighbours residential properties but is otherwise set in open land. The centre is 0.17 of a hectare.
- 1.2 The small size of the centre results in queuing during peak periods.

Location of Elstree HWRC



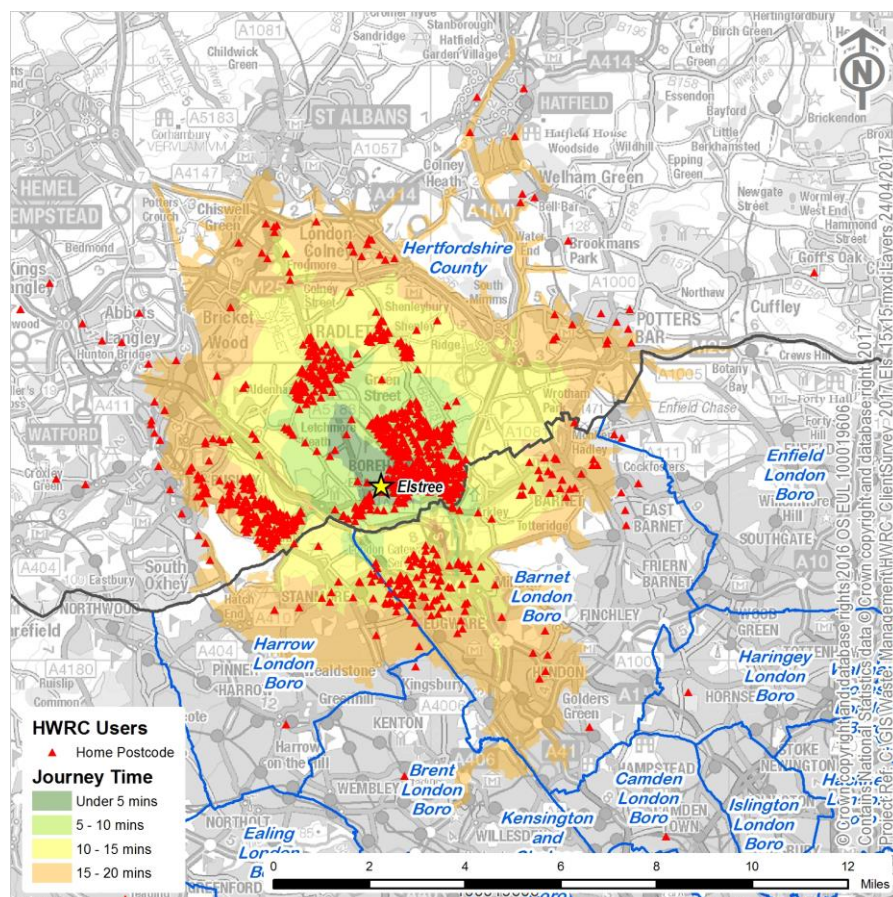
Elstree HWRC

Site photograph (2008)



HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Elstree HWRC. This map demonstrates that that centre serves a wide catchment area that includes Borehamwood, Elstree, Bushey and the surrounding area. The majority of service users are Hertfordshire residents, 12.5% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre with a high percentage of users traveling ten to fifteen minutes to use the centre.

Journey times of service users	
0-5 mins	13%
5-10 mins	50%
10-15 mins	25%
15-20 mins	10%
more than 20 mins	3%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

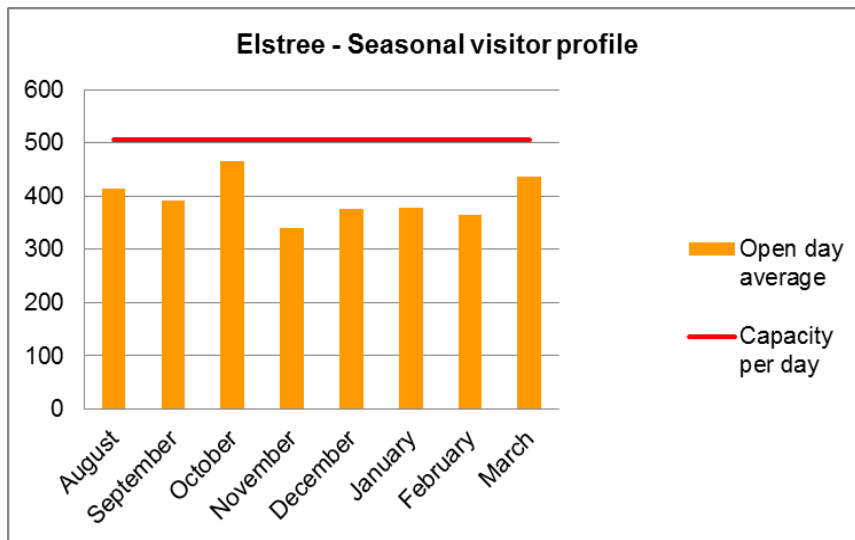
Elstree HWRC Capacity	
12	Parking spaces
8	Hours open per day
5760	Number of minutes capacity
11.38	Average time on site
63	Number of vehicles site has capacity for per hour
506	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	336	CLOSED		463	376	420	469	413
September	323	CLOSED		401	350	404	477	391
October	361	CLOSED		483	409	505	567	465
November	274	CLOSED		349	315	355	409	340
December	315	CLOSED		434	363	362	399	375
January	310	CLOSED		412	313	446	405	377
February	296	CLOSED		352	335	396	446	365
March	371	CLOSED		438	386	498	484	435
	Indicative data							

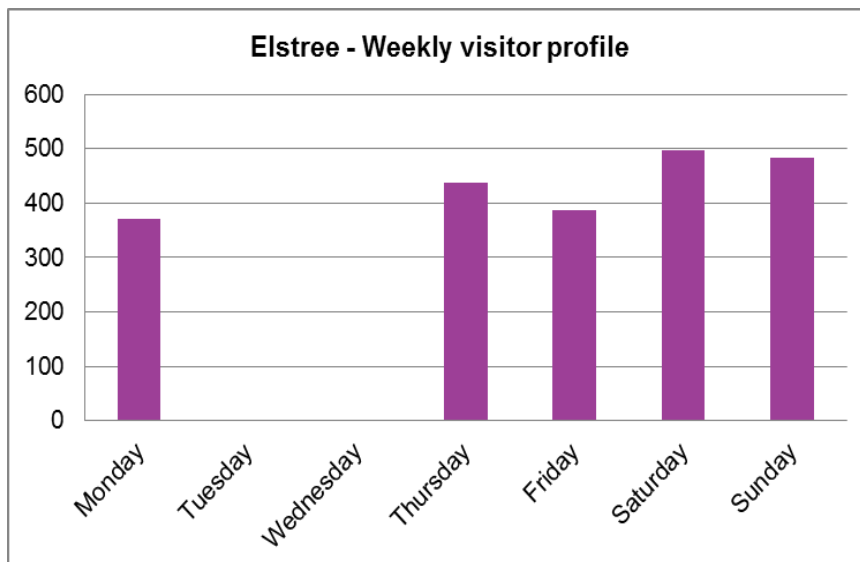
Projected number of annual visits	110,120
Projected total waste into Elstree HWRC 2016/17 (tonnes)	3,570
Average amount of waste deposited by each service user (Kg)	32

Trip counter information

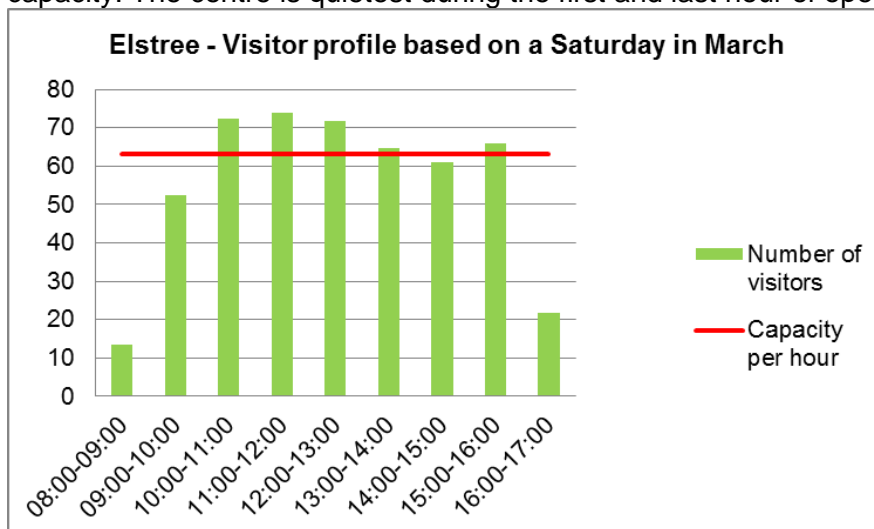
Trip counter information demonstrates that on average there is sufficient capacity at the Elstree HWRC. The centre has daily capacity for 506 vehicles or 63 vehicles per hour. Between August and March Elstree HWRC received a daily average of 395 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre at the weekend.



The graph below demonstrates that during peak periods the centre does not have enough capacity. The centre is quietest during the first and last hour of opening.

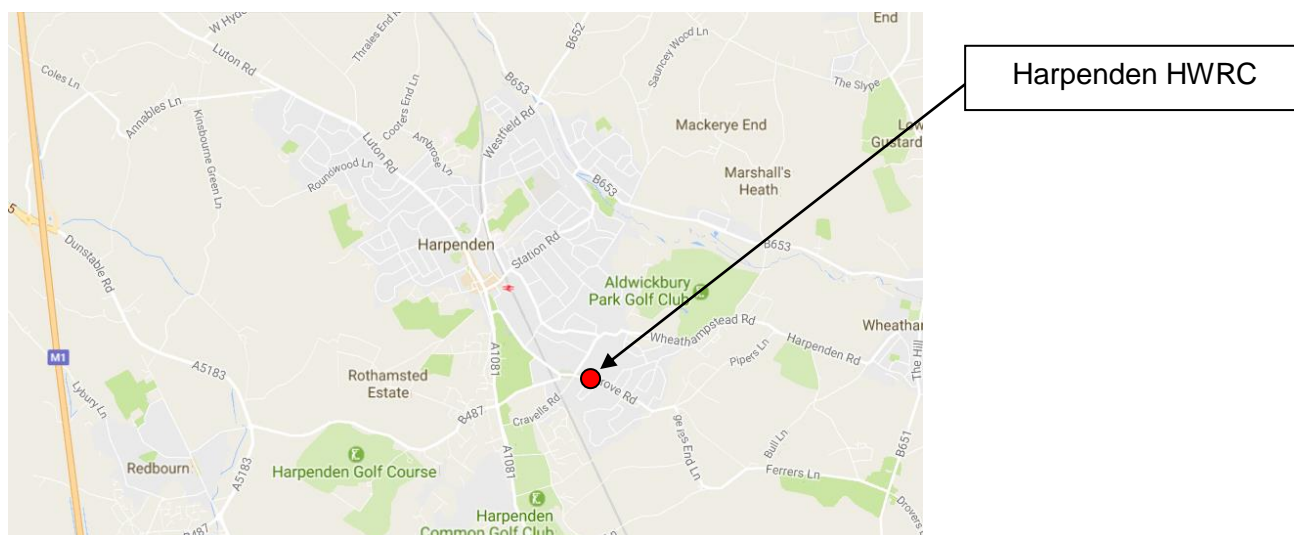


Harpenden Household Waste Recycling Centre

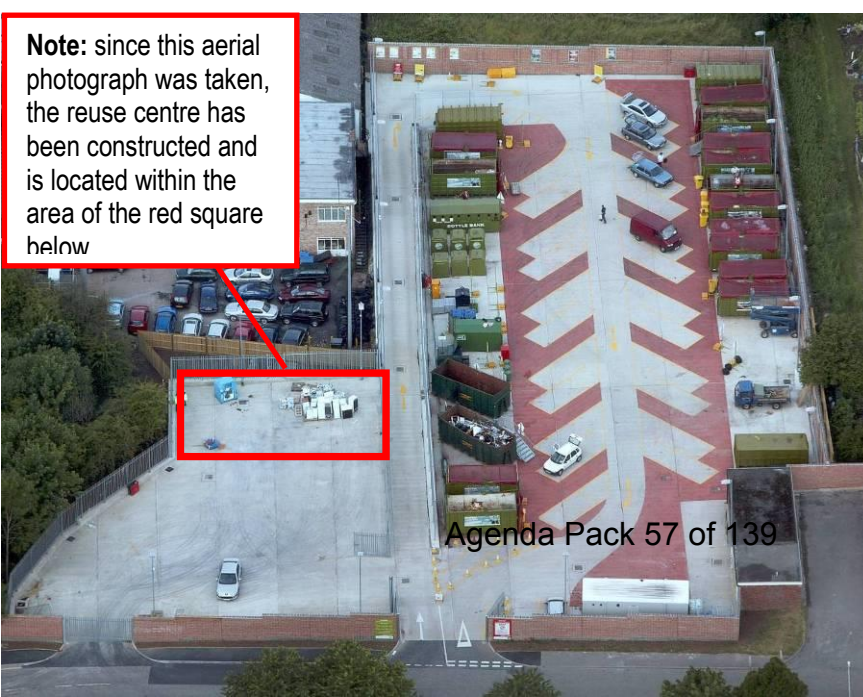
Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	Dark Lane, Harpenden, Hertfordshire, AL5 1QB	All Year: Saturday – Wednesday 10.00 - 18.00 Reuse Centre – All Year: Saturday – Wednesday 10.00 - 17.30

- 1.1 The Harpenden HWRC is located on Dark Lane next to an industrial area and allotments and a school in the south of Harpenden. The centre is 0.27 of a hectare.
- 1.2 The centre does not experience any specific issues and functions well during peak periods.

Location of Harpenden HWRC



Site photograph (Date unknown)

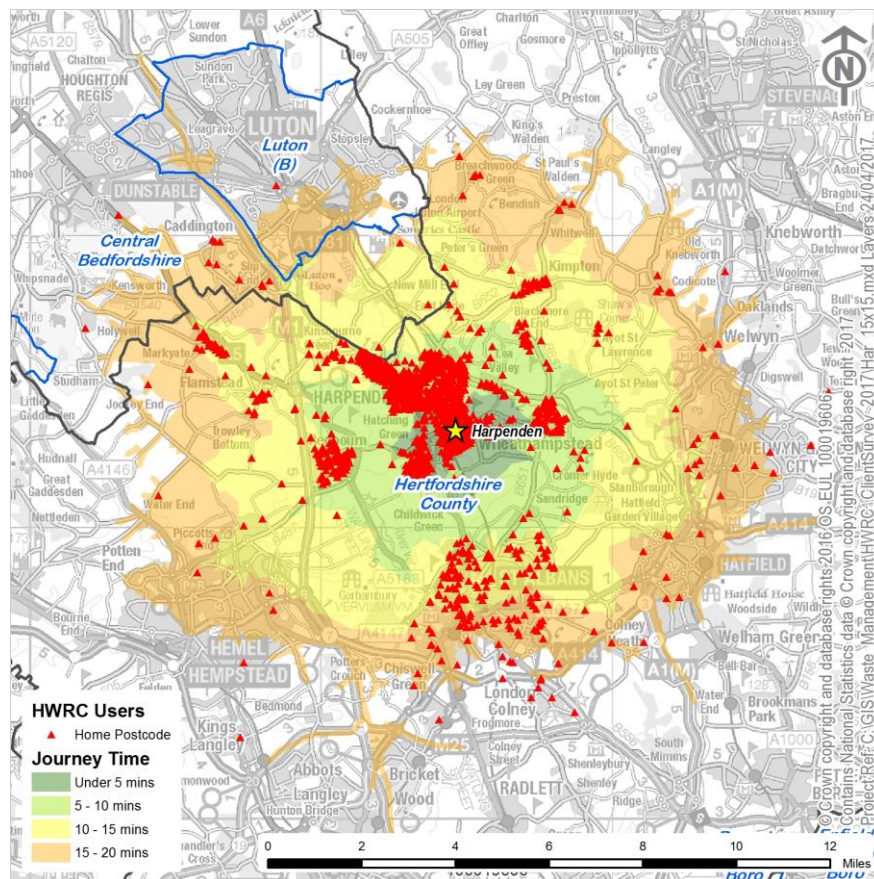


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Harpenden HWRC

HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Harpenden HWRC. This map demonstrates that the centre serves a wide catchment area that includes Harpenden, Redbourn and St Albans. Despite the centres close proximity to Central Bedfordshire and Luton the majority of service users are Hertfordshire residents, 0.6% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	31%
5-10 mins	49%
10-15 mins	15%
15-20 mins	4%
more than 20 mins	1%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

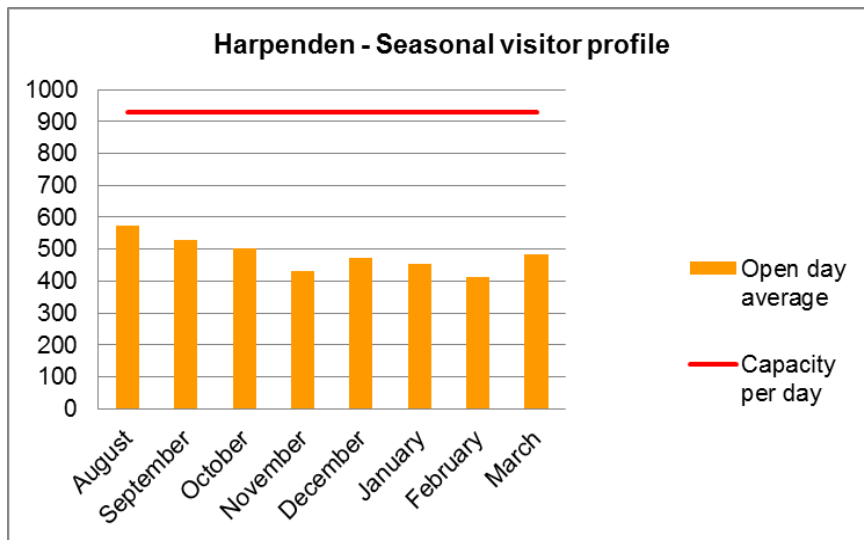
Harpenden HWRC Capacity	
22	Parking spaces
8	Hours open per day
10560	Number of minutes capacity
11.38	Average time on site
116	Number of vehicles site has capacity for per hour
928	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	476	504	585	CLOSED		709	597	574
September	408	408	500	CLOSED		644	680	528
October	425	412	445	CLOSED		652	584	504
November	321	372	393	CLOSED		557	516	432
December	354	406	466	CLOSED		605	528	472
January	338	410	408	CLOSED		618	498	455
February	342	331	331	CLOSED		551	506	412
March	386	417	391	CLOSED		684	541	484
	Indicative data							

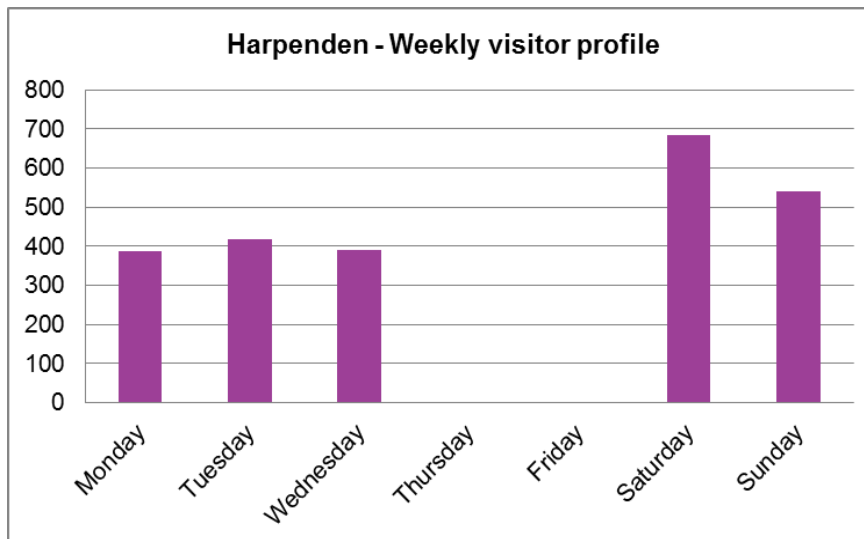
Projected number of annual visits	126,968
Projected total waste into Harpenden HWRC 2016/17 (tonnes)	4,364
Average amount of waste deposited by each service user (Kg)	38

Trip counter information

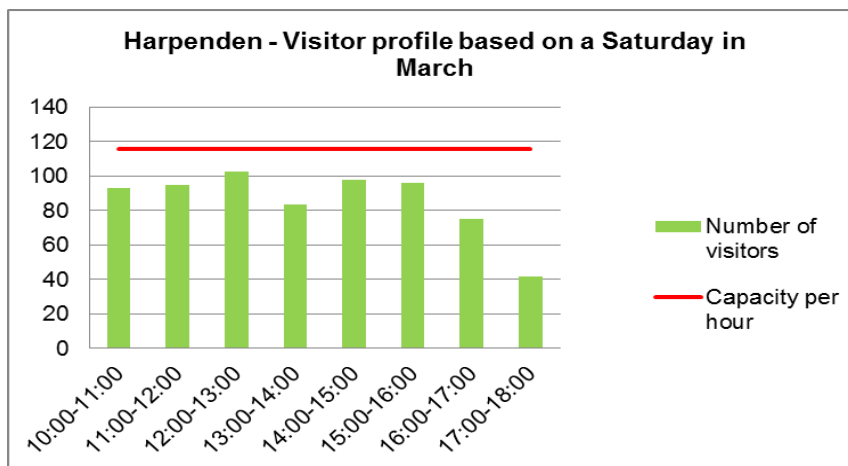
Trip counter information demonstrates that on average there is sufficient capacity at the Harpenden HWRC. The centre has daily capacity for 928 vehicles or 116 vehicles per hour. Between August and March Harpenden HWRC received a daily average of 482 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre on a Saturday.



The graph below demonstrates that the centre is least busy during the last two hours of opening.

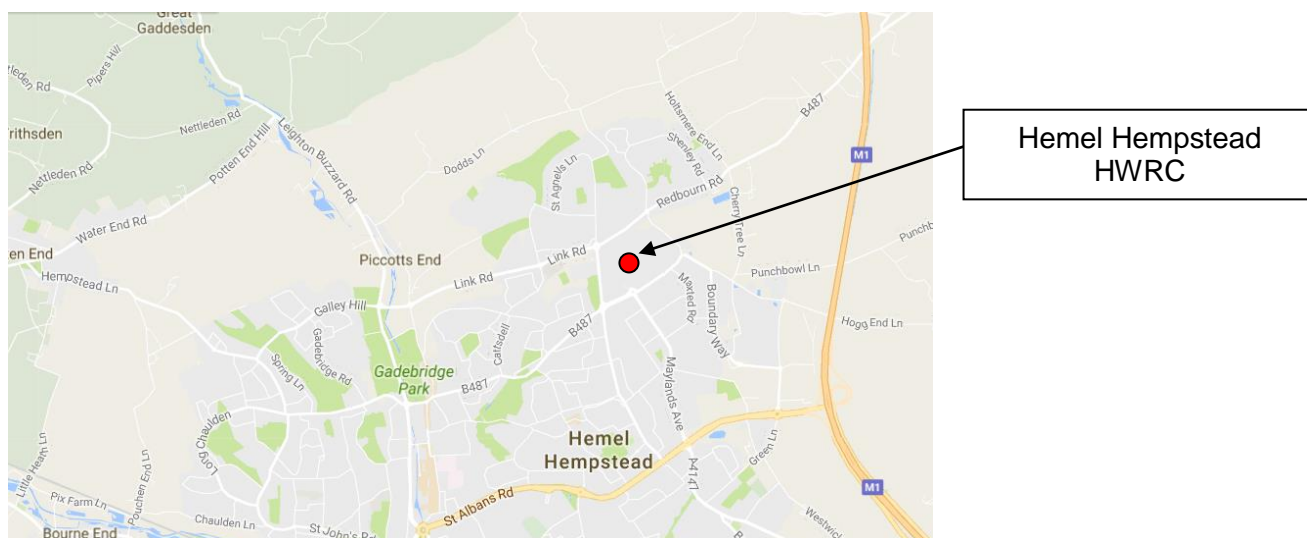


Hemel Hempstead Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Leasehold – Peppercorn Rent Owned by Dacorum Borough Council	Eastman Way, Hemel Hempstead, Hertfordshire, HP2 7DU	Summer: Thursday – Monday 10.00 - 18.00 Winter: Thursday – Monday 08.00 - 16.00

- 1.1 The Hemel Hempstead HWRC is located on Eastman Way in an industrial and business area to the north of Hemel Hempstead. The centre is 0.18 of a hectare.
- 1.2 The centre is too small to adequately deal with demand. While the best possible use of available space has been utilised the restricted size of the site means at peak times queuing occurs back onto Eastman Way.

Location of Hemel Hempstead HWRC

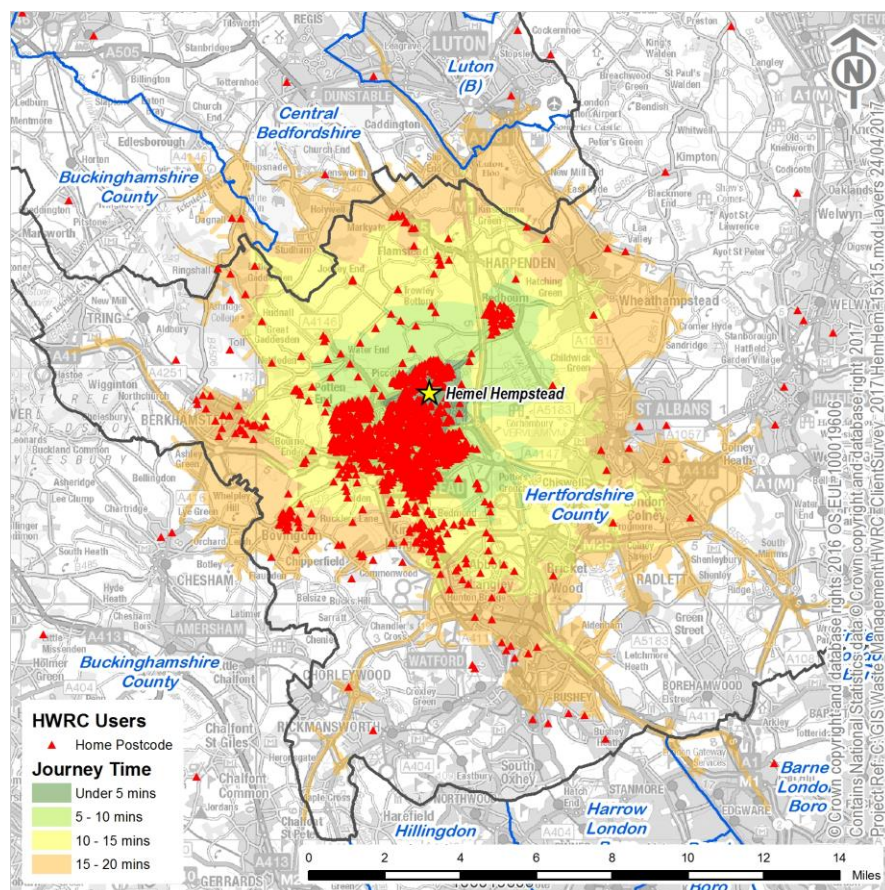


Site photograph (Date Unknown)



HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Hemel Hempstead HWRC. This map demonstrates that that centre predominantly serves Hemel Hempstead. The majority of service users are Hertfordshire residents, 1.4% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	31%
5-10 mins	52%
10-15 mins	10%
15-20 mins	6%
more than 20 mins	3%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

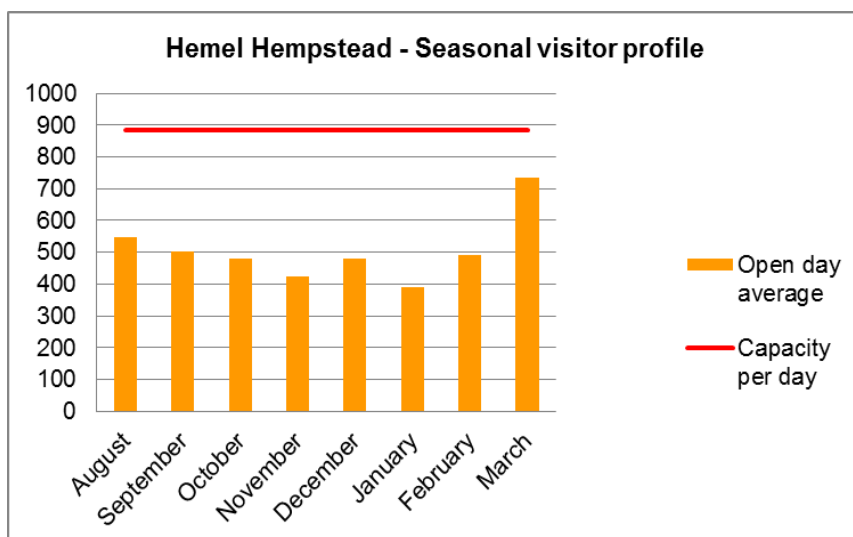
Hemel Hempstead HWRC Capacity	
21	Parking spaces
8	Hours open per day
10080	Number of minutes capacity
11.38	Average time on site
111	Number of vehicles site has capacity for per hour
886	Number of vehicles site has capacity for per day

Month	Average Number of Visitors							Open Day Average
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
August	462	CLOSED		680	534	535	518	546
September	433	CLOSED		592	462	486	532	501
October	449	CLOSED		522	429	478	516	479
November	365	CLOSED		456	372	464	471	426
December	401	CLOSED		555	485	468	498	481
January	278	CLOSED		461	360	423	429	390
February	477	CLOSED		446	467	542	526	491
March	603	CLOSED		846	665	830	724	734
	Indicative data							

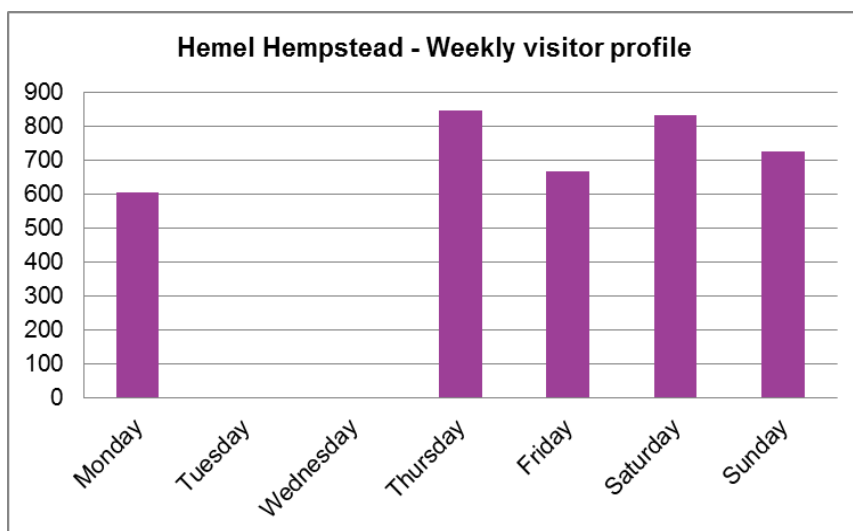
Projected number of annual visits	148,053
Projected total waste into Hemel Hempstead HWRC 2016/17 (tonnes)	5,688
Average amount of waste deposited by each service user (Kg)	38

Trip counter information – this information is indicative only due to errors with the trip counter

Trip counter information demonstrates that on average there is sufficient capacity at the Hemel Hempstead HWRC. The centre has daily capacity for 886 vehicles or 111 vehicles per hour. Between August and March Hemel Hempstead HWRC received a daily average of 466 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre on a Thursday and Saturday.



Due to inaccurate information an hourly visitor profile has not been provided.

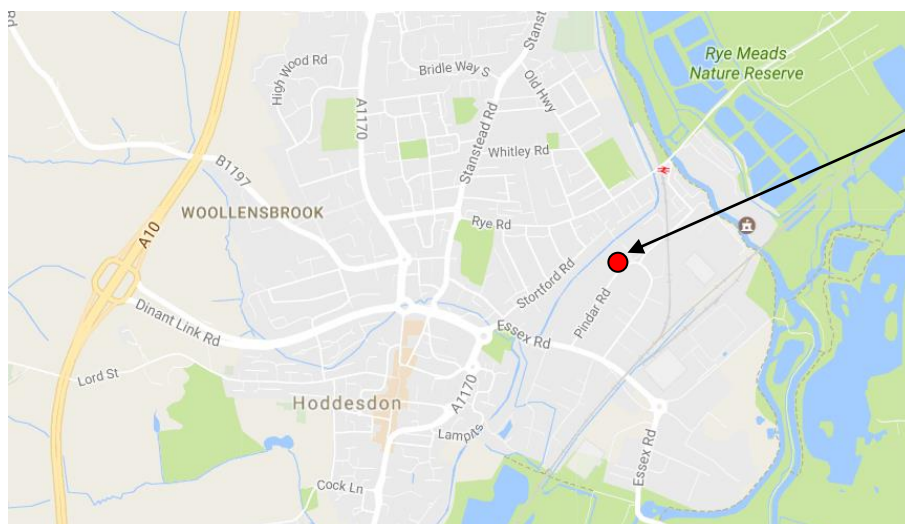
Hoddesdon Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Owned by Broxbourne Borough Council No formal tenancy arrangements	Pindar Road, Hoddesdon, Hertfordshire, EN11 0BZ	All Year: Thursday – Monday 10.00 - 18.00

1.1 The Hoddesdon HWRC is located on Pindar Road in an industrial estate area to the east of Hoddesdon town centre. The centre is 0.15 of a hectare.

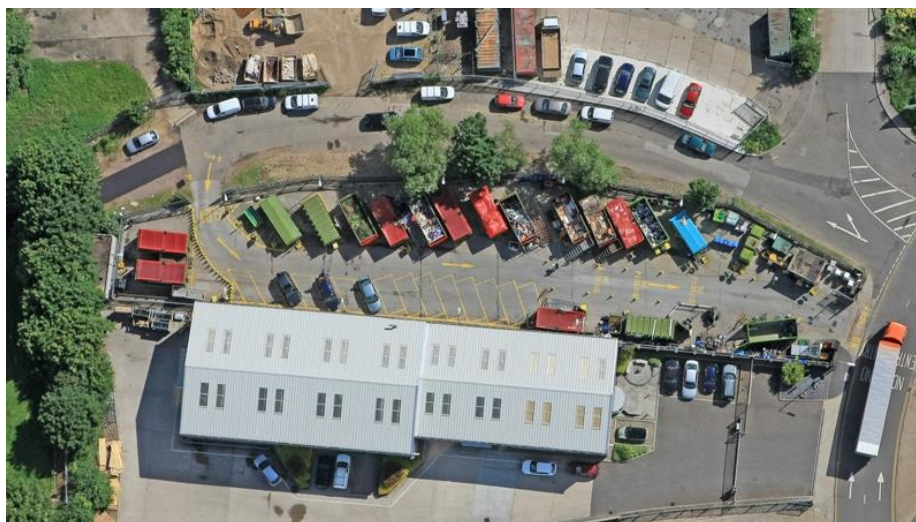
1.2 The size of the centre presents a number of problems as the centre is smaller than desired. Its narrow shape also makes operations within the centre difficult. While the best possible use of available space has been utilised, the current restrictions on layout and an inability to accommodate more than nine parking spaces suitable for unloading means that queuing occurs at peak periods.

Location of Hoddesdon HWRC



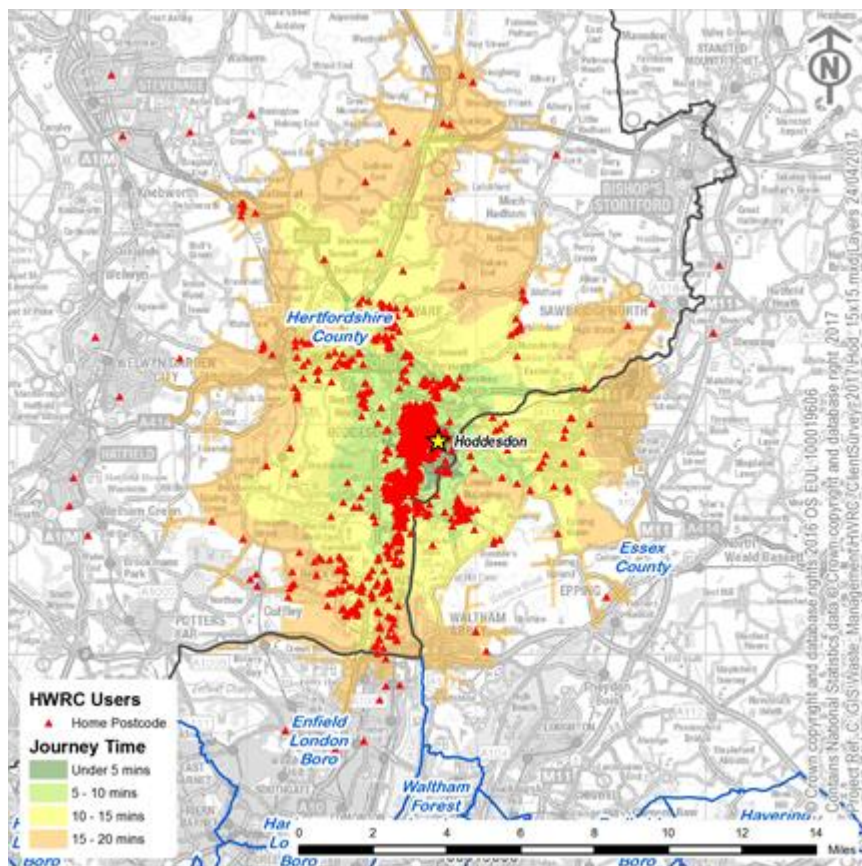
Hoddesdon HWRC

Centre photograph (2008)



HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Hoddesdon HWRC. This confirmed that the majority of service users are from the Hoddesdon and Broxbourne areas. The majority of service users are Hertfordshire residents, although 8.5% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 10 minute journey time of the centre.

Journey times of service users	
0-5 mins	34%
5-10 mins	50%
10-15 mins	10%
15-20 mins	4%
more than 20 mins	2%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

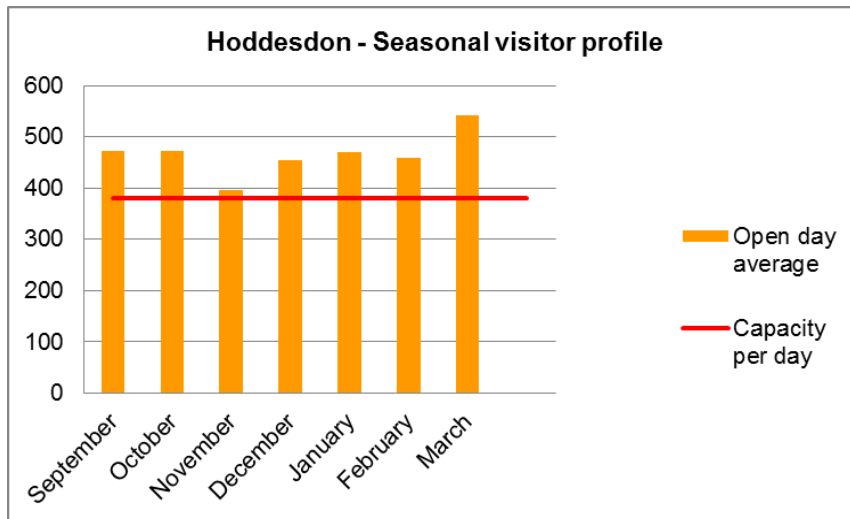
	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	89	CLOSED		98	100	105	122	103
September	397	CLOSED		522	416	460	563	472
October	403	CLOSED		477	498	474	515	473
November	298	CLOSED		393	400	430	462	397
December	319	CLOSED		517	509	461	460	453
January	368	CLOSED		479	423	533	548	470
February	340	CLOSED		438	467	504	546	459
March	432	CLOSED		543	553	619	559	541
	Indicative data							

Hoddesdon HWRC Capacity	
9	Parking spaces
8	Hours open per day
4320	Number of minutes capacity
11.38	Average time on site
47	Number of vehicles site has capacity for per hour
380	Number of vehicles site has capacity for per day

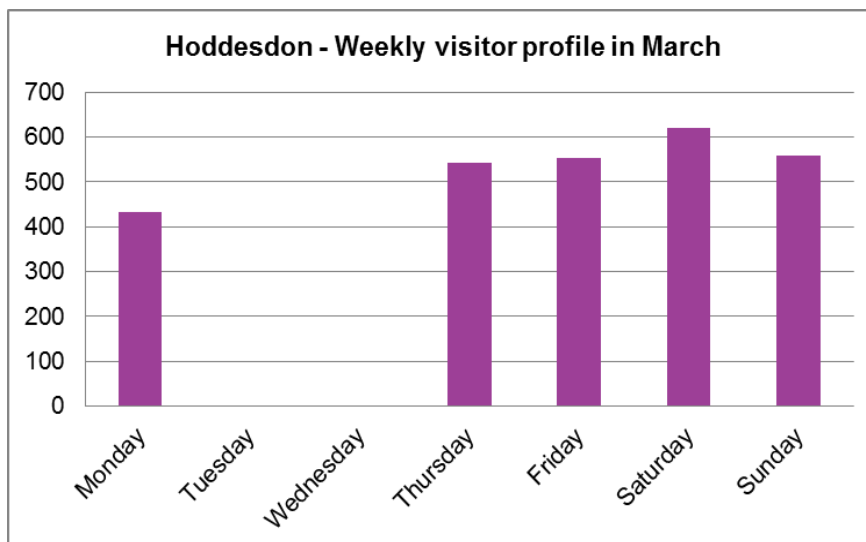
Projected number of annual visits	125,355
Projected total waste into Hoddesdon HWRC 2016/17 (tonnes)	2,506
Average amount of waste deposited by each service user (Kg)	20

Trip counter information

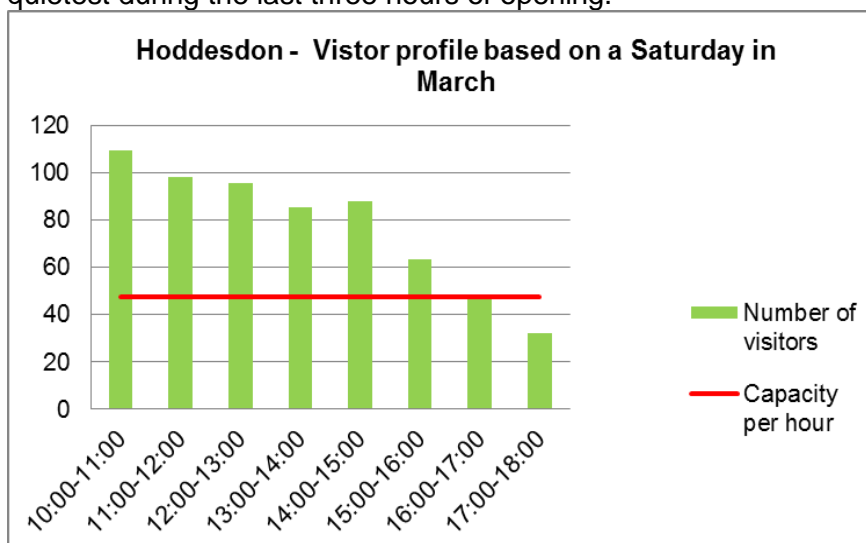
Trip counter information demonstrates that on average there is insufficient capacity at the Hoddesdon HWRC. The centre has daily capacity for 380 vehicles or 47 vehicles per hour. Between September and March Hoddesdon HWRC received a daily average of 466 vehicles, this equated to 19% more visits than the centre has capacity for. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre during the latter half of the week.



The graph below demonstrates that the centre does not have enough capacity. The centre is quietest during the last three hours of opening.

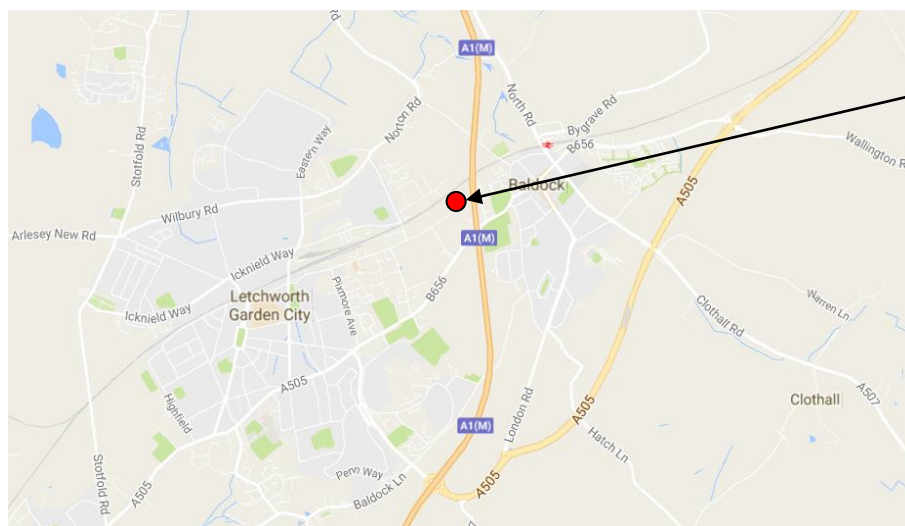


Letchworth Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Owned by North Herts District Council	Blackhorse Road, Letchworth, Hertfordshire, SG6 1HB	All Year: Thursday – Monday 10.00 - 18.00

- 1.1 The Letchworth HWRC is located on Blackhorse Road in an industrial estate area to the northeast of Letchworth. The centre is 0.25 of a hectare.
- 1.2 The centre is too small to adequately deal with demand. While the best possible use of available space has been utilised the restricted size of the site means at peak times queuing occurs back onto Blackhorse Road and disrupts business activity.

Location of Letchworth HWRC



Letchworth HWRC

Centre Photograph (2008)



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Letchworth HWRC

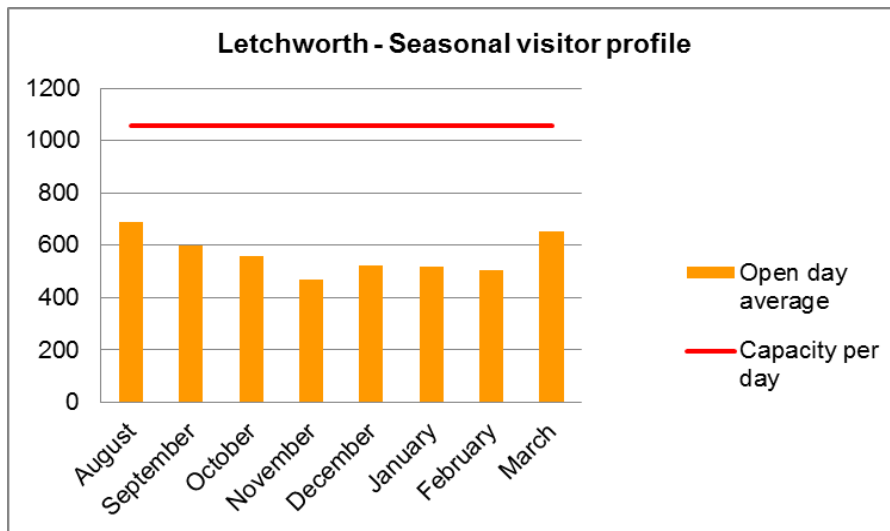
Letchworth HWRC Capacity	
25	Parking spaces
8	Hours open per day
12000	Number of minutes capacity
11.38	Average time on site
132	Number of vehicles site has capacity for per hour
1054	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	565	CLOSED		909	662	637	674	689
September	485	CLOSED		677	546	580	707	599
October	491	CLOSED		576	504	573	637	556
November	374	CLOSED		464	458	500	555	470
December	399	CLOSED		689	558	439	534	524
January	366	CLOSED		508	406	680	627	517
February	422	CLOSED		447	461	580	615	505
March	500	CLOSED		679	572	798	719	653
	Indicative data							

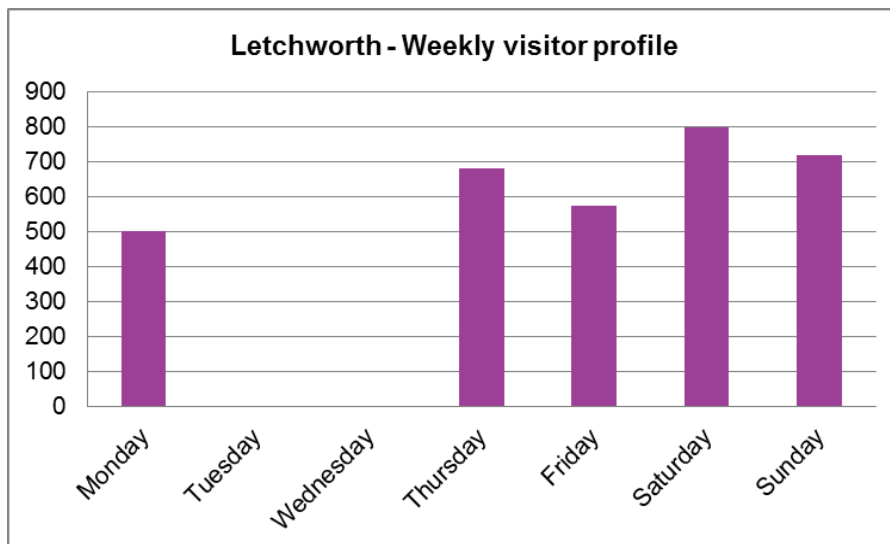
Projected number of annual visits	152,017
Projected total waste into Letchworth HWRC 2016/17 (tonnes)	6,702
Average amount of waste deposited by each service user (Kg)	44

Trip counter information

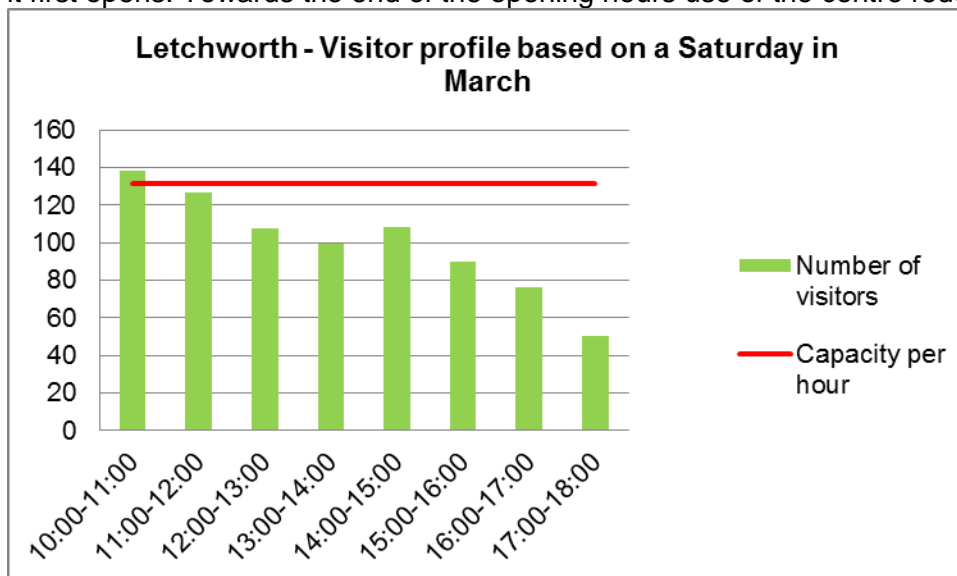
Trip counter information demonstrates that on average there is sufficient capacity at the Letchworth HWRC. The centre has daily capacity for 1054 vehicles or 132 vehicles per hour. Between August and March Letchworth HWRC received a daily average of 564 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre during the latter half of the week.



The graph below identifies that the majority of service users choose to visit the centre when it first opens. Towards the end of the opening hours use of the centre reduces.

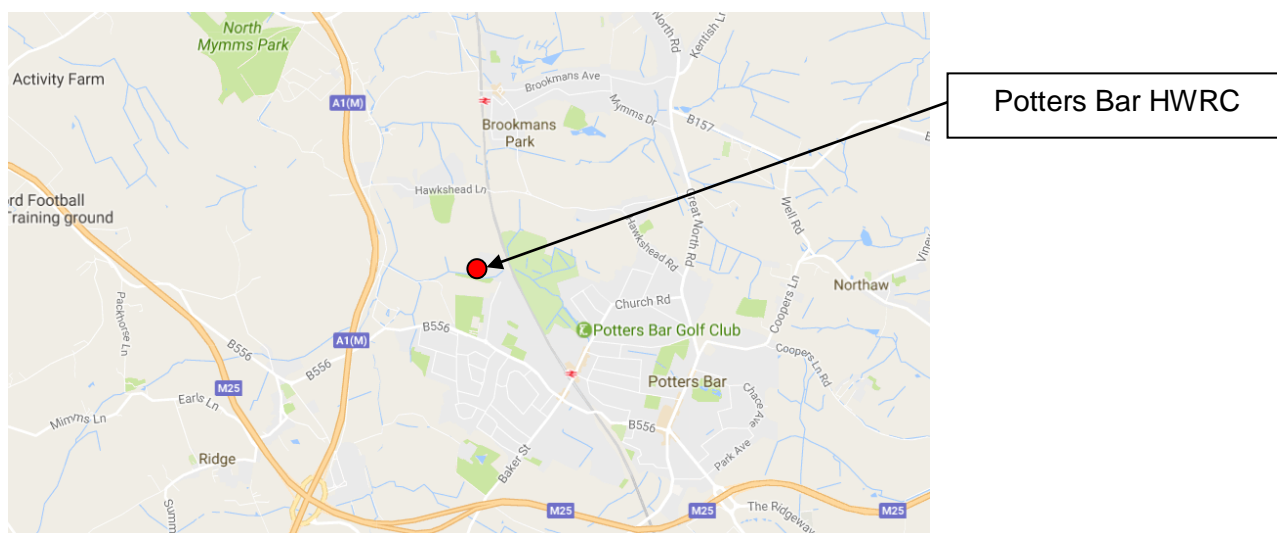


Potters Bar Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
<p>Owned by Hertsmere Borough Council</p> <p>Leased – Commenced 21/9/90 – 25 years</p> <p>Peppercorn Rent (£1/annum)</p>	<p>Cranbourne Road, Potters Bar, Hertfordshire, EN6 3JE</p>	<p>Summer: Saturday – Wednesday 10.00 - 18.00</p> <p>Winter: Saturday – Wednesday 08.00 - 16.00</p>

- 1.1 The Potters Bar HWRC is located on Cranbourne Road an industrial estate north east of Potters Bar. The centre is 0.18 of a hectare.
- 1.2 The centre does not experience any specific issues and functions well during peak periods.

Location of Potters Bar HWRC



Centre Photograph (2008)

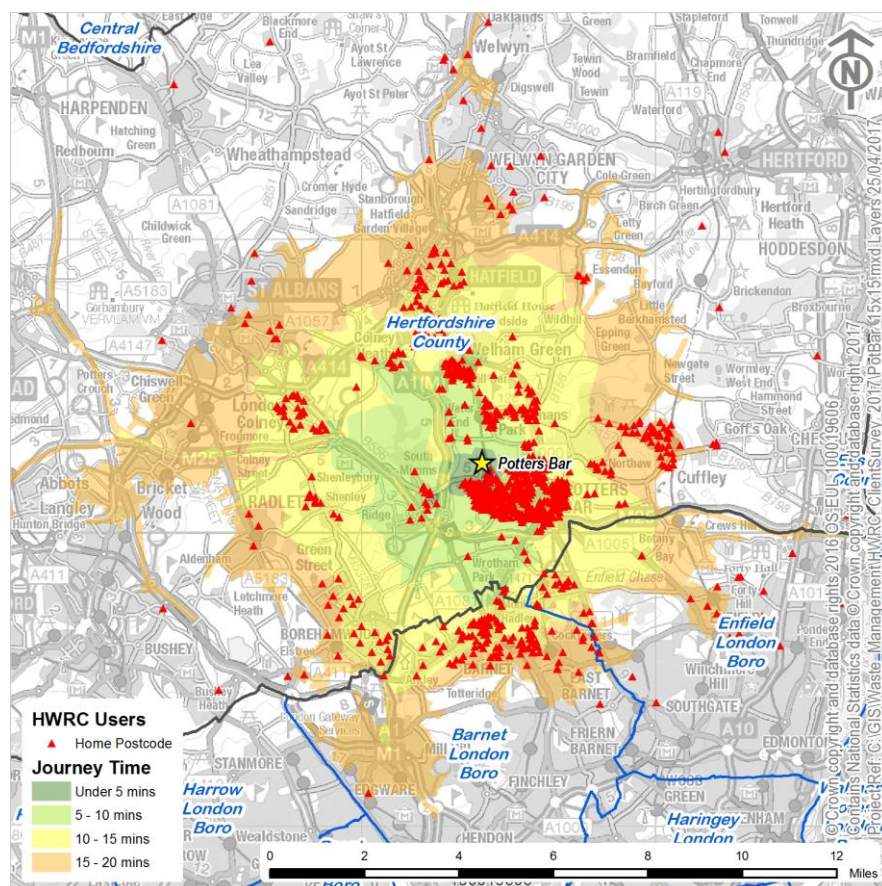


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Potters Bar HWRC

HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Potters Bar HWRC. This map demonstrates that that centre serves a wide catchment area and predominantly serves Potters Bar and Welham Green. The majority of service users are Hertfordshire residents, 11.4% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre with a high percentage of service users traveling ten to fifteen minutes to the centre.

Journey times of service users	
0-5 mins	18%
5-10 mins	40%
10-15 mins	28%
15-20 mins	10%
more than 20 mins	3%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

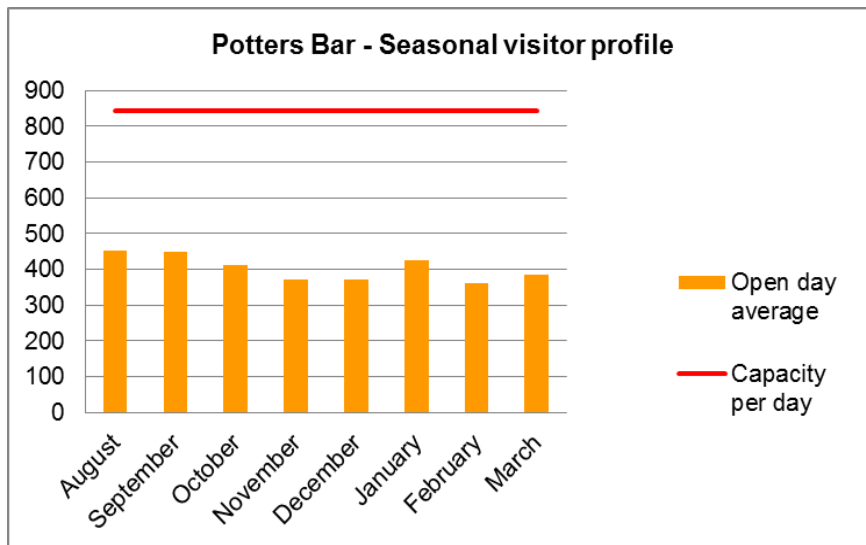
Potters Bar HWRC Capacity	
20	Parking spaces
8	Hours open per day
9600	Number of minutes capacity
11.38	Average time on site
105	Number of vehicles site has capacity for per hour
844	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	424	394	408	CLOSED		536	506	454
September	382	353	373	CLOSED		577	557	449
October	339	344	363	CLOSED		506	501	411
November	312	300	335	CLOSED		456	449	370
December	325	294	322	CLOSED		477	447	373
January	275	340	407	CLOSED		603	506	426
February	325	293	316	CLOSED		440	440	363
March	339	360	296	CLOSED		496	439	386
	Indicative data							

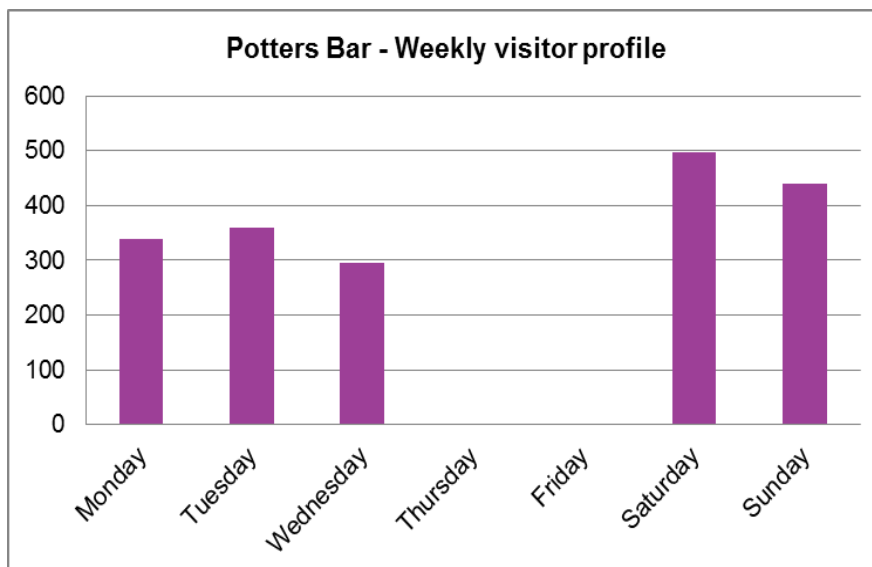
Projected number of annual visits	108,034
Projected total waste into Potters Bar HWRC 2016/17 (tonnes)	4,151
Average amount of waste deposited by each service user (Kg)	38

Trip counter information

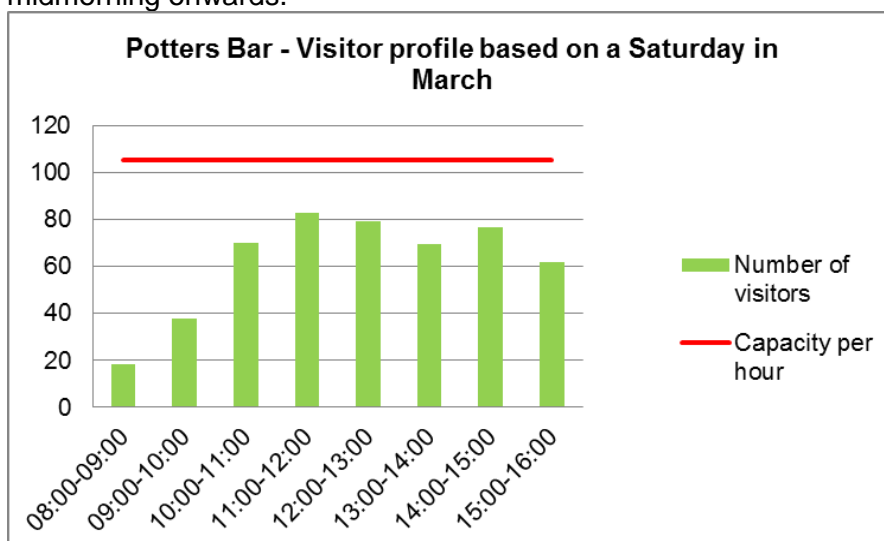
Trip counter information demonstrates that on average there is sufficient capacity at the Potters Bar HWRC. The centre has daily capacity for 844 vehicles or 105 vehicles per hour. Between August and March Potters Bar HWRC received a daily average of 404 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre at the weekend.



The graph below identifies that the majority of service users choose to visit the centre from midmorning onwards.

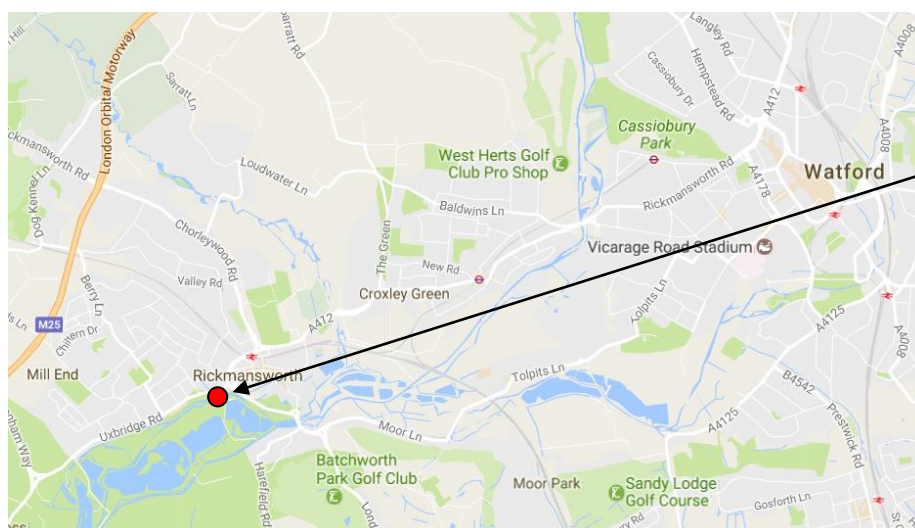


Rickmansworth Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	Riverside Drive, Rickmansworth, Hertfordshire, WD3 1BN	All Year: Thursday – Monday 10.00 - 18.00

- 1.1 The Rickmansworth HWRC is located on Riverside Drive to the southeast of Rickmansworth. The centre is 0.3 of a hectare.
- 1.2 The centre does not experience any specific issues and functions well during peak periods.

Location of Rickmansworth HWRC



Rickmansworth
HWRC

Centre photograph (2008)

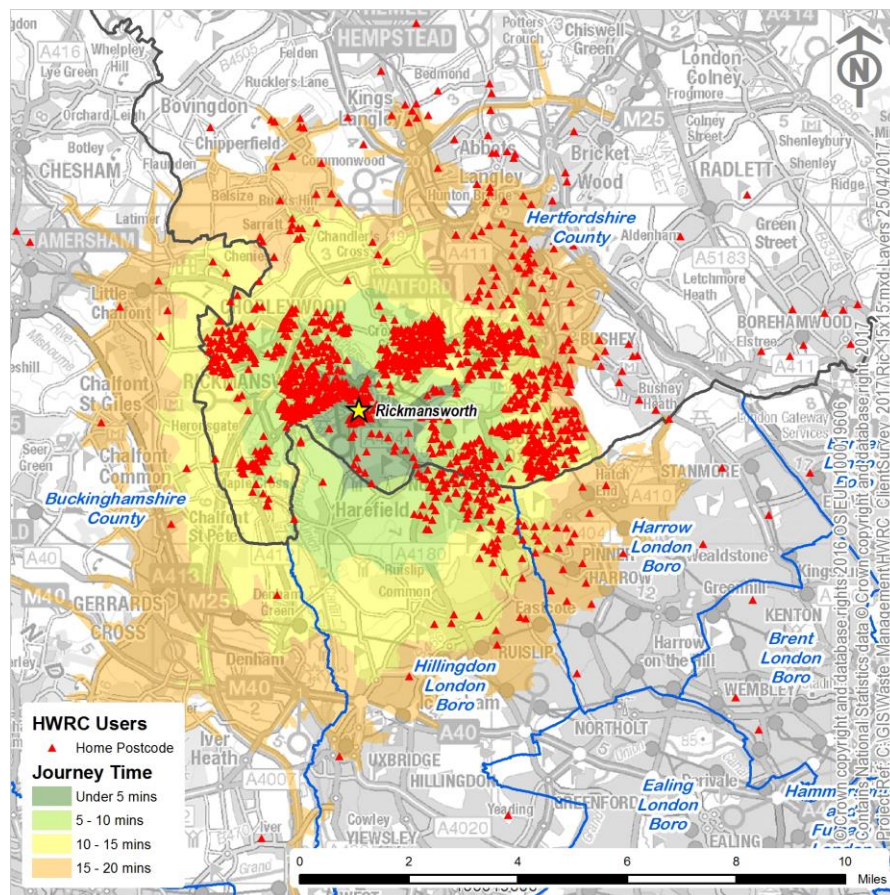


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Rickmansworth HWRC

HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Rickmansworth HWRC. This map demonstrates that the centre serves a wide catchment area in the southwest corner of the county. The majority of service users are Hertfordshire residents, 6.7% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the site.

Journey times of service users	
0-5 mins	14%
5-10 mins	48%
10-15 mins	27%
15-20 mins	8%
more than 20 mins	3%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

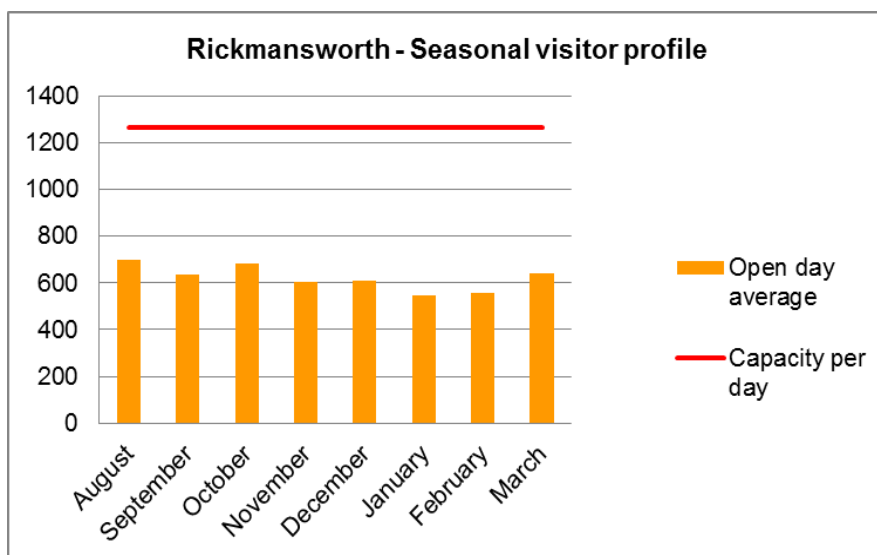
Rickmansworth HWRC Capacity	
30	Parking spaces
8	Hours open per day
14400	Number of minutes capacity
11.38	Average time on site
158	Number of vehicles site has capacity for per hour
1265	Number of vehicles site has capacity for per day

Month	Average Number of Visitors							Open Day Average
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
August	637	CLOSED		775	643	719	710	697
September	533	CLOSED		692	566	668	715	635
October	625	CLOSED		645	594	767	792	685
November	498	CLOSED		608	491	692	720	602
December	485	CLOSED		674	611	596	675	608
January	468	CLOSED		542	446	659	628	548
February	477	CLOSED		504	499	642	653	555
March	575	CLOSED		633	567	774	650	640
	Indicative data							

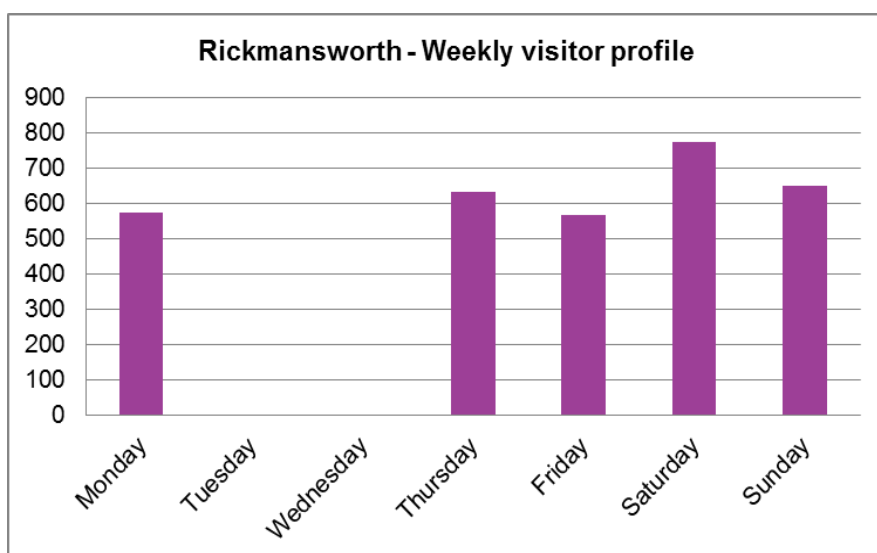
Projected number of annual visits	164,319
Projected total waste into Rickmansworth HWRC 2016/17 (tonnes)	6,058
Average amount of waste deposited by each service user (Kg)	37

Trip counter information

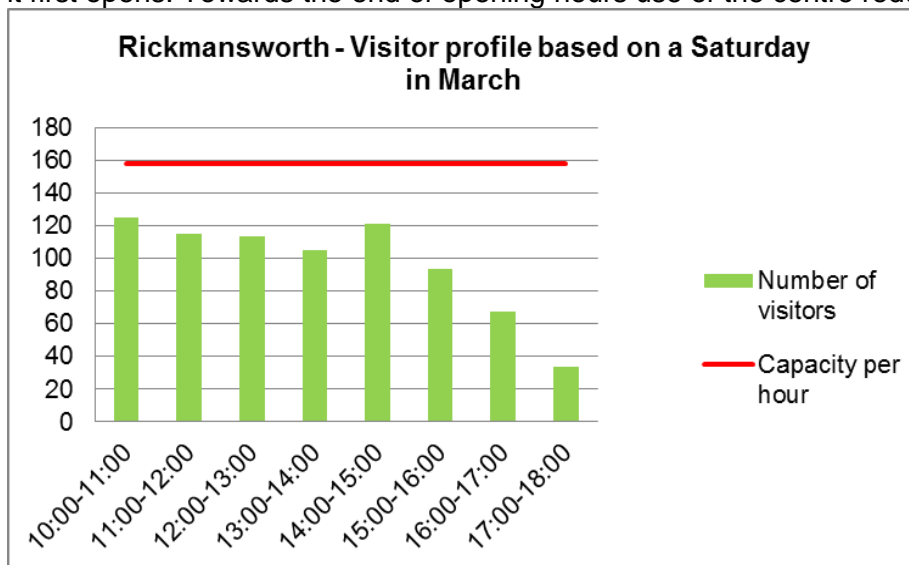
Trip counter information demonstrates that on average there is insufficient capacity at the Rickmansworth HWRC. The centre has daily capacity for 1265 vehicles or 158 vehicles per hour. Between August and March Rickmansworth HWRC received a daily average of 621 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centre on a Saturday.



The graph below identifies that the majority of service users choose to visit the centre when it first opens. Towards the end of opening hours use of the centre reduces.

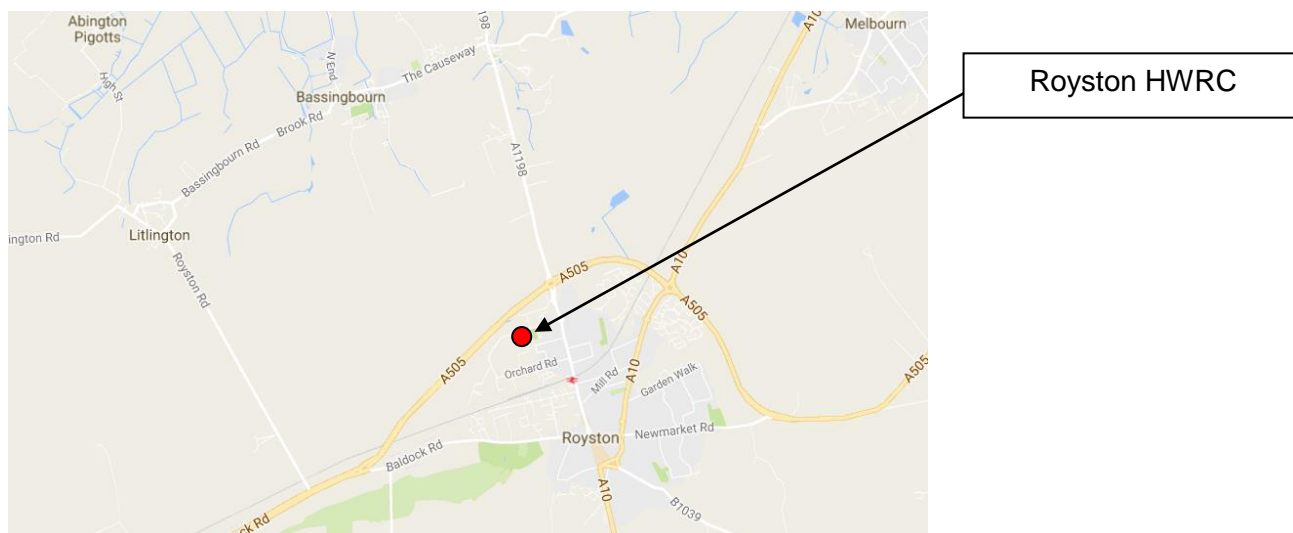


Royston Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	Beverley Close, Off York Way, Royston, Hertfordshire, SG8 5HF	All Year: Saturday – Wednesday 08.00 - 16.00

- 1.1 The Royston HWRC is located on Beverly Close in an industrial and business area to the north Royston. The centre is 0.26 of a hectare.
- 1.2 The centre does not experience any specific issues and functions well during peak periods.

Location of Royston HWRC

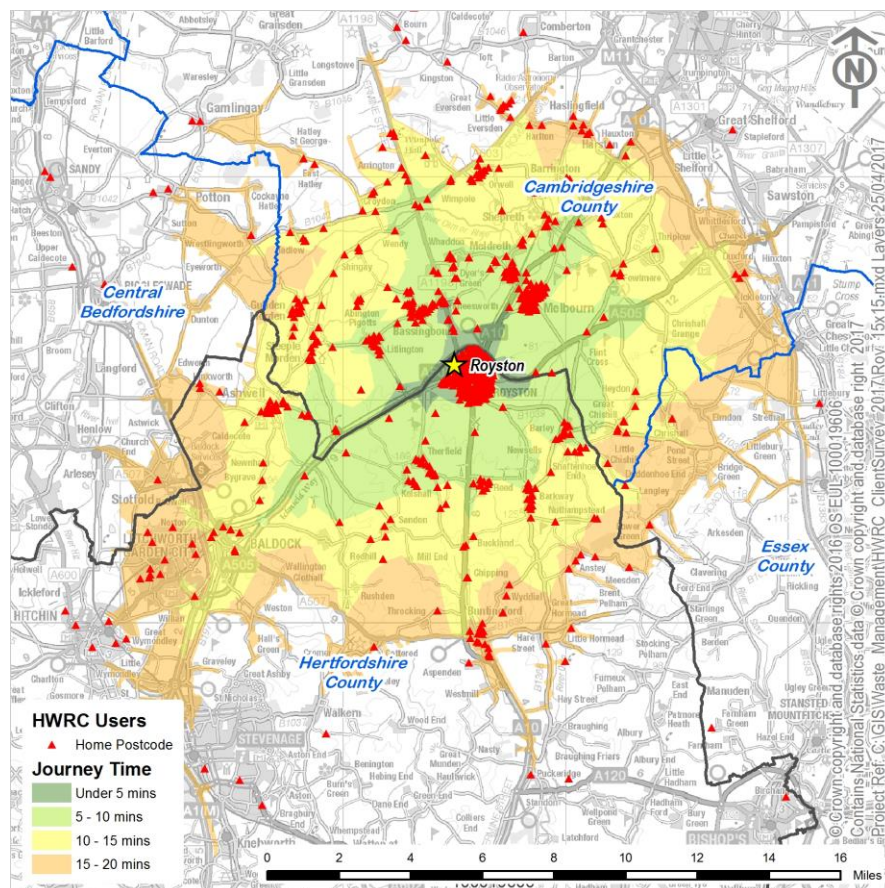


Centre photograph (2008)



HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Royston HWRC. This map demonstrates that that centre predominantly serves Royston. A high number of service 33% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 10 minute journey time of the centre.

Journey times of service users	
0-5 mins	39%
5-10 mins	41%
10-15 mins	13%
15-20 mins	4%
more than 20 mins	3%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

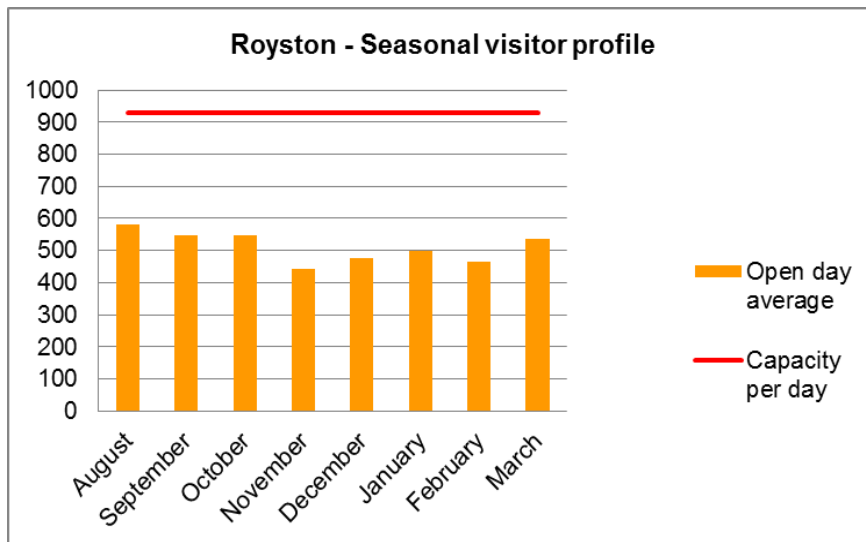
Royston HWRC Capacity	
22	Parking spaces
8	Hours open per day
10560	Number of minutes capacity
11.38	Average time on site
116	Number of vehicles site has capacity for per hour
928	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	503	483	497	CLOSED		729	686	580
September	481	429	427	CLOSED		674	718	546
October	455	406	450	CLOSED		709	719	548
November	358	316	353	CLOSED		581	600	441
December	376	359	441	CLOSED		637	572	477
January	395	406	412	CLOSED		667	609	498
February	414	351	350	CLOSED		598	621	467
March	447	419	391	CLOSED		779	650	537
	Indicative data							

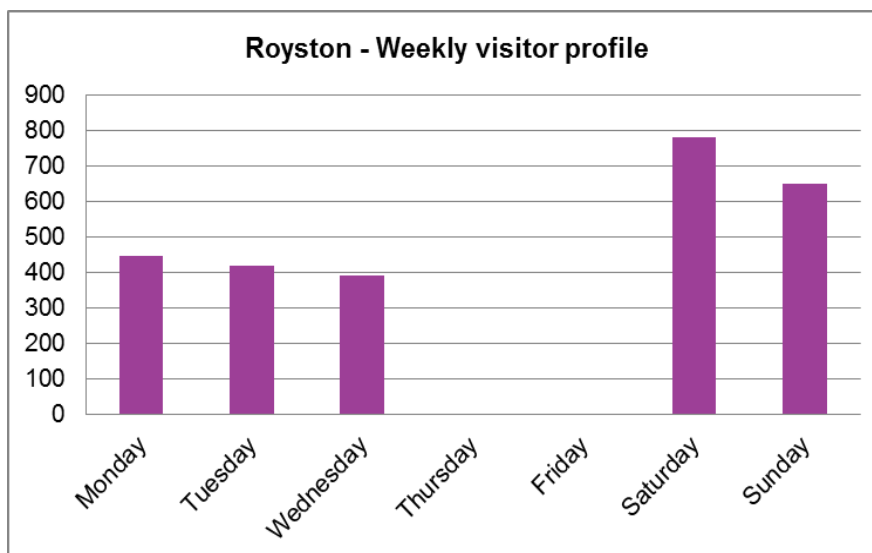
Projected number of annual visits	130,297
Projected total waste into Royston HWRC 2016/17 (tonnes)	3,037
Average amount of waste deposited by each service user (Kg)	23

Trip counter information

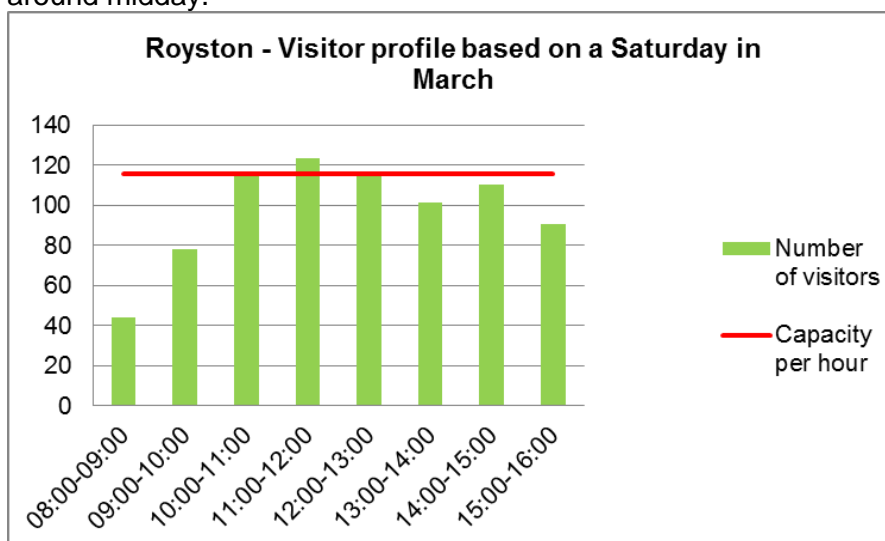
Trip counter information demonstrates that on average there is insufficient capacity at the Royston HWRC. The centre has daily capacity for 928 vehicles or 116 vehicles per hour. Between August and March Royston HWRC received a daily average of 512 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centres at the weekend.



The graph below identifies that the majority of service users choose to visit the centre around midday.

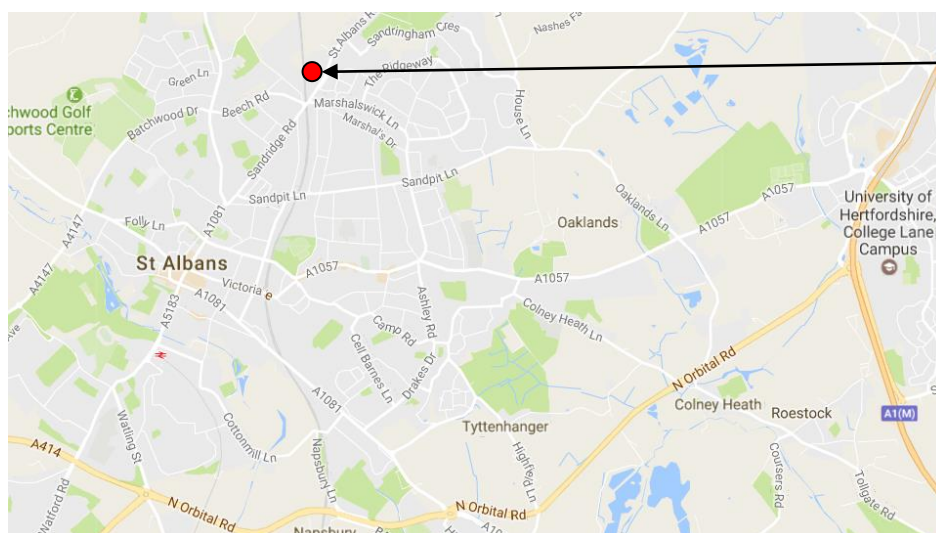


St Albans Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	14 Ronsons Way, (Off St Albans Rd), St Albans, Hertfordshire, AL1 4AP	Summer: Thursday – Monday 10.00 - 18.00 Winter: Thursday – Monday 08.00 - 16.00

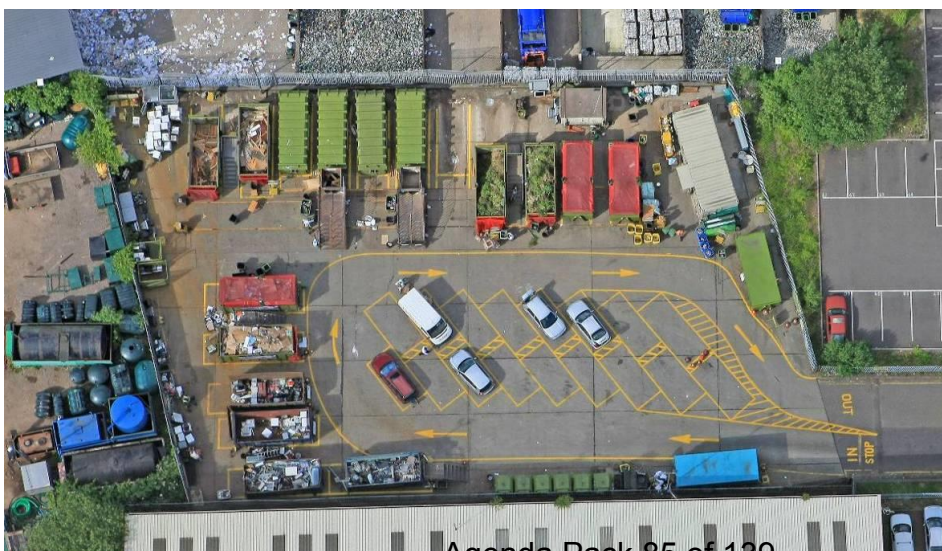
- 1.1 The St Albans HWRC is located on Ronsons Way. The centre is 0.17 of a hectare.
- 1.2 Although the centre has recently been expanded it is too small to adequately deal with demand. While the best possible use of available space has been utilised the restricted size of the site means at peak times queuing occurs back onto Ronsons Way and can affect the flow of traffic in the local area.

Location of St Albans HWRC



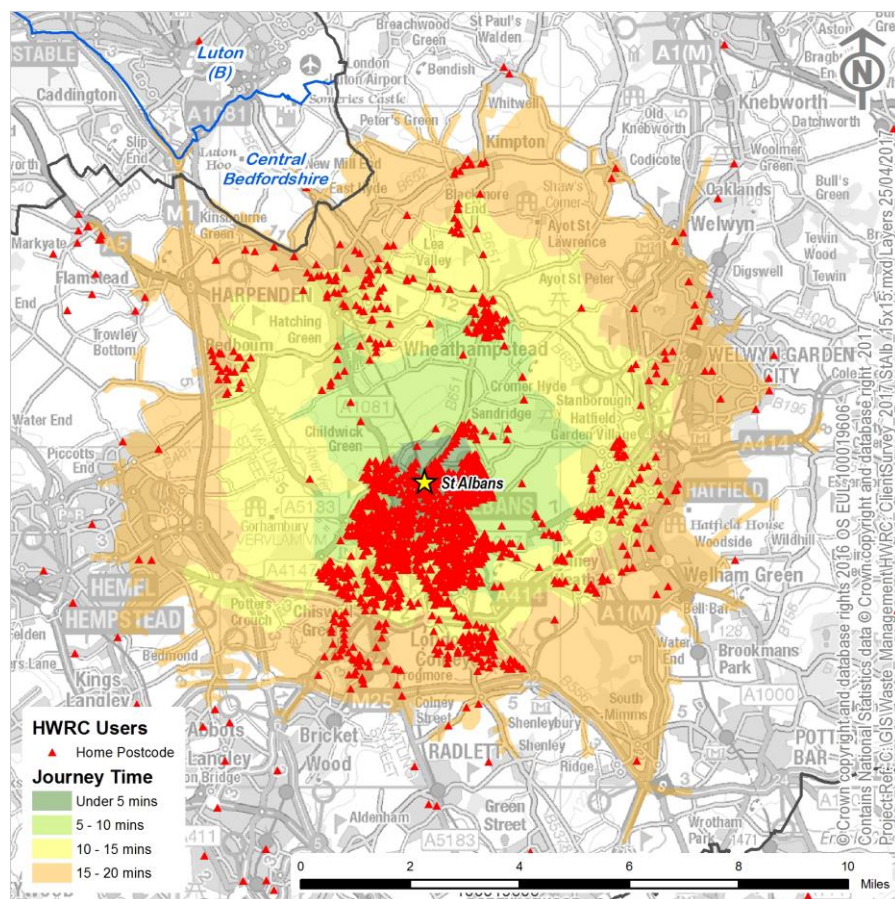
St Albans HWRC

Centre photograph (2008)



HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the St Albans HWRC. This map demonstrates that the centre predominately serves St Albans but has a wide catchment area. The vast majority of service users are Hertfordshire residents, only 0.5% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	24%
5-10 mins	48%
10-15 mins	19%
15-20 mins	7%
more than 20 mins	2%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

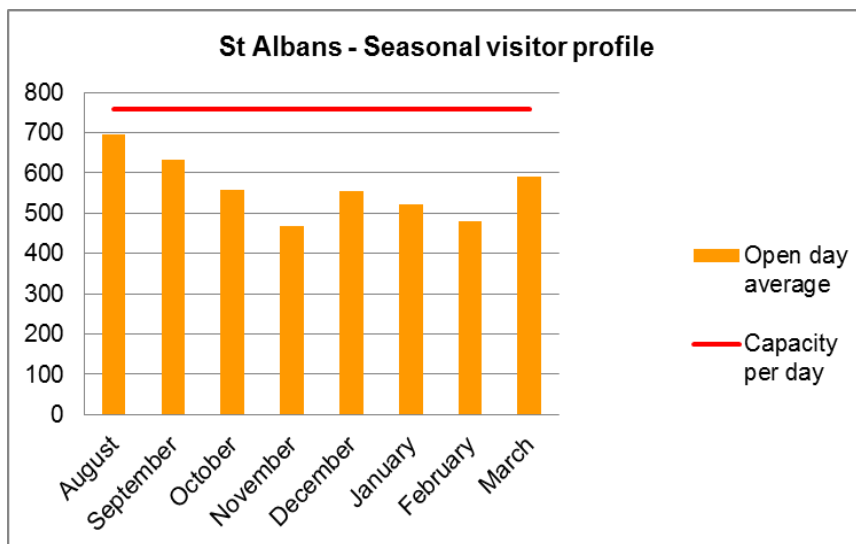
St Albans HWRC Capacity	
18	Parking spaces
8	Hours open per day
8640	Number of minutes capacity
11.38	Average time on site
95	Number of vehicles site has capacity for per hour
759	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	597	CLOSED		859	681	671	676	697
September	513	CLOSED		705	584	617	737	631
October	481	CLOSED		520	568	564	651	557
November	375	CLOSED		455	435	510	563	468
December	437	CLOSED		611	634	511	580	554
January	437	CLOSED		524	399	616	632	522
February	448	CLOSED		412	463	512	569	481
March	514	CLOSED		542	530	640	721	589
	Indicative data							

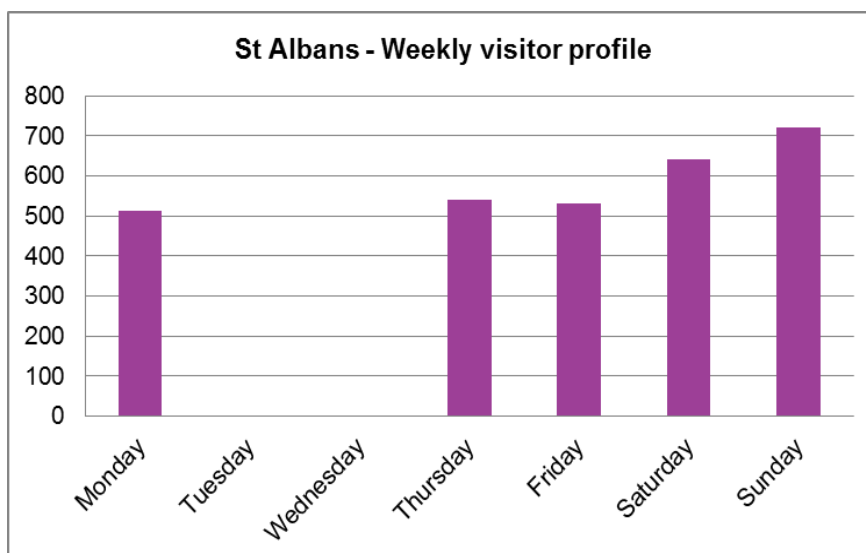
Projected number of annual visits	153,359
Projected total waste into St Albans HWRC 2016/17 (tonnes)	5,776
Average amount of waste deposited by each service user (Kg)	38

Trip counter information

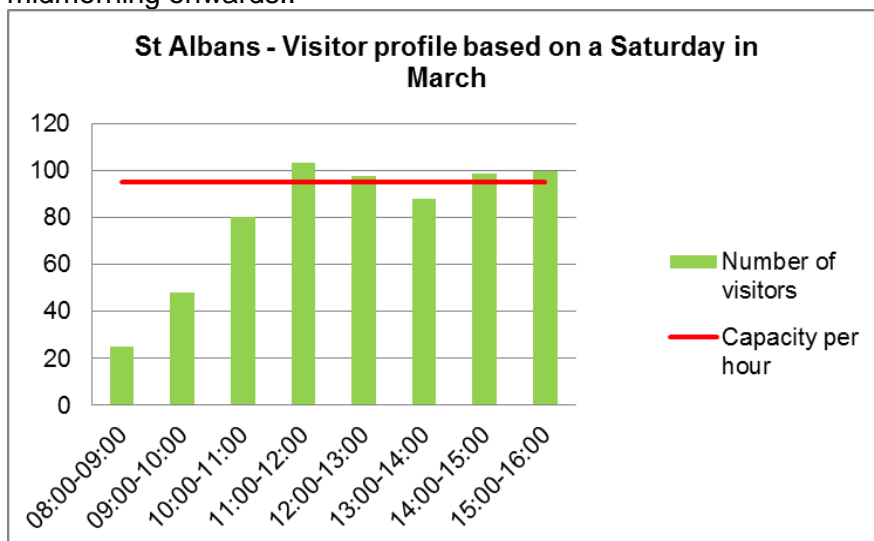
Trip counter information demonstrates that on average there is sufficient capacity at the St Albans HWRC. The centre has daily capacity for 759 vehicles or 95 vehicles per hour. Between August and March St Albans HWRC received a daily average of 562 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centres at the weekend



The graph below identifies that the majority of service users choose to visit the centre from midmorning onwards..

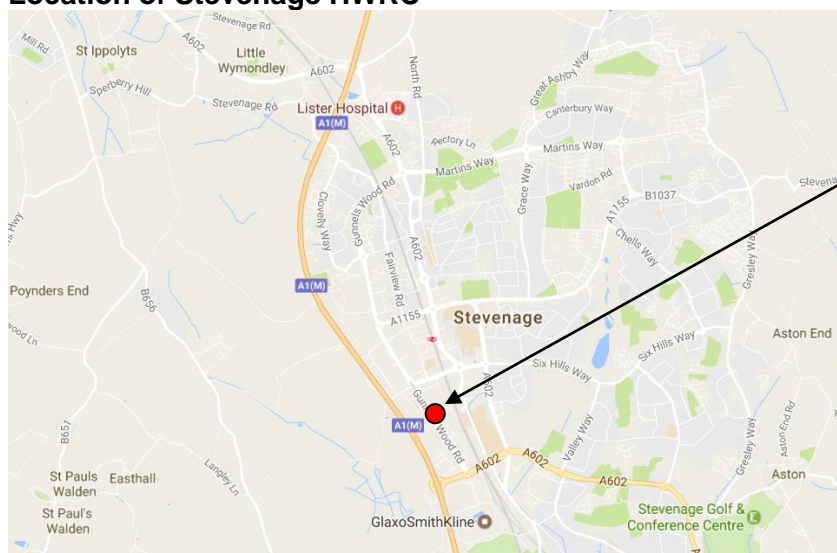


Stevenage Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	Caxton Way, Stevenage, Hertfordshire SG1 2DF	All Year: Saturday – Wednesday 10.00 - 18.00 Saturdays (Summer only) 08.00 – 18.00

- 1.1 The Stevenage HWRC is located on Caxton Way, on a business area to the west of Stevenage. The centre is 0.37 of a hectare.
- 1.2 This centre is the busiest within the HWRC network. The centre has been recently built but high use of the centre results in queuing onto Caxton way at peak periods.

Location of Stevenage HWRC



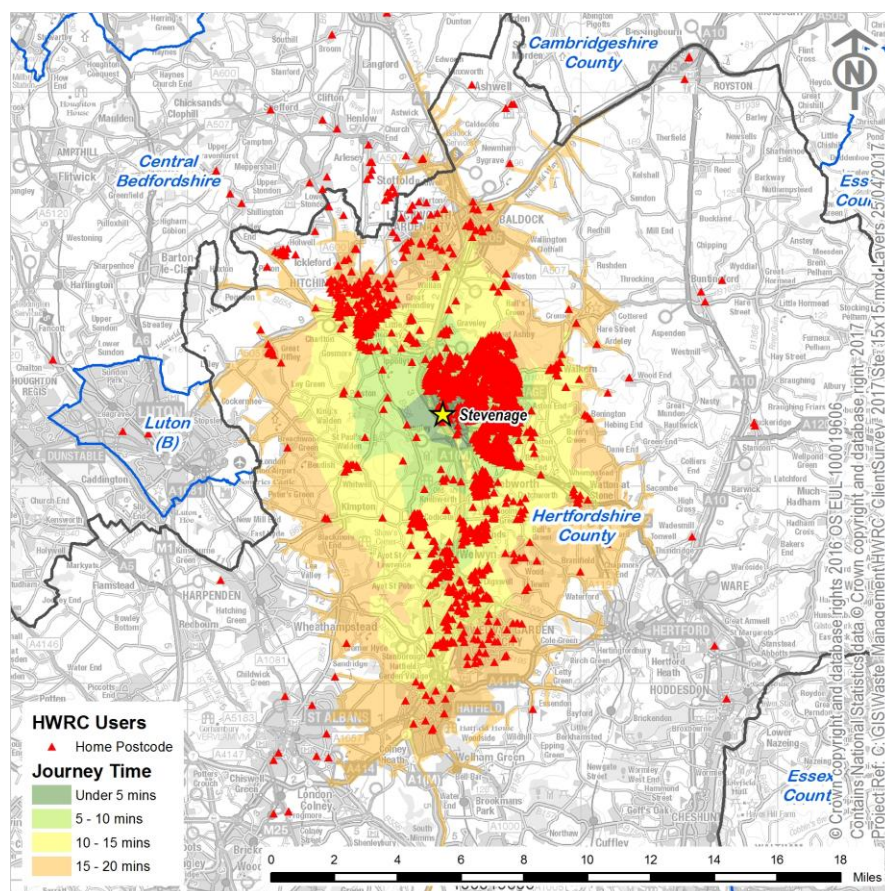
Stevenage HWRC

Centre photograph (2008)



HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Stevenage HWRC. This map demonstrates that the centre serves a wide catchment area that includes Stevenage, Letchworth and the A1(M) corridor. The majority of service users are Hertfordshire residents, 1.2% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	10%
5-10 mins	61%
10-15 mins	21%
15-20 mins	6%
more than 20 mins	3%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

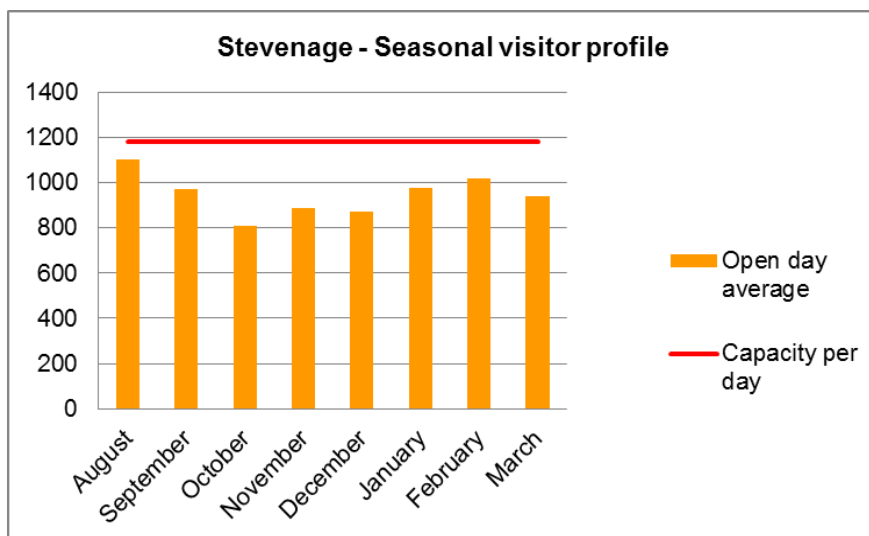
Stevenage HWRC Capacity	
28	Parking spaces
8	Hours open per day
13440	Number of minutes capacity
11.38	Average time on site
148	Number of vehicles site has capacity for per hour
1181	Number of vehicles site has capacity for per day

Month	Average Number of Visitors							Open Day Average
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
August	926	1000	1114	CLOSED		1375	1096	1102
September	846	881	930	CLOSED		1181	1005	968
October	892	412	445	CLOSED		1167	1120	807
November	744	730	834	CLOSED		1102	1023	886
December	751	755	922	CLOSED		981	944	871
January	818	966	853	CLOSED		1197	1054	977
February	923	868	850	CLOSED		1258	1199	1020
March	852	885	831	CLOSED		1131	1006	941
	Indicative data							

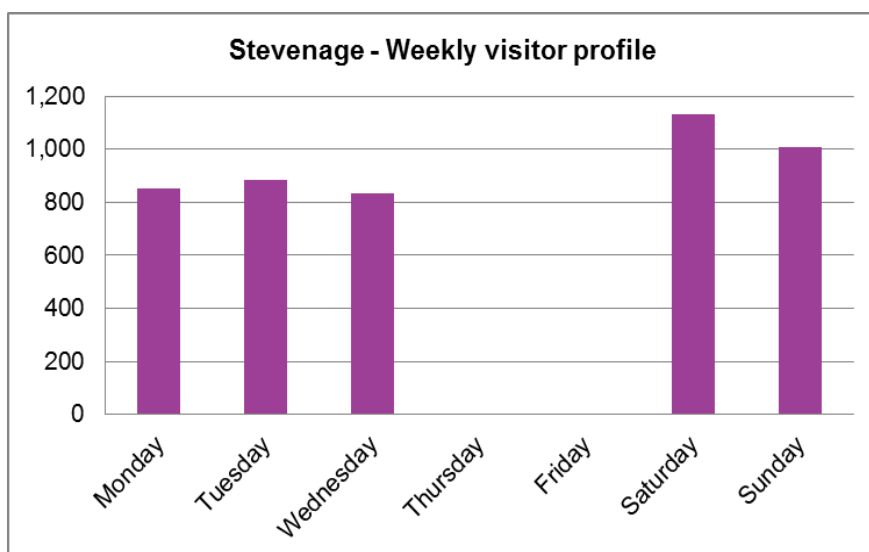
Projected number of annual visits	260,329
Projected total waste into Stevenage HWRC 2016/17 (tonnes)	9,971
Average amount of waste deposited by each service user (Kg)	38

Trip counter information

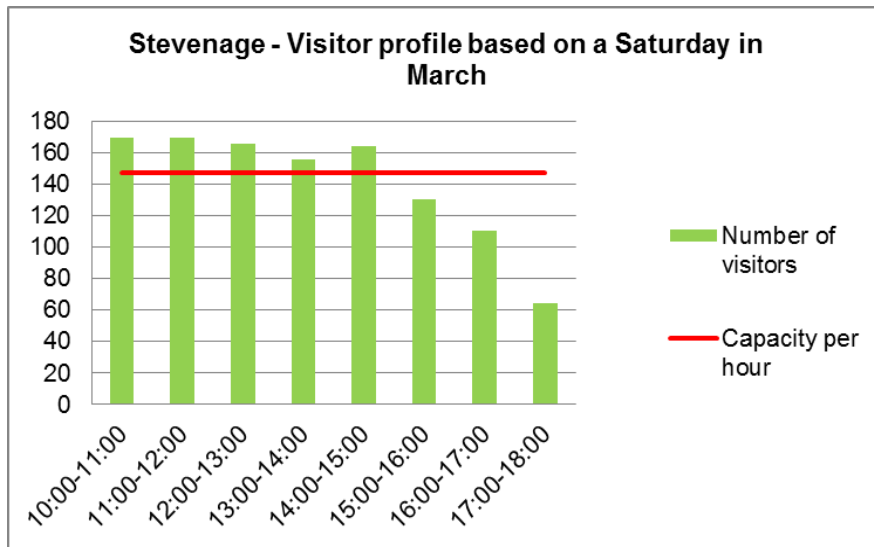
Trip counter information demonstrates that on average there is sufficient capacity at the Stevenage HWRC. The centre has daily capacity for 1181 vehicles or 148 vehicles per hour. Between August and March Stevenage HWRC received a daily average of 947 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Use of this centre is evenly distributed with a slight peak at the weekend.



The graph below identifies that the majority of service users choose to visit the centre when it first opens. Towards the end of the opening hours use of the centre reduces.



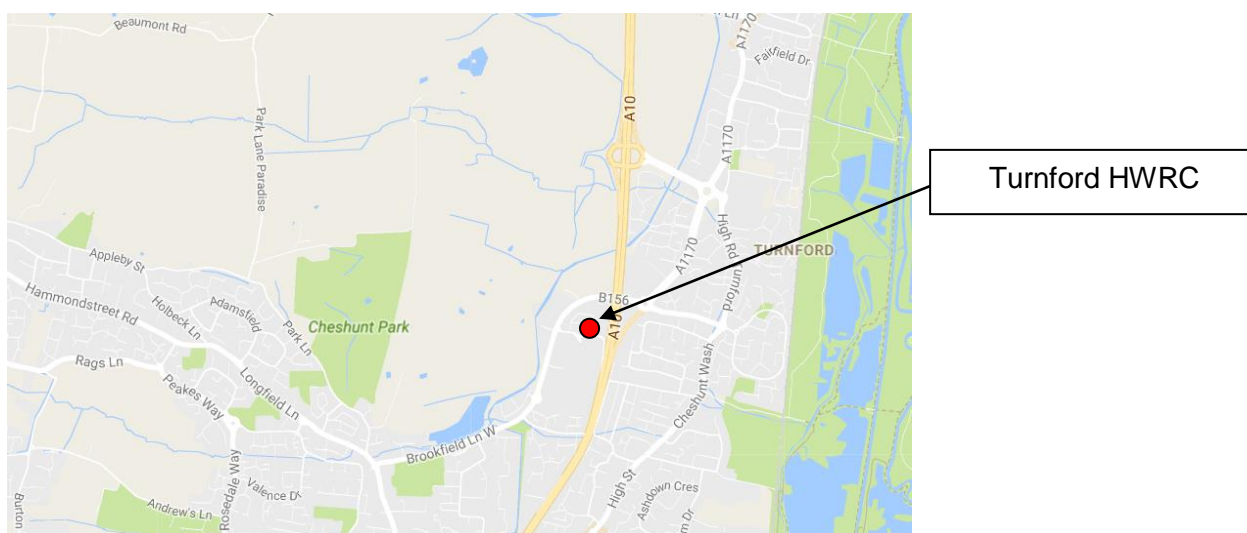
Turnford Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	Fairways, Brookfield Farm, Cheshunt, Hertfordshire, EN8 0NP	All Year: Saturday – Wednesday 10.00 - 18.00

The Turnford HWRC is located on Fairways in an industrial estate within the Brookfield Farm area of Turnford. The centre is 0.24 of a hectare.

This centre is the second busiest within the HWRC network. While the best possible use of available space has been utilised, the centre is not big enough to cope with demand and an inability to accommodate more than 11 parking spaces suitable for unloading means that queuing occurs at peak periods.

Location of Turnford HWRC



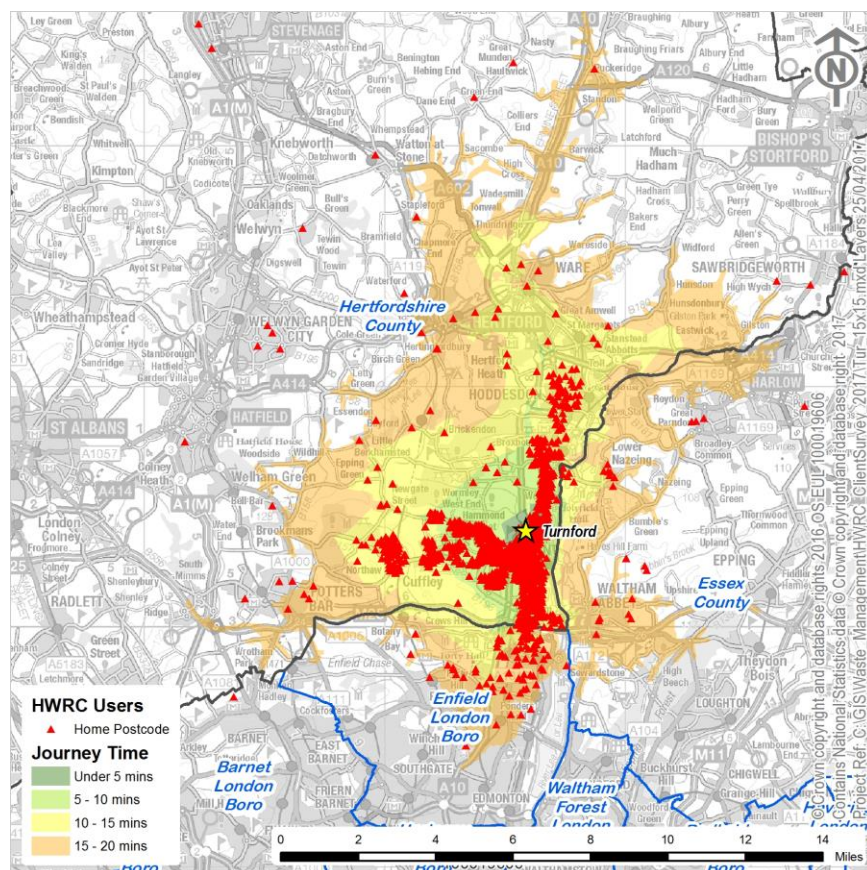
Centre photograph (2008)



Turnford HWRC

HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Turnford HWRC. This confirmed that service users are from the whole of the Borough of Broxbourne area. The majority of service users are Hertfordshire residents, 4% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	15%
5-10 mins	59%
10-15 mins	21%
15-20 mins	4%
more than 20 mins	2%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

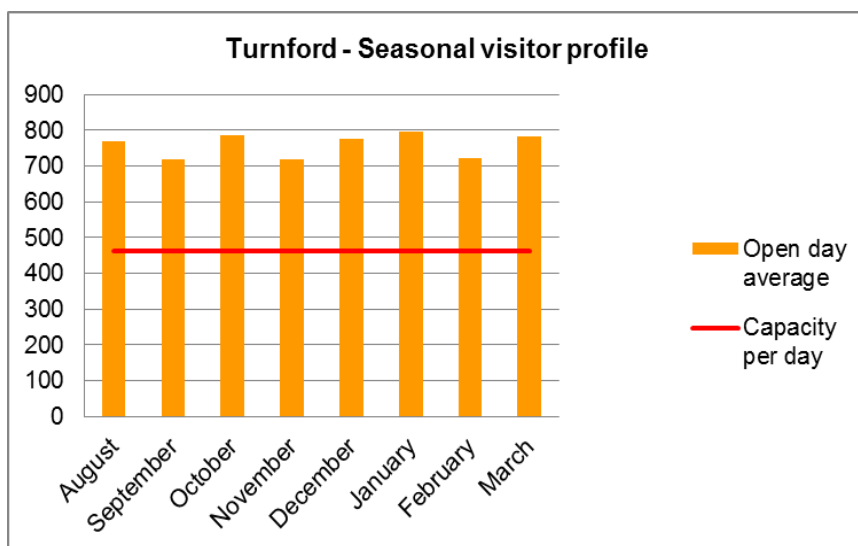
Turnford HWRC Capacity	
11	Parking spaces
8	Hours open per day
5280	Number of minutes capacity
11.38	Average time on site
58	Number of vehicles site has capacity for per hour
464	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	742	711	781	CLOSED		800	813	769
September	678	618	634	CLOSED		800	854	717
October	768	730	728	CLOSED		792	917	787
November	688	652	640	CLOSED		784	832	719
December	736	718	783	CLOSED		783	851	774
January	741	852	746	CLOSED		851	793	796
February	676	676	646	CLOSED		813	793	721
March	768	790	678	CLOSED		905	771	782
	Indicative data							

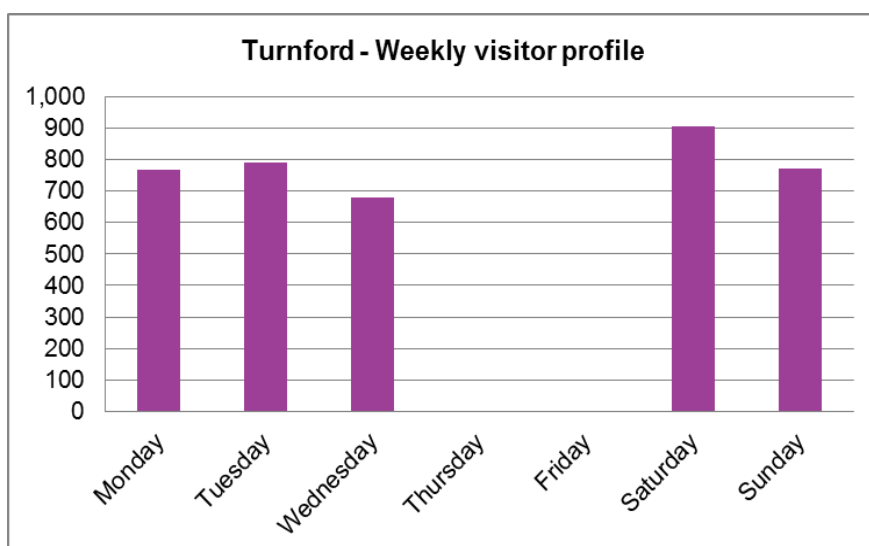
Projected number of annual visits	197,218
Projected total waste into Turnford HWRC 2016/17 (tonnes)	5,485
Average amount of waste deposited by each service user (Kg)	28

Trip counter information

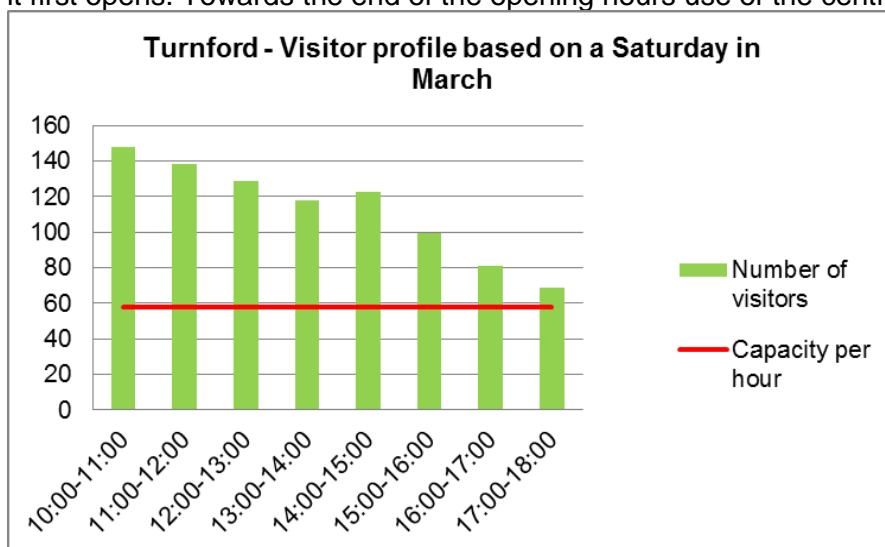
Trip counter information demonstrates there is insufficient capacity at the Turnford HWRC. The centre has daily capacity for 464 vehicles or 58 vehicles per hour. Between August and March Turnford HWRC received a daily average of 758 vehicles, this equated to 39% more visits than the centre has capacity for. Use of the centre varies throughout the year as shown in the following graph.



Use of the centre is consistent throughout the week with Saturday being the busiest day.



The graph below identifies that the majority of service users choose to visit the centre when it first opens. Towards the end of the opening hours use of the centre tails off.

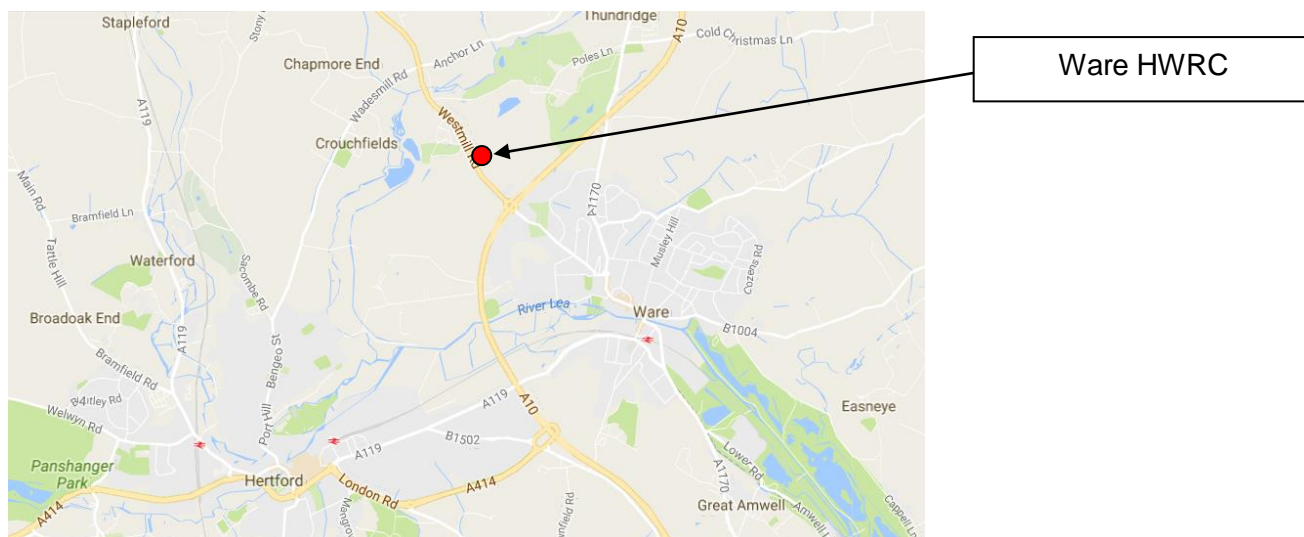


Ware Household Waste Recycling Centre

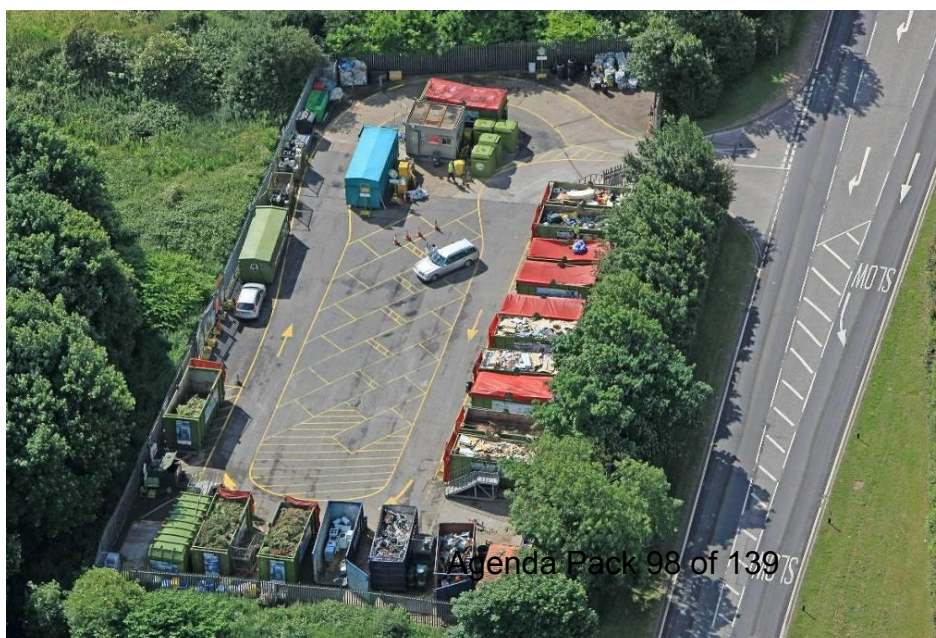
Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	Westmill Road, Ware, Hertfordshire, SG12 0EL	Summer: Saturday – Wednesday 10.00 - 18.00 Winter: Saturday – Wednesday 08.00 - 16.00

- 1.1 The Ware HWRC is located on Westmill Road / A602 to the northwest of Ware. The centre is 0.17 of a hectare.
- 1.2 The size of the centre presents a number of problems as the centre is smaller than desired. While the best possible use of available space has been utilised, its restrictive size means that queuing occurs back onto the A602 at peak periods.

Location of Ware HWRC

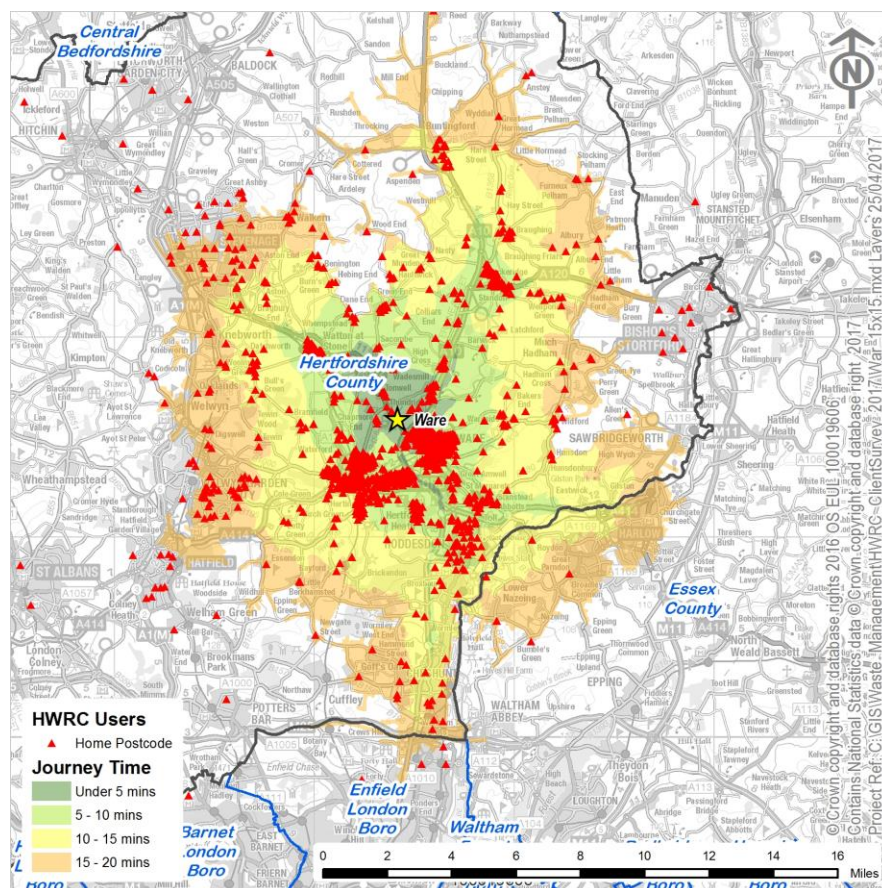


Centre photograph (2008)



HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Ware HWRC. This map demonstrates that the centre serves a wide catchment area that includes Ware, Hertford, Hoddesdon and the surrounding area. The majority of service users are Hertfordshire residents, 1.2% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	18%
5-10 mins	58%
10-15 mins	14%
15-20 mins	6%
more than 20 mins	4%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

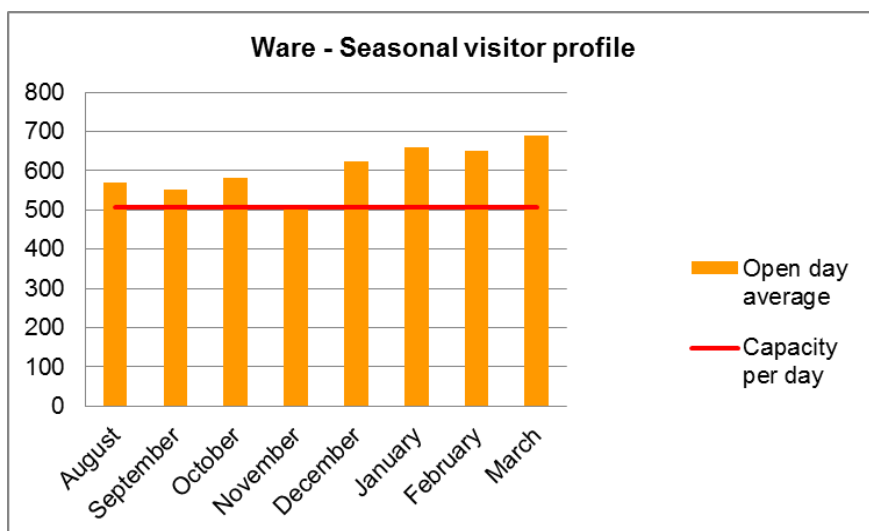
Ware HWRC Capacity	
12	Parking spaces
8	Hours open per day
5760	Number of minutes capacity
11.38	Average time on site
63	Number of vehicles site has capacity for per hour
506	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	543	533	536	CLOSED		634	596	568
September	506	478	481	CLOSED		607	690	552
October	492	509	529	CLOSED		675	711	583
November	430	6	9	CLOSED		605	679	571
December	522	554	634	CLOSED		715	690	623
January	578	652	614	CLOSED		758	694	659
February	566	594	555	CLOSED		724	806	649
March	646	677	580	CLOSED		801	751	691
	Indicative data							

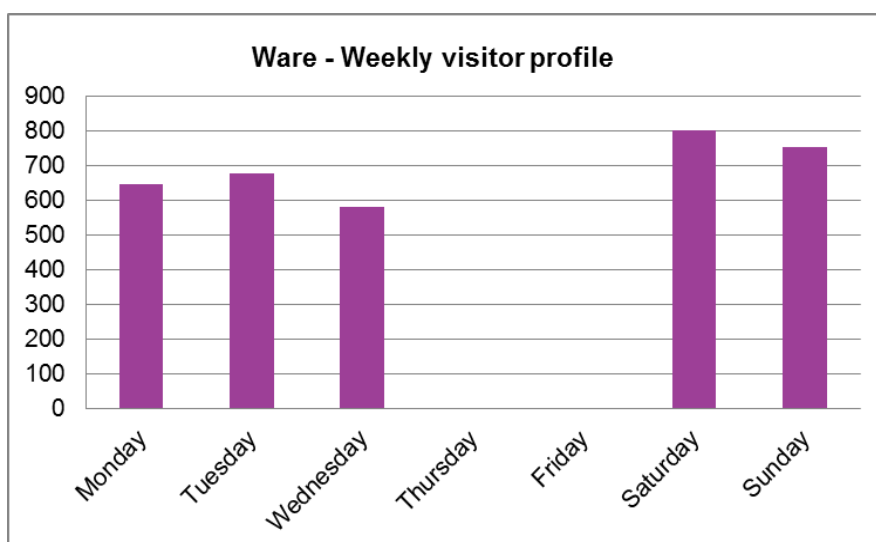
Projected number of annual visits	162,637
Projected total waste into Ware HWRC 2016/17 (tonnes)	3,977
Average amount of waste deposited by each service user (Kg)	24

Trip counter information

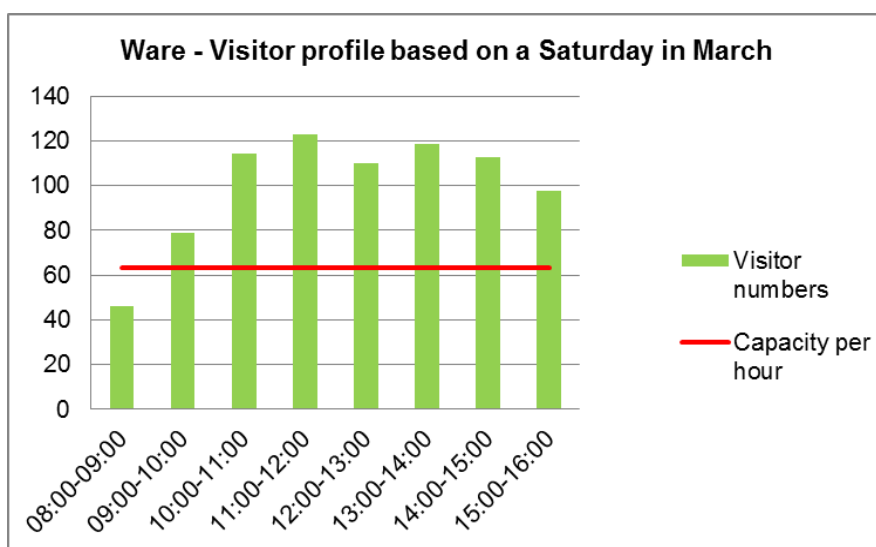
Trip counter information demonstrates that on average there is insufficient capacity at the Ware HWRC. The centre has daily capacity for 506 vehicles or 63 vehicles per hour. Between August and March Ware HWRC received a daily average of 604 vehicles, this equated to 16% more visits than the centre has capacity for. Use of the centre varies throughout the year as shown in the following graph.



Use of the centre is consistent throughout the week with Saturday being the busiest day.



The centre is busiest from midmorning onwards.

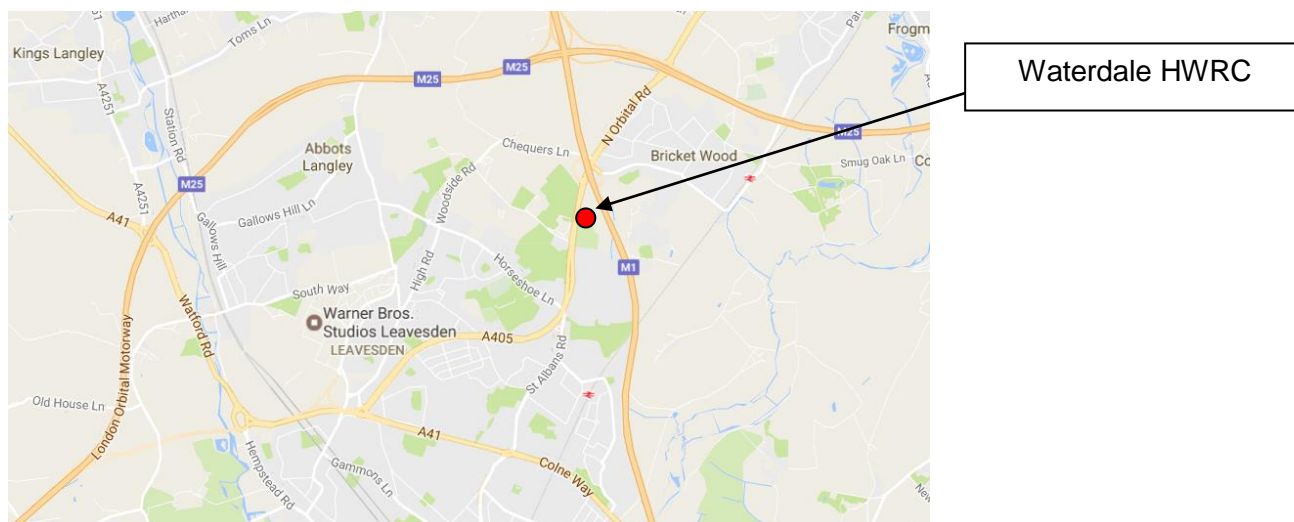


Household Waste Recycling Centre

Property Ownership Details	Address	Opening Times
Freehold Owned by Hertfordshire County Council	St Albans Road, Garston, Watford WD25 0PR	All Year: Saturday – Wednesday 10.00 - 18.00 Saturdays (Summer only): 08.00-18.00

- 1.1 The Waterdale HWRC is located on St Albans Road to the north of Watford and near junction 21A of the M25. The centre is 0.85 of a hectare.
- 1.2 The centre is the largest within the HWRS and has recently been built, it does not experience any specific issues and functions well during peak periods.

Location of Waterdale HWRC

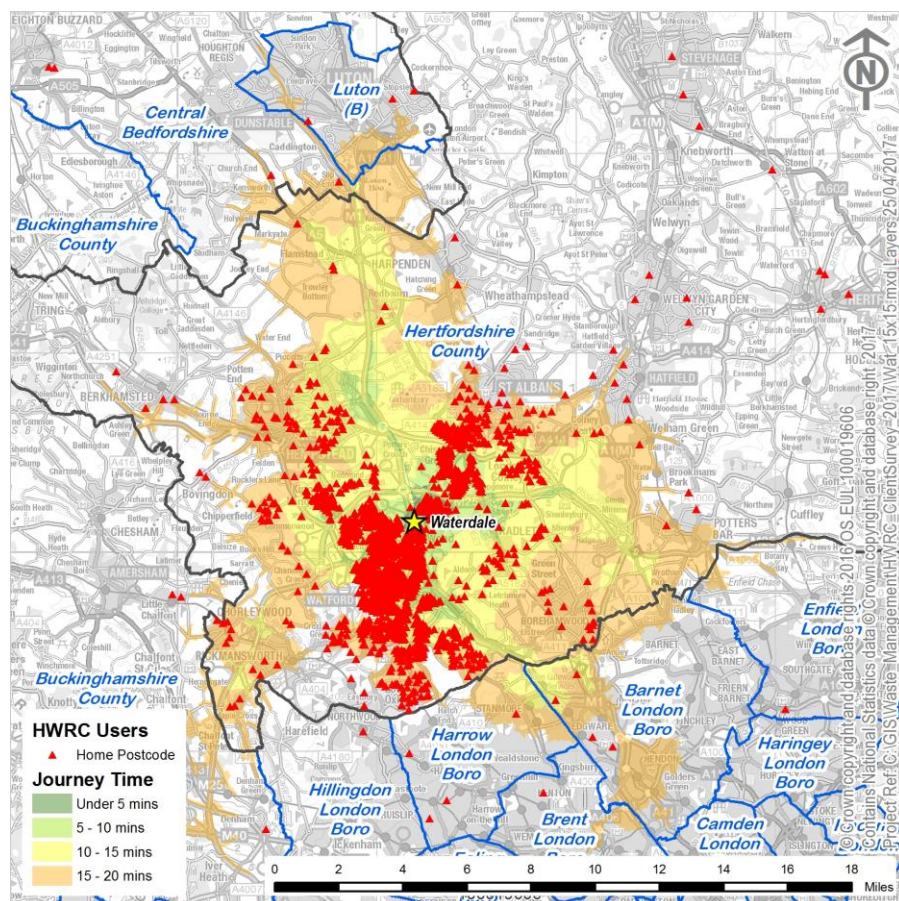


Centre photographs (Date Unknown)



HWRC user survey

In March 2017 a user postcode survey indicated the catchment area of the Waterdale HWRC. This map demonstrates that the centre serves a wide catchment area with service users predominately from the Watford area. The majority of service users are Hertfordshire residents, 0.9% are from neighbouring authorities.



The coloured isochrones show the journey times travelled by service users. The table below identifies that the majority of service users are within a 15 minute journey time of the centre.

Journey times of service users	
0-5 mins	8%
5-10 mins	42%
10-15 mins	38%
15-20 mins	9%
more than 20 mins	2%

To establish the theoretical capacity of the centre the number of open hours per day has been multiplied by the number of parking spaces and divided by the average time spent at the centre by each service user. This capacity figure can be adversely affected by poor parking by service users and centre servicing closures and assumes that use of the service is equally dispersed over the opening hours.

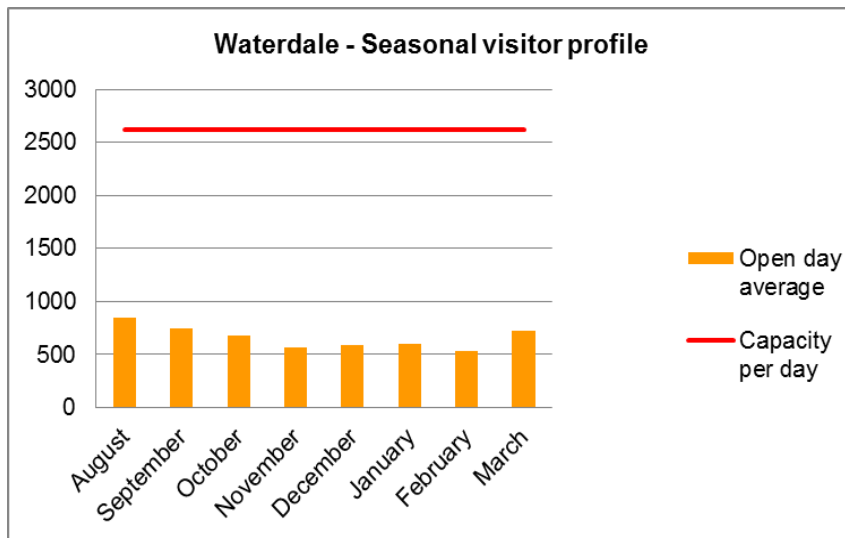
Waterdale HWRC Capacity	
62	Parking spaces
8	Hours open per day
29760	Number of minutes capacity
11.38	Average time on site
327	Number of vehicles site has capacity for per hour
2615	Number of vehicles site has capacity for per day

	Average Number of Visitors							
Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Open Day Average
August	710	745	800	CLOSED		1055	938	849
September	559	614	672	CLOSED		914	942	740
October	550	571	564	CLOSED		858	831	675
November	418	451	493	CLOSED		731	752	569
December	450	500	590	CLOSED		683	734	591
January	449	525	501	CLOSED		809	729	602
February	388	437	410	CLOSED		710	717	532
March	581	629	548	CLOSED		973	874	721
	Indicative data							

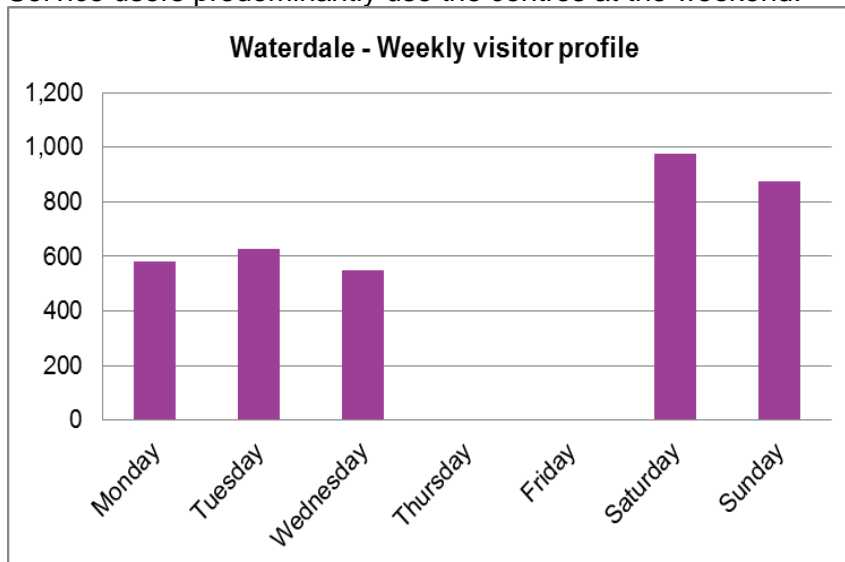
Projected number of annual visits	175,812
Projected total waste into Waterdale HWRC 2016/17 (tonnes)	8,439
Average amount of waste deposited by each service user (Kg)	48

Trip Counter Data

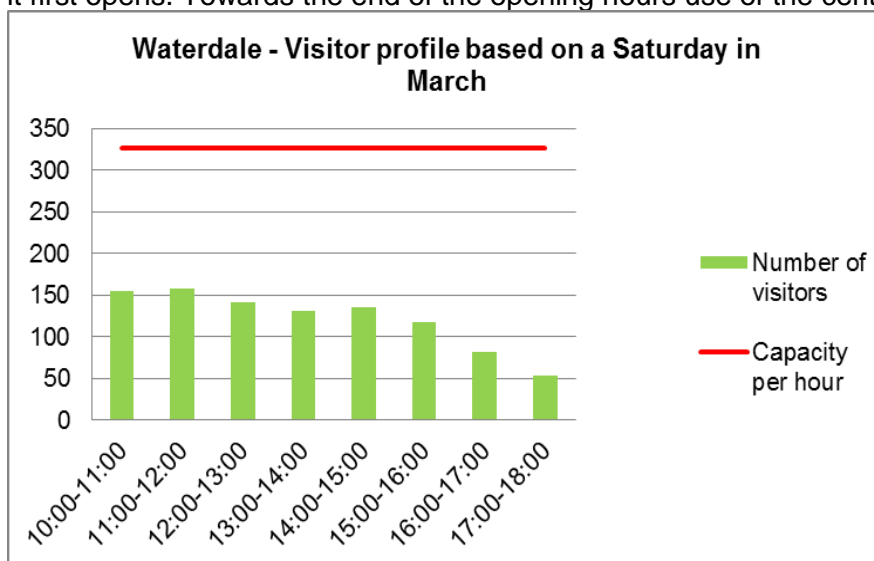
Trip counter information demonstrates that on average there is insufficient capacity at the Waterdale HWRC. The centre has daily capacity for 2615 vehicles or 327 vehicles per hour. Between August and March Waterdale HWRC received a daily average of 660 vehicles. Use of the centre varies throughout the year as shown in the following graph.



Service users predominantly use the centres at the weekend.



The graph below identifies that the majority of service users choose to visit the centre when it first opens. Towards the end of the opening hours use of the centre reduces.



HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL
TUESDAY 27TH JUNE 2017 at 2.00pm**

Agenda Item No.

9

WASTE MANAGEMENT QUARTER 4 PERFORMANCE MONITOR

Report of the Chief Executive & Director of Environment

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

Executive Member: Terry Hone, Community Safety & Waste Management

1. Purpose of report

- 1.1** To allow the Panel to review the performance of Waste Management for the fourth quarter of this year (January – March 2017) 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.

- 2.2** Improvement has been made in all three indicators and results are better than both national and regional averages.

3. Recommendation

- 3.1** The Cabinet Panel is invited to note the report and comment on the performance monitor for Quarter 4 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 4 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 Revised Project Plan proposed by Veolia, and accepted by Cabinet, is for an energy recovery facility at Rye House, Hoddesdon.

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) proposed at New Barnfield, Hatfield. Following refusal of the planning application, VES submitted a Revised Project Plan (RPP) which was accepted in principle (subject to the conclusion of the formal legal drafting) by Cabinet on the 14th March 2016. The legal drafting was concluded on 15th July 2016 to vary the contract and bring the RPP into effect. VES submitted a planning application for an Energy Recovery Facility at Rye House, Hoddesdon in late December 2016.

4.2.1 Key Achievements and Progress in Q4 (January – March 2017)

- VES submitted the planning application for the Rye House facility in late December 2016 to the Waste Planning Authority. The public consultation of the planning application ran up until 31st March 2017.
- A well-attended public meeting was held in Broxbourne in February with both the Waste Disposal Authority officers and VES in attendance.
- The process of extension of interim disposal arrangements is underway with an entry onto the Council's forward plan of key decisions currently timetabled for May/June 2017.

4.2.2 Key Issues, Risks & Risk Mitigations:

- 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 and permitting 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.

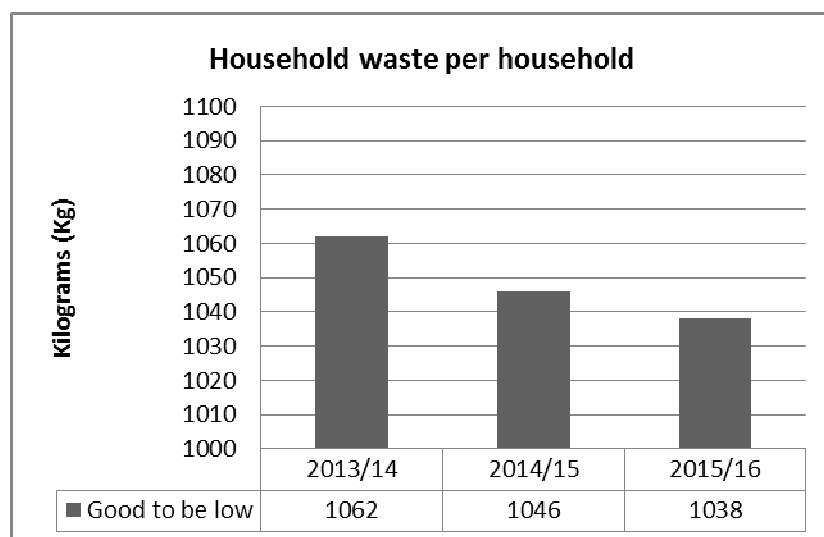
4.3 Waste Disposal Authority (WDA) function (excluding RWTP) indicators

Performance indicators are reported annually and therefore this update includes the final outcome for 2015/16. An update on the projected outcome for 2016/17 will be presented in the quarter one update with the final outcome presented in October 2017 once all data has been collated and confirmed.

The 2015/16 outcome has improved on the previous year as a result of the full year effect of kerbside changes in Dacorum and Three Rivers, new service changes introduced by Broxbourne (reduced residual waste capacity), and improvements in wood waste separation at the household waste recycling centres. The 50.0% household waste recycling rate target has been achieved.

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.

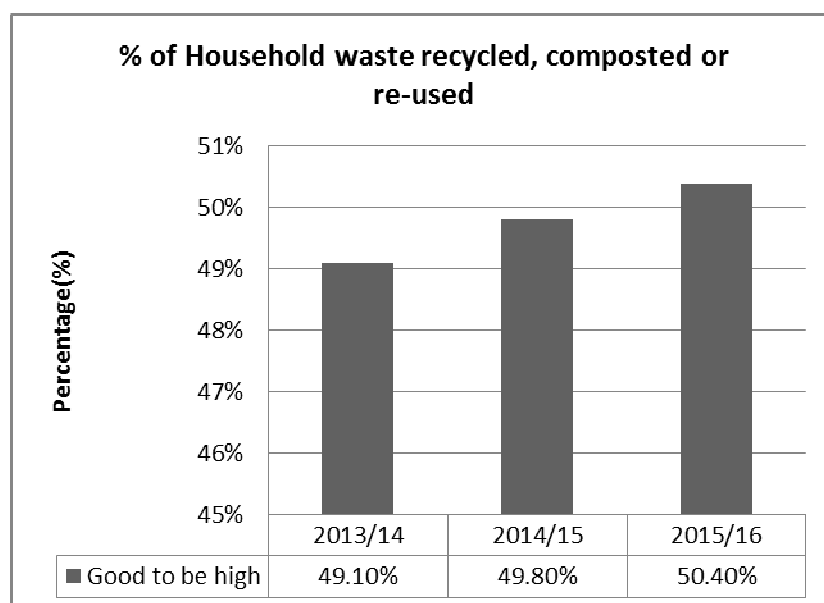
4.4 Total household waste per household in kilograms (the lower the better)



The total amount of household waste per household in 2015/16 was 1,038kg which represents an improvement on the figure of 1,046 kg in 2014/15.

Whilst not directly comparable with total waste, the data shows that residual waste (that which is not recycled, composted or re-used) per household in kilograms for Hertfordshire was 511kg which is better than both the Eastern region figure of 532kg and the England average of 564kg.

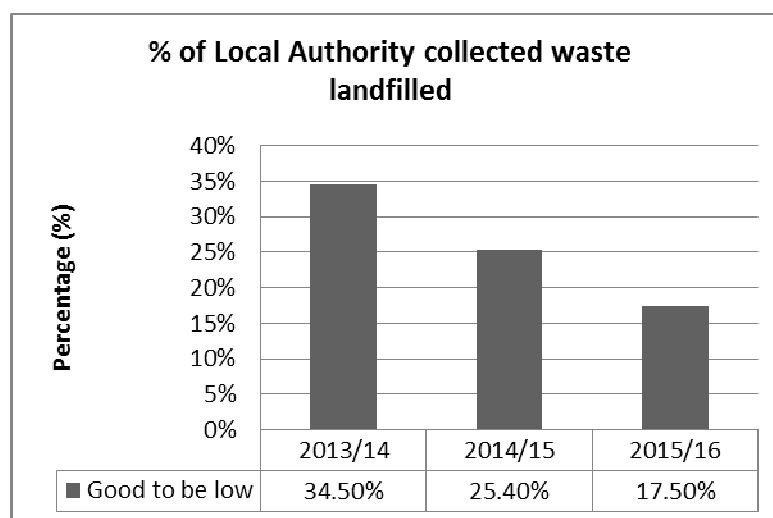
4.5 Percentage of Household Waste Recycled, Composted or Re-used (the higher the better)



The percentage of household waste recycled, composted or reused improved in 2015/16 to 50.4%, an increase on the 2014/15 total of 49.8%. This is in contrast to the national trend which has seen an overall decrease in recycling rates.

In December 2016 the Department for Environment, Food & Rural Affairs (DEFRA) released the Local Authority Collected Waste Statistics final figures for 2015/16. These figures show that Hertfordshire's recycling rate is higher than the Eastern region figure of 49.2% and well above the England average of 43.0%.

4.6 Percentage of Local authority collected waste landfilled (the lower the better)



The proportion of Local Authority Collected Waste (LACW) landfilled in 2015/16 was 17.5%, a significant decrease (positive direction) on the 2014/15 total of 25%.

As a comparison, in the Eastern region 23.4% of LACW was landfilled, whilst the England average is 19.8%.

4.7 Hertfordshire Household Waste Recycling Centre (HWRC) Service

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 6th October 2014.

Amey operates the County Council's 17 HWRCs under contract. They are delivering all aspects of the contract in accordance with their bid and are providing an improved customer focused service.

4.7.1 Key Achievements and Progress in Q4 (January – March 2017)

- Detailed joint inspections of the HWRC network have been carried out by officers and Amey, which focused on how the public perceived our sites, in terms of general cleanliness and the ability to locate containers for the various different waste streams. These visits identified the need for further improvements in the sites' appearance and, as a result, some signage, cones, barriers and site equipment have now been installed.
- Language Line is now available at each of the 17 HWRCs providing a quick and efficient service to those customers who require assistance due to a language barrier, where site rules and waste acceptance policies can be explained in 160 different languages.
- Amey and their haulier have purchased 19 additional forty-yard containers to use across the HWRC network which should assist by increasing capacity for materials on site and during container exchange.
- Amey continue to provide on their commitment to social value in Hertfordshire in accordance with their Community Engagement Plan. As part of this undertaking, Amey have embraced HCC's 'Virtual School', providing an opportunity for a 'Looked After Child' / 'Care Leaver' with a work experience placement at the Potters Bar HWRC.
- A customer post code survey has been undertaken across the network during March to help map the geographical area where people come from to use the HWRCs in Hertfordshire and will assist consideration on how best to deliver the services in the future.
- The installation of Automatic Number plate Recognition (ANPR), CCTV and Webcam systems at the HWRCs is progressing to schedule.

4.7.2 Key Issues, Risks & Risk Mitigations:

- Continued low prices and fluctuations in the value of recycling commodities collected at the HWRCs is having an adverse impact on Amey and they continue to explore ways to mitigate their loss of income.
- The condition of a number of the centres and their restrictive nature in terms of size and/or accessibility highlights the need to relocate and or redevelop sites identified as not fit for purpose to sustain service delivery for the future. Work in conjunction with the Hertfordshire Property section to identify new opportunities in this regard is ongoing with an Annex to the updated Waste Spatial Strategy detailing the preferred areas for a network of 'super-sites' in development and set to be published in late Summer 2017.
- The normal increase in service demand has come about ahead of Easter this year, due to good weather in early March. Whilst this has caused some capacity issues with some more popular recyclable waste streams, Amey continue to work closely with their haulage contractor to reduce the need for unscheduled site closures and the additional containers purchased will help to mitigate these pressures.
- The ANPR and CCTV systems at the HWRCs have been installed to programme and on budget. Serco have been engaged to complete commissioning during April and, once complete, this will assist in analysing the capacity of the current network, as well as supporting the existing permit scheme for commercial vehicles and trailer use and providing a web-based link for residents to view the queues across the network

5. **Risks**

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

5.1 Residual Waste Treatment (Risk ENV0104)

Following the unsuccessful planning application for the Recycling and Energy Recovery facility at New Barnfield, the County Council requested a Revised Project Plan (RPP) in accordance with the contract. The RPP submitted by VES was for an Energy Recovery Facility (ERF) at Rye House Hoddesdon; following the acceptance of the RPP at Cabinet on 14th March 2016 and conclusion of the necessary legal drafting, Veolia submitted a planning application for the ERF to the waste planning authority in late December 2016. The planning process is underway and the public consultation on the planning application concluded on 31st March 2017, a decision on the planning application is anticipated summer 2017. The overall risk status remains red and attracts a 'high impact' due to the high profile nature and high value of the programme.

6. Financial Implications

- 6.1** There are no financial implications arising from this report.

7. Internal Audit

- 7.1** There were no internal audit reports received in Q4.

8. Equalities Implications

- 8.1** 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.
- 8.2** 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.
- 8.3** 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.
- 8.4** No equality implications have been identified in relation to this report although Panel will not make a decision in respect of its contents.

Background Information

None.

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL
TUESDAY 27 JUNE AT 2.00PM**

**COMMUNITY PROTECTION ANNUAL PERFORMANCE REPORT
2016/2017**

Report of the Director of Community Protection & Chief Fire Officer

Author: Guy Pratt, Deputy Director of Community Protection (Tel: 01992 50750)

Executive Member:-Terry Hone, Community Safety and Waste Management

1. Purpose of report

- 1.1 To provide Panel with an overview of Community Protection Directorate (CPD) annual performance for 2016/17. This paper aims to highlight areas where the Directorate is performing well and areas for further investigation or action. The full draft report attached as Appendix A.
- 1.2 Panel are also asked to consider the revised format and content of the report in order that panel members feel suitably well informed of the wider activities of the Community Protection Directorate. This revised version includes case studies that highlight the work of the Directorate that cannot be illustrated using quantitative measures. The attached report should be considered as being a draft and amendments recommended by Panel will be included prior to issuing the final agreed version.

2. Summary

- 2.1 The performance report is divided into 3 sections:

Prevent and Protect	Pages 1 – 10
Plan for and Respond to Emergencies	Pages 11 – 14
Be an Excellent Organisation	Pages 15 – 19
- 2.2 CPD annual performance for 2016/17 remains good with most targets being met.

- 2.3 Areas where performance has not met target and is more than 5% worse than the same period last year include:
- Deliberate fires – however this must be seen in the context of a 44% reduction in deliberate fires over the past ten years.
 - Primary fires – however this must be seen in the context of a 17% reduction in Primary fires over the past ten years.
 - Secondary fires – however this must be seen in the context of a 34% reduction in Secondary fires over the past ten years.
 - False alarms attended due to automatic fire alarms (AFAs).
- 2.4 Areas where performance levels were anticipated and targets have been met but performance is not as good as last year include:
- Second fire appliance to attend a property fire within 13 minutes.
- 2.5 Areas where performance has shown improvement since last year include:
- Number of deaths from RTC's
 - Third fire appliance to attend a property fire involving people within 16 minutes.
 - % of outstanding 7.2d inspections.
 - Number of malicious calls received.
 - Businesses satisfied with the Trading Standards service.
 - Businesses satisfied with the fire Protection service.
 - % of core training activities.
- 2.6 Attendance standards for first appliance to a primary fire have decreased against target and last year's performance at 88.2%. The attendance standard for a second appliance to a primary fire met target at 91% and the attendance standard for a third appliance to a property fire involving people met target and improved against last year at 97.4%..
- In cases where it was estimated appliances would arrive within the standards and they did not the most common reasons provided for the delay were heavy traffic and the location of the incident changing en-route.
- 2.7 Members of the Panel are asked to consider other measures that are included in the performance report and recommend that they remain in the report or make observations and recommendations of other performance measures that should be included. These include figures relating to volunteers and rogue traders.

3. Recommendation/s

- 3.1 Panel to note the annual performance of CPD to the end of Quarter 4 2016/17.
- 3.2 Panel to agree the content of the report for publication to the wider organisation and the general public.

4. Background

- 4.1 The report has been produced in its current format bi- annually at end of year and mid-year to inform panel of directorate performance and the breadth and depth of partnership working, community activity and engagement across the directorate.

5. Equalities

- 5.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equalities implications of the decision that they are taking.
- 5.2 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.
- 5.3 The Equality Act 2010 requires the 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.
- 5.4 There are no implications for any persons with protected characteristics within this report.

Background Documents- Community Protection End of Year Performance Report 2016/2017 is attached at Appendix A

Appendix A

Community Protection Directorate

End of Year Performance Report

2016/17



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Foreword



Darryl Keen
Director, Community Protection
Directorate and Chief Fire Officer



Terry Hone
Executive Member for
Community Safety & Planning

We have pleasure in presenting the 2016/17 End of year Performance Report. Over the last year the four main parts of the Community Protection Directorate; Fire and Rescue, Trading Standards, the County Community Safety Unit and the Resilience Team have continued to work closely with colleagues in other directorates, partners, voluntary sector and other agencies to deliver a cohesive and comprehensive approach to community safety, protection and regulation. This integrated approach has notably added value to cross council service provision, and delivered efficiencies. Our prudent financial planning and budgeting has meant that CPD continues to deliver high performing, low cost services to the communities of Hertfordshire.

The Directorate's involvement in Partnership working has grown over the past year with the introduction of Safe and Well a particular highlight. Our work with youth engagement includes the LiFe programme, Princes Trust programme, and considerable work with our colleagues in the Thriving families' team at fire stations across the county.

Our Volunteers continue to make a significant contribution to the Directorates service delivery through arson and reassurance patrols, Home Fire Safety Visits and support to operational crews and youth engagement initiatives.

We recognise that safer communities can only be achieved by challenging and improving the way we work. There are many examples of work with partner agencies to improve capacity and maximise effectiveness. The increase in our emergency medical response through Co responding and our demand rationalisation work through our effecting entry partnership work with the Police have led to an increase in the overall number of incidents attended.

Over the past year our Trading Standards team have launched the trusted trader initiative in partnership with the 'Which' organisation to help Hertfordshire residents find reputable traders. Our Joint Protective Services team has won a government award for its work to help Hertfordshire-based businesses grow whilst staying on the right side of regulatory requirements. The Primary authority team, made up of fire and trading standards officers, won Team of the Year at the government's Primary Authority Awards for their work.

The Rogue Traders team have been successful in prosecuting a rogue trader, who was convicted of seven offences and ordered to pay £10,000. Our aim for the coming year is to be even more pro-active in identifying rogue traders, and taking the necessary robust action to protect Hertfordshire's residents and businesses.

There have been increases in primary fires, secondary fires and deliberate fires when compared to the same period last year ending a general downward trend over the last three years. These figures are in line with the national trend identified in the fire statistics monitor 2015/16 that saw increases in primary fires and secondary fires across England. All of these measures will be an area of focus for the year ahead.

Attendance at Road Traffic Collisions (RTC's) increased during the year in line with national trends and the directorate continues to develop initiatives and campaigns to raise awareness of the dangers of driving, particularly amongst young drivers.

Despite the recent upturn in some operational incident types, these types of incidents are still significantly lower than ten years ago.

Our operational response has seen a slight decrease in fire engine attendance times to property fires. Both the first and second appliance response times have decreased slightly over the past year.

The number of calls to automatic fire alarms (AFA's) has increased over the year and measures have been put in place to provide additional support to those premises that accumulate the most unnecessary attendances.

We regularly review our teams to ensure their objectives and capability match the evolving needs of the service and where necessary remodel the way that services are delivered to provide value for money. During this year this has included a reduction in the size of the Strategic Leadership Group as a result of the redundancy of the Assistant Chief Officer – Performance and Business Support role.

The safety and competence of our teams is also critical to our performance and so the Directorate continues to invest in training by improving the training facilities and other areas of the service to ensure that our workforce have the capability and support to respond to the increasingly diverse needs of our service. An example of this is the live fire training that has now been delivered to our phase 1 trainees. Live fire training creates realistic and challenging conditions in a controlled environment and the experience and skills learnt during this training are invaluable in developing operational preparedness for our front line personnel.

Directorate services continue to be held in high esteem by members of the public, clearly trusted and visible in times of need. We recognise that our high levels of performance could not be achieved without the enthusiasm, dedication, commitment and professionalism of our employees and volunteers. Through prevention, protection and response, they are central to community life whether working with young people, protecting the vulnerable or rescuing people from emergency situations.

Indicators RAG and Direction of Travel Explanation

Green	Equal to or over performing against last reporting period or target
Amber	Up to 5% underperforming against last reporting period or target
Red	More than 5% underperforming against last reporting period or target

↑	Performance improving compared to last reporting period or target
→	Performance stable compared to last reporting period or target
↓	Performance declining compared to last reporting period or target

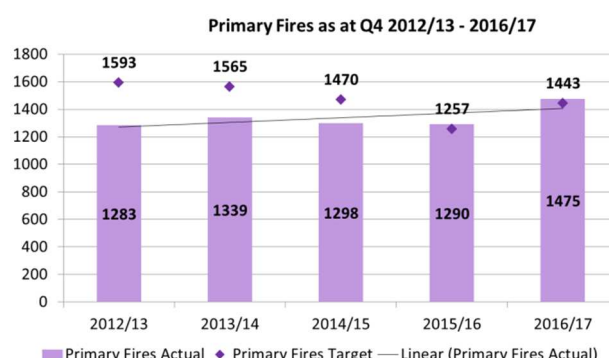
Fires

	16/17	15/16	Vs Last Year	Target	Vs Target
Primary fires	1475	1290	↓14.3%	1443	↓2.2%
Secondary fires	1231	1062	↓15.9%	1179	↓4.4%
Deliberate fires	1205	1039	↓16.0%	1187	↓1.5%

Primary Fires – fires involving property including buildings, vehicles, crops etc.

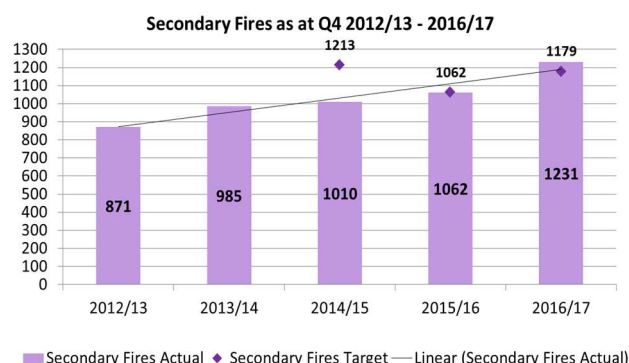
The total number of primary fires increased by 14.3% compared to the same period last year, and by 14.9% in the last 5 years. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 3% rise was recorded.

Primary fires are 17% lower than for the same period ten years ago.



Secondary Fires – fires of no discernible value or ownership e.g. scrubland, grassland, rubbish etc.

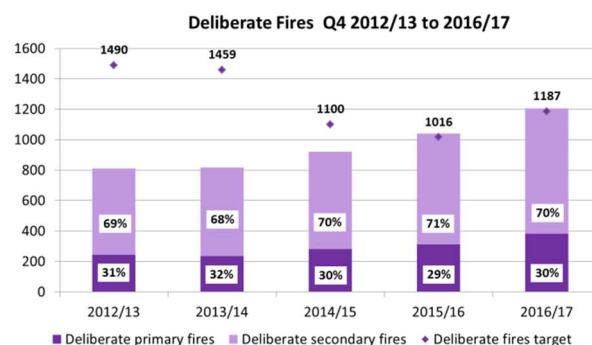
The total number of secondary fires has risen by 15.9% compared to the same period last year; there has also been an increase of 41.3% in the last 5 years. However 2012/13 was a particularly wet summer and this affected the number of secondary fires that occurred that summer. If this anomaly was removed then the increase over five years would be 24.9%. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 7% rise was recorded. Secondary fires are 34% lower than for the same period ten years ago.



Deliberate Fires – fires which are believed to have been started intentionally.

The total number of deliberate fires rose by 16% compared to last year; the total number of deliberate fires has risen by 48.7% in the last five years and decreased by 44.6% in the last ten years.

The proportions of deliberate fires that are primary or secondary has remained fairly static over the last five years, with around 70% of all deliberate fires being classed as secondary and approximately 30% as primary.



Serious Farm fire in Wareside

Eight appliances attended a serious fire at a farm in Wareside on the evening of 14 September which caused significant damage to three farm buildings.

Two appliances were initially despatched by Fire Control and Hertford Red Watch were the first on the scene, immediately calling for 'make pumps 4'.

Eight fire appliances, a high-volume pump and the command support unit were eventually needed to bring the fire under control. Despite difficult access and a poor water supply, some great work by the crews prevented the fire from spreading to the nearby farmhouse and fortunately nobody was hurt.

The High Volume Pump (HVP) was able to pump water from a local pond and later from the River Ash across an adjacent field.

Crews were on the scene throughout the night and well into the next day, fighting the fire and damping down the scene.



Eight Pump fire means a busy bonfire night

Following a busy Bonfire Night responding to much smaller incidents, the Potters Bar crew were called to a fire in the open in the early hours of Sunday 6 November in South Mimms. On arrival it quickly became apparent that this was not a small fire in the

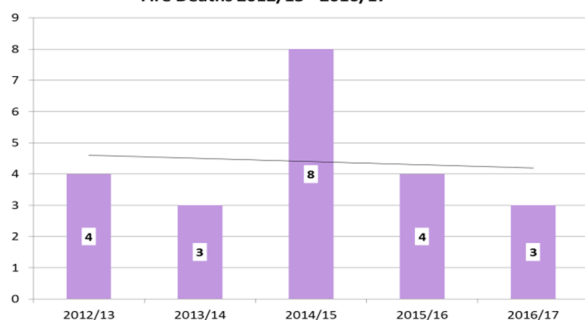


open but was in fact over 20 vehicles and a large amount of tyres on fire. Due to poor water supplies on site, the incident eventually escalated to eight pumps, with the fire taking two hours to get under control. Once the fire had been extinguished, the extent of the fire could finally be seen with almost 40 cars, a lorry, hundreds of tyres and many trees surrounding the site completely destroyed. With hundreds of vehicles within the compound, the incident could have been much worse, and the safe completion of the incident can be attributed to the hard work of every firefighter involved.

Fire Deaths and Injuries

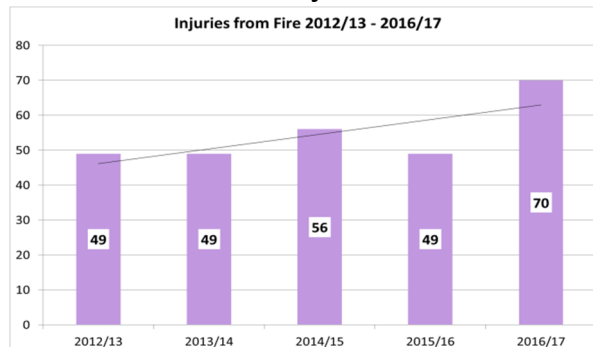
	16/17	15/16
Fire deaths	3	4
Fire injuries	70	49

Fire Deaths 2012/13 - 2016/17



There were 3 deaths recorded during 21016/17 where the cause of death has been attributed directly to fire. This is one less than for the same period last year.

Injuries from Fire 2012/13 - 2016/17



The Service uses the term injury to include only those casualties requiring treatment at a hospital. During 2016/17 there were 70 injuries resulting from fires, this is 21 higher than for the same period last year.

Road Traffic Collisions

	16/17	15/16
Number of RTCs	↓ 546	464
Deaths from RTCs	↑ 6	7
Injuries from RTCs	↓ 427	338

Please note that the above figures represent the number of Road Traffic Collisions (RTCs) attended by the Service within the county. Hertfordshire Constabulary record information from all reported Road Traffic Collisions across the County, regardless of whether assistance from the Fire and Rescue Service is required. KSI statistics for Hertfordshire will therefore not directly correlate with the figures included here.

The Fire and Rescue Service continue to be called out to rescue significantly more people from Road Traffic Collisions (RTCs) than from fires and more people are killed on Hertfordshire's roads than in fires. During 2016/17 the service attended a total of 546 RTCs which is 82 or 18% more than the 464 RTCs attended last year and 139 or 20.29% less than for the same period ten years ago.

Road Traffic Collision on A1M



On 19 September Green Watch St Albans attended an RTC on the A1 with Borehamwood and Potters Bar. On arrival, there was a small box van that had collided with the central reservation. There was one male trapped with injuries and requiring extrication.

The crews discussed the extraction plan

with the onsite paramedic and it was apparent that the arrival of an ambulance could be some time. There was also the

need to remove some internal metal work which required smaller cutting equipment. Armed with this information, it was decided to request the attendance of the RSU.

The RSU carries numerous cutting tools that can assist crews to manage the smaller or more awkward rescue cuts. There is also now the capability to extricate casualties safely using the extraction boards and equipment. On this occasion they had the casualty on the backboard ready for the ambulance crew, when they arrived. They also utilised the platform as a casualty treatment area and privacy screen. It is important to remember that we are not all about the big tools, the RSU carries lots of equipment and tools that can assist crews with their rescue plan.



Mobile phone road safety at the services.

Potters Bar crew recently attended South Mimms service station on two separate days as part of our RTC reduction strategy to talk to drivers about using your mobile phones while driving. There was also the usual questions regarding being safe in the home while celebrating Christmas. This was received very well by all and this very useful partnership with the service station will be extended to this summer with plans to do some RTC demonstrations alongside the police.



Horse rescue in Potters Bar.

Potters Bar and Hatfield were called to a large horse that was trapped after trying to escape from a horsebox. On arrival it was apparent that the horse was upside down and its airway was compromised due to the position of its neck. It was obviously quite scared and kept kicking so calming it down was a priority. A vet from the Royal Equine College in Potters Bar arrived and it was decided that the best way to release the horse was to sedate her fully. Using lots of strops and brute force, crews managed to turn her round and pull her out through the door while making sure that her head was protected.

This was a protracted, unusual incident with a very scared large horse but all crew members worked well and along with some very helpful stable hands the horse was released. The service stayed on scene for another 30 minutes as our lighting was required as the horse was recovering from sedation. The owner of the horse was very thankful of everyone's efforts.

Think Safe Refresher Evening at St Albans Fire Station

St Albans 'Think Safe' team held a refresher evening for all those who had attended previous courses in 2016 plus guardians and carers.

'Think Safe' is designed to empower adults with learning disabilities. They have an opportunity to learn how to keep themselves safe from personal abuse, fires in the home, and crime, and the course teaches them what to do if issues do arise. 'Think Safe' gives participants an opportunity to interact with statutory agencies and gain confidence in speaking to their local police, firefighters and social workers.



The evening was a great success, coffee and cakes were provided by the social service team and the fire service gave another station tour with equipment demonstrations which as al-ways, was well received.

Safe and Well work featured in ITN film

The joint Safe and Well Visits project between our Fire and Rescue and Public Health teams is featured in a new ITN film called *Beyond Blue Lights*. Have a look at how our firefighters are going beyond their traditional role to keep people safe and well in their homes by following this link.

<https://youtu.be/qoNmt964JzU>

The current affairs style programme – which was filmed at Longfield and in Hertsmere at the beginning of August – has been produced by ITN Productions for the Chief Fire Officers Association to promote the work the UK fire and rescue service does to help keep people safe and well.

The programme, introduced by national newsreader Natasha Kaplinsky, features the new Safe and Well Visits being piloted in the Hertsmere area, as well as looking at how emergency services are working together using the JESIP principles.

The fire and rescue service has worked closely with colleagues from public health to develop Safe and Well, building on the success of the existing fire safety checks.

Firefighters at Borehamwood and Potters Bar fire stations have been given training by Public Health specialists and will now be able to support Hertfordshire's older and vulnerable residents with health issues such as falls prevention, social isolation, keeping a home warm enough and eating and drinking properly, at the same time as carrying out a home fire safety check.

Firefighters are equipped with the skills to identify potential health and wellbeing issues and where necessary will refer residents to relevant agencies for further support.



Partnership Working For Garston and the Syrian Refugee Resettlement Project

Baroness Dorothy Thornhill, Watford's Mayor, recently said that Watford is committed to help to ease Europe's refugee crisis by taking in people fleeing conflict in Syria.

So during August and September, Green Watch Garston found themselves working alongside the Hertfordshire Syrian Resettlement Project Housing Officer responsible for the Garston area to provide a Home Safety Visit for two families who had been provided with accommodation in the area.

With the help of an interpreter, the crew gave out fire safety information to the families, including a safety in the home leaflet in Arabic. They highlighted the most important parts including learning how to contact the emergency services and ensuring the families knew how to confirm their home address should they have an emergency situation.

Despite the language barrier, both families expressed their gratitude to the crew and were very receptive to all the help given to them.

Co responding training at Borehamwood

In preparation for co responding local ambulance crews attended training sessions at Borehamwood to ensure interoperability between the two services would provide a fluid and well-co-ordinated resolution to future cardiac arrest or 'Red 1' incidents.

This enabled both crews to produce a recognised working system between services that would make the most of resources available in any given situation.



Get set for winter



During the bleak winter months of December, January and February HFRS teamed up with Herts Help, Age UK, Carers in Herts, Hertfordshire Independent Living Service and other local community partners for the Get Set for Winter initiative hosted by Hertfordshire Libraries.

The get set for winter events were held in Libraries across Hertfordshire to give local people a chance to find out how to avoid falls and stay well over the winter months.

Visitors learned about equipment and aids to stay safe at home and given fall prevention exercises, guided by Occupational Therapists and social workers. Old worn out slippers that can cause trips and falls leading to hospitalisation and loss of independence for senior citizens were exchanged for new anti-slip pairs, provided by Hertfordshire Libraries.

Hertfordshire Fire and Rescue crews, the district coordinator and the volunteers were on hand during the events at Welwyn Garden City and Potters Bar Libraries to give fire safety advice and to promote our new Safe and Well initiative that is currently being carried out across the Hertsmer Welwyn Hatfield district. The initiative was very well received generating lots of interest that has produced both constructive and positive results.

Rogue Traders

	16/17	15/16
Number of rogue trader incidents reported to trading standards	↓ 104	98
% Rogue trader incidents responded to within 24 hours	→ 100%	100%

Rogue Trading involves consumers receiving visits or calls from unscrupulous traders offering services such as gardening or household repairs under the guise of legitimate business. This invariably sees deliberate overcharging for unsatisfactory goods and/or services. Often this includes charging for unnecessary work, damaging property deliberately in order to charge for repairs, leaving work unfinished and intimidating behaviour in order to extort money. Rogue traders deliberately target elderly and vulnerable members of the community.

Trading Standards Enforcement Officers respond to reports of doorstep crime within 24 hours or in the event that a rogue trader is currently, or is due to arrive at a resident's home, a rapid response procedure is activated and Trading Standards Officers will attend immediately along with the police. In 2016/17 we dealt with numerous rogue trader incidents and the police with many more (as we continue to train new police recruits on doorstep crime). However, this is just the tip of the iceberg, as doorstep crime is heavily under reported. A national survey last year estimated the reporting rate for doorstep crime to be between 10 and 20%, and possibly as low as 5%, meaning that there is likely to be more than 170,000 incidents per year nationally.

One of the team's investigations was concluded in court in June 2016, when a cold calling roofer was ordered to pay almost £10,000. The rogue trader pleaded guilty to seven charges relating to roofing work he carried out at two addresses in Hatfield and St Albans last year. He admitted using aggressive commercial practices, failing to provide information on cancellation rights, failing to provide information about his address and making false claims for VAT.

He was fined £2,000 and ordered to pay £3,100.80 in compensation to his two victims as well as £4309.98 prosecution costs and a £100 victim surcharge at St Albans Magistrates' Court on 15th June. The court heard that at one address he initially agreed to carry out work costing £50 but then pressured his victim into agreeing to £800 of work, insisting on immediate payment and even following her up the stairs to watch her while she made an online payment.

At another address he initially quoted £1,000 to apply wood preservative to joists but then claimed that he was owed an additional £280 in VAT, despite not being registered for VAT with HMRC.

Government award for JPS regulators

Our Joint Protective Services team has won a government award for its work to help Hertfordshire-based businesses grow whilst staying on the right side of regulatory requirements.

The primary authority team, made up of fire and trading standards officers, won Team of the Year at the government's Primary Authority Awards for their work.

The primary authority scheme allows businesses trading in two or more areas to form a legally recognised partnership with one local authority. Businesses in Hertfordshire of all shapes and sizes, from large companies such as Tesco down to small and medium enterprises, are benefitting from our expert advice, which helps to reduce the cost of compliance by providing certainty to that business, reducing risk and aiding compliance.

Such partnerships deliver benefits for the regulatory system as a whole, for the businesses they partner with, and for those that the regulations are designed to protect – consumers, workers and the environment.

Speaking after the win, Richard Thake, Cabinet Member for Community Safety, said: "I'm delighted that our team's hard work has been recognised. We're in the unique position of having the fire service and trading standards in the same directorate, and that's a real advantage for both us and for the businesses we support. We're committed to supporting Hertfordshire-based businesses and helping them maintain a high level of protection for the public."

In awarding the prize to the team, the judges said: "This is an excellent entry, including endorsements from businesses and local authorities. The work Hertfordshire carries out with businesses and local authorities to promote high quality primary authority services are to be commended."

The awards are organised by the Department for Business, Innovation and Skills to recognise outstanding work.



New trusted trader partnership launched with 'Which?'

Trading Standards and the consumer organisation 'Which?' launched a new partnership in May, aiming to make it easier for Hertfordshire's residents to find a reputable trader.

The joint scheme is the first of its kind in the UK, bringing together both 'Which? Trusted Traders' - the iconic endorsement from the UK's largest independent consumer organisation - and Trading Standards' current approved trader scheme. Traders on the new scheme will undergo an assessment by Which? and Hertfordshire Trading Standards professionals - including face-to-face interviews, financial checks, and even Trading Standards checks, in order to become endorsed. Endorsed traders will have use of the new Hertfordshire Trading Standard approved and Which? Trusted trader endorsement logo, and consumers will be able to find a profile of the traders at: <http://trustedtraders.which.co.uk> Speaking at the launch at the Which? Offices in Hertford, Richard Thake, Cabinet Member for Community Safety at Hertfordshire County Council, said: "It is difficult for households to know which tradespeople they can really trust and this new joint endorsement scheme is here to help. "Our Trading Standards team and Which? Trusted Traders both aim to make it easier for consumers in Hertfordshire to find a reputable trader. We hope this partnership, with its added assessment from both successful schemes, can be mirrored in other parts of the UK."

Risk Based Inspections

	16/17	15/16
RBIPs undertaken by Fire Crews	↓ 767	771
RBIPs undertaken by Fire Protection Officers	↓ 326	354
Total RBIPs undertaken	↓ 1093	1125

The Fire and Rescue Authority are the primary agency responsible for enforcing The Regulatory Reform (Fire Safety) Order 2005 legislation in most premises. In Hertfordshire, inspections of those premises that present the highest risk to the community are completed by the Fire and Rescue Service following our risk based inspection programme. We aim to work in support of individuals and organisations to make their premises safe. However we will take legal enforcement action to ensure that appropriate work is carried out.

Our current fire safety 'Risk Based Inspection Programme' (RBIP) has been devised using local statistical information on fires in non-domestic premises combined with national data and the professional judgement of the Fire Protection management team. The overall potential for loss of life or serious injury is the major determinant of risk for the purposes of the RBIP. When we receive intelligence of an alleged fire risk we aim to respond within four hours to inspect the allegation, determine the severity of any breach of fire safety legislation and take immediate enforcement action if necessary. The number of RBIPs completed by Fire protection officers for the period has reduced primarily due to an increase in workloads in other areas that has seen Approved Inspector Building Regulation consultations up 13%, Local Authority Town and Country Planning consultations up 82% and Specific (Fire Safety) Inspections up 53%.

Home Fire Safety Visits (HFSVs)

	16/17	15/16
HFSVs undertaken by Fire Crews	↓ 4385	4535

Home Fire Safety Visits (HFSVs) are an accidental dwelling fire prevention initiative. HFSVs involve the identification of potential fire risks in the home, the provision of fire safety advice and the installation of smoke alarms where necessary. HFSVs are offered to all households in Hertfordshire, with awareness campaigns and risk profiling tools used to identify and target 'high risk' areas and households. HFSVs are also provided for 'at risk' individuals when referrals are received from other agencies or services. CPD can supply and fit specialist protection where a need is identified, this includes arson proof letterboxes, smoke alarms for the hearing impaired, portable suppression systems and fire resistant bedding packs, throws and clothing. The number of HFSV's undertaken has slightly decreased when compared to the same period last year. Alongside this the introduction of the more comprehensive 'Safe and Well' visits have improved outcomes for vulnerable people but reduced the quantity of visits undertaken.

Safer streets



On Wednesday 8 February, Blue Watch Garston worked with local Police and Community Support Officers to carry out a Safer Streets campaign in Park Avenue Bushey. Neighbours had been concerned and had reported anti-social behaviour from the path and park land behind the houses back gardens, there had also been a spate of break-ins.

Around 60 houses were visited and advice was given out or residents were referred onto other services.

A number of home fire safety checks were carried out on the spot and some more were booked in for future dates.

Fire Engine Attendance Times

	Target	16/17	15/16
% First fire engine to attend a property fire within 10 minutes	↓ 90%	↓ 88.2	90.6%
% Second fire engine to attend a property fire within 13 minutes	↑ 90%	↓ 91%	93.5%
% Third fire engine to attend a property fire involving people within 16 minutes	↑ 90%	↑ 97.4%	90.6%
% First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes	↑ 75%	↓ 80.3%	88.7%
% First fire engine to attend a hazardous materials (HAZMAT) incident within 20 minutes	→ 100%	→ 100%	100%

For property fires, road traffic collisions and hazardous materials incidents occurring within Hertfordshire boundaries we have attendance times that are set by Hertfordshire Fire Authority. Attendance times are measured from the time the fire engine is assigned to an incident by Fire Control until arrival at the scene.

The Digital Services department produce a monthly report on attendances that do not meet the attendance standards. On occasion the nearest available appliances to an incident are too far away to meet the Service's attendance standards. However in cases where the mobilising system estimated an appliance would arrive within the standards and it did not further investigation is undertaken by managers. In 2016/17 to date in cases where it was estimated appliances would arrive within standard and they did not the most common reasons provided for the delay were heavy traffic and the location of the incident changing en-route. Some delays due to 'all lanes running' on the M25 have also been reported by appliances attending Road Traffic Collisions and although the target has been met further research in this area will be undertaken.

Site Specific Information

	Target	16/17	15/16
% of outstanding 7(2) d inspections	↓ 0.0%	↑ 1.2%	2.5%

The Fire and Rescue Service carry out annual inspections on sites which would potentially pose a special risk to firefighters, the general public or national heritage in the event of an incident. These are known as 7(2) d inspections and are used to update Site Specific Risk Information (SSRI) documents for use by fire crews. At the end of 2016/17 inspections at 4 sites or 1.2% of the total were outstanding.

HCC Incident Response Planning

The Resilience Team coordinates and supports emergency planning and business continuity arrangements across council departments to ensure that HCC can respond quickly and effectively to a wide range of incidents and emergencies whilst continuing to deliver critical services during times of disruption. The team also coordinate the provision of welfare support to the community and take a key role in the recovery phase of emergencies. There is now one overarching Incident Response Plan for HCC which each departmental Incident Response Plans link into and these were all tested in March 2016.

Automatic Fire Alarms

	Target	16/17	15/16
Total attendances to false alarms caused by AFAs	↓ 2654	↓ 2738	2508
Attendances to false alarms caused by AFAs – non-domestic premises		↓ 1135	1075
Attendances to false alarms caused by AFAs - domestic premises		↓ 1601	1429
AFAs not attended	↓ 1158		1201
% of all AFA calls attended	↓ 70.3%		67.6%

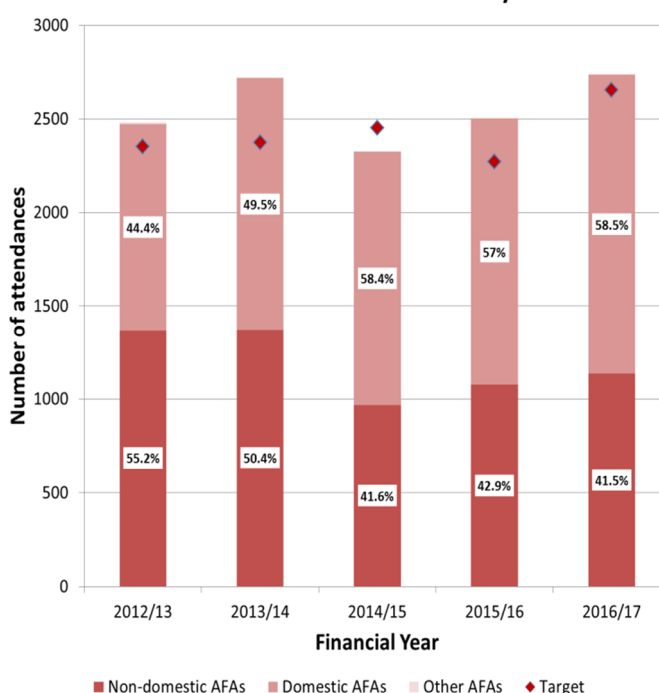
A significant percentage of incidents attended by the Fire and Rescue Service turn out to be false alarms generated by Automatic Fire Alarm (AFA) systems.

As of 1 April 2014 Hertfordshire Fire and Rescue implemented a new policy and no longer automatically respond to calls from AFA systems in most business premises between the hours of 9am and 5pm, Monday to Friday, unless a fire is confirmed. The new policy proved to be extremely successful and the total number of attendances to false alarms caused by AFAs fell by **14.5%** in 2014/15.

This year to date the service has experienced an overall rise of **9.2%** in the number of false alarms attended caused by AFAs. Attendances to **non-domestic** premises rose by **5.6%** and to **domestic** premises by **12%**. The number of calls successfully challenged by Fire Control where no attendance is made has fallen by **3.6%** and overall the Service attended **70.3%** of false alarm calls generated by AFAs compared to **67.6%** last year a reduction in performance of **1.9%**.

AFAs in domestic premises now make up the majority of attendances to this type of false alarm, **58.5%** of the total compared to **41.5%** for non-domestic premises.

Attendances to false alarms caused by AFAs



Malicious False Alarms

	16/17	15/16
Number of malicious calls received	↑ 204	218
Number of malicious calls attended	↓ 75	69
% of malicious calls attended	↓ 36.8%	31.7%

Emergency calls that turn out to be false alarms divert essential fire and rescue resources rendering them unavailable for more serious incidents. Fire Control Operators use their experience and training to identify potential malicious callers and challenge them. To drive down the number of hoax calls the Service maps hotspots to target prevention activity and works with phone network providers to bar persistent offenders. In comparison to last year the total number of hoax calls received **decreased** from **218** to **204**, and the percentage of hoax calls attended increased by **5.1%** from **36.8%** to **31.7%**.

Exercise Magic



On 7 October 2016, the HCC Resilience Team facilitated a Senior Management Tabletop exercise at Dacorum Borough Council called 'Exercise Magic'. Exercise Magic was designed to provide an opportunity for senior managers to practise emergency response arrangements for a major incident. The exercise was attended by the Chief Executive, Directors and Group Managers, as well as the CCTV Team Leader and Health and Safety Team Leader.

The scenario focused on a major incident close to the town centre involving a chlorine spill on the Plough Roundabout (also known as the Magic Roundabout) with major consequences in the area. To add a feeling of reality, the participants were shown a number of video updates from agencies such as HFRS and the Police. The exercise format was designed to allow participants to go through some of the arrangements and to increase familiarisation with the plan. Sophie Donoghue, HCC Resilience Officer acted as facilitator and took the delegates through the scenario using a framework of prepared questions. A practice Incident Management Team meeting was held and the nominated Incident Manager decided who to invite to the IMT and chaired the group. Issues such as business continuity, public information and recovery were discussed and explored.

The majority of participants agreed that the exercise met its objectives and found the exercise useful or very useful. All participants stated that they had a better understanding of DBC's emergency planning arrangements as a result of attending the exercise.

Exercise Hornet



In the early hours of Sunday 25 September crews from around the county took part in Exercise Hornet. The live exercise, commissioned in conjunction with Connect Plus Services who manage the road network on behalf of Highways England is a once in a four year opportunity to take part in an simulation within the Hatfield Tunnel.

The objectives set by Highways England were to implement and assess the strategic, systematic and tactical responses to an incident within the tunnel.

HFRS joined Herts Police, EEAS HART teams, Connect Plus Services, HCC and the casualty union as players in a large multi vehicle RTC set within the northbound bore of the tunnel.

The scenario involved a mini bus containing six passengers in collision with a diesel tanker which caused a separate RTC involving two cars attempting to take evasive action. In total there were nine persons trapped in three separate vehicles with injuries ranging from broken legs to C-spine complaints.

Initial crews worked closely with Police and HART colleagues utilising the JESIP principles to triage the injured and formulate a plan for extrication based on those in most need of medical attention.

A secondary incident, a car fire set 200m further north in the tunnel, tested the reactive abilities of the crews and it was swiftly dealt with by committing a crew via the southbound bore and utilising the crossover doors that led into the northbound bore of the tunnel.

After a hot debrief was held with the appliances OICs at the scene, a multi-agency debrief was held at Hatfield Fire Station immediately afterwards.

HFRS crews were again praised by all concerned for their professionalism and enthusiasm throughout the simulation.



Customer Satisfaction

	16/17	15/16
Businesses satisfied with the Trading Standards service	↑ 88%	84%
Businesses satisfied with the Fire Protection service	↑ 100%	88%

A sample of the businesses that have been visited or advised by Hertfordshire Trading Standards or Fire Protection service are surveyed to gain feedback on their satisfaction. This includes traders or businesses that we have received complaints about. The surveys ask whether our officers were fair, helpful, polite and courteous. Whether information was easy to understand and whether businesses felt as a result of the advice received they were better equipped to deal with similar problems in the future. The score for 2016/17 for the Trading Standards was 88% and for Fire Protection was 100%, compared to 84% and 88% respectively for the same period in 2015/16.

	16/17	15/16
Consumers satisfied with the Trading Standards service	↓ 88%	90%
Consumer enquiries given a full response within 3 working days	↓ 93%	95%

During 16/17 Trading Standards responded to 93 % of enquiries within 3 working days - a 2% decrease on last year. Of those not responded to within the 3 workdays, the enquiries came in from other local authorities involving referrals about head office businesses in the Hertfordshire area.

Hertfordshire Trading Standards seeks to provide consumers with advice and information to help them resolve disputes and be better able to deal with matters in the future. A short survey is sent out at random to consumers that have used the Trading Standards advice service. Questions include whether they are satisfied with our service, whether information and advice is easy to understand, if our staff are informative and treat them fairly, and whether we are polite and courteous. In 2016/17, 88% of respondents stated that they were satisfied with the overall level of service; this figure was down from 90% in the previous year. Some respondents feel we should act for them in their civil disputes with traders, where a complainant is not vulnerable, we provide them with information and advice to help them pursue their complaint themselves with the traders. Sometimes complainants are not happy with this resulting in a small number of surveys being returned with the response to the question 'how do you rate our overall service' being scored as 'poor'.

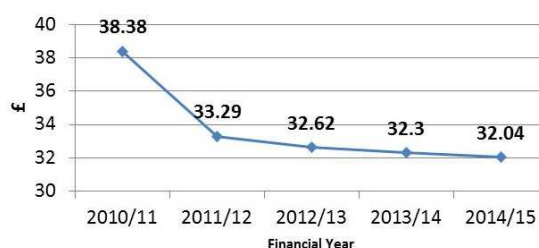
	16/17	15/16
Residents satisfied with the Fire Prevention service	→ 100%	100%

The Fire Prevention service offer Home Fire Safety Visits (HFSVs) to residents which involve the identification of potential fire risks, the provision of fire safety advice and the installation of smoke alarms where necessary. Awareness campaigns target vulnerable groups and risk profiling tools are used to identify and target 'high risk' areas and households for a priority visit. HFSVs are also provided for 'at risk' individuals when referrals are received from other agencies/services and we can supply and fit specialist protection where a need is identified, this includes arson proof letterboxes, smoke alarms for the hearing impaired, portable suppression systems and fire resistant bedding packs, throws and clothing. Following a visit residents are asked to complete a short satisfaction survey.

Cost

The Chartered Institute for Public Finance and Accountancy (CIPFA) publishes annual fire statistics which enable national cost comparative analysis. The latest available CIPFA statistics 2014/15 show HFRS to be one of the lowest cost English FRSS in the country at **£32.04** per head of the population. This places HFRS eighth lowest cost nationally out of 43 English FRAs, lowest of 13 FRAs in our defined Family Group and fourth lowest out of 13 County Council FRAs. The most recent CIPFA statistics for Regulatory Services show that the net expenditure for Trading Standards in Hertfordshire was **£2.55** per head of the population in 2013/14.

Cost of the Fire and Rescue Service per head of the population 2010/11 - 2014/15



Data from CIPFA Fire and Rescue statistics

Sickness

Rolling 12 months – 16/17

Rolling 12 months – 15/16

	% Short Term	% Medium Term	% Long Term	Average Days	% Short Term	% Medium Term	% Long Term	Average Days
Fire and Rescue - Uniformed	21.1%	20%	58.9%	↓ 10	39.2%	25.3%	35.5%	6.7
Fire and Rescue - Non-Uniformed	21.1%	27%	51.9%	↓ 5.2	49.3%	35.3%	15.4%	2.5
JPS – Non-Uniformed	8.4%	12.2%	79.4%	↓ 6.9	26.7%	24.1%	49.2%	5.5

There have been 4 operational injuries during 2016/17. Hertfordshire County Council monitor sickness absence levels through measuring the number of working days/shifts lost per person in the last 12 months. Sickness levels have increased since last year, particularly for long term sickness and this is an area that is now subject to a comprehensive internal review. It should also be noted that short term sickness has decreased by 12.9% over the past five years.

Complaints and Compliments

	16/17	15/16
Stage 1 complaints	↓ 20	8
Stage 2 complaints	→ 1	1
Ombudsman complaints	→ 0	0
Compliments	↓ 260	364

The Directorate is committed to listening to service users and dealing with any complaints that have been received promptly and effectively. Annual performance for 2016/17 shows the number of Stage 1 complaints increased from 8 last year to 20 this year. There has been one stage 2 complaint received for the period and no complaints in 2016/17 received from the Ombudsman.

Of the 20 stage 1 complaints received this year, 7 were related to Fire and Rescue and 13 to Trading Standards. Seven of the 20 complaints (35%) were upheld or partially upheld which is a 2.5% reduction in the number of complaints upheld from last year.

The number of compliments received decreased from 364 in 2015/16 to 260 in 2016/17; however a change in the way that we record compliments means that multiple compliments received from groups involved in the same event are now counted as a single compliment.

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Volunteers

	16/17	15/16
Hours provided by Trading Standards volunteers	↓867	1110
Hours provided by Fire and Rescue volunteers	↓7381	7549
Total hours provided by volunteers	↓8248	8659
Standby hours provided by the VIST team	20,000	N/A

We have continued to build upon the success of our Volunteer Scheme which was established with the primary aim of empowering local communities to become more closely involved with delivery of our services. The number of volunteers on the scheme currently exceeds 150, including the UK's first Trading Standards volunteers.

Our volunteers undertake a wide range of duties including some high profile initiatives which they deliver for their local districts, such as regular arson and reassurance patrols on horseback and on bicycles. Volunteers also help to deliver Home Fire Safety Visits (HFSV's) and support their local Fire and Rescue Service crews with all types of community engagement, including youth and positive action events and are now trained to crew reception centres on behalf of Hertfordshire Resilience in the event of a major incident.

The Volunteer Incident Support Team (VIST) is based in St Albans and covers the whole of Hertfordshire. The primary function of the team is to provide support to victims of fires in helping them clear up following a fire in their home.

Volunteer Batchwood HFSV project

Volunteers in St Albans were tasked with targeting the Batchwood/New Greens area of St Albans for HFSV's

Working one road or area at a time, a letter is delivered to every house explaining the aim of ensuring that every household has a working smoke detector. The hand delivered letter explains that we will be calling back on such a date to personally talk through what a HFSV entails and book a date to complete a HFSV if required. If no answer is received, a second letter is left asking them to contact the Fire Station if they would like a HFSV. If still no contact is made, when we deliver a HFSV to a neighbouring address a second door knock is completed and third letter delivered. So in all a household can receive three letters and two door knocks in an effort to deliver a free HFSV.



Firefighter Training and Competence

	Target	16/17	15/16
% Core training activities completed	↑ 90%	↑ 90.6%	89.9%
% Procedures received, read and understood	↓ 85%	↓ 75.4%	76.9%
% Operational staff who have received a formal Breathing Apparatus course in last 12 months	100% End of year target	85.2%	68.6%

The safety critical nature of the role of our firefighters demands that we ensure that we provide the necessary operational training, equipment and support. Operational staff complete rigorous training and development schedules and managers record whether competency levels are being maintained. The reductions in performance noted above are due to an ongoing change in recording systems which it is believed has led to some under recording for the period. The transition between systems is a temporary process and will ultimately result in a more accurate, robust system of reporting once completed.

Operational firefighting personnel (Firefighter to Watch Commander) are scheduled to undertake a Breathing Apparatus Refresher Assessment (BARA) formal training course each year. By the end of 2016/17, 85.2% of in-scope personnel had completed a BARA course. The end of year target for delivery of BARA is 100%.

HFRS get excellent NVQ audit report from Awarding Body Edexcel



Two years ago the Competence and Development Department initiated changes to the way Operations in the Community and the Watch Management NVQ's were being delivered and assessed. The largest change, and perhaps the most challenging was to bring vocational assessment in line with the actual day job of the candidates and realign the qualification to support the development of staff, rather than a peripheral activity that needed to be achieved to be signed off as competent in role.

Working with the Service's qualified Assessors, IQAs and previous candidates, the Competence and Development

Team went about gathering ideas to improve delivery and tackle skills fade, due to the lack of recent candidates. In addition they introduced changes to the support available in the use of OneFile our electronic portfolio system to ensure that evidence and assessment was more easily obtained and recorded. Recent groups including the Conversion Squad 01/15 and Trainee Squad 01/16 have all benefited from a more pragmatic approach, where assessors are confident to plan and record activity related to everyday tasks for Firefighters, with the knowledge that these directly relate to National Occupational Standards and NVQ Assessment Criteria.

All the work and effort has not been wasted and on a recent Standards Verification audit, our External Quality Assurer, Steve Buchanan-Lee praised the work that he observed saying "HFRS really understands the ethos of vocational training and assessment and the direction the Service is moving is in line with National requirements to produce well qualified staff with an understanding of how to apply skills and knowledge in an ever changing environment, for the benefit of the communities they serve."

Individual Performance

Performance management is a continuous process. The Performance Management and Development Scheme (PMDS) cycle begins with the Performance Agreement and the establishment of performance objectives that have measurable outcomes, clear expectations about demonstration of Values and Behaviours, and a personal development plan which is directly linked to this. A performance agreement is drafted in April, and reviewed at regular one to ones before a formal mid-year review in October. An annual review is then undertaken in March to assess progress for the year, before the process begins again as of April.

Performance Related Increments (PRI) were introduced for Green Book Hertfordshire County Council (HCC) personnel as of April 2012 as part of a review of the Hertfordshire Employment Package. This provides the opportunity to recognise and reward individual performance. As the PMDS review is now linked to pay HCC monitor completion rates for Green Book personnel. Grey Book (operational) Fire and Rescue personnel serve under different terms and conditions and PMDS completion rates for these staff have not been reported here as the recording system is currently being replaced.

For the 2016/17 performance year there were 192 employees in scope for a Non uniformed PMDS, of these 190 or 99% had a PMDS in place, 1 employee or 0.5% did not have a PMDS due to family leave and 1 employee or 0.5% due to long term sickness.