

Agenda



AGENDA for a meeting of the COMMUNITY SAFETY AND WASTE MANAGEMENT CABINET PANEL in ASHBOURNE ROOM at County Hall, Hertford on THURSDAY 8 FEBRUARY 2018 at 10:00AM

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".

The Ashbourne Room 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. If a member has a Declarable Interest they should consider whether they should participate in consideration of the matter and vote on it.**

PART I (PUBLIC) AGENDA

1. MINUTES

To agree the Minutes of the Community Safety and Waste Management Cabinet Panel meeting held on 8 November 2017.

2. PUBLIC PETITIONS

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

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

If you have any queries about the petitions procedure for this meeting please contact 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.

3. 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.

4. POLICE AND CRIME PANEL UPDATE

Verbal Report of the Police and Crime Panel Representative

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

<http://www.hertspcp.org.uk/SitePages/Meetings.aspx>

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

**5. COMMUNITY SAFETY & WASTE MANAGEMENT INTEGRATED PLAN 2018/19
- 2021/22**

Joint Report of Director of Resources, the Chief Executive and Director of Environment, and the Director of Community Protection (Chief Fire Officer)

Members are asked to bring the following reports to the meeting:

'Public Engagement on the Integrated Plan 2018/19 – 2021/22'
(circulated as Item 4(i) for the Cabinet meeting of 22 January 2018); and

'Integrated Plan 2018/19 – 2021/22 (incorporating the Strategic Direction and Financial Consequences and the Treasury Management Strategy)'
(circulated as Item 4(ii) for the Cabinet meeting of 22 January 2018).

6. COMMUNITY PROTECTION MID-YEAR PERFORMANCE REPORT 2017/18

Report of the Director of Community Protection & Chief Fire Officer

7. HERTFORDSHIRE WASTE PARTNERSHIP ANNUAL REPORT

Report of the Chief Executive & Director of Environment

8. WASTE MANAGEMENT PERFORMANCE INDICATOR UPDATE

Report of the Chief Executive & Director of Environment

9. FLY TIPPING IN HERTFORDSHIRE

Report of the Chief Executive & Director of Environment

10. OTHER PART I BUSINESS

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

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.”

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 CABINET PANEL WEDNESDAY 8 NOVEMBER 2017

ATTENDANCE

MEMBERS OF THE PANEL

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

OTHER MEMBERS IN ATTENDANCE

B A Gibson

Upon consideration of the agenda for the Community Safety & Waste Management meeting on 8 November 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

MINUTES SILENCE

Prior to the Cabinet Panel commencing, the Chairman led Members in observing a minutes silence to remember Cllr Robert Gordon, Leader of the Council, who had died the previous month.

1. MINUTES

The Minutes of the Cabinet Panel meeting held on 13 July 2017 were confirmed as a correct record and signed by the Chairman.

2. PUBLIC PETITIONS

There were no public petitions received.

ACTION

3. HERTFORDSHIRE POLICE & CRIME COMMISSIONER UPDATE REPORT

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 presented by David Gibson Deputy Police and Crime Commissioner accompanied by Chris Brace, Chief Executive Officer, Office of the Police and Crime Commissioner.

3.2 In response to Member concerns regarding reduction in police and Police Community Support Officers (PCSO) numbers, and general issues with recruitment to police and PCSO posts, assurance was received that there were no current plans to reduce police or PCSO numbers in Hertfordshire, nor was there an issue of recruiting to posts. Members also learnt that the final decision regarding the number of police officers and PCSO was undertaken by the Chief Constable for Hertfordshire, not the Police and Crime Commissioner. A Member noted their concern that in the Hatfield South division that four of the seven PCSO posts were vacant.

3.3 Further to a Member question regarding the success of the Direct Entry Scheme for recruitment of Detectives, it was agreed that the Office of the Police & Crime Commissioner (OPCC) should provide further information on this to the next Community Safety and Waste Management Cabinet Panel.

David Gibson/Chris Brace

3.4 During general discussion regarding the role of PCSO’s Members requested that the consideration of using PCSO’s to monitor speeding within divisions be discussed within the Office of the Police and Crime Commissioner. Members heard that further to concerns being raised by the Divisional Member regarding speeding along the A10 in the Cheshunt area, the OPCC had successfully arranged for speed cameras to be installed in the area affected which had produced positive results and a reduction in incidents.

David Gibson/Chris Brace

3.5 The Panel noted that the report from the OPCC did not contain crime statistics and Members expressed concerns regarding the increase by 54.3% of incidents of criminal activity such as burglaries within the county. Members learnt that the criteria of crime classifications was regularly reviewed and changed by central government, and as such this is partly the reason why crime statistics had increased and was also the reason why they were difficult to report on accurately. It was agreed that further information on crime statistics which had been shared at other meetings should be brought to future Community Safety and Waste Management Panels.

David Gibson/Chris Brace

- 3.6 A Member challenge that accurate crime statistics could be sourced through the British Crime Survey was noted by the Panel.
- 3.7 It was advised that in terms of monitoring the crime statistics and the response to them, an audit function undertaken through a Crime Registrar was being implemented by the Hertfordshire Constabulary.
- 3.8 During Panel discussion, Members raised the issue of unauthorised or dangerous parking within the county, and it was noted that the responsibility for monitoring and taking appropriate action on this was somewhat unclear as depending on the type of incident, the responsibility was divided between the Local Authority, the Police or a private landowner, who often disagreed where the actual responsibility lay. It was agreed that Members who had concerns about unauthorised or dangerous parking within their divisions should discuss this with their Local Community Safety Partnership. It was further agreed that the matter should be raised at the next meeting of the Police & Crime Panel with the view of seeking a solution to making the areas of responsibility for dangerous or illegal parking clearer.
- 3.9 In response to a Member challenge regarding Point 4.1.5 of the OPCC report regarding Criminal Justice, it was agreed that further consideration should be given by the OPCC to work to improve the outcomes for victims.

All
Members/
Colin
Woodward

David
Gibson/Chris
Brace

Conclusion:

- 3.10 The report of Police and Crime Commissioner for Hertfordshire was noted by Members.

4. POLICE & CRIME PANEL UPDATE

Cllr Colin Woodward – Vice-Chairman of the Community Safety and Waste Management Cabinet Panel and Police & Crime Panel Representative

- 4.1 Colin Woodward, Hertfordshire County Council's Police & Crime Panel representative, provided Members with a verbal update on the work of the Police and Crime Panel since the last meeting of the Community Safety & Waste Management Cabinet Panel.
- 4.2 Members heard that there had not been a formal meeting of the Police and Crime Panel since the last meeting of the Community Safety and Waste Management Cabinet Panel, but there had been an informal meeting on the 13 September 2017, and a Training Day on 20 October 2017. The next meeting of the Police & Crime Panel was scheduled to be held on 16 November 2017. The agenda and papers can be found here: <http://www.hertspcp.org.uk/SitePages/Meetings.aspx>

- 4.3 The Panel were advised that the informal meeting on the 13 September 2017 had discussed the following issues:
- The potential creation of a National Association of Police & Crime Panels;
 - The number and frequency of Police & Crime Panels not changing;
 - The Police and Crime Commissioner's Plan update being presented at the next meeting.
 - Ideas to encourage public attendance at Police & Crime Panels;
 - Morale within the police force.
- 4.4 It was advised that further to a Member concern raised at the Community Safety and Waste Management Panel of the 26 June 2017 the matter of the Police and Crime Commissioner using OWL to promote his business case was raised, but the Police and Crime Panel had felt that this was a legitimate tool to communicate this matter.
- 4.5 Members also received details of the topics discussed at the Police and Crime Panel Training Day on the 20 October 2017. These were as follows:
- An increase in daily 999 and 101 calls from further to increasing concerns following the recent terrorist attacks. This had led to training and recruitment of 30 additional staff to manage the calls;
 - A HMIC inspection had confirmed the improvements made in call answering times and advice further to these steps being taken
 - An increase in overall criminal activity by 54.3% attributed to changes in crime classifications. Recording of incidents is monitored by the Crime Registrar.
 - Crime Survey showing 83.4% of responses stating they feel confident in the Police Force, although improvements are required with victim satisfaction
 - £48m of savings made since 2010/11, but concerns regarding sustainability of reserves used to bolster budgets
 - Increased collaboration between neighbouring forces.
- 4.6 The Chairman thanked Cllr Woodward for his comprehensive update on the activities of the Police & Crime Panel and received assurance that Cllr Woodward would raise the concerns regarding illegal and dangerous parking at the next meeting of the Police & Crime Panel on 16 November 2017.

Conclusion:

- 4.7 Members noted the update on the work of the Police and Crime Panel.

**CHAIRMAN'S
INITIALS**

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5. HERTFORDSHIRE DRUGS & ALCOHOL STRATEGY 2016-19

Officer Contact: Gary Ray, Community Protection Manager (Tel: 01438 843608)

5.1 Members considered a report on the Community Protection Department's involvement in the Drugs and Alcohol Strategy 2016-19. It was noted that the aim of the strategy was to reduce the harm caused by drug and alcohol misuse in Hertfordshire and is the first time that drug and alcohol strategies had been combined. The strategy had been agreed at Cabinet on 12 December 2016:

<http://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeeting/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/506/Committee/8/Default.aspx>

5.2 Members received assurance that although the paper did not fully detail the strategic approach as to how the plan would be delivered to individual people or groups, this was undertaken by sub-groups, each of which had their own action plan and targets.

5.3 It was acknowledged that the Vision and Priority Outcomes contained within the report did not make clear that alcohol was an illegal drug for anyone to purchase who was under the age of 18. Members requested that further consideration should be given to clarifying this.

Gary
Ray/Guy
Pratt

5.4 Members learnt that the drugs and alcohol strategies had been combined as it was felt that this would be the best use of resources, given that many of the issues and support work undertaken with service users in each area was the same.

5.5 In response to a Member concern regarding the accessibility of services to support drug and alcohol users, it was noted that in 2019, the council was scheduled to commission a new drug and alcohol treatment service which would consider needs assessments and accessibility as part of the tender process.

5.6 Members noted that details licencing applications that had been granted and revoked should be considered as part of the discussions and work in implementing the Drug and Alcohol Strategy. It was agreed that the Community Safety Team would circulate details of recent licencing applications and revocations to Members of the Panel subsequent to the meeting.

Guy
Pratt/Gary
Ray

5.7 During general discussion the need to target education and provide support on drug and alcohol abuse to elderly residents and to ethnic minority groups including Eastern European communities was considered.

- 5.8 Members concern regarding the fact that there is no minimum standard of training or approach for those providing drugs and alcohol education, information and advice directly to children, young people and adults was acknowledged.
- 5.9 The Panel heard that ‘test purchasing’ to target premises licensed to sell alcohol who had been observed to sell to young people under the legal age of 18 was ongoing with the most recent visits taking place by undercover police cadets within the last two weeks. It was clarified test purchasing visits were only undertaken where the police had received intelligence that an incident of underage selling had taken place. Local members were not notified when visits were due to take place, however, they were alerted if further action was required after the visit had been made.
- 5.10 In response to a Member question it was noted that recreational drugs, such as nitrous oxide, also known as legal highs, were not specifically mentioned in the report as there was not currently an endemic problem with these being used or sold within the county, and constant monitoring was taking place to ensure that this continued. Members learnt that monitoring was particularly stringent at the number of music festivals held within the county.
- 5.11 Members received clarification that legal highs are now illegal.
- 5.12 The Chairman thanked officers for the report, and noted that it was particularly positive to see that predicted outcomes were contained within the report. The Chairman suggested to officers that they should also consider approaching the third sector for support in achieving the outcomes, as voluntary groups also offer a wide range of support services and have strong links to communities.
- Conclusion:**
- 5.13 The Panel noted and commented upon the development of the Hertfordshire Drugs and Alcohol Strategy and the ongoing role of the Community Protection Directorate in the delivery of the action plan.

Guy
Pratt/Gary
Ray

6. LOCAL AUTHORITY COLLECTED WASTE SPATIAL STRATEGY 2016 – HOUSEHOLD WASTE RECYCLING CENTRE ANNEX

Officer Contact: Alexandra Radley- Senior Project Manager- Waste Management (Tel: 01992 556165)

- 6.1 The Cabinet Panel were presented with the Household Waste Recycling Centre (HWRC) annex to the Local Authority Collected Waste (LACW) Spatial Strategy 2016 setting out an assessment of the HWRC network and identifying the Waste Disposal Authority's vision for a robust, efficient and fit for purpose service that was capable of fulfilling future demand.
- 6.2 Addressing immediate Panel Member concerns, the Chairman assured Members that the purpose of paper was not to consider the immediate closure of any existing HWRC sites, but to be updated on and consider future long term planning of the HWRC service given increasing demographic and housing development pressures within the county.
- 6.3 Members were further advised that the proposed development of supersites as detailed in the report would take time and still be subject to planning approval. It was noted that the first supersite, currently the subject of a planning application near Ware, would not be operational for approximately two years. The proposed additional supersite developments in the report at Stevenage and Turnford would likely take longer to develop. It was stressed that only at the time of the supersites becoming fully operational would a review of existing HWRC's take place with the view to making a decision about their future operational viability.
- 6.4 Further to a Member challenge regarding the report stating that eleven sites were unsuitable, Members received further assurance that no HWRC site within Hertfordshire was classified as unsafe, although it was acknowledged that some sites, such as Cole Green near Welwyn Garden City and Bishops Stortford were less than ideal in many respects and already at full capacity.
- 6.5 Further to a Member suggestion that more work should be undertaken with District Councils to promote the use of Local Waste Recycling Centres (i.e. bottle banks, clothing banks, paper recycling banks), to alleviate the pressure on HWRC's, it was agreed that this could be considered although it was noted that that due to the misuse of these sites, many District Councils were now removing them from their areas.
- 6.6 In response to a Member question, it was established that a majority of HWRC's have cameras so users can check in advance online how busy the sites are before making the decision to make the journey to a site. In addition it was noted that HWRC sites had signs on their gates detailing opening hours and advising of other sites in the area should a user arrive to find a particular site closed.

Conclusion:

- 6.7 Members noted the Household Waste Recycling Centre annex to the Local Authority Collected Waste Spatial Strategy 2016.

Alexandra
Radley

7. WASTE MANAGEMENT PERFORMANCE MONITOR- QUARTER 2

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

- 7.1 The Panel received a report detailing the Quarter 2 Performance Monitor for Waste Management for 2017/18. This report set out the final position for the waste indicators for the 2016/17 year.
- 7.2 Members were advised that in 2016/17, the Waste Management Unit had a very good performance with all of its performance indicators achieving their target or improving on their performance from the previous year.
- 7.3 In response to a Member question, the Panel were advised that value for money continued to be assessed and any future costs and/or savings would be subject to scrutiny by the Director of Resources. The planning application itself would be subject to a full assessment of the impacts by the Waste Planning Authority.
- 7.4 **Conclusion:**
The Cabinet Panel noted and commented upon the Waste Management Performance Monitor for Quarter 2 - 2017/18.

8. WASTE MANAGEMENT PERFORMANCE INDICATOR REVIEW

Officer Contact: James Holt, Waste Manager Contract Development (Tel: 01992 556318)

- 8.1 The Panel were presented with a report detailing a proposal to review the format and frequency in which performance indicators for the department were presented at Cabinet Panel.
- 8.2 Members noted that the proposal detailed the intention to report performance indicators on a six monthly basis, supported by the Hertfordshire Waste Partnership Annual Report, and outlined the areas which the performance indicators would report on moving forward.
- 8.3 In response to a Member request it was agreed that the Waste Disposal Indicators should also be presented on a six monthly basis rather than annually.

James Holt

8.4 During Member discussion it was also requested that more historical information is presented within the reports, for example, 13 months of figures, to enable a more informed analysis to be undertaken of performance through comparisons and trends

James Holt

Conclusion:

8.5 Members commented on and agreed to the revised set of management performance indicators.

8.6 Members commented upon and agreed the reporting frequency of the management indicators.

OTHER PART I BUSINESS

No other Part One business was recorded.

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

CHAIRMAN _____

**CHAIRMAN'S
INITIALS**

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HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY & WASTE MANAGEMENT
CABINET PANEL**

THURSDAY 8 FEBRUARY 2018 AT 10:00AM



**HERTFORDSHIRE POLICE AND CRIME COMMISSIONER UPDATE
REPORT**

Report of the Police & Crime Commissioner for Hertfordshire

Author: Debbie Barker, Senior Partnerships & Commissioning Manager,
Office of the Police & Crime Commissioner (OPCC) (Tel: 01707
806157)

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

1. Purpose of report

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

2. Summary

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

- Police Precept;
- Employer Supported Policing (ESP);
- Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) report of Hertfordshire Constabulary;
- Community Stop and Search Panel;
- Beacon Film Festival - Wednesday 7 February to Friday 9 February 2018;
- Mental Health Street Triage report.

3. Recommendation

3.1 For Panel to note the content of the report.

4. Background

4.1 Information for Panel Members on the work of the Office of the Police & Crime Commissioner since the last meeting of the Community Safety & Waste Management Panel is detailed below:

4.1.1 Police Precept

David Lloyd has proposed an increase of £1 a month on the average investigation teams. The increase will raise an additional £5.3m for policing in Hertfordshire in 2018/19; and represents a 7.9% increase in Hertfordshire's council tax precept, which equates to a £1 per month increase on current levels for the average household (Band D equivalent – the increase will be applied to all households proportionately).

The police precept accounts for just under 40% of Hertfordshire Constabulary's budget. Just under 60% comes from central government grant which has been frozen for the next year, and the rest is from constabulary reserves.

The increase will be spent on protecting neighbourhood policing teams and investing in additional officers for Operation Scorpion units to help tackle burglary, anti-social behaviour and drug-related crime. Additional funding will also be placed into the Force Control Room, where 999 and 101 calls have risen dramatically since the terrorist attacks in Manchester and London. There will also be more funding for crime investigation teams to make sure that victims of crime receive the best care possible.

The proposal closed for public consultation on 31 January 2018.

Further details can be found here:

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

4.1.2 Employer Supported Policing

Local businesses and other employers in Hertfordshire are being asked to support Special Constables by signing up to Employer Supported Policing (ESP); and to help bring vital skills in to the policing and community safety arena. There are currently 25 organisations signed up to the ESP scheme in Hertfordshire including but not limited to Tesco, Which?, McMullen Brewery and Sons and District and Borough Councils.

Special Constables have full police powers, uniform and protective equipment and work alongside the regular force. They play a vital role in helping keep communities safe and can get involved in a range of policing activities. Currently, there are opportunities for Special Constables to work in diverse duties which range from working in the Child Sexual Exploitation Unit, the Domestic Abuse Investigation Unit and Prisoner Handling Teams. Officers with ICT skills can also work alongside Cyber Crime teams to deliver online safeguarding and crime prevention advice.

The OPCC asks the Board to share the following information and encourage participation in this initiative. More information on joining the Employer Supported Policing Scheme (ESP) or becoming a Special Constable can be found at www.hertspolicespecials.co.uk. You can also get in touch with the Office of the Police and Crime Commissioner - ESP@herts.pcc.pnn.gov.uk or call 01707 - 806150.

4.1.3 **Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) report of Hertfordshire Constabulary**

Her Majesty's Inspector of Constabulary and Fire and Rescue Services (HMICFRS) announced in December's Legitimacy report that the force is good at treating the people it serves with fairness and respect. It was also judged to be good at ensuring its workforce behaves ethically and lawfully.

According to HMICFRS, Hertfordshire Constabulary is good at providing training in effective communication skills, the appropriate use of coercive powers and what constitutes reasonable grounds for stop and search.

The Community Stop and Search Panel was recognised as performing an important function, though it was highlighted that there should be younger members on the panel.

Areas for recommended improvement are:

- The force needs to ensure that its data for use of force (including body-worn video footage) is monitored by an external group to provide additional oversight.
- The force should ensure that it has a credible plan to comply with all aspects of the national vetting standards by December 2018, in line with HMICFRS' nationwide recommendation in 2016.

- The force should ensure that all allegations which meet the mandatory criteria for referral to the IPCC are so referred, and that it updates witnesses and subjects regularly.
- The force should ensure that the grievance process complies with the Advisory, Conciliation and Arbitration Service codes of practice and guidance, particularly relating to timescales, records, audit trails, and updates and support to witnesses and workforce members who have raised a grievance.
- The force should ensure it develops and supports its supervisors and managers to conduct fair, effective and consistent assessments that support continuous professional development and manage poor performance, including establishing an effective quality assurance process.

The full report can be accessed here:

<https://www.justiceinspectorates.gov.uk/hmicfrs/peel-assessments/peel-2017/hertfordshire/legitimacy/>

4.1.4 **Community Stop and Search Panel**

The Community Stop and Search Panel, managed by the Office of the Police and Crime Commissioner for Hertfordshire, is looking to increase the number of young people on the Panel, particularly those aged between 18 and 24. The Panel meet monthly at various locations across the County for around two and a half hours, to undertake independent scrutiny of the use of stop and search across Hertfordshire.

To ensure the use of stop and search powers are compliant with legislation, and to improve public confidence and trust in the use of such police powers, the Panel undertake scrutiny of:

- Redacted stop and search records
- Body worn camera footage of stop searches
- Monthly stop search summary data.

Panel members can develop their analytical and critical thinking skills, as well as gain experience and understanding of working with a key statutory agency. Volunteers are required to commit to the process for one year upon completion of which, a reference letter can be produced by the Police and Crime Commissioner confirming involvement period and level of attendance. Reasonable travel expenses are reimbursed for all Panel members.

More information can be accessed here:

www.hertscommissioner.org/stopsearch

4.1.5 **Beacon Film Festival - Wednesday 7 February to Friday 9 February 2018**

As part of Victims' Rights Awareness week, Beacon has partnered with Oaklands College Media Department to deliver a dynamic programme of free filmmaking and victim awareness workshops. In addition to the workshops there are several film screenings, showing the best of this year's international films that have been submitted; and an awards ceremony showcasing films from Oaklands College film students.

All films have been created and submitted to raise awareness of Beacon - Hertfordshire's Victim Care Centre, and the impacts of crime on victims. The full itinerary and booking can be found here:

<https://www.eventbrite.co.uk/e/beacon-film-festival-2018-tickets-41941791026>

All events are free of charge and open to anyone, apart from the film screenings which are for people aged 15 years of age or over.

4.1.6 **Mental Health Street Triage report**

In 2015, a pilot scheme was launched which placed mental health clinicians into Hertfordshire Constabulary's Force Control Room to help provide better guidance to officers around proposed detentions under Section 136 of the Mental Health Act. This was expanded in 2016 to a scheme involving street support.

It is based on the provision of two cars with a police officer and a mental health crisis team clinician, who attend incidents concerning people reported to be in mental health crisis countywide. In 2017, the Police and Crime Commissioner commissioned an evaluation of the Street Triage scheme, which was undertaken by New Economics Foundation (NEF) Consulting.

The report comprises of a review of the performance of the scheme and an assessment of the effectiveness and efficiency of the scheme, with recommendations for improvement of the service model. The report was presented to the Hertfordshire Health and Wellbeing Board, and Crisis Care Concordat Steering Group in December 2017.

The full report can be accessed here:

http://www.hertscommissioner.org/fluidcms/files/files/Herts-Street-Triage_Final-Report-NEFC-071217.pdf.

A presentation summarising the context, findings and recommendations for the future of the Street Triage scheme in Hertfordshire can be accessed here:

<http://www.hertscommissioner.org/fluidcms/files/files/HERTS-OPCC---PRESENTATION-NEFC-131217.pptx>

5. Financial Implications

- 5.1 There are no current direct financial implications arising from this report as its purpose is to provide an information update only.

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 report as it only provides a brief summary of wider work undertaken by the OPCC which in isolation has no direct equalities implications. The commitment of the OPCC to equalities throughout its work streams can be found here: <http://www.hertscommissioner.org/holding-me-to-account-overview#commitmenttoequality>

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY AND WASTE MANAGEMENT
CABINET PANEL**

THURSDAY 8 FEBRUARY 2018 AT 10:00AM

**COMMUNITY SAFETY & WASTE MANAGEMENT INTEGRATED PLAN
2018/19 - 2021/22**

Joint Report of Director of Resources, the Chief Executive and Director of Environment, and the Director of Community Protection (Chief Fire Officer)

Author(s): Guy Pratt, Deputy Director Community Protection (Tel: 07770 880406)
Lindsey McLeod, Head of Corporate Finance (01992 556431)

Executive Members: Terry Hone (Executive Member for Community Safety and Waste Management)
David Williams, Leader of the Council (as responsible for Resources, Property and the Economy)

1. Purpose of the Report

- 1.1 To highlight the areas of the Integrated Plan which relate to Community Safety & Waste Management in order for Panel to consider these and provide comment.
- 1.2 Members are asked to bring the following reports to the meeting, which have been circulated separately to all Members of the County Council:

‘Public Engagement and Consultation on the 2018/19 – 2021/2022 Integrated Plan’ (circulated as Item 4i for the Cabinet meeting of 22 January 2018); and

‘DRAFT INTEGRATED PLAN 2018/19 – 2021/22 (incorporating the Strategic Direction and Financial Consequences and the Treasury Management Strategy)’ (circulated as Item 4ii for the Cabinet meeting of 22 January 2018). **(This should be the latest pack circulated for January Cabinet)**

2. Summary

- 2.1 The Integrated Plan brings together the financial impact of service plans and the available funding to resource these, over the next four years. Strategic Direction summaries have been produced for each Portfolio, which set out the future direction of services in the context of achieving substantial further savings. These have been informed by comparative benchmarking, both through published data and informal networks with other comparable authorities, to identify areas of potential efficiency gains.
- 2.2 Services have identified savings, in the context of the continuing budgetary pressures and reduction in available funding. Savings requiring a policy change have been or are being taken through Panels for Cabinet decisions throughout 2017/18, and substantial efficiency savings have been identified. Savings include reducing the allocation of general non-pay inflation to zero. Whilst this is mitigated to some extent by excluding exceptional inflation areas it will require services to manage the impact during 2018/19.
- 2.3 The Government announced the provisional Local Government Finance Settlement for 2018/19 on 19 December 2017. This was the third of the Government's four year settlement offer, and so a number of the reductions to funding were known in advance when preparing the proposed budget. Revenue Support Grant (RSG) will reduce by £22m between 2017/18 and 2018/19, and by a further £20m in 2019/20. Other grant announcements have confirmed expected reductions in Public Health grant (2.5%) and the cessation of Education Services Grant (ESG) from September 2017.

Funding from 2020/21 is uncertain, especially with proposed changes to the business rates retention system and a Fair Funding review which the Government proposes to introduce from that year. The IP assumes a further reduction of £5m pa in 2020/21 and 2021/22, but this will be kept under review.

- 2.4 The provisional Settlement also increased the referendum threshold for basic council tax, allowing authorities to increase this by up to 3% in 2018/19, without requiring a referendum. The 2017/18 IP had included a proposed 1.99% council tax increase each year, and the raising of the 3% remaining permitted Adult Social Care (ASC) Precept in 2018/19. The IP considered by Cabinet in January assumes a basic council tax increase of 2.99% in 2018/19 and 2019/20, and the 3% ASC Precept in 2018/19.

- 2.5 The final position will not be confirmed until the Final Settlement (expected early February) and other late grant announcements, and until figures are received from Districts for council tax base and collection fund balances, due to be provided by end January. Should any late changes result in an unbalanced budget, specific reserves will be used to provide one off funding in 2018/19. Any additional funding will be available to support the 2018/19 budget, for example by increasing contingency to mitigate risk, or to help meet the funding gap for future years.
- 2.5 The future position remains challenging: even with the identified savings and revised increases in council tax and the social care precept, current projections of pressures and funding require a further £8.1 million saving to be identified in 2019/20, rising to £30 million by 2021/22.
- 2.6 To help meet these challenging targets, work is in hand to progress further savings during 2018, for implementation for 2019/20 or sooner where achievable. It is recognised that savings require significant lead in times, especially where there is service redesign or consultation.

3. Recommendations

- 3.1 The Panel is invited to comment to Cabinet on the proposals relating to the Integrated Plan in respect of Community Safety & Waste Management.
- 3.2 The Panel is also asked to identify any issues that it feels that the Cabinet should consider in finalising the Integrated Plan proposals.

4. Background

- 4.1 The integrated plan comprises:
- an overview of the proposed revenue budget and capital programme, including a review of the budget estimates and adequacy of reserves (Part A);
 - Strategic Direction and Financial Consequences - by portfolio (Part B);
 - the Treasury Management Strategy (Part C)
 - the Capital and Asset Management Strategy and Invest to Transform (part D);
 - the Insurance and Risk Strategy (part E)
 - an Equalities Impact Assessment (Part F); and
 - other technical information and finance summaries (Part G)

- 4.2 Part B of the Integrated Plan has separate sections for each Portfolio. These contain the strategic direction summary for the Community Safety and Waste Management portfolio, on pp 63-76 of Integrated Plan Pack Part B; revenue budget information including a schedule of Key Budget Movements that sets out details of financial pressures and savings pp 77-80; and a summary of the proposed Capital Programme pp 81-87.

5. Equality Implications

- 5.1 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.
- 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 produced by officers.
- 5.3 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.
- 5.4 Part F of the Integrated Plan provides an equality impact assessment of the savings included within the plan and how these are intended to be mitigated by the service.

HERTFORDSHIRE COUNTY COUNCIL

**COMMUNITY SAFETY AND WASTE MANAGEMENT
CABINET PANEL**

THURSDAY 8 FEBRUARY 2018 AT 10:00AM



COMMUNITY PROTECTION MID-YEAR PERFORMANCE REPORT 2017/18

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

Author: - Jon Smith, Area Commander, Performance & Business Support,
Community Protection (Tel: 01992 587510)

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

1. Purpose of report

- 1.1 To provide Panel with an overview of the Community Protection Directorate (CPD) mid-year performance for 2017/18. This paper aims to highlight areas where the Directorate is performing well and areas for further investigation or action.
- 1.2 Panel are also asked to consider the draft report and content. The report includes case studies that highlight the work of the Directorate that cannot be illustrated using quantitative measures alone. The report should be considered as being a draft and amendments recommended by Panel will be included prior to issuing the final agreed version. The full draft report is attached as Appendix A.

2. Summary

- 2.1 The performance report is divided into 3 sections:
 - Prevent and Protect;
 - Plan and Respond to Emergencies;
 - Be an Excellent Organisation.
- 2.2 CPD performance at mid-year 2017/18 remains good with most targets being met or exceeded.

- 2.3 Areas where performance has not met target and is more than 5% worse than the same period last year include:
- Site Specific Information – 7(2) d inspections as outlined in the section 7(2) d Fire Services Act 2004;
 - Fire and Rescue uniformed sickness - average days lost.
- 2.4 Areas where performance levels were anticipated and targets have been met but performance is not as good as last year include:
- Deliberate fires (arson);
- Secondary fires.
- 2.5 Areas where performance has shown improvement since last year include:
- Primary fires;
- Malicious False alarms;
- Automatic fire alarms attendances;
- Number of Road Traffic Collisions (RTC's) attended;
- Safe and Well visits.
- 2.2 Attendance standards for the first and second appliance to a property fire were marginally below target for the mid-year stage, at 89.2% and 89.3% respectively. The attendance standard for the third appliance was above target and last year's performance at 94.1%. 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.

3. Recommendations

- 3.1 Panel notes the mid-year performance of CPD to the end of Quarter 2 2017/18.
- 3.2 Panel agrees the content of the report for publication to the wider organisation and the general public.

4. Background

- 4.1 The performance report is produced bi-annually to inform panel members of CPD performance levels and to ensure the panel considers and makes observations and/or recommendations for the measures that are in the report. The report also allows members to highlight any additional performance measures they may deem appropriate to be included in the future.

5. Financial Implications

- 5.1 There are no financial implications associated with 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 report is for information purposes only, therefore no EqIA is required.

Item 6 Appendix A

Community Protection Directorate

Mid-Year Performance Report

2017/18



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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 2017/18 Mid-year Performance Report. Over the last six months the four main parts of the Community Protection Directorate (CPD); 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 first six months of the year with the development of Safe and Well a particular highlight. Trading Standards have been delivering scams awareness roadshows in partnership with Libraries and the Health and Adult care service. Our work with youth engagement includes the LiFe programme, Princes Trust programme, Thriving Families and the relaunching of our Fire Cadets scheme with all Fire Cadets now working towards a National Fire Cadet award.

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. Over the past six months our Trading Standards team in partnership with the 'Which' organisation have endorsed their 250th trader as part of the trusted trader initiative. Trading Standards have also been involved in the National Friends against Scams initiative.

The Rogue Traders team have taken part in operation 'liberal' a national week of action against rogue traders. There was also a successful rogue trader prosecution in St Albans Crown Court where a builder pleaded guilty to breaching professional diligence. The individual was sentenced to six months imprisonment, suspended for 21 months and confiscation proceedings are ongoing.

There has been a decrease in primary fires which is contrary to the national trend but there has been increases in secondary fires and deliberate fires when compared to the same period last year. These increases in secondary and deliberate fires are broadly in line with the national trend identified in the fire statistics bulletin of June 2017 that saw increases in all fires across England of 14% and an increase in secondary fires nationally of 22%.

Attendance at Road Traffic Collisions (RTC's) decreased during the first half of the year; however 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 over the first half of the year has seen a slight decrease in fire engine attendance times to property fires. Both the first and second appliance response times have declined marginally over the past six months.

The overall number of calls to automatic fire alarms (AFA's) has decreased over the first half of the year with both domestic and non-domestic premises showing reductions in the number of calls. Measures have been put in place to provide additional support to those premises that accumulate the most unnecessary attendances.

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 our iBook development. We are in the process of creating electronic books covering all the training material in the Retained Duty System Trainee Phase I programme. This will include interactive video footage to support learning. With development this will ultimately lead to our own online training library.

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

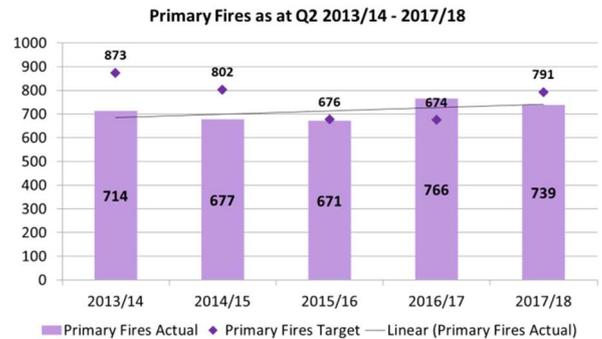
Fires

	17/18	16/17	Vs Last Year	Target	Vs Target
Primary fires	739	766	↑3.52%	791	↑6.57%
Secondary fires	851	740	↓15.0%	943	↑9.76%
Deliberate fires	824	680	↓21.0%	914	↑9.85%

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

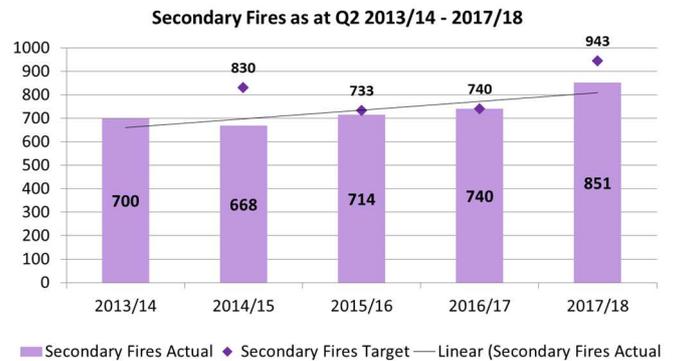
The total number of primary fires decreased by 3.5% compared to the same period last year, and has increased by 3.5% in the last 5 years. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 3% rise was recorded.

Primary fires are 13% lower than for the same period ten years ago.



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

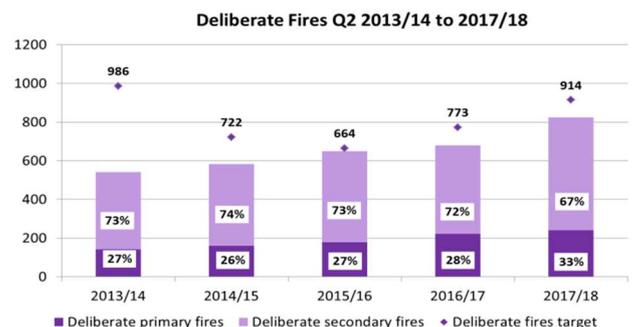
The total number of secondary fires has risen by 15.0% compared to the same period last year; there has also been an increase of 21.57% in the last 5 years. This increase is in line with increases identified in the fire statistics monitor 2015/16 where a 7% rise was recorded and is 11.35% lower than for the same period ten years ago.



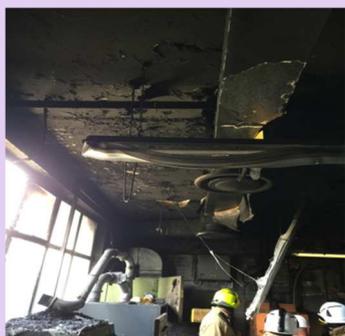
Deliberate Fires – fires which are believed to have been started intentionally.

The total number of deliberate fires rose by 21% compared to last year; the total number of deliberate fires has risen by 52% in the last five years and decreased by 15.4% in the last ten years.

The proportions of deliberate fires that are primary has increased for this period when compared to the previous four years, with around 67% of all deliberate fires being classed as secondary and approximately 33% as primary.



Fire at Johnson Matthey

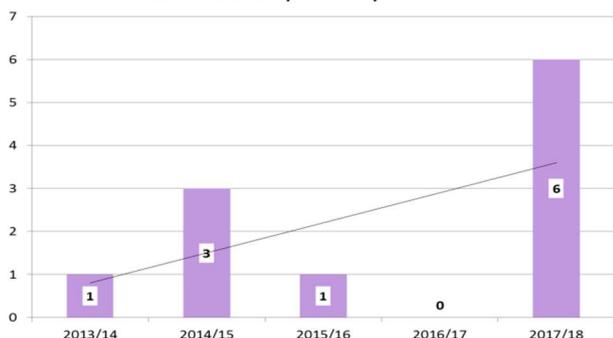


On Sunday 14 May Royston were called to a commercial building fire at Johnson Matthey on Orchard Road, Royston. On arrival the Incident Commander immediately made pumps four as there was smoke issuing from a window in the affected area. By the time Baldock and both Stevenage pumps had arrived four Breathing Apparatus (BA) had been committed with two hose reels and a covering jet. On receiving info from the BA team it had become apparent that there were three seats of fire that were quickly extinguished. The cause of the fire was the overheating of machinery in the process of refining metals. Despite some significant fire damage to the affected area the damage was confined to the room of origin.

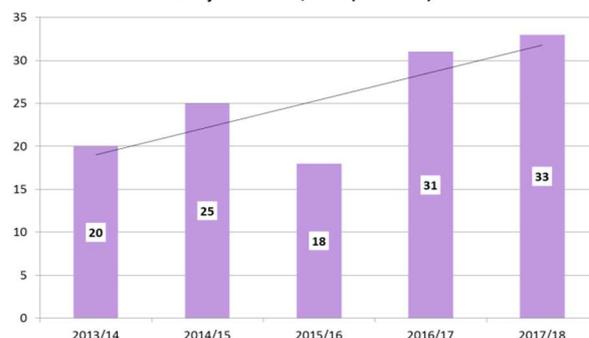
Fire Deaths and Injuries

	17/18	16/17
Fire deaths	6	0
Fire injuries	33	31

Fire Deaths 2013/14 - 2017/18



Fire Injuries as at Q2 2013/14 - 2017/18



There were six deaths recorded during the period up to the end of Q2 where the cause of death has been attributed directly to fire.

The Service uses the term injury to include only those casualties requiring treatment at a hospital. During the period up to the end of Q2 there were 33 injuries resulting from fires, this is 2 higher than for the same period last year.

Road Traffic Collisions

	17/18	16/17
Number of RTCs	↑ 241	266
Deaths from RTCs	↓ 6	2
Injuries from RTCs	↑ 185	215

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 on average around ten times more people are killed on Hertfordshire’s roads than in fires. For the year to date the Service attended a total of 241 RTCs which is 25 or 9.4% less than the 266 RTCs attended last year and 31 or 11.4% less than for the same period ten years ago.

Warehouse fire in Star Street, Ware



You know it's going to be a big one when the first three 999 calls flash up on the screen simultaneously...

Its 0718am on 31 August, the cups have been washed, handover prepared and Blue Watch were eagerly awaiting the oncoming day shift before our rest days. Well at least that was the plan!

Of the thirty-nine 999 calls Blue Watch handled to Star Street in Ware before the first crew arrived, each one told us this was a significant fire. It only took a handful of these before I mobilised a third, then fourth crew based on what I had heard. Not long after this Watch CommanderC Toynton sent his first assistance message – still some 2 miles

from the scene!

Even before the second appliance booked in, standby crews were winging their way across the county – anticipating further depletion of the surrounding crews – which was already stretched with several crews either riding at 3 or not currently available.

A big part of our role is to forward plan and anticipate the demands of incidents – to this end early calls were being made thick and fast to HCC Resilience team, East Herts Council, Environment Agency – not to mention Group, Area and Brigade Commanders who would be required at the scene should the incident continue to develop as thought.

It's not just on the fireground that Joint Emergency Services Interoperability Programme (JESIP) has altered the way things work – early in the first phase of the incident I established a direct Airwave talk group with the Police Control room Sergeant – allowing us to communicate instantly, should the need arise. This is in fact a regular occurrence, with a multi-agency test conducted each week.

Despite leaving from our night shift late, we were the lucky ones...Red Watch faced the unenviable task of organising relief crews, moving appliances and station vans to ferry fresh crews to the scene – not to mention taking, logging and responding to some of the one hundred and sixty five incident messages recorded.



Fire Control

Hoddesdon RTC

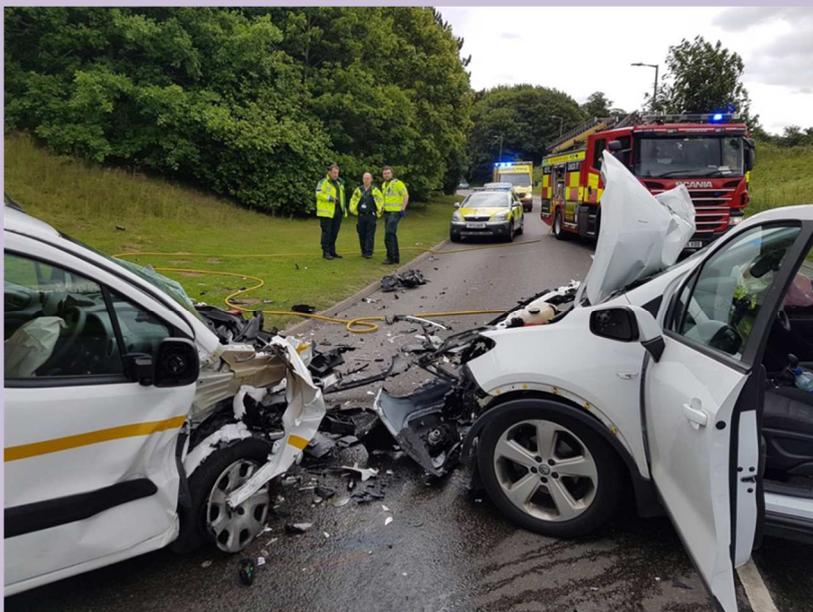


Hoddesdon and Hertford crews were recently called to a RTC involving a car and a motorbike on Ware Road, Hoddesdon. On arrival, it was apparent that the motorcyclist was trapped under the car; he was in a very distressed state and his arm was badly injured. The car was very quickly but safely lifted using the jack and pack method and the casualty was passed onto the ambulance. The Helicopter Emergency Medical Service (HEMS) helicopter landed close by, in a recreational field, and the Hoddesdon crew assisted the paramedics with loading the casualty into the helicopter and then kept back a large crowd which had gathered, to let the helicopter take off and quickly convey the casualty to hospital.

Assisting other agencies at RTC

The crew from Hitchin Fire Station were mobilised to a 'Car fire following RTC' at around 15:00hrs on Sunday 4 June.

Upon arrival crews were faced with two vehicles that had been involved in a head on collision, no persons trapped and no fire situation. There were however four casualties, one with serious head and neck trauma. Initial actions were to secure the scene, run out a covering hose reel, and to assist with safety.



Crews were then tasked with casualty care and assistance to the ambulance service. The driver of one vehicle was not wearing his seatbelt, was suffering with head trauma and was combative. He was repeating himself, and due to concerns about neck and head injury was removed to hospital as a priority. The remaining three people involved were also conveyed to hospital, one of them being a 9 month old baby girl.

Top marquee for Stevenage ALP crews



On the squally day of 25 April, Red Watch Stevenage were called to a marquee trapped in a tree next to the A602 near Hooks Cross. Upon arrival the crew assessed the situation and attempted to make the 40 foot marquee safe. The aerial ladder platform was then requested. As it was the change of shift two White Watch members attended in the Aerial Ladder Platform vehicle (ALP). With two watches working together in symmetry it was decided that the best course of action would be to de skin the marquee to stop it acting as a sail and then attempt to remove it from the tree. This was a precarious situation and both watches worked tirelessly

throughout.

Swan rescue The crew at Hoddesdon recently got called to a very distressed and very large swan that had got itself caught in some vegetation and some netting behind a wire fence. The crew were faced with a difficult situation, complicated by the large crowd that had gathered and were adding to the distress of the Swan, the crew managed after much soothing and careful handling to calm the swan down and managed to release him unharmed.



Flooding reveals fire protection issue



The Royston crew responded to a flooding at a nursing home recently, revealing a fire protection issue in the building in the process. On arrival water appeared to be coming from the loft space down into a vacant flat below and further on into the lobby area by the main entrance via various electrical items.

On gaining access to the loft area the crew came across some fire separation. The fire separation had been compromised by way of being torn/cut open to a degree where you could fit a person through the gap.

On re-entering the loft area it became apparent that there were other breaches of fire separation due to cabling and other services running through the separations. The crew also found some examples of unsafe wiring and burnt out lightbulbs in the area.

On discovering the issues, the Incident commander requested that a Fire Protection Officer attend the incident. On arrival the Fire Protection officer confirmed the breach, and advised the crews that he was going through the process of advising the 'Responsible person' of his investigation and their responsibilities with regards to their care home.

Hertfordshire Trading Standards and Which? Trusted Traders endorse 250th trader!



We recently endorsed the 250th trader on the joint Trading Standards and Which? Trusted Traders endorsement scheme, meaning there are now more traders than ever that can be recommended to the residents of Hertfordshire. There are a variety of traders on the scheme ranging from plumbers, electricians and builders through to mechanics, aerial installers and computer repairers.

This is the only scheme Which? Trusted Traders have in partnership with a local authority, and traders have to undergo an assessment which is carried out by Trading Standards professionals in order to join the scheme. Traders are also subject to intelligence checks carried out by Trading Standards officers in Hertfordshire, and are also Disclosure & Barring Service (DBS) checked.

A scheme members event was recently held at Mundell's where the team, along with colleagues from Which?, were able to meet with other local members, explaining how the scheme has grown and developed since it launched last year, and this gave the team an opportunity to find out from members how they feel the scheme has worked for them. There was good feedback from traders who really valued the fact they can say they are "Hertfordshire Trading Standards Approved", as well as being endorsed by Which?

CPD give advice at carers support group

Trading Standards and the crew from Potters Bar recently attended a coffee morning to speak to the Potters Bar adult carers' support group. These individuals care for vulnerable relatives or neighbours in the home.

The advice was very well received with a large range of topics covered including scams and rogue trader awareness, night time routines and what to do in case of fire with a disabled person in the home and following on from this, Safe & Well visit have been booked. This is all part of the community safety strategy from the crew at Potters Bar.



Become a Friend Against Scams



Friends Against Scams is a National Trading Standards Scams Team initiative which aims to protect and prevent people from becoming victims of scams by empowering communities to 'Take a Stand Against Scams.'

Scams affect the lives of millions of people across the UK. People who are scammed often experience loneliness, shame and social isolation.

Friends Against Scams aims to inspire action, highlight the scale of the problem, change the perceptions of why people fall victim to scams and make scams a local, regional and national topic.

By becoming a Friends Against Scams, anyone can learn about the different types of scams and how to spot and support a victim. With increased knowledge and awareness, people can make scams part of everyday conversation with their family, friends and neighbours, which will enable them to protect themselves and others from scams.

Anyone can be a Friend Against Scams and make a difference in their own way. If you would like to become a Friend Against Scams, you can complete the online awareness session at www.friendsagainstscams.org.uk and get a certificate.

Scam awareness roadshows in libraries

A partnership project between Libraries, Trading Standards and Health and Adult Care, is delivering scam awareness roadshows in Herts Libraries. People can go along to a free event to learn more about how to avoid and report doorstep, phone and postal cons. Scams can have a huge impact on people's lives - and almost everyone knows someone who has been caught out. There will be 20 events across Hertfordshire over June and July. Some events include talks on scam mail and how to avoid being scammed, as well as information stands. Other events will have an advisor available from Trading Standards or Neighbourhood Watch. At 'Junk the Junk Mail' sessions we'll provide secure disposal of scam and junk mail to be passed to Trading Standards who will contact the senders to stop further mailings, where possible.



Rogue Traders

	17/18	16/17
Number of rogue trader incidents reported to trading standards	↓ 30	38
% 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 Quarter 2 we dealt with 30 rogue trader incidents and the police with many more. However, this is just the tip of the iceberg, as doorstep crime is heavily under reported. A national survey 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.

Week of action against rogue traders

'Operation Liberal' took place in May – a national week of action against rogue traders. As part of this campaign there were:

- Two multi-agency events (with police, Environment Agency and the Driver and Vehicle Standards Agency) checking vehicles, at Hatfield Weighbridge and in Bishop's Stortford;
- Two street patrol operations (our officers out with police in police cars looking for rogue traders) in St Albans/Bricket Wood, and Watford/Rickmansworth;
- Two fraud/scam awareness events at Barclays Bank branches in Hatfield and WGC;
- Three talks on scams/doorstep crime to residents in Stevenage, Hitchin and Berkhamsted

There was also a rogue trader prosecution in St Albans Crown Court – one of the teams' investigations – where a builder pleaded guilty to breaching professional diligence for carrying out work which an expert described as demonstrating, "an extensive disregard, or lack of knowledge, of the fundamental principles of construction". The director was sentenced to six months imprisonment, suspended for 21 months and confiscation proceedings are ongoing.

Finally, one of our team was featured on BBC1's Rip Off Britain on 8 May, talking about vitamin scams.

Risk Based Inspections

	17/18	16/17
RBIPs undertaken by Fire Crews	↓ 384	433
RBIPs undertaken by Fire Protection Officers	↓ 175	180
Total RBIPs undertaken	↓ 451	613

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 slightly. Quarter 2 sees an overall drop of 24% in the number of planning consultations and building control applications received by Fire Protection compared to quarter 1. Planning consultations were down 11.5% and Building control applications down 51% compared to Quarter 1. It must also be remembered that both operational crews and the Fire Protection department have had to prioritise work stemming from the Grenfell Tower fire. This has meant a specific focus on the fire safety and protection arrangements for high rise buildings. Work emanating from the Grenfell Tower fire will be a continuing theme as the findings from both the public enquiry, chaired by Sir Martin Moore-Bick, and the Independent Review of Building Regulations, chaired by Dame Judith Hackitt, are known.

Safe and Well Visits (S&WV)

17/18 16/17

S&WVs

undertaken by

↑ 1641

163

Fire Crews

S&WVs involve the provision of health and well-being advice, guidance and signposting to elderly and vulnerable people within the community and includes fire safety advice and the fitting of smoke detector where appropriate. Whilst the service is free of charge to all households in Hertfordshire, the Directorate uses a number of risk profiling tools used to identify and target 'high risk' areas and households. S&WVs are also provided for 'at risk' individuals when referrals are received from other agencies or services. Community Protection Directorate can supply and fit specialist equipment 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 introduction of 'Safe and Well' visits have improved outcomes for vulnerable people.



Fire Engine Attendance Times

	Target	17/18	16/17
% First fire engine to attend a property fire within 10 minutes	↓ 90%	↓ 89.2%	90.9%
% Second fire engine to attend a property fire within 13 minutes	↓ 90%	↓ 89.3%	93.6%
% Third fire engine to attend a property fire involving people within 16 minutes	↑ 90%	↑ 94.1%	92.3%
% First fire engine to attend a Road Traffic Collision (RTC) on major roads within 12 minutes	↑ 75%	↓ 84.2%	86.0%
% First fire engine to attend a hazardous materials (HAZMAT) incident within 20 minutes	↓ 100%	↓ 97%	100%

For property fires, road traffic collisions and hazardous materials incidents occurring within Hertfordshire's 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 2017/18 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.

Site Specific Information

	Target	17/18	16/17
% of outstanding 7(2) d inspections	↓ 0.0%	↓ 8.2%	1.5%

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 (which refers to the related section in the Fire Services Act 2004) and are used to update Site Specific Risk Information (SSRI) documents for use by fire crews. At the end of Quarter 2 2017/18 8.2% of the total 7(2) d inspections were outstanding. In addition, the Service has rationalised and improved its risk information processes through a new system called Operational Risk Information Management (ORIM). The introduction of ORIM and the ongoing work being generated as a result of the Grenfell Tower fire help explain the slight dip in performance for this particular measure.

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	17/18	16/17
Total attendances to false alarms caused by AFAs	1463 ↑ 6.1%	1374 ↑ 1.75%	1399
Attendances to false alarms caused by AFAs – non-domestic premises		577 ↑ 2.0%	589
Attendances to false alarms caused by AFAs - domestic premises		797 ↑ 1.5%	810
AFAs not attended		515 ↓ 11.2%	580
% of all AFA calls attended		72.7% ↓ 2.0%	70.7%

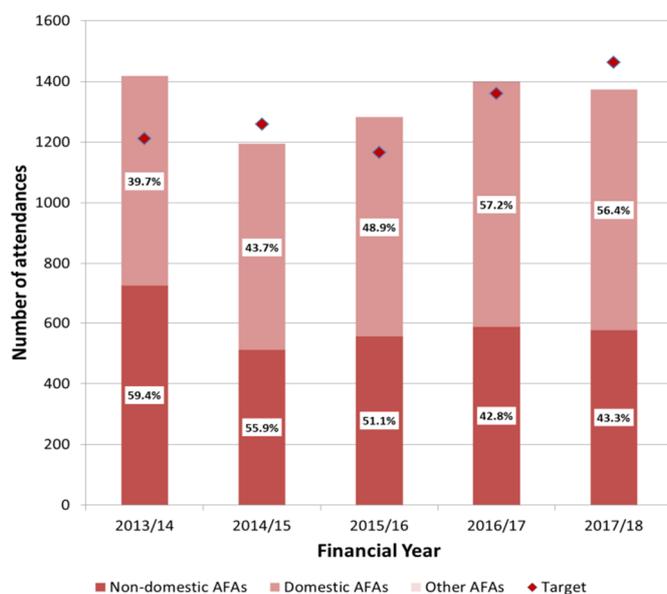
A significant percentage of incidents attended by the Fire and Rescue Service turn out to be false alarms generated by Automatic Fire Alarm (AFA) systems.

As of 1st 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 decrease of **1.75%** in the number of false alarms attended caused by AFAs. Attendances to **non-domestic** premises decreased by **2.0%** and to **domestic** premises by **1.5%**. The number of calls successfully challenged by Fire Control where no attendance is made has fallen by **11.2%**. Overall the Service attended **72.7%** of false alarm calls generated by AFAs compared

of **2.0%**. AFAs in domestic premises now make up the majority of attendances to this type of false alarm, **56.4.0%** of the total compared to **43.3%** for non-domestic premises.

Mid-year attendances to false alarms caused by AFAs



to **70.7%** last year a reduction in performance

Malicious False Alarms

	17/18	16/17
Number of malicious calls received	↑ 100	116
Number of malicious calls attended	→ 36	36
% of malicious calls attended	↓ 36%	31%

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 **116** to **100** (**down 13.7%**), and the percentage of hoax calls attended increased by **5%** from **31%** to **36%**.

Customer Satisfaction

	17/18	16/17
Businesses satisfied with the Trading Standards service	↑ 91.5%	88%
Businesses satisfied with the Fire Protection service	↓ 93%	100%

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 mid-year score for 2017/18 for the Trading Standards was 91.5% and for Fire Protection was 93%, compared to 88% and 100% respectively for the same period in 2016/17.

	17/18	16/17
Consumers satisfied with the Trading Standards service	↑ 91.5%	88%

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. At mid-year 2017/18, 91.5% of respondents stated that they were satisfied with the overall level of service; this figure was up from 88% 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'.

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 2015/16 show Herts Fire & Rescue Services (HFRS) to be one of the lowest cost English FRs in the country at **£31.93** per head of the population. This places HFRS twelve lowest cost nationally out of 47 English FRAs, fourth lowest of 18 FRAs in our defined Family Group and sixth lowest out of 15 County Council FRAs.

Sickness

	Rolling 12 months – 17/18				Rolling 12 months – 16/17			
	% Short Term	% Medium Term	% Long Term	Average Days	% Short Term	% Medium Term	% Long Term	Average Days
Fire and Rescue - Uniformed	24.30%	22.10%	53.60%	↓ 9.7	31.70%	22.30%	46.0%	7.64
Fire and Rescue - Non-Uniformed	19.6%	19.5%	60.90%	↑ 3.5	44.90%	44.20%	10.9%	4.0
JPS – Non-Uniformed	19.40%	7.40%	73.20%	↑ 7.0	14.90%	21.40%	63.70%	7.4

There have been 14 operational injuries during 2017/18.

Hertfordshire County Council monitor sickness absence levels through measuring the number of working days/shifts lost per person in the last 12 months. Fire and Rescue Non uniformed and JPS Non uniformed sickness overall has improved when compared to the same period last year. However long term sickness levels have increased since last year across all areas of the Directorate.

Managers work diligently to ensure that return to work interviews are completed and short term absence is monitored and managed appropriately. Our dedicated Occupational Health team ensure that those on long term absence have access to rehabilitative support to facilitate their return to work as soon as is practical.

Complaints and Compliments

	17/18	16/17
Stage 1 complaints	↑ 3	10
Fire	0	2
Trading Standards	3	8
Stage 2 complaints	→ 1	1
Fire	0	1
Trading standards	1	0
Ombudsman complaints	→ 0	0
Compliments	↓ 80	155

The Directorate is committed to listening to service users and dealing with any complaints that have been received promptly and effectively. We aim to learn from service user's views to help us improve and develop the services we provide. Mid-year performance for 2017/18 shows the number of Stage 1 complaints

decreased from 10 last year to 3 this year. There has been one stage 2 complaint received for the period and no complaints in 2017/18 received from the Ombudsman. The number of compliments received decreased by 75 from 155 in 2016/17 to 80 in 2017/18; 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.

Volunteers

	17/18	16/17
Hours provided by Trading Standards volunteers	344	649
Hours provided by Fire and Rescue volunteers	3881	4064
Total hours provided by volunteers	4225	4713
Standby hours provided by the VIST team	10,000	10,000

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.

Volunteers discover some rather dirty laundry



The Dacorum & St Albans volunteers have been supporting several joint patrols with PCSOs in and around Redbourn and Harpenden under an initiative conceived by Station Commander Les Jones and Chief Inspector Shane O'Neil as part of the St Albans Community Safety Partnership (CSP). Although these patrols are fairly new and developing they are proving to be very useful to both organisations and well supported by the volunteers.

During a recent patrol under this initiative two volunteers decided that the evening was still young and they would do a further patrol through local lanes, primarily looking for arson risks and fly tipping. A little way down one such lane one volunteer spotted some laundry bags abandoned some way off the narrow lane and despatched a colleague to take a picture of the scene and then to quickly check out the bags.

The volunteer's picture and report was promptly picked up by GC Justin Jones, who having liaised with Chief Inspector O'Neil confirmed that this was in fact remains of a cannabis house that had been illegally dumped. The Police attended the location with the supervision of the volunteers and took the items away for examination. He extended his thanks to the volunteers for their vigilance, noting that they had gone the extra mile on that patrol.

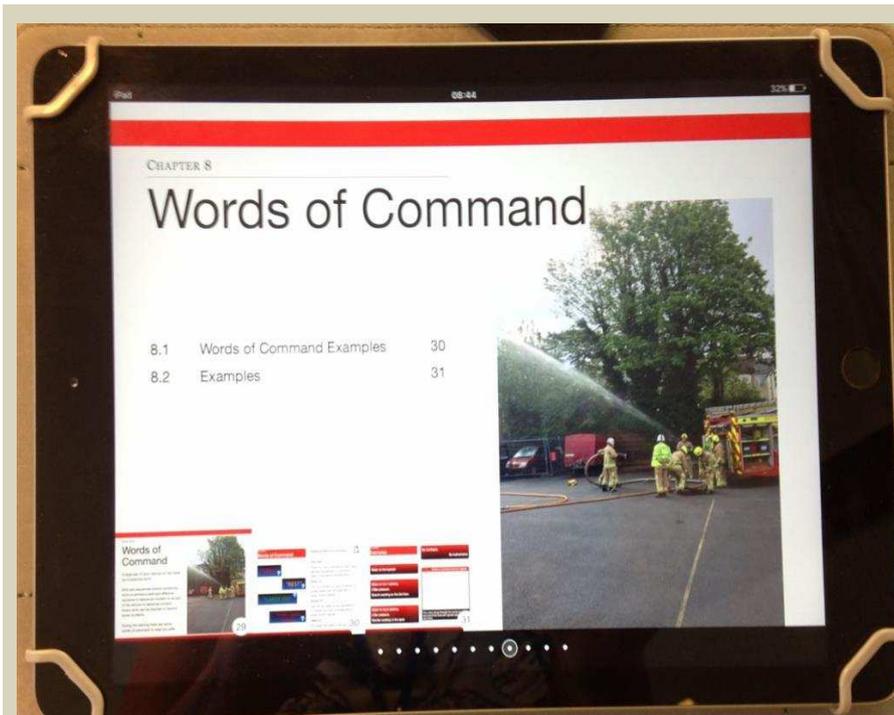
Firefighter Training and Competence

	Target	17/18	16/17
% Core training activities completed	↓ 90%	↓ 85.9%	87.5%
% Procedures received, read and understood	↓ 85%	↑ 79.1%	78.0%
% Operational staff who have received a formal Breathing Apparatus course since 1 Jan	75%	71.8%	72.1%

Q2 target

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 September 2017, 71.8% of in-scope personnel had completed a BARA course since 1 January. The Q2 target for delivery of BARA is 75%.



iBook development

Our Competence and Development digital learning team, are working very hard to bring our training offer into the 21st Century.

As a result of being able to purchase a number of iPads we are in the process of creating iBooks (electronic books) covering all the training material in the RDS Trainee Phase I programme. The advantage of this delivery method is that all notes can include

interactive video footage to support learning. This type of training delivery lends itself to any practical application of skills and gives trainees the advantage of being able to review the material a number of times.

We are putting together iBooks covering a range of subjects including Rescue, Breathing Apparatus, RTC, Working at Heights, Immediate Emergency Care. It is our intention to develop the iBooks further, with our WDS being able to benefit from access at a future date from our own online book store.

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 2017/18 performance year 100% of employees in scope for a Non uniformed PMDS had a PMDS in place, 2 employees do not have a PMDS due to maternity leave.

Resilience competencies

There have been a number of challenges relating to resilience training delivered across HCC, part of the issue is that there has been a high turnover of staff especially in resilience champions resulting in a lack of understanding of their role in identifying and managing training. The resilience department has identified this issue and that there are also problems with uptake, content and delivery of resilience awareness and role specific training. During the recent scrutiny committee it has been recognised that resilience training must become mandatory across the organisation which will require a total review of training. The training review is currently underway with a projected delivery date of April 2018 and will provide role specific training for all resilience levels within HCC providing measurable metrics following Q1.

Hertfordshire Resilience Major Incident Framework

As part of the continued drive to ensure Hertfordshire remains ready to deal with a major incident, an updated plan has been unveiled which aims to ensure that there is a more comprehensive, co-ordinated and effective response.

The Major Incident Framework replaces the Local Resilience Forum's (LRFs) Emergency Response Plan and covers key areas such as notification, command, control and co-ordination arrangements. It also contains more concise and user friendly guidance on areas such as response, recovery and communications together with a more comprehensive section on the roles and responsibilities of key partner agencies and sectors.

The framework fully embeds the JESIP (Joint Emergency Services Interoperability Programme) principles. Further information about JESIP can be found via <http://www.jesip.org.uk/home>

Chief Fire Officer and Chair of the LRF Executive Group, Darryl Keen said: "The LRF's Executive Group is keen to embed JESIP more widely amongst responders and I would encourage partners to make use of the bespoke training packages that are available via the website."

"Category one responders are encouraged in particular to adopt JESIP principles which should lead to jointly agreed working strategies where all involved understand what is going to happen, when and by whom. It's a simple but highly effective approach to take."

The framework also includes the LRF's new information sharing agreement and it's important that partners are aware of its existence and the principles behind open engagement. The framework is a live document with the latest version always available on Resilience Direct.

HERTFORDSHIRE COUNTY COUNCIL

COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL

THURSDAY 8 FEBRUARY 2018 at 10:00AM

HERTFORDSHIRE WASTE PARTNERSHIP: ANNUAL REPORT 2016/17

Report of the Chief Executive & Director of Environment

Author: James Holt, Waste Manager - Contract Development
Tel: 01992 556318

Executive Member: Terry Hone- Community Safety & Waste Management

1. Purpose of report

- 1.1. To present to the Cabinet Panel the 2016/17 Hertfordshire Waste Partnership's (HWP) annual report which is attached as Appendix A. This information note provides an overview from a Hertfordshire County Council ('the council') perspective of its own contribution to the countywide performance through the Household Waste Recycling Centre (HWRC) network and procurement of contracts in performing its function as Waste Disposal Authority.

2. Recommendations

- 2.1. The Cabinet Panel is invited to note the 2016/2017 Hertfordshire Waste Partnership's (HWP) annual report.

3. Key points of note

3.1. *Recycling rates*

- 3.1.1 Overall the HWP's countywide recycling rate (all Waste Collection Authority and HWRC waste) improved in 2016/17 to 52.2% from 50.4% in the previous year. This compares favourably to the Eastern region figure of 49.4% and the England average of 43.7%.
- 3.1.2 From a council perspective overall HWRC performance remained high with 71% of all Local Authority Collected Waste (LACW) being recycled. However, the household waste recycling rate for HWRCs decreased slightly to 60.8% from 62.9% in the previous year. This is primarily due to an increase in residual waste (an increase of 2,300 tonnes) which demonstrates the pressure being experienced through increased residents visits and may also be reflective of increased awareness of the 2015/16 service changes, i.e. when changes are introduced, there tends to be a significant initial effect but as residents better understand hours of operation or the van permit application, this initial effect tends to reverse slightly.

3.1.3 Across the HWP dry recycling and composting (i.e. green waste and food waste) increased in 2016/17 compared to the previous year. These increases reflect the implementation of new kerbside collection services, for example the full year impact of smaller residual waste bins and cardboard collections in Broxbourne (introduced in October 2015), and smaller residual waste bins, new partially commingled dry recycling collections and separate food waste collections in St Albans (introduced in July 2016). Composting also increased as a result of more favourable growing conditions, especially compared to the previous year which nationally saw less organic waste being presented for composting.

3.2. **Waste Minimisation**

3.2.1. A key measure of performance is the overall amount of household waste produced, with waste minimisation key in reducing overall costs. In 2016/17 the national database, Waste Data Flow, which the Authority has to keep updated, recorded the level of household waste produced per Hertfordshire household as 1,024kg, a reduction on the 1,031kg produced in the previous year.

3.2.2. Nationally and regionally household waste per household has declined although Hertfordshire has seen a greater reduction compared to the England and regional average. Hertfordshire saw a decline of 4.3% compared to England average reduction of 1.2% and a regional average reduction of 0.2%.

3.2.3. Overall total household waste in Hertfordshire increased in 2016/17 by circa 1,100 tonnes although total waste per household actually decreased as a result of an increase in the number of households within the County (an increase of 4,270).

3.3. **Recycling and Composting**

3.3.1. From a HWRC perspective dry recycling and composting remained relatively static in 2016/17 compared to the previous year. However, diversion of re-usable items through the network of “Pop Up” shops did increase (up 170 tonnes) as a result of an improvement in the management of the shops and increased resident awareness.

3.3.2. The amount of compostable material presented at the HWRCs did decline slightly in 2016/17 (a reduction of 192 tonnes) despite an overall increase of circa 4,200 tonnes across the partnership. This indicates that the majority of residents still prefer the convenience of the kerbside collection service. However, this is being closely monitored to understand the impact of green waste charging implemented by Thee Rivers in 2016/17 and Broxbourne and Welwyn Hatfield in 2017/18.

3.4. *Diversion from landfill*

- 3.4.1. 2016/17 saw the full year impact of the interim waste disposal contracts procured by HCC and as such resulted in the continued improvement in this area for the HWP. These contracts include Energy from Waste (EfW) facilities in Edmonton (North London), Ardley (Oxfordshire) and Greatmoor (Buckinghamshire), the latter of which became operational in 2015/16 further increasing the amount of material diverted from landfill. These contracts have been extended until March 2021 with the exception of Edmonton which will cease accepting Hertfordshire's waste in December 2020 at the latest as the facility will be redeveloped for the sole use of north London authorities.
- 3.4.2. The proportion of total local authority managed waste diverted from landfill increased from 81% in 2015/16 to 89% in 2016/17. However, some EfW facilities cannot process all types of material and therefore there is a need for alternative disposal routes.

3.5. *Anaerobic Digestion*

- 3.5.1. Improvement across all of the waste management performance indicators was made possible by exercising options in the existing contracts procured by HCC on behalf of the HWP that allow for the processing of separately collected food waste. Initially food waste collected by Dacorum and Three Rivers was processed at an Anaerobic Digestion facility near Chertsey. However, in January 2017 the new strategically important Anaerobic Digestion facility at Coursers Farm, near St Albans became operational making it possible for Broxbourne and St Albans to introduce separate food waste collections during 2016/17.
- 3.5.2. This in-county disposal solution for food waste not only supports already established food waste collection services and provides opportunity for others to follow suit, it also disposes of Hertfordshire's waste locally and generates enough green electricity to meet the needs of 6,000 households. The process also creates a nutrient rich fertiliser which will be used by local farmers in Hertfordshire.
- 3.6 Members attention is drawn to section 3.5 of the Annual Report which discusses the potential implications of Brexit and the European Union's proposals for a Circular Economy. Whilst there remain a number of unknowns it is important to consider the potential impacts when considering future services / service changes (including the Household Waste Recycling Service) and the HWP will continue to monitor this situation closely.

4. *Financial implications*

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

5. 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 equality implications of the decision that they are making.
- 6.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EQiA) produced by officers.
- 6.3 The Equality Act 2010 requires the County Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 6.4 No equality implications have been identified in relation to this report.

APPENDIX A

Hertfordshire Waste Partnership Annual Report – 2016/17





www.wasteaware.org.uk

wasteaware@hertfordshire.gov.uk

0300 1234 051

www.facebook.com/wasteawarepartnership

@HertsWasteAware

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Foreword



Cllr Terry Hone
(Chairman)

Executive Member for
Community Safety & Waste
Management
Hertfordshire County Council



Cllr Helen Bromley
(Vice Chairman)

Executive Member for
Environment
Welwyn Hatfield Borough
Council

During 2016/17 the Hertfordshire Waste Partnership achieved further improvements in performance as a result of ongoing changes to waste and recycling services provided by a number of the Partner Authorities. These included alterations to kerbside recycling services for dry recyclates and organic wastes as well as changes at the Household Waste Recycling Centres.

3

As result by March 2017 the HWP's overall recycling rate (including re-use and composting) had risen to **52.2%** the highest ever achieved by the Partnership. In addition the full year effect of a number of interim waste disposal contracts, which see unrecycled residual wastes sent to energy recovery, also saw the HWP's overall recovery rate increase to **88.5%** compared to the **81.4%** achieved during 2015/16.

This means that out of every 100 tonnes of household waste produced in Hertfordshire **only 11½ tonnes** was sent to landfill with the rest re-used, recycled, composted or processed to produce energy thereby contributing to the nation's energy needs.

Whilst these further improvements are to be welcomed the HWP is also grappling with a range of significant risks ranging from ongoing reductions in Government funding; to the potential impacts of Brexit including especially how this may impact on the ability to trade recyclables in the global market place; to an expansion of the Partnership's remit which has seen it take on responsibility for co-ordinating the County's response to the menace of fly tipping.

As always we hope you enjoy reading our annual report and would encourage you to feedback and comment on any aspect of the work undertaken by the HWP...see page 33 for contact details.
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Hertfordshire Waste Partnership – Annual Report 2016/17

1. Background

The Hertfordshire Waste Partnership, (HWP) was formed in 1992 bringing together the ten borough and district councils in their capacity as waste collection authorities and the county council as the waste disposal authority (herein referred to as the 'Partners') and is one of 50 such partnerships throughout the UK.

Collectively, the HWP dealt with approximately 512,000 tonnes of local authority collected waste during 2016/17 at a cost of approximately £82.47 million. Of this £43.1 million was spent on waste treatment and disposal with the remainder spent on collection services.

The Partnership is overseen by the HWP Member group which is made up of elected councillors from each of the Partners who hold the relevant portfolio for waste management. The Member group is supported by two senior officer groups - the Directors group and the Heads of Waste group.

The HWP has no authority over individual services and instead considers matters of strategic importance and opportunities for joint working. It makes recommendations about the long-term development of waste services in pursuit of targets detailed in the 2007 Joint Municipal Waste Management Strategy, objectives and principles detailed in the Hertfordshire Waste Partnership Agreement signed in January 2012 and in response to legislative changes. The HWP unit is jointly funded by the Partners and employs a Partnership Development Manager and a WasteAware Co-ordinator.

WasteAware is the public face of the HWP and concentrates on changing 'waste behaviour' by focusing on the 4Rs, reduction, re-use, recycling and recovery. With particular emphasis on actions before waste is generated the HWP hopes to reduce the amount of waste that needs to be recycled or disposed of.



2. Summary

2.1 Performance 'At a glance' (green represents improvement, red indicates deterioration)

Boroughs & Districts	2015/16	2016/17	Change	Trend
Dry recycling	97,112	102,358	5,246	↑
Re-use	307	255	-52	↓
Composting	108,671	113,087	4,416	↑
Residual waste	219,869	209,092	-10,777	↓
Total...	425,959	424,792	-1,167	↓
Combined Borough Recycling Rate	48.4%	50.8%	2.4%	↑

County Council	2015/16	2016/17	Change	Trend
Dry recycling	33,378	33,377	-1	↓
Re-use	998	1,168	170	↑
Composting	8,123	7,931	-192	↓
Residual waste	25,103	27,403	2,300	↑
Total...	67,602	69,879	2,277	↑
Household Waste Recycling Centre Recycling Rate	62.9%	60.8%	-2.1%	↓

HWP Totals	2015/16	2016/17	Change	Trend
Dry recycling	130,490	135,735	5,245	↑
Re-use	1,305	1,423	118	↑
Composting	116,794	121,018	4,224	↑
Residual waste – EfW	153,131	179,586	26,455	↑
Residual waste – landfill	87,962	52,907	-35,055	↓
Residual waste – other	2,722	3,890	1168	↑
Non Compostable Wastes	1,155	112	-1,043	↓
Total...	493,559	494,671	1,112	↑
HWP overall recycling rate	50.4%	52.2%	1.8%	↑
HWP landfill diversion rate	81.4%	88.5%	7.1%	↑

2.2 Waste Minimisation

The HWP recognised some time ago that the need to minimise / reduce waste long term would be key in measuring the impact of waste reduction messages and other behavioural change activity funded by the partners. For this reason each year the

HWP tracks total waste per household. Long term success measured by this indicator is overall waste levels falling with an increasing percentage recycled. Table 1 below looks at total waste per household over the last seven years.

Table 1: Total household wastes (kilograms per household)

Year	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	HWP
2016/17	923	895	889	904	872	868	861	907	859	821	145	1,024
2015/16	907	895	910	912	875	869	886	927	858	871	141	1,031
2014/15	930	887	906	920	866	869	890	950	855	931	157	1,055
2013/14	919	898	902	923	856	877	857	953	845	962	158	1,056
2012/13	925	898	888	898	869	865	842	929	828	930	125	1,013
2011/12	957	912	913	946	894	874	846	975	861	955	151	1,063
2010/11	951	901	907	926	901	879	861	948	843	1028	149	1,062

source: WasteDataFlow – includes updated figures for previous years where available)

Table 1 shows that total household waste declined in 7 out of the 11 partner authorities during 2016/17 with increases in 3 and no change in 1 authority. However, importantly collectively total household waste per household declined again during 2016/17 to its second lowest level in the last seven years. Reductions were particularly evident in East Herts, Stevenage, Three Rivers and Welwyn Hatfield.

Whilst such reductions per household are to be welcomed, longer term the HWP has to plan for the projected increase in the number of households across the County as a whole. Since the 2015/16 annual report the official number of households has increased by 4270. Similar increases over the next two decades will be equivalent to waste arisings for an entire new district underlining the importance of taking difficult decisions to ensure the County's waste management infrastructure and services are fit for purpose going forward.

2.3 Recycling & Composting

The percentage of household waste recycled (including composting) is a national indicator which the community recognise as a measurement of success and one which features heavily in national and European statistics when it comes to judging the efficacy of regional and national waste management strategies.

Under this context 2016/17 saw all but one of the HWP's partner authorities improve overall levels of recycling with significant increases noted in St Albans and Welwyn Hatfield. In July 2016 St Albans implemented significant

changes to their kerbside waste and recycling services which, in common with a number of other Hertfordshire Authorities, saw the provision of smaller 180 litre bins for residual waste together with a new weekly food waste collection service as well as an enhanced service for mixed dry recyclables.

These changes resulted in St Albans showing the biggest improvement in recycling performance during 2016/17 with the full year effect likely to push St Albans to 60%+ recycling by March 2018.

Table 2: Changes in recycling and composting 2016/17

Authority	2015/16	2016/17	Change
Broxbourne	40.3%	41.1%	+0.8%
Dacorum	49.1%	51.1%	+1.9%
East Herts	48.6%	51.2%	+2.6%
Hertsmere	42.1%	43.4%	+1.6%
North Herts	57.6%	58.9%	+1.3%
St Albans	52.2%	57.5%	+5.4%
Stevenage	39.4%	39.8%	+0.4%
Three Rivers	59.4%	61.9%	+2.5%
Watford	40.1%	42.9%	+2.8%
Wel / Hat	48.5%	53.0%	+4.5%
Herts CC	62.8%	60.8%	-2.4%
HWP	50.4%	52.2%	+1.8%

(source: Hertfordshire Waste Partnership)

Based on the current national reporting framework the impact of these changes is noted in the updated table and graph below with the overall HWP recycling performance now increasing for the fourth year in a row rising to the highest ever achieved by the Partnership.

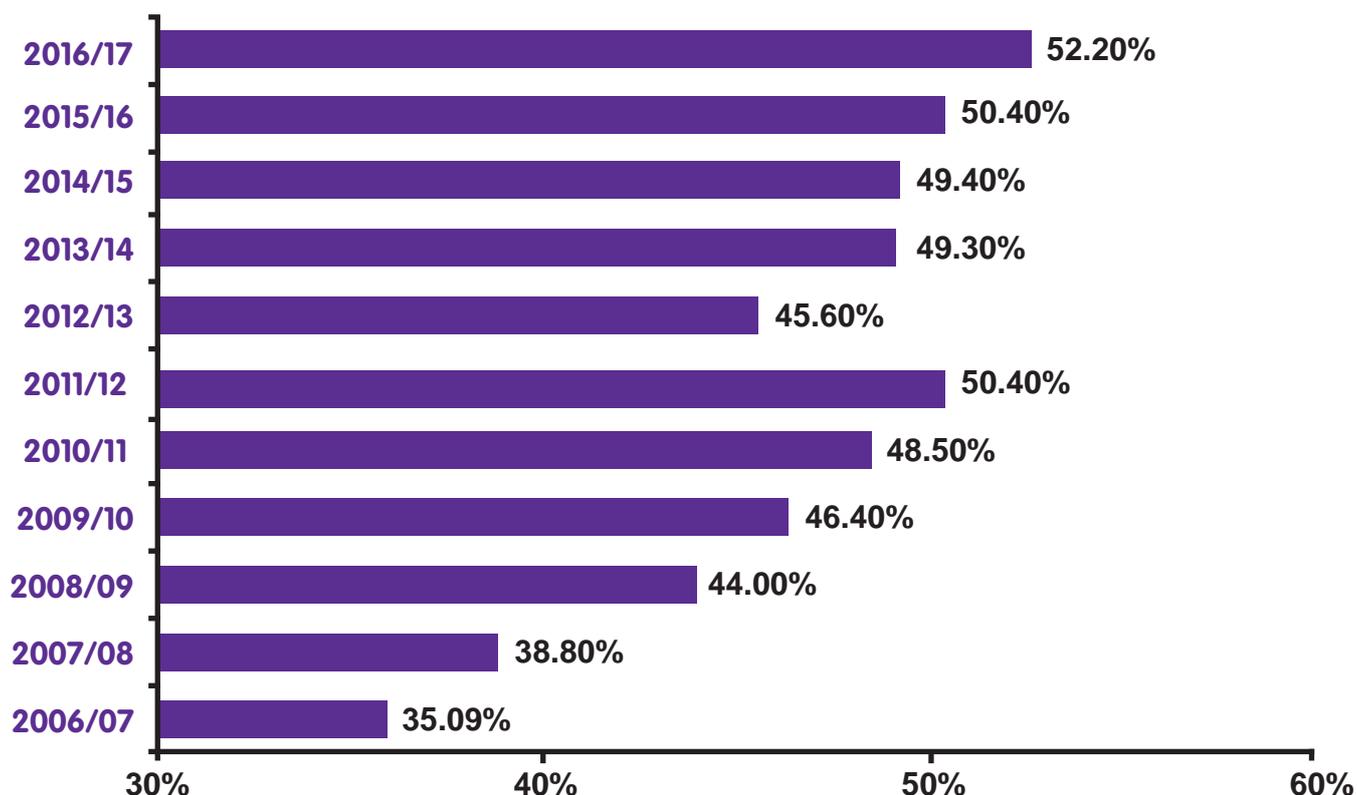
Table 3: Partner Authority and HWP recycling percentages

Year	Broxbourne	Dacorum	East Heris	Hertsmere	North Heris	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	HWP
2016/17	41.1	51.1	51.2	43.4	58.9	57.5	39.8	61.9	42.9	53.0	60.8	52.2
2015/16	40.3	49.1	48.4	42.1	57.6	52.2	39.4	59.4	40.1	48.5	62.8	50.4
2014/15	35.0	46.3	49.5	43.3	58.5	50.4	38.2	63.2	41.7	48.0	57.5	49.4
2013/14	35.0	46.2	48.5	43.2	57.3	47.7	37.4	62.4	40.6	46.6	61.2	49.3
2012/13	34.3	46.8	46.6	40.5	47.3	41.6	36.8	62.0	39.7	43.8	53.0	45.5
2011/12	39.6	46.7	48.4	46.7	49.5	48.3	40.0	60.5	41.2	49.9	67.9	50.4

(source: WasteDataFlow – includes updated figures for previous years where available)

The same data from a HWP perspective can be seen in the graph below:

HWP Recycling Rate - 2006/07 to 2016/17



2.4 Residual Waste

Economic growth, which the UK continues to enjoy, normally sees growth in residual wastes. However, in 2016/17 Hertfordshire saw a continuation of recent trends with a further drop in the amount of residual waste per household collected by the Boroughs and Districts.

Residual household waste is now at its lowest level for the last seven years and for the first time went below 450 kilograms per household. There were particularly significant reductions in East Herts, St Albans, Three Rivers and Welwyn Hatfield.

Table 4: Residual waste per household (kgs)

Year	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	H W P	WCA Average
2016/17	544	438	434	512	358	369	519	346	491	386	57	489.68	440
2015/16	541	455	467	528	371	416	534	377	514	449	52	511.75	465
2014/15	604	476	458	522	359	431	550	350	499	484	67	534.47	473
2013/14	597	483	465	524	367	459	536	358	502	514	60	535.67	480
2012/13	608	477	474	535	458	505	532	353	500	523	47	542.33	496
2011/12	578	486	471	504	451	451	508	385	506	478	49	528.64	482
2010/11	578	471	469	533	450	438	524	466	504	653	46	548.39	509

(source: WasteDataFlow – includes updated figures for previous years where available)

The reduction in residual waste per household translates into a drop in annual tonnage of over 8400 tonnes. At an average cost of £96.79 per tonne (2016/17) this equates to savings in the region of £813,000 which neither have to be raised from Council Tax or potentially diverted from other services.

Looking at this another way 8400 tonnes spread evenly across Hertfordshire's 482,960 households equates to a reduction of only 17.4kgs per household per annum. This underlines the immense value in households across the County making small simple changes that together can have a very significant impact on the cost of managing the County's household waste.

2.5 Diversion from landfill

In addition to recycling and composting the Partnership also makes extensive use of a number of 'out-of-county' energy from waste plants ranging from Edmonton, North London to Ardley in Oxfordshire.

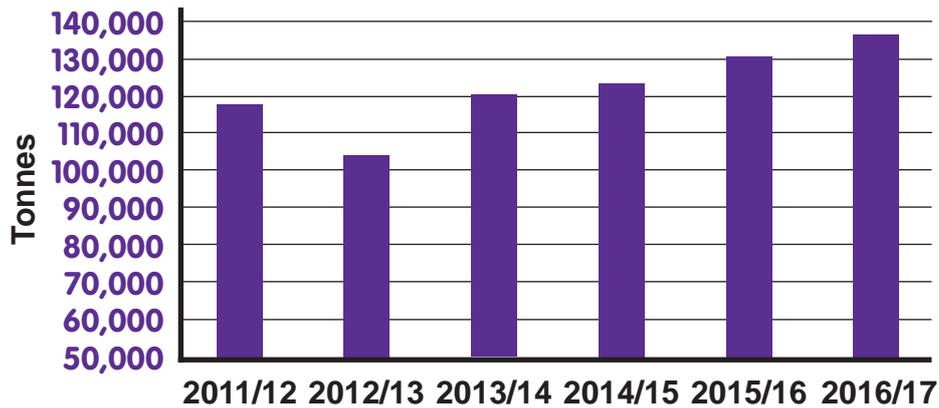
2016/17 saw the full year impact of the interim waste disposal contracts initiated in 2015/16 which delivered further increases in the amount of residual waste sent to energy recovery as noted below:

Table 5: Diversion from landfill

Tonnes	2015/16	2016/17	Change
Recycled	130,490	135,735	+5,245
Composted	116,794	121,018	+118
Re-used	1,305	1,423	+4,224
Energy recovery	153,131	179,586	+26,455
Landfill	87,962	52,907	-35,055
Residual waste (other)	2,722	3,890	1,168
Non-compostables	1,155	112	-1,043
Totals...	493,559	494,671	1,112
Landfill diversion rate	81.4%	88.5%	7.1%

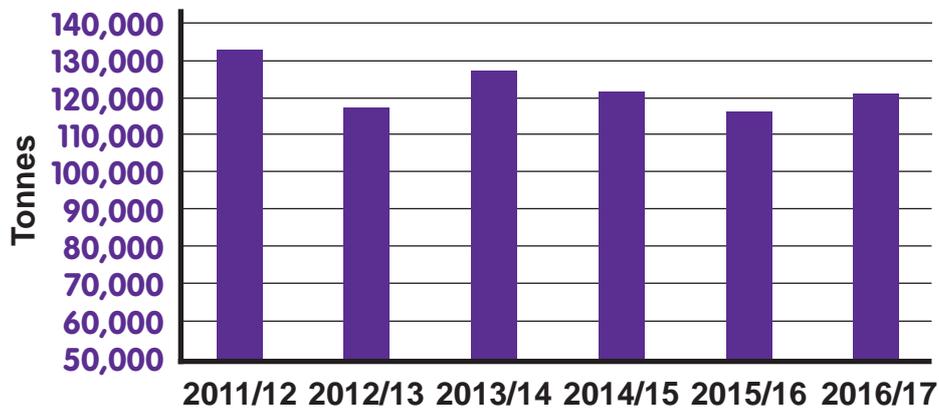
(source: Hertfordshire Waste Partnership)

Dry recycling (inc. re-use) 2011/12 - 2016/17



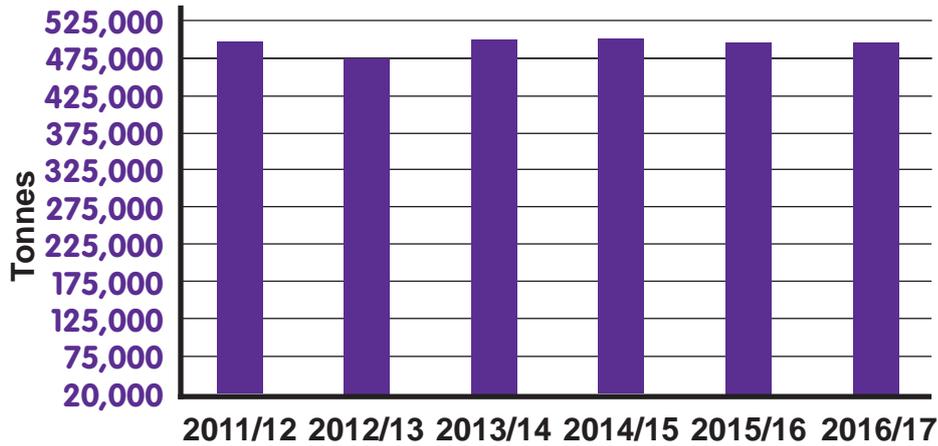
2016/17 continued the trend of recent years with a steady increase in the tonnage of dry recyclables collected for reprocessing. The new St Albans service implemented in July 2016 along with gains in most other HWP Partner Authorities resulted in over 5200 tonnes of additional material being collected. However, at the same anecdotal evidence indicates there is still significant dry recyclables in Hertfordshire's residual waste stream needlessly being sent to either energy recovery or landfill.

Composting 2011/12 - 2016/17



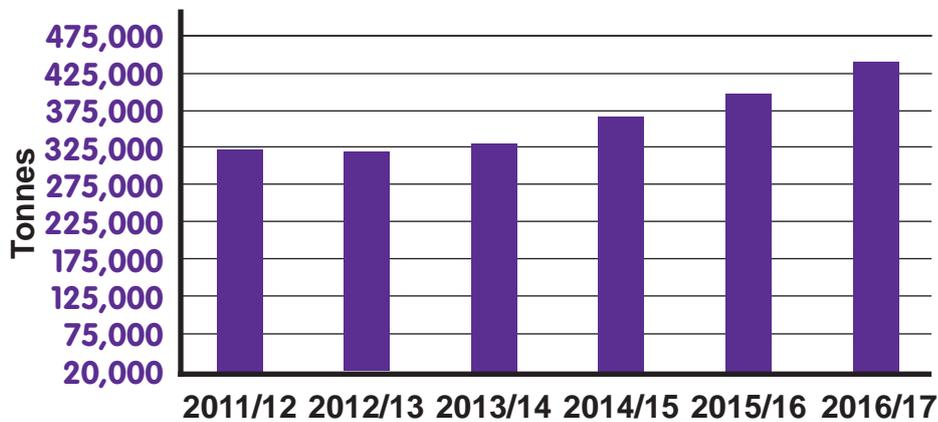
During 2016/17, and reflective of the weather conditions experienced, the amount of organic material (garden waste and food waste) increased. This is especially significant as 2016/17 also saw Three Rivers become Hertfordshire's first Partner Authority to charge for the collection of garden wastes. Two more Hertfordshire Authorities have since followed suit (see 3.1).

Total household waste 2011/12 - 2016/17



As noted above whilst total household waste per household declined, overall tonnages were slightly up on 2015/16 increasing from 493,559 tonnes during to 494,671 tonnes during 2016/17. It should be remembered that these numbers also include tonnages re-used, recycled, composted and recovered. However, they also represent significant net cost to the tax payer underlining the need for an increasing focus on preventing waste in the first place.

Diversion from landfill 2011/12 - 2016/17



In addition to the HWP achieving its highest ever recycling rate 2016/17 also saw further significant increases in the amount of non-recycled residual waste sent for energy recovery; 87,962 tonnes compared to 52,907 tonnes during 2015/16. Together with recycling (135,735 tonnes) and composting (121,018 tonnes) this means that the HWP's overall recovery rate rose to 88.5%. Going forward the HWP needs to focus on diverting as much as possible to recycling and composting.

3. Highlights – 2016/17

3.1 Three Rivers – chargeable garden waste collections

As part of the public sector waste management services provided by Hertfordshire's local authorities are not immune to the impact of on-going reductions in Central Government funding. Yet at the same time the HWP's Partner Authorities are still expected to contribute to national and European waste targets that have to be achieved by 2020.

During 2016/17 these opposing pressures resulted in Three Rivers District Council becoming Hertfordshire's first local authority to introduce charges for the collection of garden waste, having previously implemented separate weekly collections for fully commingled dry recyclables and food wastes.

Having previously consulted with residents, in July 2016, the Authority implemented a £35 per annum charge for the fortnightly collection of garden wastes, discounted in the first year. Although not universally supported, the Three Rivers subscription service has ultimately proved popular with 74% of the applicable households subscribing during 2016/17.

→



Three Rivers new chargeable garden waste service has proved very popular whilst also delivering significant savings for the Authority

One of the important factors behind the success of the implementation was a decision by Three Rivers not to remove bins from non-subscribers straight away. Instead by leaving bins in situ residents were given the chance to explore alternative options for dealing with the garden waste. These ranged from home composting to use of their local HWRC. As such residents were able to form a judgement with respect to the relative merits, convenience and costs associated with each choice with a significant number ultimately deciding to participate in the new service. Consequently Three Rivers experienced a number of 'follow up' surges in the number of residents joining the new service.

As a result of these changes the loss of garden waste tonnage during 2016/17 was minimal with the Authority still sending 10,690 tonnes of garden waste to composting compared to 10,995 tonnes during 2015/16, a reduction of only 2.85%. This potentially indicates that the majority of garden wastes recycled by an individual Authority are likely to come from only 40% – 50% of households. This idea will be further tested when quarter 1 results for 2017/18 become available for Broxbourne and Welwyn Hatfield who implemented similar subscription services in April 2017.

3.2 St Albans – a new waste, recycling and street cleansing service

One of the strengths of the Hertfordshire Waste Partnership is the ability of Partner Authorities to pursue individual approaches to delivering locally agreed recycling targets in excess of current national and European targets.

In 2016/17 this included St Albans City & District Council letting a new contract for waste, recycling and street cleansing services. Although St Albans was already one of the HWP’s higher performing partner

authorities their new contract is predicated on bringing forward plans to achieve 60% recycling.

As such following extensive pre-tender research and as well as consultation with residents the new service prioritised recycling and composting over residual waste collection as demonstrated in the graphic below:

Variant Option C (Recommended Option)



St Albans new waste and recycling service including smaller bins for residual waste, partially commingled dry recyclables plus a dedicated weekly service for food waste.

A sack/reusable bag/box collection service will be offered at properties currently unable to accommodate wheeled bins.

Specifically the approach involved reducing the size of the residual waste collection receptacle to 180 litres per fortnight whilst providing a brand new weekly collection service for food waste thus addressing major concerns by residents with respect to food waste needing to be collected weekly. At the same time the collection service for dry recyclables was simplified into a partially commingled system with cans, plastics and glass collected in one stream and paper and card in the other. The new approach resulted in the following changes in 2016/17.

Table 6 - Quarterly changes in 2016/17 compared to 2015/16

Waste stream	Qtr 1	Qtr 2	Qtr 3	Qtr 4	2016/17
Residual waste	+138	-660	-1295	-824	-2641
Dry Recycling	-58	-122	+818	+297	+935
Organics	+97	+532	+795	+579	+2004

3.3 Scrutiny of Hertfordshire Waste Partnership

As noted previously the HWP is a Partnership with 11 local authority Partners including Hertfordshire's Boroughs and Districts in their capacity as waste collection authorities and the County Council in its capacity as Hertfordshire's Waste Disposal Authority.

Together as a 'waste partnership' during 2016/17 the HWP spent £82.47 million providing waste collection, processing and disposal services to the residents of Hertfordshire. In turn as one would expect, with a level of expenditure only surpassed by services such as education and social services, the County's 'waste budget' comes under regular scrutiny from both inside and outside the HWP. 2016/17 was no exception with the County Council's Overview & Scrutiny Committee (OSC) electing to undertake its own review of the HWP.

Specifically the aim of the review was to understand and test the current service delivery model for waste management under the context of current and future challenges. To do this the OSC posed a number of specific questions with evidence sought from the Partner Authorities at both officer and Members levels. In addition a number of external stakeholders were also invited to give evidence and included organisations such as the Environmental Services Association as well as Improvement East which is part of the Local Government Association. In recognising the progress made by the HWP the OSC noted that for the most part waste management services provided by individual authorities were still being developed in isolation resulting in the potential for joint procurement, efficiencies, savings and the upwards equalisation of standards through joint working being lost. Consequently the OSC concluded that the HWP has not sufficiently evolved and therefore was missing opportunities to deliver better services based on whole service cost thinking.



Independent scrutiny of the HWP is always welcome

Specifically the OSC noted:

- There are undoubtedly barriers to overcome to ensure more effective working. As such the OSC suggested a commitment from all the HWP authorities to develop a fresh approach based on pursuing net overall savings for the Hertfordshire taxpayer.
- The OSC were not aware that shared contracts could be sufficiently flexible to respond to the local priorities of the participating authorities. Members regarded this as a key finding of the scrutiny.
- The OSC noted that the HWP had developed a number of joint working initiatives and suggested that these should be developed into case studies to assist partners think through options for future arrangements.

However, the OSC also noted that difficult decisions would require solid Member support to carry them through. General concern was expressed that previous reviews were not embraced by the HWP and the information was not adequately shared with Members outside of the Partnership. It was therefore difficult for local members to challenge existing arrangements without clear and impartial information. In light of the findings the review also recommended that the Herts Leaders Group consider enhancing the role and structure of the HWP Member Group to formalise their involvement in all future procurement and management activity linked to the provision of waste collection, recycling and disposal services.

3.4 Supporting Hertfordshire Fire & Rescue and the Firefighters Charity

In early 2013 the HWP was asked to review the operation of a textile bank network operated by the Firefighters Charity that was raising money from textiles recycled at a number of fire stations across the County.

At the time the review concluded that the income derived could be significantly increased if their operation was integrated into the HWP's existing textile consortium which provides textile recycling banks at approximately 140 sites across the County. The new arrangements were implemented in April 2013. By the end of March 2017 the total amount of money raised over the preceding 4 years had risen to over **£20,000** and as of August 2017 had risen to over **£23,000**.

The Firefighters Charity was originally formed during the Second World War to support the bereaved families of firefighters who had died during the Blitz. In 2015/16 the Charity supported 5,107 individuals – three per cent more than in 2014/15. This figure is rising year on year and the Charity is committed to supporting as many beneficiaries as it possibly can at its centres and within local communities across the UK. However, in order to do this it is essential that their income each year – from voluntary donations and fundraising – matches the cost of delivering the vital services the Charity provides. For those wishing to help you can recycle your unwanted clothes and textiles at the following fire stations:



Firefighters Charity representative, Mr Kevin Biles, receiving a cheque for £20,000 from Commander Steve Holton Hertfordshire Fire & Rescue with FRS colleagues from Baldock & Letchworth

- Baldock & Letchworth
- Bishops Stortford
- Borehamwood
- Hatfield
- Hemel Hempstead

- Hitchin
- Potters Bar
- Redbourn
- Rickmansworth
- St Albans

- Ware
- Watford
- Welwyn
- Welwyn Garden City
- Tring

3.5 Brexit – what could this mean for Hertfordshire’s Waste Management Services

The vast majority of the rules and regulations that govern the UK’s waste management operations originate in the European Union.

In addition to basic requirements concerning protection of the public health most relevant to the services provided by the HWP’s Partner Authorities are European laws and directives concerning waste, recycling, composting, recovery and disposal. These legislative drivers have resulted in the adoption of stringent targets for reducing reliance on landfill as well as improving recycling.

Against this backdrop and in common with their European counterparts, through the 2000s, the UK’s local authorities put together new waste strategies which showed how they intended to address targets arising from the legislation. In response, and supported by mechanisms such as the private finance initiative and landfill tax escalator, the UK’s waste management sector invested heavily in new facilities ranging from composting plants to materials recycling facilities to energy from waste plants. Such developments helped the UK to start moving from its historic over reliance on landfill. As illustrated in section 2 of this report the HWP rose to the challenge and 2016/17 posted its best ever results with respect to recycling at 52.2% compared to an UK / EU target of 50% by 2020, which in turn contributed to an overall landfill diversion rate of 88.5%, again the best ever achieved by the HWP.

However, with the UK due to leave the EU the Partnership is currently working with other UK, waste partnerships as well as various technical and professional bodies to both understand and influence what the UK government intends to put in place as a framework which will give the sector the confidence to channel further significant investment in pursuit of improving environmental performance.

Key among the sectors considerations will be what influence and impact the EU’s Circular Economy Directive might have on the UK, especially as part of any Brexit deal linked to a longer term trading relationship.

The need for transition from historical and wasteful linear economic models towards more circular constructs is a principle now well understood. As such whilst wide ranging with respect to its potential implications, it is anticipated that the EU’s Circular Economy Directive could result in significant new targets for recycling in general, and more specifically food waste and litter.

The Directive has and continues to be the subject of significant debate in both European Council and separately the European Parliament. Both institutions have reached different perspectives with respect to what the final Directive should include.

Consequently in line with the normal EU legislative process both are now engaged in the trilogue stage which will result in the differing positions being reconciled prior to a final Directive emerging towards the end of 2017. Taking the above into account the UK Government expects formal adoption by 2018. Following adoption by the EU, and of course subject to the impact of Brexit, transposition is anticipated to take up to 2 years



Brexit is presenting difficult challenges for the UKs waste management sector

Therefore remembering that there are range of unknowns to potentially deal with Table 7 below summarises the key potential targets and what this could mean for the Partnership and the services provided to Hertfordshire’s residents:

Table 7 - EU Circular Economy Directive – summary of main issues

Circular Economy Directive (CED)	HWP Commentary
<p>1. 60% - 70% recycling target by 2030</p>	<p>The European Council and European Parliament have suggested new recycling targets ranging from 60% to 70% by 2030; with the Parliament favouring the higher end of the scale. It would also appear that the targets will continue to be weight based despite a number of stakeholders suggesting the need for carbon based targets.</p> <p>The CED is also supposed to finally resolve long standing issues with respect to how EU Member states calculate recycling rates. 4 methods are currently used across the EU with 2 based on municipal waste and 2 based on household waste. Which method is finally chosen could have a significant impact on the levels of recycling reported.</p> <p>Subject to the final targets, method of calculation, and relative to the HWP’s performance in 2016/17 the CED could require new initiatives to capture between 38,000 – 88,000 tonnes of additional waste for recycling and composting (baseline 2016/17).</p> <p>To achieve such targets the HWP’s Partner Authorities would need to consider developments such as smaller bins for residual waste emphasising the need to prevent waste in the first place; comprehensive weekly recycling services; and separately weekly collections for food waste.</p>
<p>2. Reducing landfill to 10% by 2030</p>	<p>In 2016/17, through its extensive recycling, composting and energy from waste programmes the HWP diverted 88.5% of household waste from landfill. Therefore ostensibly a 10% landfill target by 2030 should not present much of an issue for the Partnership as a whole.</p> <p>However, in addition to the HWP’s current and extensive range of recycling and composting services the Partnership’s current use of energy from waste is based on a number of interim contracts using facilities based outside the County. As such it is no means certain whether or not capacity could be secured long term should the County Council’s plans for an ‘in-County’ solution not come to fruition.</p>
<p>3. Separate collection of ‘bio-waste’ by 2020</p>	<p>On average 30% of the average residual waste bin in Hertfordshire is food waste. At current prices this is costing tax payers in excess of £6.5 million per annum to dispose of compared to lower cost alternatives that can contribute to both energy generation needs as well as landfill diversion.</p> <p>With similar issues across most of the EU the CED is being seen as an opportunity to tackle this by introducing new requirements for the introduction of bio waste collection services and could result in a statutory requirement to provide dedicated food waste collections.</p>

3.6 Broxbourne - new separate weekly food waste collection service

One of Broxbourne's corporate objectives is to reduce residual waste and divert more waste to recycling. In keeping with this aim, in March 2017 the Authority introduced separate weekly food waste collections as part of its core kerbside service provision.

Residual tonnages significantly reduced following a change to the waste service in October 2015, whereby 180 litre black wheeled bins were introduced on a fortnightly collection frequency replacing a weekly sack collection service. At the same time residents were issued with an additional 55 litre recycling box for mixed paper and cardboard recycling. The kerbside offer now includes:

Week 1: Food waste (from a 23 litre caddy), paper and cardboard, plastics and cans and mixed glass (from three 55 litre kerbside boxes) and residual waste (from a 180 litre wheeled bin).

Week 2: Food waste (from a 23 litre caddy) and green waste collection (from a 240 litre wheeled bin - chargeable service).

Broxbourne improved the waste collection service it offers which is available to 32,000 of its residents in 2016/17 by introducing a weekly food waste collection service. Food waste is collected in a 23 litre brown kerbside caddy. It was initially anticipated that at least 2,000 tonnes of recyclable food waste per annum would be collected however this target is being exceeded at the time of writing.



Broxbourne's new food waste collection service in operation

It is projected over 2,000 tonnes of Broxbourne's food waste will be processed at Agrivert's Anaerobic Digestion plant in Colney Heath, Hertfordshire. The methane gas produced from the food waste will power on-site generators to feed electricity into the National Grid. Combined with food waste from other councils, this process will generate enough green electricity to meet the needs of 6,000 households. The process also creates a nutrient rich fertiliser which will be used by local farmers in Hertfordshire. The full weekly service commenced on 3 April 2017 and after circa six months of



Broxbourne is now one of 4 Hertfordshire Authorities to provide dedicated weekly collections for food waste

weekly food waste collections 1,485 tonnes of food waste has been collected which is an average of circa 60 tonnes per week.

From April 2017, Broxbourne will introduce an annual charge for its green waste collection service. In accordance with Controlled Waste Regulations 2012 (Schedule 1;(4)) the Council is not obliged to offer a free service for the collection of green waste. However, rather than withdrawing the

green waste collection service, the Council has decided to follow the example of many other authorities and will offer residents the opportunity to pay a small charge for the service. Residents who do not wish to use the service can, home compost, or take their green waste to one of the Household Waste Recycling Centres in the Borough (Turnford or Hoddesdon) free of charge.

4. WasteAware Campaign – 2016/17

4.1 Waste Electrical & Electronic Equipment – take back events

2016/17 began with the launch of a series of waste electrical and electronic equipment (WEEE) take back events across Hertfordshire. The initiative was made possible as a result of a successful bid to a special innovation fund setup by the Department for Business, Innovation & Skills to test different ways to re-use and recycle WEEE. The bid, involving both Hertfordshire and Cambridgeshire County Councils as well as the boroughs and districts from both areas, resulted in an award of £91,000.

The first step was the creation of a joint project team made up of officers from each of the 17 Partner Authorities working together to organise a series of take back events that had to be co-ordinated across both areas.

These were supported by relevant communications material, promotional activity and equipment. 14 events were held across Hertfordshire from April to October, collecting over 59 tonnes of electrical items.

Cambridgeshire held a total of 6 events collecting over 9 tonnes.

Residents attending events were pleased to be able to bring their unwanted WEEE to a location that was more convenient to them and many requested that they become a regular event. The inclusion of re-use for working items also appeared to be a motivating factor for a number of residents.

Ultimately some events were more successful than others. It was noted that more than one factor appeared to influence the success of the events such as proximity to a Household Waste Recycling Centre or events held in more rural locations. The vagaries of the British weather also impacted on a number of events.

Electrical reuse and recycling event

Bring along anything with a plug or battery

such as washing machines, TVs, laptops and hair dryers. Items can be broken or in working condition and will either be reused or recycled where possible.

Bring it Don't bin it

Contact us for more details: 0300 1234 051, wasteaware@hertfordshire.gov.uk, www.wasteaware.org.uk

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One of the promotional posters used to promote the WEEE take back events

Out of the 68 tonnes collected just over 1 tonne was successfully repaired and reused. Whilst this was much lower than expected, analysis showed that the majority of items brought by residents were obsolete, broken, in poor condition or did not come up to modern safety standards meaning that reuse was not viable in the majority of cases.

However, on a more positive note a selection of reused items including Dyson vacuum cleaners, televisions and steam irons were donated to two charities operating in Hertfordshire. These included FReSch in Welwyn Garden City and Nine Lives in Rickmansworth. The two charities, both furniture recycling schemes, sell good quality second hand furniture and electrical items. This includes to customers on means tested benefits who receive a discount which hugely helps people who are struggling financially to obtain the furniture and electrical items they need at low cost.

4.2 Schools WEEE Collections

The free collections for Hertfordshire schools, offered through our partner organisation European Waste Platform (ERP) continued to be extremely popular during 2016/17. In association with ERP, WasteAware, which is the public face of the HWP, arranged for anything with a plug or battery to be collected free of charge from schools in Hertfordshire; so long as there were 10 or more items offered for collection.

Over the 6 years that collections have taken place 40,822 items have been collected totalling 321.15 tonnes which is the same weight as just over 26 route master buses! In September 2016 alone, 115 schools booked collections, with a total of 4090 electrical items collected weighing in at 28.42 tonnes: a 14.43% increase on the amount collected when the event was last run in March 2015.



Cllr Richard Thake, Chairman of the HWP during 2016/17 at one of the take back events in Hemel Hempstead

Going forward social media will be the main avenue for raising awareness on prevention and recycling of WEEE particularly at key times of the year such as in November (Black Friday) and January when residents might be getting rid of items following the festive season.

This suggests schools are becoming more familiar with the items accepted through these collections and wish to take advantage of something that could otherwise result in significant waste disposal costs being incurred. At the time of writing a change in funding criteria outside the control of the HWP has resulted in the scheme being put on hold whilst the Partnership explores alternative ways to deliver the initiative.

4.3 HWP Social Media

Recognising the increasing growth of social media 2016/17 saw more emphasis placed on utilising and experimenting with HWP social media platforms. Followers and 'likes' of both our Facebook page and Twitter account continued to grow throughout the year as a result of boosting posts, competitions, piggy backing off national campaigns and establishing improved links with community groups a nd borough and district councils.

The table overleaf summarises activity of the HWP's Facebook and Twitter feeds during 2016/17 with the 'reach' of both platforms being particularly important. The HWP's use of social media is becoming increasingly more sophisticated as it adapts to target specific audiences and locations through boosted posted as well as techniques such as 'web seeding'.

Table 6: HWP Social Media – Reach & Engagement

	Facebook			Twitter		
	Reach	Engaged	End of Month 'Likes'	Reach	Engaged	End of Month 'Follows'
April	8,725	258	253 (+33)	13,900	300	1480 (+11)
May	1,407	91	272 (19)	8,943	309	1487 (+7)
June	986	57	273 (+1)	8,625	322	1507 (+20)
July	1,119	96	276 (+3)	4,189	153	1512 (+5)
August	1,148	85	281 (+5)	4,534	174	1516 (+4)
September	768	46	282 (1)	2,427	161	1527 (+11)
October	1,269	99	293 (+11)	4,578	342	1532 (+5)
November	1,615	138	296 (+3)	25,400	613	1551 (+19)
December	14,125	588	388 (+92)	33,100	815	1562 (+11)
January	3,837	167	391 (+3)	9,573	427	1577 (+15)
February	7,369	347	409 (+18)	6,386	9	1586 (+9)
March	12,746	422	424 (+15)	17,600	360	1588 (+2)
TOTAL	55,114	2,394	424 (+204)	139,255	3,985	1588 (119)

Whilst the results show increases in the reach across both Facebook and Twitter compared to the previous year, at 37% and 27% respectively, Facebook has been the more successful with a 58% increase in 'likes' of the page.

Even though the HWP has more followers on Twitter it is worth noting, that as the 'average life' of a 'Tweet' is 20 minutes, this platform is more appropriate for short sharp

messages designed for the 'here and now' such as providing important information such as changes to collection services during inclement weather to disruption at the Household Waste Recycling Centres. Facebook is used for longer lasting messages and therefore is more appropriate for engagement and delivery of campaigns

The Facebooks reach, engagement and 'likes' increases seen in April, December,

TWEET HIGHLIGHTS

Top Tweet earned 2,168 impressions

Leaving out certain items from your recycling bins at home is just as important as putting the right ones in! #RecycleRight twitter.com/recycle_now/st...

ts 4 2

View Tweet activity

View all Tweet activity

Top Follower followed by 3,266 people



My St Albans

@StAlbansHistory Follows you

St Albans/Hertfordshire. People. Nostalgia. Businesses. Hospitals/Police re-tweets. Happy to re-tweet / FB to 8731 local people. St.A resident since 1957. Raff

View profile

View followers dashboard

Top mention earned 23 engagements



Herts County Council

@hertsc - Jan 31

Thinking of an early spring clean? A visit to the tip? Some top tip tips #Hertfordshire @HertsWasteAware pic.twitter.com/EeymqY062Q



ts 3 3

View Tweet

Top media Tweet earned 1,756 impressions

Be a litter hero, keep #Hertfordshire tidy, sign up to The Great British Spring Clean thegreatbritishspringclean.org.uk @KeepBritainTidy pic.twitter.com/EL7f5lJ9Xw

Social media is a vital part of the HWP's communications toolkit.

February and March are as a result of using paid boosting and links to national weeks / themes. Likewise, competitions / giveaways are a notable success for 2016/17 providing a vehicle for followers to engage with our messages and take action - total reach for all three competitions run for Christmas, Valentines Day and National Book Week was 19,111 gaining a total of 75 new likes on the page, equating to 36% of the total of new page likes for the year. Levels of engagement (measured by, likes, post clicks, shares and comments) rose by 30% on Facebook since last year demonstrating that our followers are increasingly responding and reacting to our messages. Increased engagement leads to wider reach and greater impact. Competitions / giveaways are also a useful tool for obtaining new content ideas and using entries / suggestions for posts as shown below.



Social media has become a crucial aspect of any campaign, especially as it is cheaper and provides better value for money than other more traditional methods. It is an invaluable tool in targeting campaigns at specific audiences which are trackable. It also invites engagement in a more informal way which reflects a channel shift in how our residents access information, contact us and give feedback. Whilst this is a positive development it brings with it added pressures on resources, and at times, is a challenge in managing resident's expectations.

The fact that there are around 36 million Facebook users and over 14 million Twitter users in the UK means that social media must continue to be integrated into all future campaigns. The HWP will continue to expand and innovate in its use of social media during 2017/18 by providing engaging content.

4.4 Real Nappies

The real nappy starter kit launched in 2015 continues to be popular for new and expectant parents with 2016/17 seeing a 30% rise in applications. Across the same period claims for the real nappy reward have reduced by 40%.

This highlights the relative ease of applying for a kit with promotional materials that are geared towards the starter kit encouraging prospective parents to ‘try before you buy’. The real nappy claim on the other hand is designed as a thank you for those who have already bought real nappies.

Dacorum and North Herts with 77 and 70 applications respectively. North Herts has an active nappy library and Dacorum is proactive in promotion of the scheme with appropriate target groups such as pregnancy yoga classes.

Although the number of applicants for the starter kit has increased, it was recognised during 2016/17, that a survey would be useful for feedback and evaluation of the scheme as well as help to inform future communications.

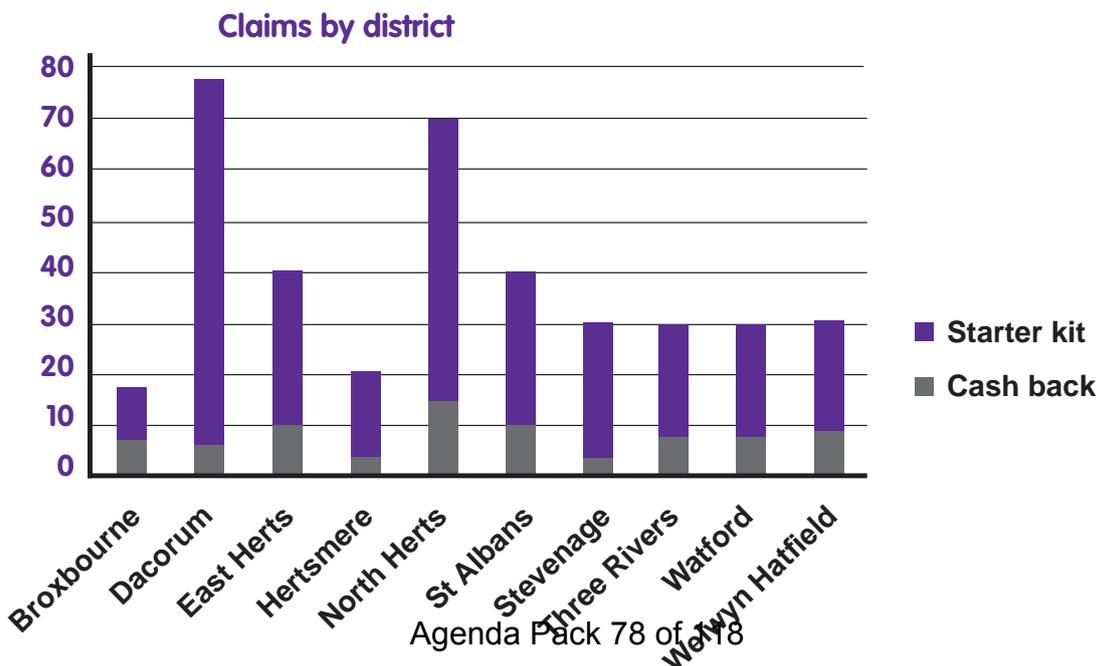
Significantly the results from the survey revealed that over half of respondents had been considering using real nappies with the starter kit ultimately convincing them to try. This is a significant number of families, who without the starter kit, may have ended up using disposables.

In addition twice as many considered real nappies during pregnancy, than those who considered it after the baby was born. Many said they were using real nappies in conjunction with disposables and some said they had given up as they were struggling with washing. The survey was a useful exercise with the results being used during 2017/18 to:

Table 8

	Real nappy reward claims	Starter Kit	Total
2011/12	208	n/a	208
2012/13	199	n/a	199
2013/14	198	n/a	198
2014/15	201	n/a	201
2015/16	131	229	360
2016/17	78	310	388

Applications vary from district to district, with applications largely dependent on how pro-active local promotion is. The highest number of applications were received from



- Target promotions to pregnancy groups and classes to promote real nappies before birth.
- Use Facebook to target demographics with eco interests that fit with the use of real nappies such as breast feeding, Doula's, pregnancy yoga, baby slings, baby massage, and those involved in National Childbirth Trust activities.
- Promote the message that using real nappies does not have to be an all or

nothing choice; instead using disposables when out and about for convenience and real nappies at home but also emphasising each time you chose real nappies its saves waste from landfill.

- Improve sign posting to those who need advice.
- Carry out a review of the scheme including research into other options such as offering vouchers.

4.5 School Education Visits

As part of the County Council's Household Waste Recycling Centre contract, the service provider Amey PLC provides an education officer tasked with visiting schools across Hertfordshire to discuss issues related to recycling and the wider environment.

During 2016/17 37 such visits took place delivering whole school assemblies and class workshops on waste education. Children are taught about the value of resources and how they can do their bit by carrying out the 3 R's - reducing, reusing and recycling. The workshops are hands on and interactive and children are encouraged to carry on their recycling expertise into the home, as well as recycling what they can at school.

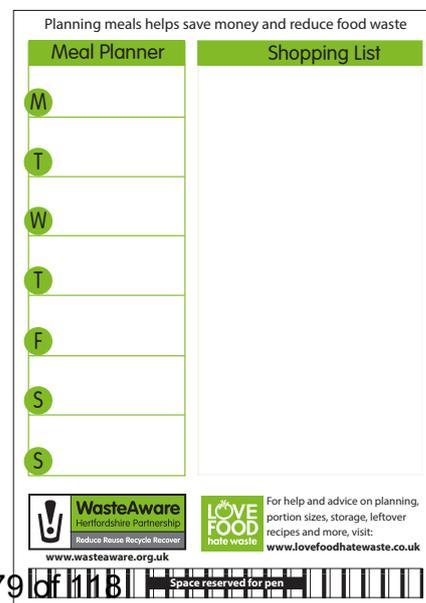


A primary school visit by Amey's education officer

4.6 WasteAware at the Herts County Show

Topical as ever, 2016/17 saw food waste gaining coverage nationally with companies such as Tesco and Sainsbury's and TV celebrities such as Hugh Fearnley-Whittingstall helping to increase the profile and impact of food waste reduction messages.

Utilising this momentum, Love Food Hate Waste (LFHW) messages formed the theme and backdrop for the WasteAware stand at the 2016/17 county show stall providing interaction with the public through a bean bag throwing game, survey and LFHW giveaways including rice scoops, spaghetti measurers and a magnetic shopping list.



The HWPs combined meal planner and shopping list is magnetised for sticking on your fridge

**EVERY
Tea Bag
Counts**

If every household in Hertfordshire recycled just **ONE** tea bag per week we could divert over **350** tonnes from disposal each year, saving at least **£20,000** of council taxpayers' money!

**Your old tea bags could power
the kettle for your next cuppa**

Collected food waste is recycled into energy for our homes and fertiliser for crops

Recycle ALL your food waste!

www.wasteaware.org.uk
 0300 1234 051

WasteAware
 Hertfordshire Partnership
 Reduce Reuse Recycle Recover

2016/17's Every Tea Bag counts campaign. Small changes make a big difference

and meal planner. The giveaways were particularly popular and designed to help residents actively engage with these messages and make changes in their routines at home.

Whilst food waste prevention messages remain a priority, statistics published by WRAP during 2016/17 highlighted that 7.3 million tonnes of food from households was still being thrown away with only 0.5 million tonnes recycled. This, coupled with the statistics taken from a Hertfordshire wide compositional analysis carried out in May 2015, that showed over 30% of the contents of residual bins being food waste, made it clear that food waste recycling had

to be tackled. Launched with an advert in the November edition of Horizons the campaign focussed on an 'Every Tea Bag' counts message recognising that even small amounts of food waste can make a difference, this was supported by posts on social media and a campaign page on the WasteAware website.

Although engagement with these messages achieved good results the group started to consider a broader scope to the campaign to cover a range of messages and assets that could be used locally to promote food waste recycling – more about this in next year's review!

5. Fly Tipping in Hertfordshire

5.1. The Hertfordshire Fly Tipping Group

By early 2016 the issue of fly tipping had been firmly re-established as a key priority for both national and local government. As a consequence the HWP Member Board, which consists of the Cabinet Members with responsibility for waste management services and the wider environment in each of the Partner Authorities, agreed that the HWP should assume responsibility for the Hertfordshire Fly Tipping Group (FTG).

The aim of the FTG, which meets quarterly, is to reduce and prevent fly tipping across Hertfordshire by bringing all relevant agencies together. It seeks to adopt an approach which is both strategic whilst also supporting frontline enforcement action against fly tippers

The Group's objectives are:

- To provide a policy forum for development and review of fly tipping issues.
- To ensure there are clear reporting processes between local authorities, housing authorities, the Police and the Hertfordshire Fire and Rescue Service.
- To encourage private land owners to report fly tipping to their local authority.
- To encourage timely, accurate and appropriate information sharing between partners tackling fly tipping.

5.2 Fly Tipping in numbers

During 2015/16 there were 14,710 reported instances of fly tipping in Hertfordshire. By the end of 2016/17 this number had grown to 15,216. However, whilst portrayals in the media give the impression that fly tipping is as a result of deliberate actions by rogue traders, which do of course take place; approximately two thirds of the fly tipping across the County is actually domestic in nature and stems from actions taken by

- To ensure good communication between agencies to progress investigations in a timely manner.
- To co-ordinate opportunities to capture and analyse data to inform problem profiling and strategic needs assessments.
- To initiate and support opportunities for joint agency operations.
- Sharing and co-ordinating crime prevention opportunities.
- Assisting in sharing good practice and national updates.
- To develop and maintain a media plan for the FTG to raise awareness of the problem, to promote the initiatives and successful prosecutions, to reassure the public that the crime of fly-tipping is being addressed and to act as a deterrent to perpetrators.

The Group is facilitated and chaired by the HWP's Partnership Development Manager and includes Hertfordshire's borough and district councils, the county council, the Hertfordshire Constabulary, the Office of the Police & Crime Commissioner, Hertfordshire Fire & Rescue, the Environment Agency, the National Farmers Union and M25 Connect. The group is also regularly supported by Keep Britain Tidy.

individuals who mostly do not consider what they are doing to be fly tipping.

Table 9 below shows reported fly tipping numbers in Hertfordshire from the last 3 years broken down into nationally set reporting categories which have been analysed in percentage terms to reflect their contribution to each year's total:

Table 9 – Fly Tipping

	2014/15	2015/16	2016/17
Animal Carcass	0.32%	0.12%	0.04%
Green	3.70%	2.85%	2.58%
Vehicle Parts	0.81%	0.97%	0.85%
White goods	4.59%	6.35%	6.72%
Other electrical	1.73%	2.13%	2.07%
Tyres	3.04%	1.29%	1.19%
Asbestos	0.93%	0.54%	0.41%
Clinical	0.14%	0.05%	0.04%
Constr / Demo / Exc	10.50%	9.68%	8.91%
Black bags – commercial	0.75%	0.45%	1.14%
Black bags – household	17.15%	18.80%	17.30%
Chemical drums, oil, fuel	0.49%	0.41%	0.51%
Other household waste	45.13%	49.55%	50.81%
Other commercial waste	3.04%	2.81%	2.16%
Other (unidentified)	7.67%	4.02%	5.26%
Total percentage	100.0%	100.0%	100.0%
Total number of incidents	12,481	14,716	15,216
Total domestic	62.29%	68.35%	68.11%

Taking the numbers noted above and the fact that 60% – 70% of the annual totals are shown to be domestic in nature indicates that the majority of fly tipping takes place when domestic waste ‘leaks’ from established waste management systems including domestic refuse collections, bulky household waste collections or Household Waste Recycling Centres.

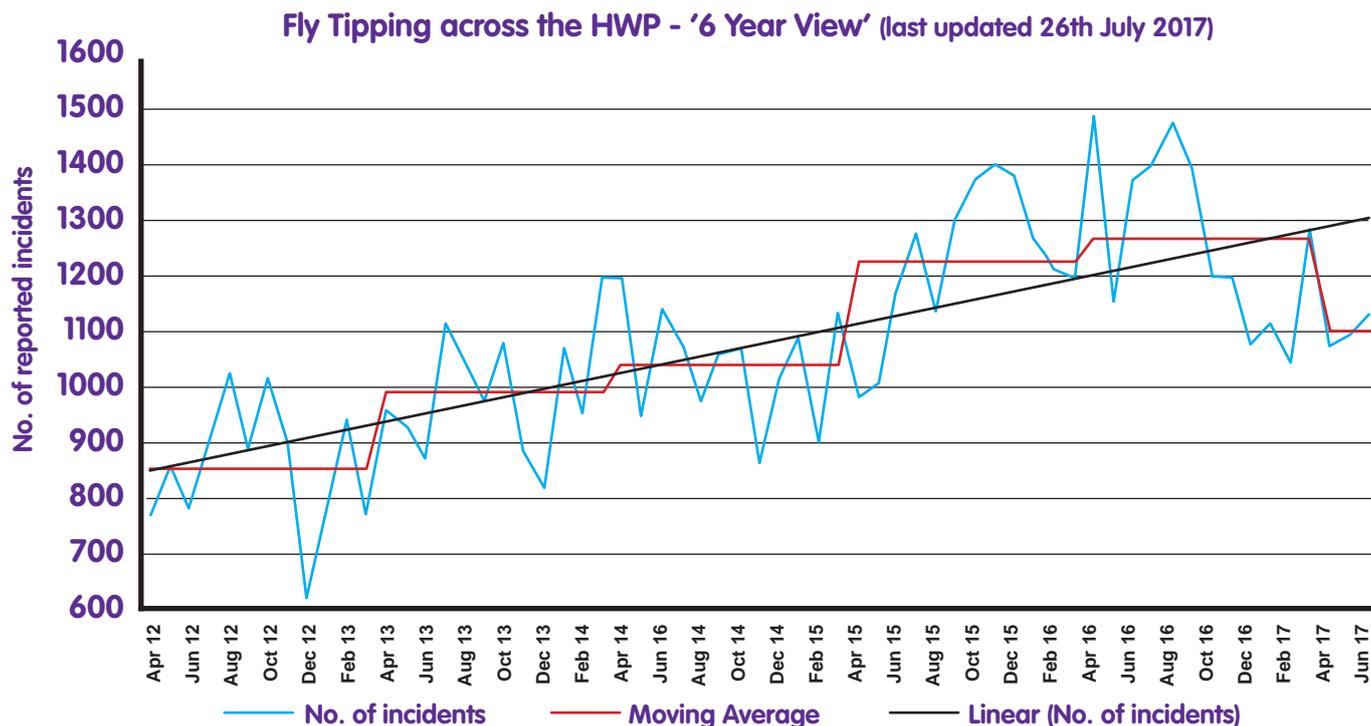
In response to this towards the end of 2016/17 the HWP’s Partner Authorities in association with Keep Britain Tidy initiated a research project to examine why fly tipping takes place by looking at people’s ‘waste behaviours’ and contributing factors that explain the numbers being recorded. Once finalised the research should then lead to a second project that will concentrate on identifying appropriate interventions to prevent such behaviours taking place in the first place.

5.3. The Historic Trend

In common with the rest of the UK, borough and district councils in Hertfordshire have a duty to deal with fly tipping. This includes the submission of monthly reports to the Government’s Wastedataflow database. These reports break down fly tipping numbers into type and size.

However, no such reporting requirements exist for fly tipping on private land. Such incidents can be included in the borough and district submissions, but only if private landowners are able to provide the relevant information. Therefore the most accurate record we have of fly tipping in Hertfordshire

are the numbers submitted by the boroughs and districts. Based on these the historic picture in Hertfordshire is shown below:



The graph shows recorded fly tipping incidents from April 2012 to June 2017. Whilst the long term linear trend reflects an increase in numbers there has been an encouraging start to 2017/18 with fly tipping reports significantly below the numbers recorded in 2016. In fact in the 9 months from October 2016 to June 2017 fly tipping reduced in all but 1 month. Further analysis will be included in next year's annual report.

5.4. Working with Hertfordshire's Police & Crime Commissioner

Since the introduction of the National Crime Recording guidelines the Constabulary has seen an increase in the number of crimes recorded for fly tip offences, particularly in some areas. The Police and Crime Commissioner's Police and Crime Plan highlights fly tipping as one of the '*... challenges that blight rural communities...*' and at least one local policing team has fly tipping as a local priority.

However, even though the FTG is now part of the wider Hertfordshire Waste Partnership it has no dedicated revenue funding or full time staff to facilitate the work of the group. Instead the work of the group is carried out by individuals from a range of organisations who recognise the value of working together to address a county wide problem.

This Partnership approach has been recognised by Hertfordshire's Police & Crime Commissioner (PCC) as a potential delivery mechanism for channelling new investment to tackle fly tipping. This has meant support for initiatives that otherwise had no alternative means of funding.

Following discussions in early 2016 working with the PCC's office as well as the Hertfordshire Constabulary a total of £82,261 of funding was provided to the FTG which then attracted £33,000 of match funding from the boroughs and districts. The money was channelled into a series of projects designed to enhancing the County's overall approach to fly tipping as shown in Table 10 below:

Table 10: PCC funded fly tipping projects in 2016/17

	Project Total	Description
Broxbourne	£40,000	CCTV Cameras at NRC hotspots
East Herts (1)	£20,440	Crime Not To Care campaign
East Herts (2)	£3,995	CCTV cameras
Hertsmere & St Albans	£1,000	Low light ANPR CCTV Camera
North Herts	£28,837	Enforcement Academy
Three Rivers (1)	£1,847	Awareness Campaign
Three Rivers (2)	£14,066	Enforcement capability – hand held devices
Welwyn Hatfield	£5256	Hard landscaping to prevent fly tipping
Sub total...	£115,441	

(source: Hertfordshire Fly Tipping Group)

The projects noted above range from the purchase of new equipment; to the funding of new local awareness / behavioural change programs; through to a bespoke training for environmental enforcement officers to improve the quality of enforcement action. Further funding from the PCC’s office has been secured during 2017/18 and will be reported on next year.



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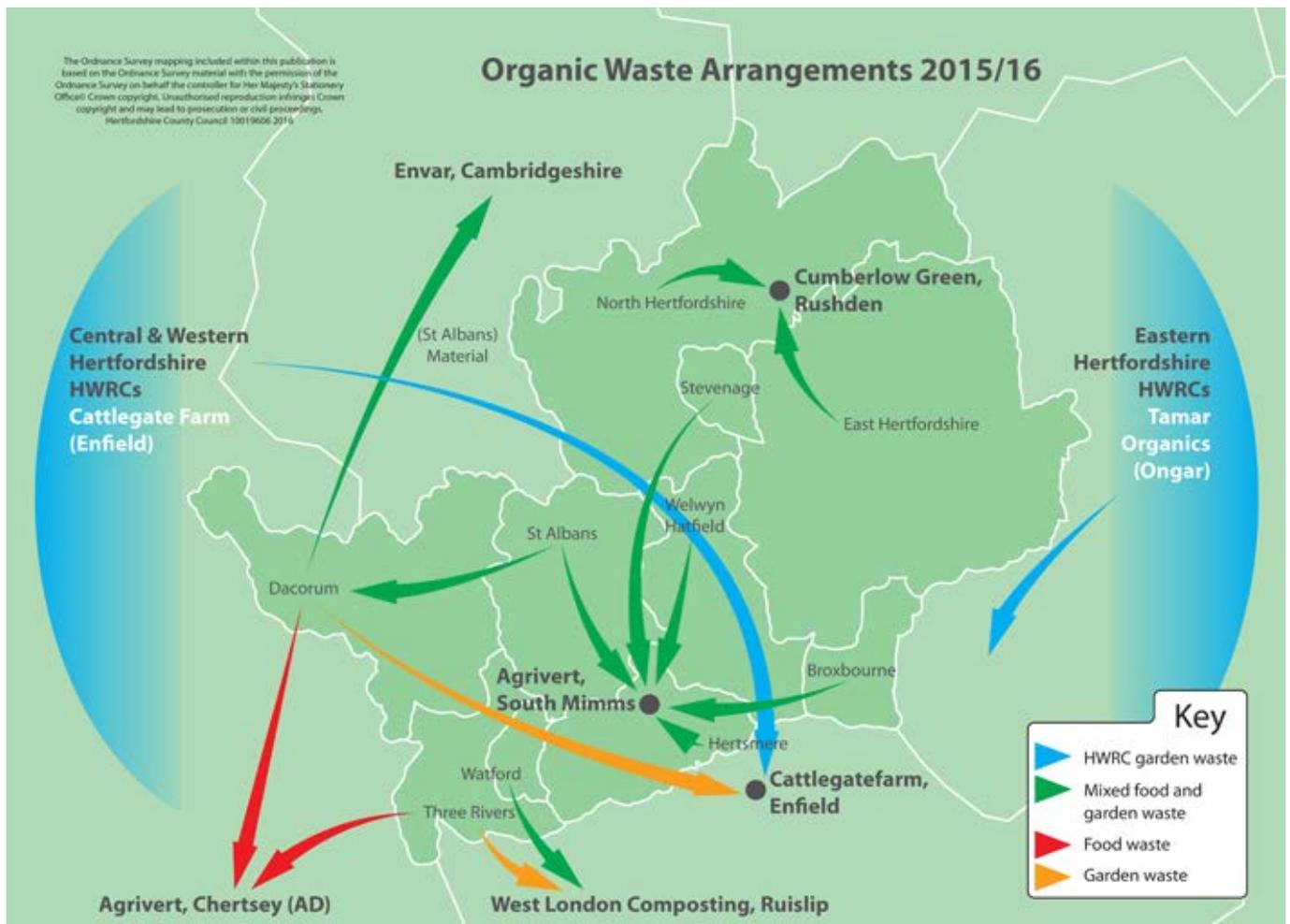
6. End Destinations – where does our waste go?

6.1 Summary

Whilst the HWP continues to utilise both national and international markets for its dry recyclables 2016/17 was about consolidation of the Partnership’s organic and residual waste streams. This allowed the HWP to increase the use of energy recovery facilities for non-recycled residual wastes as well as stream line organic waste flows to make sure more material was composted closer to Hertfordshire therefore reducing transportation costs and associated environmental impacts.

6.2 Organic Waste

Building on developments started last year 2016/17 saw separate food wastes from Dacorum and Three Rivers, which originally were going to an anaerobic digestion facility (AD) in Chertsey, redirected to the ‘in-County AD’ at Coursers Farm near St Albans. This latest addition to the range of facilities used by the HWP began operations in late 2016 with additional tonnages from new separate food wastes collections in St Albans and Broxbourne. As such the Coursers Farm plant represents an important strategic development for the Partnership.



Consolidation and new ‘routes’ for separate food waste were key themes in 2016/17.

In addition to these changes, via a sub letting arrangement, garden wastes from Dacorum and St Albans, which had previously been sent to Envar near Huntingdon in Cambridgeshire, were redirected to the Cattlegate Farm composting site in Enfield. Whilst this is still outside the County

boundary it is much closer to where the organic waste arises. In turn, together with a number of forthcoming contractual changes, this sets the Partnership up for further consolidation of the organic waste stream going forward.

6.3 Residual Waste

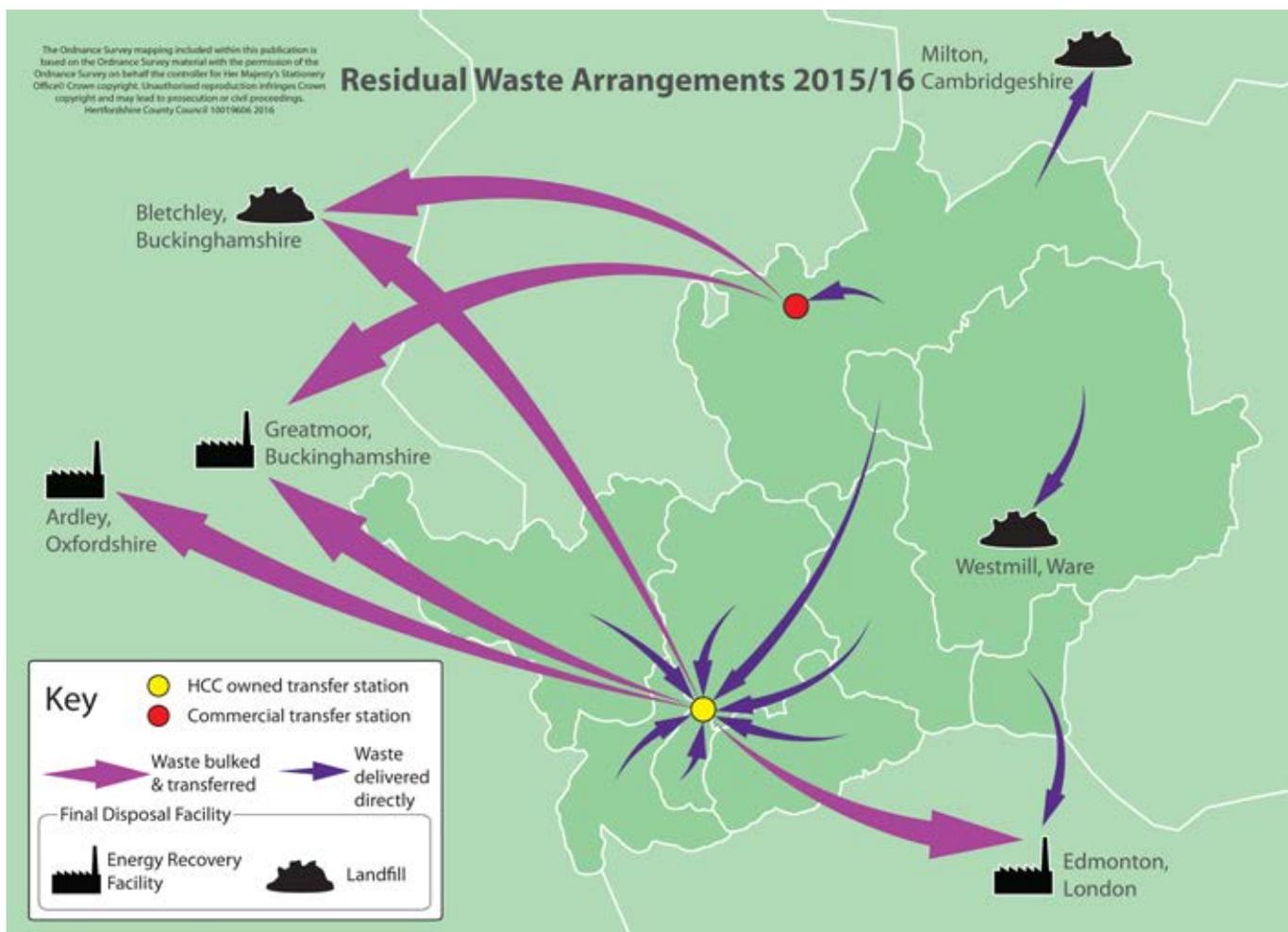
2016/17 was a continuation of the previous 12 months with the Partnership increasing the amount of non-recycled residual waste diverted from landfill into one of a number of existing energy from waste facilities used by the Partnership.

These changes in combination with the HWP’s recycling and composting programmes resulted in overall diversion rising to 88.5%. This level of performance exceeds not only existing national and European targets for landfill reduction but also puts the Partnership in a good position to achieve new targets currently being considered as part of the EU’s Circular Economy Directive, the targets from which may still apply to the UK as part of any Brexit deal. Whilst the HWP achieved its highest ever diversion from landfill during 2016/17 the map shown above also highlights the

Partnership’s reliance on the use of ‘out-of-county’ solutions.

However, the contracts for each of the energy from waste facilities shown above are due to come to an end in the next few years and it is by no means certain that similar levels of capacity will be available in the future.

This underlines the need for Hertfordshire to develop its own long term energy recovery solution to not only address the current need but also with one eye on dealing with the substantial levels of residual waste already existing with respect to Hertfordshire’s commercial and industrial sector as well as the thousands of new households due to be built across the county in years to come.



The majority of the HWP’s residual waste is processed at plants outside the County

6.4 Recycling

Last year's annual report noted that the HWP's dry recyclables are sent to reprocessing plants both here in the UK and abroad to international destinations including Europe and the Far East. The situation in 2016/17 is much the same with HWP materials continuing to be traded both on national and international markets.

Of key concern going forward will be the impact of Brexit as well as related issues such as the relative strength of the pound to other major currencies that underpin the international trade in both virgin commodities and secondary raw materials.

At the same time the HWP is also mindful that a number of the major developing nations are reaching the stage where they

are starting to source more secondary materials from domestic markets as they develop their own national recycling programmes. The logical progression of this trend will likely see a reduction in demand for secondary materials from international sources such as the UK.

As a result we can expect more turbulence in the market place as international trade adjusts to the new reality. However, at the same time such developments may lead to longer term opportunities to 'repatriate' the processing of dry recyclables in support of UK manufacturing; especially if supported by appropriate macro-economic policies from central government with a view to supporting a large scale move towards the circular economy.



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7. So far in 2017/18...

In common with previous years change is a constant theme with a number of important issues and projects being addressed so far in 2017/18...



At the start of the 2017/18 the HWP initiated reviews of the Alternative Financial Model and Transport Subsidy payments. Both are important funding mechanisms which support borough and district waste and recycling operations. Both reviews are due to conclude by March 2018 and may have significant implications.



In August 2017 Keep Britain Tidy published their final report from a research project that looked at why people in Hertfordshire fly tip. The findings from the report show that a significant proportion of the incidents logged each month could be avoided if residents had a better understanding of their responsibilities under the Duty of Care. The findings are now being used to design interventions to tackle this major source of flying tipping



2017/18 saw the culmination of 2 years of work with East Herts and North Herts 'going to out to tender' for Hertfordshire's first joint waste, recycling and street cleansing contract. The joint service, which is due to commence in May 2018, is set to generate significant savings for the tax payer.



2017/18 will also hopefully see significant developments in the plan for long term waste disposal needs to deal with non-recycled residual wastes. Veolia's planning application for an energy from waste facility at Rye House in Broxbourne is due to be considered by the County Council's Development Committee towards the end of 2017. If planning permission is granted the new facility could be operational by 2021.



In early 2017/18 and in common with a growing number of local authorities across the Country two more Hertfordshire Authorities, Broxbourne and Welwyn Hatfield implemented charges for the collection of garden waste. Broxbourne also implemented a new weekly service for food waste. This means that 3 of Hertfordshire's Partner Authorities have now implemented charges for garden waste. A number of authorities also now charge for the provision of second garden waste bins.

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8. How to contact us

If you have any questions about this report or any other matter relating to the Hertfordshire Waste Partnership please contact us via:-

Tel	01992 556150
Email	duncan.jones@hertfordshire.gov.uk
Web	www.wasteaware.org.uk
Facebook	www.facebook.com/WasteAwarePartnership
Youtube	www.youtube.com/HertsWasteAware
Twitter	@HertsWasteAware

Alternatively you can write to:

**Mr Duncan Jones – Partnership Development Manager
Hertfordshire Waste Partnership
c/o Waste Management Unit
Ground Floor – North East Block
County Hall
Pegs Lane
Hertford, SG13 8DN**

9. Co-Authors

The 2016/17 Annual Report co-authors include:

- Mr Duncan Jones – Partnership Development Manager, HWP
- Ms Ruth Young – Contract Monitoring Officer / WasteAware Co-ordinator, Watford & HWP
- Ms Jennie Probert – Environmental Strategy Manager, Three Rivers District Council
- Mr Joe Tavernier – Waste, Street Scene & Markets Manager, St Albans District Council
- Mr Kevin Basford – Interim Environmental Services Manager, Stevenage Borough Council
- Ms Clare Haworth – Waste Management Project Officer, Hertfordshire County Council
- Mr Mark Simpkins – Contract Delivery Manager, Hertfordshire County Council
- Mr James Holt – Waste Manager Contract Development, Hertfordshire County Council

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10. Glossary

Action Plan(s)	refers to the action plan published as part of the 2007 Joint Municipal Waste Management Strategy for Hertfordshire;
Anaerobic Digestion	is a collection of processes by which microorganisms break down biodegradable material in the absence of oxygen. The process is used for industrial or domestic purposes to manage waste and/or to produce fuels.
Composting	means a biological process in which biodegradable wastes, such as garden and food wastes, are decomposed in the presence of air to produce compost or soil conditioner;
Disposal	means any waste management operation serving or carrying out the final treatment and disposal of waste;
EPA	means the Environmental Protection Act 1990;
Food Waste	biodegradable waste derived from food materials typically consisting of cooked and uncooked fruit and vegetables, meat and fish scraps, excess or spoiled prepared food, and other discards from domestic kitchens;
Green Waste	biodegradable waste such as green catering waste (i.e. raw fruit and vegetables), vegetation and plant matter (includes trimmings, leaves, shrubs, plants, grass, and trees etc.) from household gardens, local authority parks and gardens, and commercial landscaping;
Household Waste	as defined in the Controlled Waste Regulations 1992 and includes wastes from household collection rounds, street cleansing, bulky household waste collections, household hazardous waste and clinical waste;
Hertfordshire Waste Partnership Agreement/ HWPA	means the agreement signed by the county Council and the 10 boroughs and districts in January 2012.
HWP	means the Hertfordshire Waste Partnership which includes Hertfordshire County Council as the waste disposal authority and the 10 district and borough waste collection authorities;
HWRCs	Household Waste Recycling Centres;
HWRS	Household Waste Recycling Service;

In Vessel Composting	generally describes a group of methods that which confine the composting materials within a building, container, or vessel. In-vessel composting systems can consist of metal or plastic tanks or concrete bunkers in which air flow and temperature can be controlled, using the principles of a “bioreactor”. Generally the air circulation is metered in via buried tubes that allow fresh air to be injected under pressure, with the exhaust being extracted through a biofilter, with temperature and moisture conditions monitored using probes in the mass to allow maintenance of optimum aerobic decomposition conditions.
Joint Municipal Waste Management Strategy/ JMWMS	means the Joint Municipal Waste Management Strategy for Hertfordshire agreed by the Partners in 2007;
Landfill	a landfill (also known as a tip, dump, rubbish dump or dumping ground) is a site for the disposal of waste materials by burial and is the oldest form of waste treatment;
Local Government Association	the LGA works with councils to support, promote and improve local government. It is a politically-led, cross-party organisation that works on behalf of councils to ensure local government has a strong, credible voice with national government;
Materials Recycling Facility	a materials recycling facility is a specialized plant that receives, separates and prepares recyclable materials for marketing to end-users;
Member (Councillor)	an elected Member from one of the HWP’s partner authorities;
Open Windrow Composting	is the production of compost by piling organic matter or biodegradable waste, such as animal manure and crop residues, in long rows (windrows). This method is suited to producing large volumes of compost. These rows are generally turned to improve porosity and oxygen content, mix in or remove moisture, and redistribute cooler and hotter portions of the pile. Windrow composting is a commonly used farm scale composting method.
Organic Waste	Food waste and / or green waste collected by the WCAs pursuant to section 45 of the EPA;
Partner(s) or Party	means a party or partners to the Hertfordshire Waste Partnership Agreement;
Peer Review	a process to evaluate the work of an organisation or individual conducted by one or more people of relevant competence.

Recovery	means (i) the recovery of waste by means of recycling or, re-use or any other process with a view to extracting secondary raw materials; or (ii) the use of waste as a source of energy;
Recycling	means the collection and separation of selected materials and subsequent processing to produce marketable products;
Reduce	means the reduction of waste at source, by understanding and changing processes to reduce and prevent waste;
Residual Waste	waste other than that collected for re-use, composting or recycling;
Re-Use	the use of waste items for their original or for another purpose without reprocessing;
Revised Waste Framework Directive	means EU Directive 2008/98/EC which sets a framework for waste management in the EU, promoting both reuse and recycling, including energy recovery as a recovery activity within the revised waste hierarchy;
Waste Collection Authority or WCA	means a waste collection authority pursuant to section 30(3)(a) of the EPA;
WasteDataFlow	means the online “WasteDataFlow” scheme established by the Department for Environment Food & Rural Affairs for the collation of the information returns (www.wastedataflow.org);
Waste Disposal Authority or WDA	means a waste disposal authority pursuant to section 30(2)(a) of the EPA;
Waste Resources Action Programme or WRAP	WRAP is a registered charity. It works with businesses, individuals and communities to achieve a circular economy through helping them reduce waste, develop sustainable products and use resources in an efficient way.

HERTFORDSHIRE COUNTY COUNCIL

COMMUNITY SAFETY & WASTE MANAGEMENT CABINET PANEL

THURSDAY 8 FEBRUARY 2018 AT 10:00AM

WASTE MANAGEMENT PERFORMANCE INDICATOR UPDATE

Report of the Chief Executive & Director of Environment

Author: James Holt, Waste Manager Contract Development (Tel: 01992 556318)

Executive Member: Terry Hone, Community Safety & Waste Management

1. Purpose of report

1.1. To present an updated set of waste management performance indicators as agreed at the 8 November 2017 meeting of this Panel.

2. Summary

2.1. This is the first report containing the revised set of waste management performance indicators including the Waste Disposal Authority (WDA) function, Hertfordshire Residual Waste Treatment Programme (RWTP), and the Hertfordshire Household Waste Recycling Service (HWRS).

2.2. This report includes all the agreed performance indicators updated with the latest information for Members to consider. This report will then revert to the agreed six monthly frequency with the next report due in Quarter 3 (October to December 2018).

3. Recommendation

3.1. The Panel are requested to note the waste management performance indicators.

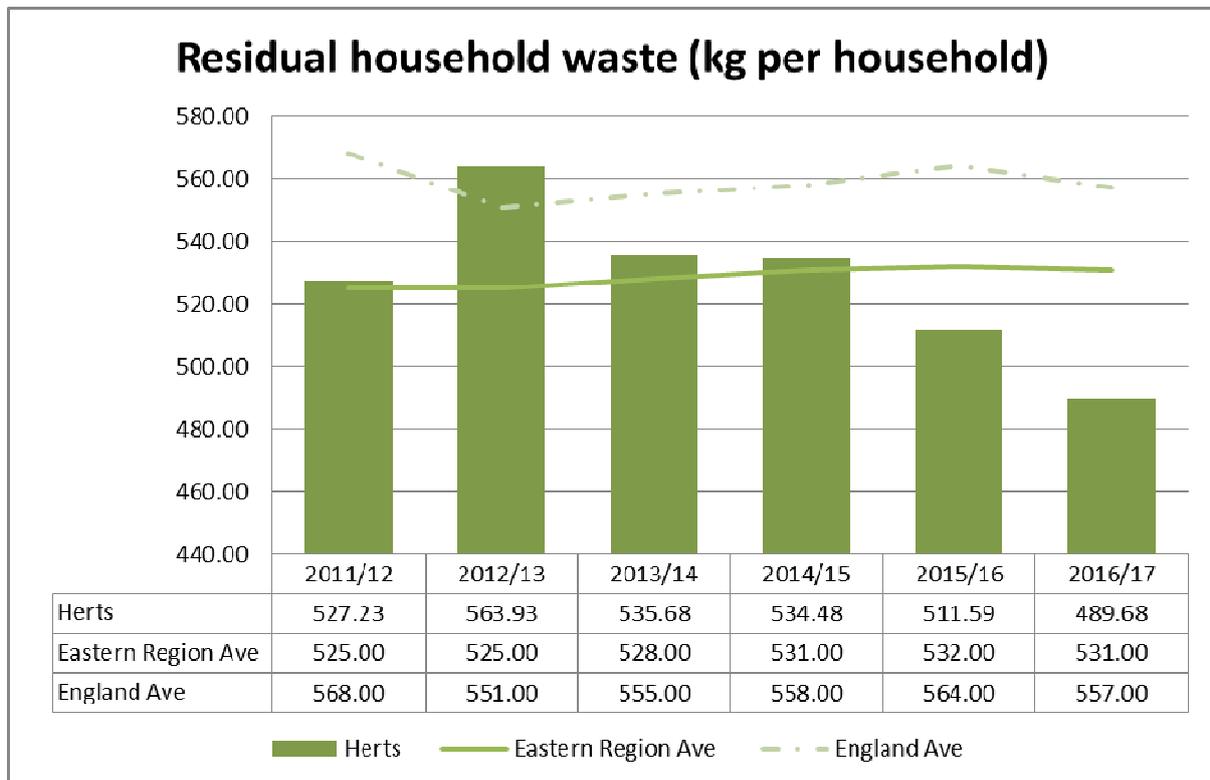
4. Waste Disposal Authority function indicators

4.1. The 2016/17 outturn has improved on the previous year as a result of kerbside service changes, particularly St Albans who have introduced new weekly kerbside recycling collections for small electrical items and textiles, as well as new weekly food collections. Their residual waste has reduced by 10%, whilst dry recycling/ reuse and organic waste have increased by 7% and 13% respectively.

4.2. The total amount of household waste per household in 2016/17 was 1,024kg, which represents an improvement on the 2015/16 figure of 1,031 kg (this is an updated figure based on latest WDF household numbers). Whilst the total volume of household waste has increased, there has also been an increase in household numbers meaning performance per household has improved.

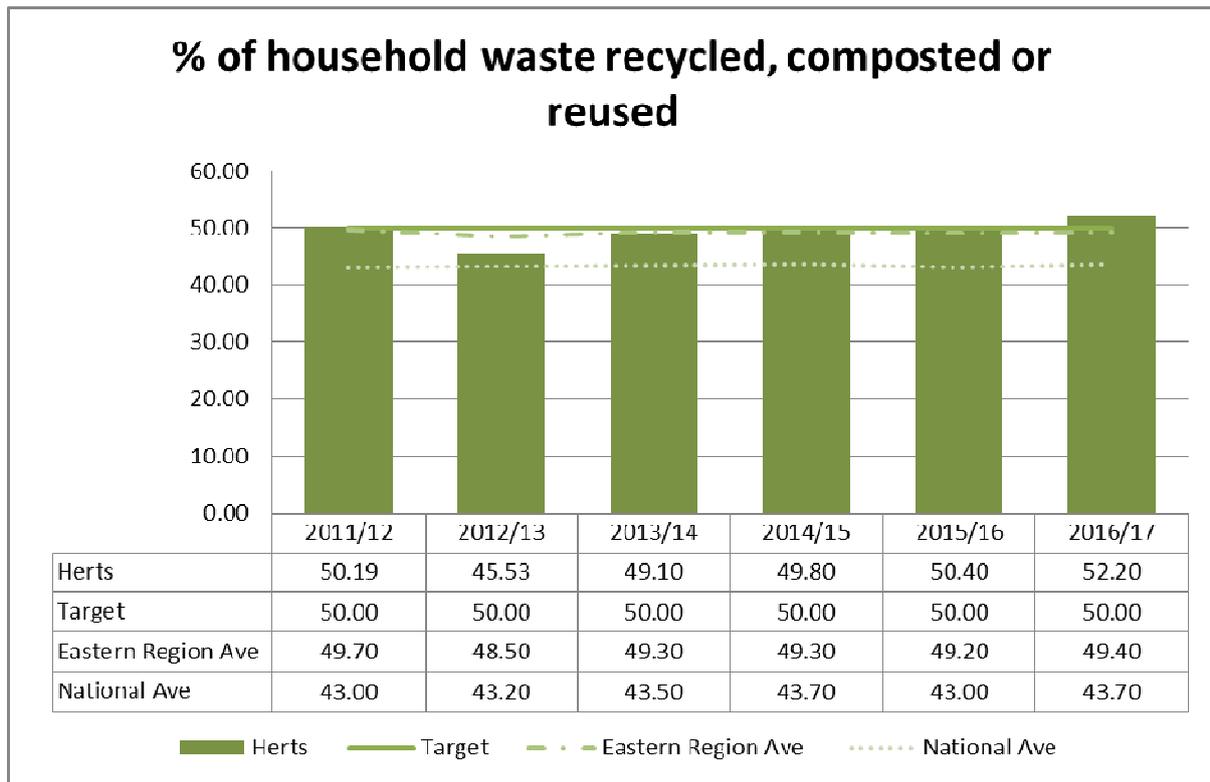
4.3. Although the figures produced by the Department for Environment, Food and Rural Affairs (DEFRA) are not directly comparable to this indicator, they show that total residual waste per household for Hertfordshire was 489kg in 2016/17, which is better than both the Eastern Region figure of 531kg and the England average of 557kg (Figure 1). Going forward the residual waste per household indicator will be reported to enable ongoing comparison with neighbouring and national authorities.

4.4 **Figure 1- Residual waste per household (lower the better)**



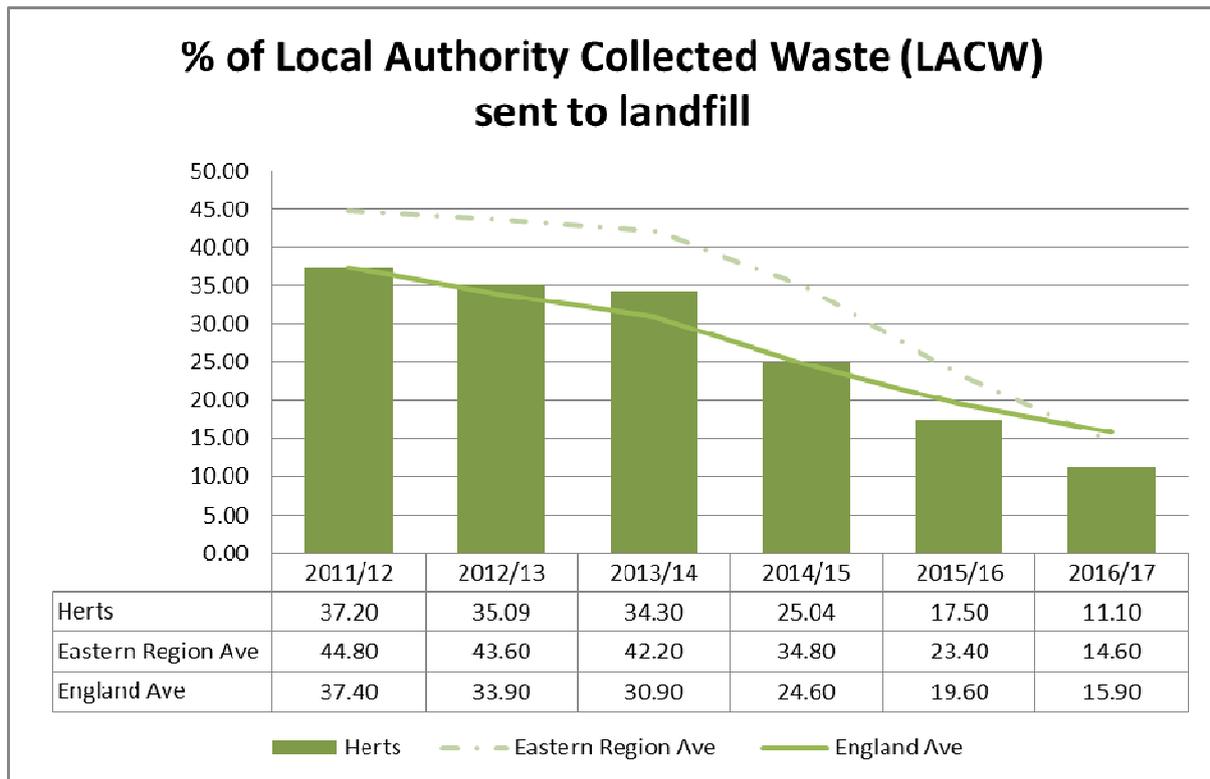
4.5 The percentage of household waste recycled, composted or reused improved in 2016/17 to 52.2%, an increase on the 2015/16 figure of 50.4%. DEFRA figures show that Hertfordshire’s recycling rate is higher than both the Eastern region figure of 49.4% and the England average of 43.7% (Figure 2).

4.6 **Figure 2 - Percentage of household waste recycled, composted or reused (higher the better)**



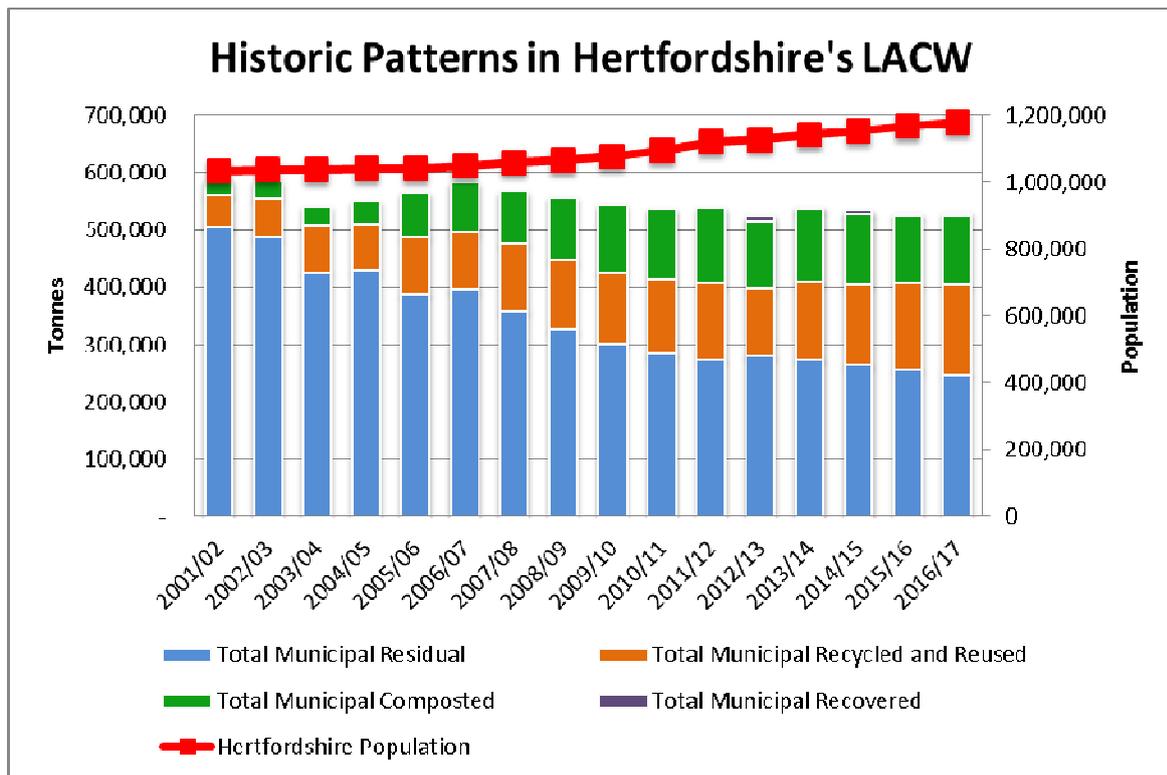
4.7 The proportion of Local Authority Collected Waste (LACW) landfilled in 2016/17 was 11.1%, continuing the year on year improvement in this indicator (17.5% in 2015/16). As a comparison, in the Eastern region 14.6% of LACW was landfilled, whilst the England average is 15.9% (Figure 3).

4.8 Figure 3 - Percentage of Local Authority Collected Waste (LACW) sent to landfill (lower the better)



4.9 Figure 4 - Historical patterns in Local Authority Collected Waste

This graph is updated annually and highlights the growth in population compared to a decline in the amount of waste produced. It also highlights a reduction in the amount of waste sent for disposal and an increase in the proportion of material sent for recycling and composting.

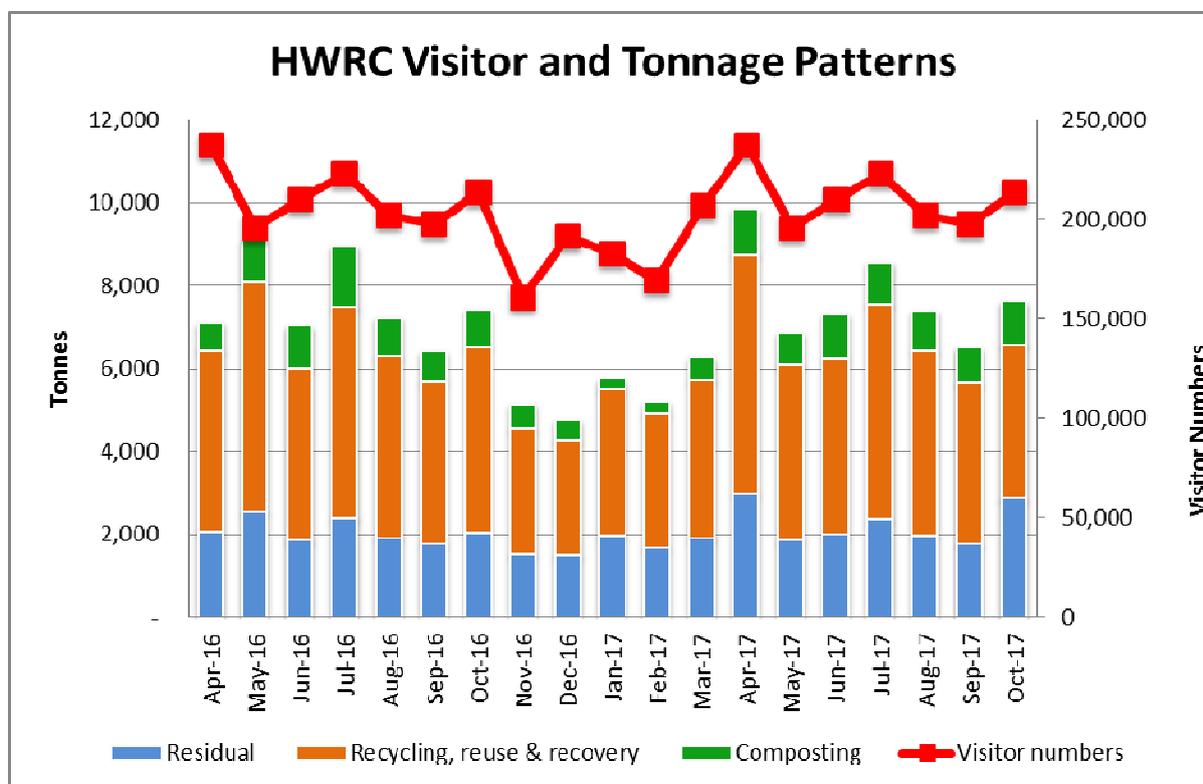


5. Hertfordshire Residual Waste Treatment Programme (RWTP) Project

- 5.1. Veolia ES Hertfordshire Ltd (VES) submitted a planning application for an Energy Recovery Facility at Rye House, Hoddesdon in late December 2016 to the Waste Planning Authority.
- 5.2. A letter was received from the Department for Communities and Local Government (DCLG) on 12 December 2017 prior to the Development Control Committee restricting the granting of planning permission whilst the Secretary of State decides whether the planning application should be called in.
- 5.3. The Development Control Committee resolved that they were minded to grant planning permission on 20 December 2017; however, planning permission cannot be granted until notification has been received from the Secretary of State. There is no timeframe in which the Secretary has to make this decision.

6. Hertfordshire Household Waste Recycling Centre (HWRC) Service indicators:

6.1 Figure 5 - HWRC visitor and tonnage patterns – This graph highlights monthly visitor numbers to all HWRCs compared to the amount and type of wastes deposited on site.



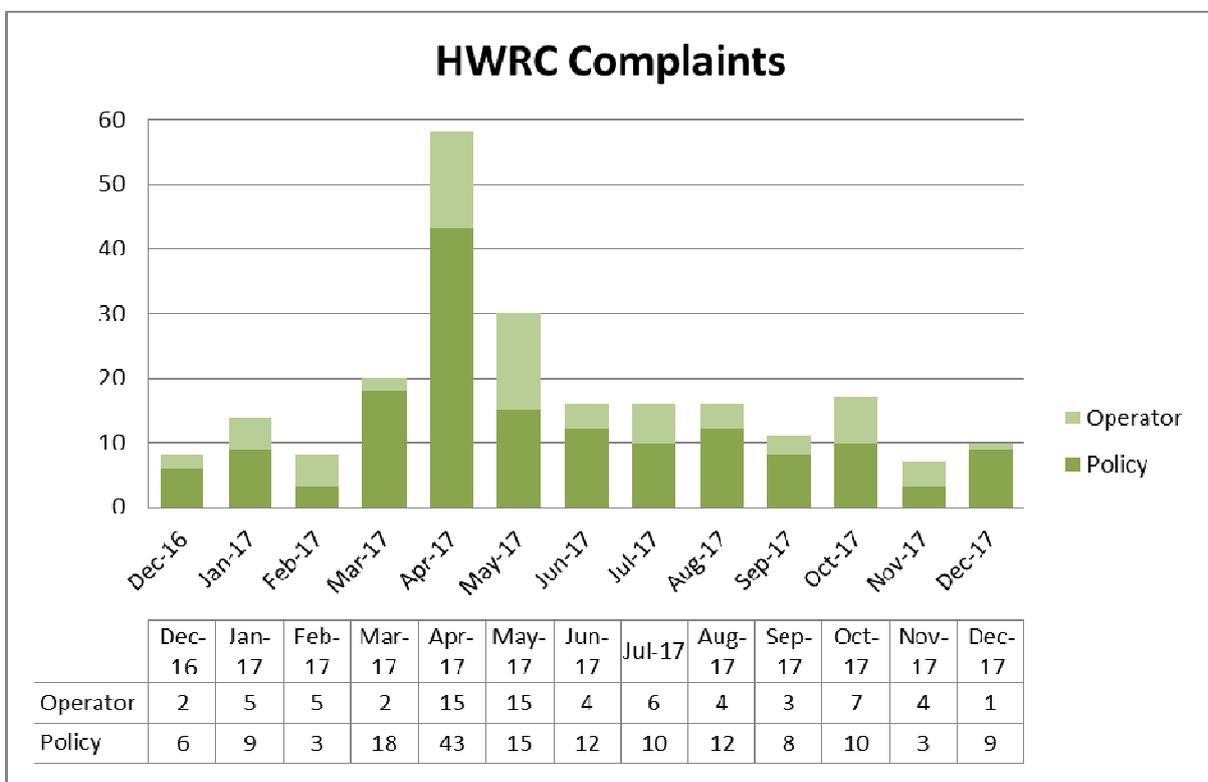
6.2 This highlights that in general tonnages increase / decrease in line with visitor number. Peak periods for both visitor numbers and tonnage continue to be spring and summer each year which corresponds with the holidays (e.g. spring cleaning) and the peak growing seasons.

6.3 In terms of kg per person, residual waste is quite constant throughout the year at approximately 10kg per visit. However, recycling, reuse & recovery varies throughout the year between 14kg per visit during the winter months and 28kg per visit during the summer. Similarly, as would be expected, composting varies between 1kg per visit during the winter months and 6kg per visit during the spring / early summer.

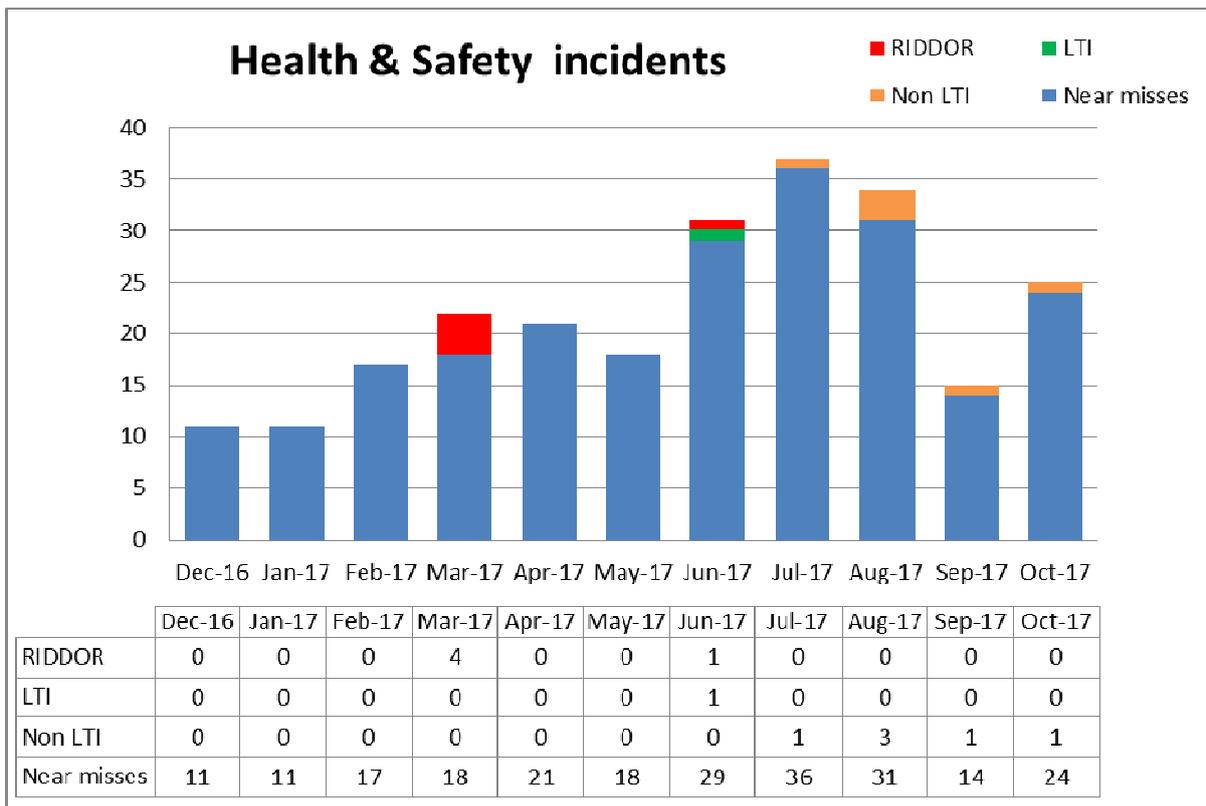
6.4 Figure 6 - Customer satisfaction mystery shopper results – On a monthly basis, representatives from HCC and Amey (that are independent from the contract) visit three selected HWRCs to conduct a visual inspection of the site and ask questions of the contracted operator’s staff (e.g. where should a certain item go or questioning policy). The results of this are recorded as a satisfaction score out of 100. Amey must achieve a minimum score of 80 in this Key Performance Indicator (KPI).



6.5 Figure 7 - Number of recorded complaints requiring a formal response by the Contractor or Council – This indicator highlights the number of formal complaints received broken down between policy complaints (e.g. opening hours or van permit policy) and operational complaints (e.g. staff attitude), although in practise a number of complaints regarding operator attitude stem from initial issues with policy.



- 6.6 In November and December, most complaints related to the construction and demolition waste policy, and the perceived unhelpfulness of the site operators.
- 6.7 To provide some context the peak of complaints received in April 17 (58) represents 0.03% of service users based on 2.5m visits per annum.
- 6.8 **Figure 8 - Number of unscheduled Household Waste Recycling Centre closures (lower the better)** – This indicator will highlight instances where sites have closed temporarily during opening hours for container servicing, therefore highlighting when usage exceeds available capacity. This remains work in progress and data is currently being complied through the new ANPR camera system and will be presented in future reports.
- 6.9 **Figure 9 - HWRC Health and Safety incidents** – this indicator records reports of:
- 6.9.1 **Non Lost Time Injuries (Non LTI)** - where a member of the public or operative has sustained an injury (in the case of the operative it has not caused them to take time off work);
- 6.9.2 **Lost Time Injuries (LTI)** - where an operative has sustained a relatively minor injury but cannot continue his / her duties;
- 6.9.3 **RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulation)** - reportable injuries (for example, amputations, any injury likely to lead to permanent loss or reduction in sight, non-fatal accidents to non-workers (e.g. members of the public), certain occupational diseases and accidents that result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury);
- 6.9.4 **Near misses** - where operatives or member of public report incidents that could have resulted in accidents / injuries.



6.10 Currently data is only available up to October 2017. Once sufficient data has been recorded, it is proposed to present this as actual numbers across a rolling year.

6.11 Notes

6.11.1 Figures up to August 2017 have been previously reported. In September a member of the public cut their foot when they stepped on a nail on the ground near the hardcore container. First aid was administered on site. Magnetic brushes have been purchased to assist with removing this type of item faster and easier in future.

6.11.2 In October a member of the public fell down steps at Stevenage as a result of a medical condition that meant he often falls down. An ambulance was called as the gentleman had cut his head on the way down.

6.12 HWRC Service update

6.12.1 Construction of the new/improved re-use centres at the Waterdale and Harpenden HWRCs are scheduled for completion by the end of March 2018; however, the planned award of contracts to third party organisations to operate these facilities has been delayed to ensure that the tender returns fully meet the expectations of both HCC and Amey. A decision on the tender process is now expected at the end of January 2018.

6.12.2 Amey undertook a Customer Satisfaction Survey at 10 of the HWRCs during the second half of October 2017. 89% of those interviewed were Hertfordshire residents. The headline findings saw 95% of users surveyed found the sites to be clean and tidy; 86% of those surveyed found the site layout and on site signage to be useful and 89% of visitors did not have to queue to enter the site.

6.12.3 Although only 34% of visitors were aware of the new webcam facilities on line, 84% of those who had used it had found the facility useful. To help better publicise the webcams, promotional banners have been installed outside each HWRC; a linked advert appeared in the autumn edition of Horizons and various posts on both HCC and the HWPs WasteAware social media channels were generated.

6.12.4 The percentage of total waste received at the HWRCs which was diverted from the residual waste (e.g. disposal to landfill) during Quarter 2 remained at a high level at 72.64%.

7. Hertfordshire Waste Partnership (HWP) performance indicators

7.1. The waste management unit collates and validates the data that is used to provide information to the HWP. This provides a detailed breakdown of overall performance in the County by district or borough.

7.2 **Figure 10** – Summary of Hertfordshire’s performance, including all 10 WCAs and the WDA

HWP Dashboard 2017/18 Qtrs 1 - 3			
Tonnages (Q1 - Q3)	2017/18	2016/17	Difference
Recycling (inc. re-use)	103,563	101,227	2,336
Organics (Garden & Food)	108,199	101,827	6,372
Residual	178,657	177,592	1,065
Total household Waste	390,419	380,646	9,773
Non Compostable Materials (Q1 & Q2)	2017/18	2016/17	Difference
Quarter 1	87.54	10.16	77.4
Quarter 2	87.54	6.08	81.5
Quarter 3			
Quarter 4			
Totals...	175.08	16.24	158.84
Performance Indicators (Q1 - Q3)	2017/18	2016/17	Difference
Dry Recycling Rate (BV82a)	26.5%	26.6%	-0.07%
Composting Rate (BV82b)	27.7%	26.8%	1.0%
Overall Recycling Rate (NI192)	54.2%	53.3%	0.90%
Recycling waste per household (kgs)	213.11	209.60	3.5
Composting per household (kgs)	222.65	210.84	11.8
Residual waste per household (kgs)	367.64	367.72	-0.1
Total household waste per household	803.41	788.15	15.3
Performance Gaps	Expressed in tonnes		
50% recycling	---		
55% recycling	2,968		
60% recycling	22,489		
65% recycling	42,010		
70% recycling	61,531		

7.3 Figure 11 – Overview of performance broken down into individual WCAs and Herts CC (HWRCs)

BROXBOURNE					DACORUM					EAST HERTS				
Category	2016/17	2017/18	Change	trend	Category	2016/17	2017/18	Change	trend	Category	2016/17	2017/18	Change	trend
Dry Recycling	5,505	5,866	361	↑	Dry Recycling	9,842	11,249	1,407	↑	Dry Recycling	9,487	9,390	-97	↓
Composting	6,530	6,878	348	↑	Composting	13,137	14,487	1,350	↑	Composting	12,485	13,643	1,158	↑
Residual waste	16,369	16,041	-328	↓	Residual waste	20,428	19,324	-1,104	↓	Residual waste	19,776	21,178	1,402	↑
Totals...	28,404	28,785	381	↑	Totals...	43,407	45,060	1,653	↑	Totals...	41,748	44,211	2,463	↑
Overall Recycling Rate	42.4%	44.3%	1.9%	↑	Overall Recycling Rate	52.9%	57.1%	4.2%	↑	Overall Recycling Rate	52.6%	52.1%	-0.5%	↓
HERTSMERE					NORTH HERTS					ST ALBANS				
Category	2016/17	2017/18	Change	trend	Category	2016/17	2017/18	Change	trend	Category	2016/17	2017/18	Change	trend
Dry Recycling	6,161	5,821	-340	↓	Dry Recycling	10,186	9,745	-441	↓	Dry Recycling	9,825	10,523	698	↑
Composting	7,379	8,689	1,310	↑	Composting	13,029	14,443	1,414	↑	Composting	13,663	14,879	1,216	↑
Residual waste	16,465	16,277	-188	↓	Residual waste	14,961	15,670	709	↑	Residual waste	16,493	15,617	-876	↓
Totals...	30,005	30,787	782	↑	Totals...	38,176	39,858	1,682	↑	Totals...	39,981	41,019	1,038	↑
Overall Recycling Rate	45.1%	47.1%	2.0%	↑	Overall Recycling Rate	60.8%	60.7%	-0.1%	↓	Overall Recycling Rate	58.7%	61.9%	3.2%	↑
STEVENAGE					THREE RIVERS					WATFORD				
Category	2016/17	2017/18	Change	trend	Category	2016/17	2017/18	Change	trend	Category	2016/17	2017/18	Change	trend
Dry Recycling	4,576	4,450	-126	↓	Dry Recycling	7,611	7,880	269	↑	Dry Recycling	6,016	6,118	102	↑
Composting	5,388	5,745	357	↑	Composting	8,788	9,640	852	↑	Composting	5,165	5,786	621	↑
Residual waste	14,084	14,298	214	↑	Residual waste	9,804	9,187	-617	↓	Residual waste	14,415	13,869	-546	↓
Totals...	24,048	24,493	445	↑	Totals...	26,203	26,707	504	↑	Totals...	25,596	25,773	177	↑
Overall Recycling Rate	41.4%	41.6%	0.2%	↑	Overall Recycling Rate	62.6%	65.6%	3.0%	↑	Overall Recycling Rate	43.7%	46.2%	2.5%	↑
WELWYN HATFIELD					HERTS COUNTY COUNCIL									
Category	2016/17	2017/18	Change	trend	Category	2016/17	2017/18	Change	trend					
Dry Recycling	6,994	7,031	37	↑	Dry Recycling	25,074	25,489	415	↑					
Composting	9,397	6,811	-2,586	↓	Composting	6,866	7,199	333	↑					
Residual waste	13,679	16,020	2,341	↑	Residual waste	21,119	21,174	55	↑					
Totals...	30,070	29,862	-208	↓	Totals...	53,059	53,862	803	↑					
Overall Recycling Rate	54.5%	46.4%	-8.2%	↓	Overall Recycling Rate	60.2%	60.7%	0.5%	↑					

7.4 Figure 12 - Regional Comparisons and High Profilers

NI 191 - the amount of residual household waste per household (kg/household)
 NI 192 - the percentage of household waste sent for re-use, recycling or composting
 NI 193 - percentage of municipal waste sent to landfill
 BV82a - the amount of household waste recycled not including re-use
 BV82b - the amount of household waste composted

Sources - data taken from the Wastedataflow report facility for NI 191, 192, 193 & Bv82a & b

Regional	NI 191							Trend last 12 months	NI 192							Trend last 12 months	NI 193							Trend last 12 months	BV 82a							Trend last 12 months	BV 82b							Trend last 12 months	
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17		2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17		2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17		2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17		2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17		2010/11
Bedfordshire	679	662	645	661	669	673	622	↓	39.1%	38.2%	39.1%	38.3%	37.9%	37.5%	40.7%	↑	54.7%	53.2%	55.3%	23.2%	38.7%	38.9%	23.6%	↓	22.3%	22.2%	21.7%	21.2%	21.7%	20.6%	20.9%	↑	16.7%	16.0%	17.3%	17.0%	16.5%	16.8%	19.6%	↑	
Buckinghamshire	631	620	570	520	488	505	510	↑	45.1%	45.3%	47.7%	54.0%	57.0%	55.5%	55.4%	↓	57.8%	57.6%	55.3%	49.9%	46.7%	35.7%	7.9%	↓	24.7%	23.5%	27.6%	30.9%	30.6%	30.6%	29.4%	↓	19.9%	21.3%	19.9%	22.8%	26.2%	24.6%	25.7%	↑	
Cambridgeshire	509	476	500	477	470	478	521	↑	54.2%	55.8%	53.9%	56.4%	58.2%	57.3%	53.8%	↓	41.5%	36.1%	39.4%	38.9%	22.1%	30.6%	37.2%	↑	26.6%	29.0%	27.4%	28.3%	28.5%	29.0%	24.5%	↓	27.0%	26.2%	25.8%	26.1%	28.1%	26.6%	27.5%	↑	
Central Beds	494	510	499	518	542	553	544	↓	51.6%	51.1%	50.7%	49.7%	48.5%	45.0%	46.2%	↑	46.3%	46.1%	40.0%	21.7%	32.8%	20.6%	16.8%	↓	29.7%	30.5%	30.0%	29.5%	27.9%	25.0%	23.8%	↓	21.9%	20.7%	20.7%	20.3%	20.2%	19.9%	22.4%	↑	
Dorset	472	492	482	452	451	415	417	↓	52.9%	50.9%	50.3%	53.9%	54.4%	58.5%	59.4%	↑	43.6%	38.8%	36.1%	26.6%	23.2%	23.3%	19.6%	↓	28.6%	23.9%	25.0%	26.4%	27.7%	28.9%	28.5%	↓	23.9%	26.6%	24.9%	29.5%	25.8%	28.6%	30.0%	↑	
Essex	548	516	503	528	532	539	518	↓	49.9%	51.8%	51.9%	51.1%	51.1%	51.1%	52.9%	↑	52.1%	50.4%	49.9%	50.6%	46.5%	29.2%	20.9%	↓	29.0%	28.6%	28.3%	27.9%	28.0%	28.8%	29.6%	↑	20.9%	23.1%	23.9%	23.3%	23.0%	22.0%	23.0%	↑	
Gloucestershire	544	512	498	507	533	525	497	↓	46.2%	47.2%	48.1%	48.1%	47.4%	48.1%	52.0%	↑	56.3%	55.2%	53.9%	54.0%	52.3%	52.1%	50.1%	↓	25.6%	25.9%	26.4%	26.8%	25.3%	26.1%	27.0%	↑	20.4%	21.2%	24.5%	21.2%	21.8%	20.9%	23.7%	↑	
Hampshire	642	623	625	655	657	655	622	↓	39.7%	40.5%	38.7%	37.7%	38.0%	39.1%	41.6%	↑	8.9%	8.1%	6.3%	6.2%	5.2%	6.1%	5.2%	↓	25.0%	24.2%	23.7%	22.5%	22.1%	24.1%	25.6%	↑	14.1%	15.7%	14.2%	14.5%	14.8%	13.8%	15.0%	↑	
Hertfordshire	546	527	564	535	534	512	490	↓	48.5%	50.4%	45.5%	49.3%	49.4%	50.4%	52.2%	↑	45.1%	37.1%	36.1%	35.3%	26.5%	18.0%	11.1%	↓	23.1%	23.3%	21.2%	23.6%	24.9%	20.4%	27.3%	↑	25.1%	26.8%	24.1%	25.4%	24.3%	23.7%	24.5%	↑	
Kent	665	616	598	581	567	585	567	↓	39.0%	41.1%	41.0%	43.7%	43.6%	44.1%	46.3%	↑	29.1%	22.5%	21.0%	18.2%	11.1%	6.5%	2.8%	↓	25.0%	25.3%	24.8%	25.5%	25.9%	25.5%	26.4%	↑	13.9%	15.9%	16.3%	18.1%	19.7%	18.6%	19.9%	↑	
Lancashire	559	537	512	521	532	496	556	↑	46.1%	46.8%	47.6%	47.4%	47.3%	51.6%	45.6%	↓	54.2%	51.6%	45.2%	40.3%	39.4%	31.0%	51.5%	↑	28.7%	28.3%	27.6%	28.2%	27.6%	28.5%	27.7%	↓	17.2%	18.4%	20.5%	19.2%	19.5%	22.9%	17.8%	↓	
Luton	711	703	687	691	681	694	689	↓	35.0%	32.5%	33.6%	33.3%	34.4%	33.2%	33.8%	↑	49.9%	51.4%	52.6%	54.8%	51.2%	39.9%	10.2%	↓	23.1%	21.5%	22.4%	21.9%	22.7%	21.9%	22.0%	↑	10.9%	10.9%	10.9%	10.7%	10.9%	10.2%	10.8%	↑	
Norfolk	526	511	522	536	542	520	523	↑	45.0%	45.3%	43.8%	42.7%	43.2%	45.8%	46.7%	↑	54.9%	54.3%	46.4%	45.7%	37.9%	26.0%	2.1%	↓	27.5%	27.0%	25.7%	23.8%	23.2%	26.0%	25.6%	↓	17.4%	18.2%	18.1%	18.8%	19.9%	19.5%	20.8%	↑	
Somerset	513	486	493	498	492	489	489	---	50.9%	50.9%	50.3%	50.1%	52.2%	52.9%	52.7%	↓	51.9%	48.1%	48.6%	48.1%	46.3%	45.9%	45.9%	---	27.3%	26.1%	26.0%	26.8%	28.2%	28.7%	28.0%	↓	23.2%	24.6%	24.1%	23.1%	23.5%	23.6%	24.2%	↑	
Suffolk	498	481	479	484	490	492	521	↑	53.8%	53.2%	52.4%	53.0%	53.1%	53.0%	50.1%	↓	37.2%	40.7%	48.2%	47.3%	20.9%	1.0%	1.1%	↑	30.7%	30.3%	28.9%	29.8%	29.4%	30.5%	30.8%	↑	23.0%	22.9%	23.3%	23.1%	23.5%	22.4%	19.9%	↓	
Surrey	583	522	504	540	519	494	453	↓	46.4%	51.5%	52.1%	51.9%	53.2%	55.0%	57.7%	↑	32.4%	15.0%	9.8%	10.5%	6.0%	6.0%	7.2%	↑	27.3%	28.9%	29.3%	29.0%	27.5%	30.8%	31.3%	↑	19.1%	22.5%	22.7%	23.0%	23.5%	23.9%	25.7%	↑	
Average	570	550	543	544	544	539	534	↓	46.4%	47.0%	46.7%	47.5%	48.0%	48.6%	49.2%	↑	44.8%	41.6%	40.9%	36.3%	31.7%	25.7%	19.6%	↓	26.5%	26.2%	26.0%	26.4%	26.3%	26.6%	26.8%	↑	19.7%	20.7%	20.7%	21.0%	21.3%	21.1%	21.9%	↑	

7.5 Figure 13 – Regional league tables at a glance

NI 191 - the amount of residual household waste per household (kg/household)
 NI 192 - the percentage of household waste sent for re-use, recycling or composting
 NI 193 - percentage of municipal waste sent to landfill

Sources - data taken from the Wastedataflow report facility for NI 191, 192, 193

NI 191							NI 192							NI 193							
2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	
Dorset	Cambs	Suffolk	Dorset	Dorset	Dorset	Dorset	Cambs	Cambs	Cambs	Cambs	Cambs	Dorset	Dorset	Hants	Hants	Hants	Hants	Hants	Suffolk	Suffolk	High Performers ↑ ↓
Cambs	Suffolk	Dorset	Cambs	Cambs	Cambs	Surrey	Suffolk	Suffolk	Suffolk	Bucks	Bucks	Cambs	Surrey	Kent	Surrey	Surrey	Surrey	Surrey	Surrey	Norfolk	
Suffolk	Somerset	Somerset	Suffolk	Bucks	Somerset	Somerset	Dorset	Essex	Surrey	Dorset	Dorset	Bucks	Bucks	Surrey	Kent	Kent	Kent	Kent	Hants	Kent	
Somerset	Dorset	Gloucs	Somerset	Suffolk	Suffolk	Herts	Central Bed	Surrey	Essex	Suffolk	Surrey	Surrey	Cambs	Suffolk	Cambs	Dorset	Central Bed	Suffolk	Kent	Hants	
Gloucs	Central Bed	Central Bed	Gloucs	Somerset	Surrey	Gloucs	Somerset	Central Bed	Central Bed	Surrey	Suffolk	Suffolk	Essex	Cambs	Herts	Herts	Beds	Cambs	Herts	Surrey	
Central Bed	Norfolk	Cambs	Central Bed	Surrey	Lancs	Bucks	Essex	Somerset	Dorset	Essex	Somerset	Somerset	Somerset	Dorset	Dorset	Cambs	Dorset	Dorset	Central Bed	Bucks	
Bucks	Gloucs	Essex	Bucks	Lancs	Bucks	Essex	Herts	Dorset	Somerset	Somerset	Essex	Lancs	Herts	Herts	Suffolk	Central Bed	Herts	Herts	Dorset	Luton	
Lancs	Essex	Surrey	Lancs	Essex	Herts	Suffolk	Surrey	Herts	Gloucs	Central Bed	Herts	Essex	Gloucs	Central Bed	Central Bed	Lancs	Cambs	Central Bed	Norfolk	Herts	
Essex	Surrey	Lancs	Essex	Gloucs	Norfolk	Cambs	Gloucs	Gloucs	Bucks	Herts	Central Bed	Herts	Suffolk	Luton	Somerset	Norfolk	Lancs	Norfolk	Essex	Central Bed	
Herts	Herts	Norfolk	Herts	Herts	Glouc	Norfolk	Lancs	Lancs	Lancs	Gloucs	Gloucs	Glouc	Norfolk	Somerset	Essex	Suffolk	Norfolk	Beds	Cambs	Dorset	
Norfolk	Lancs	Herts	Norfolk	Central Bed	Essex	Central Bed	Bucks	Norfolk	Herts	Lancs	Lancs	Norfolk	Kent	Essex	Luton	Somerset	Suffolk	Lancs	Lancs	Essex	
Surrey	Kent	Bucks	Surrey	Norfolk	Central Bed	Lancs	Norfolk	Bucks	Norfolk	Kent	Kent	Central Bed	Central Beds	Lancs	Lancs	Essex	Somerset	Somerset	Bucks	Beds	
Kent	Bucks	Kent	Kent	Kent	Kent	Kent	Hampshire	Kent	Kent	Norfolk	Norfolk	Kent	Lancs	Beds	Beds	Gloucs	Bucks	Essex	Beds	Cambs	
Hants	Hants	Hants	Hants	Hants	Hants	Beds	Beds	Hampshire	Beds	Beds	Hampshire	Hants	Hants	Norfolk	Norfolk	Beds	Essex	Bucks	Luton	Somerset	
Beds	Beds	Beds	Beds	Beds	Beds	Hants	Kent	Beds	Hampshire	Hampshire	Beds	Beds	Beds	Gloucs	Gloucs	Bucks	Gloucs	Luton	Somerset	Gloucs	
Luton	Luton	Luton	Luton	Luton	Luton	Luton	Luton	Luton	Luton	Luton	Luton	Luton	Luton	Bucks	Bucks	Luton	Luton	Gloucs	Glouc	Lancs	

8. Hertfordshire Waste Partnership (HWP) Annual Report

- 8.1. The 2016/17 HWP Annual report is to be discussed separately at Item 7 on the agenda.

9. Financial Implications

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

10. Equalities implications

- 10.1. 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.
- 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 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.
- 10.4. No equality implications have been identified in relation to this report.

HERTFORDSHIRE COUNTY COUNCIL

Agenda Item No.

9

**COMMUNITY SAFETY & WASTE MANAGEMENT
CABINET PANEL**

THURSDAY 8 FEBRUARY 2018 AT 10:00AM

FLY TIPPING IN HERTFORDSHIRE

Report of the Chief Executive & Director of Environment

Author :- Duncan Jones, Hertfordshire Waste Partnership, Partnership
Development Manager & Chairman of the Hertfordshire Fly
Tipping Group (Tel: 01992 556150 / 07769 682052)

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

1. Purpose of report

1.1 To provide panel with an update on the continuing work being undertaken to counter fly tipping within Hertfordshire.

2. Summary

2.1 Fly tipping is the illegal dumping of waste either through a deliberate act or as a result of not understanding the '*Duty of Care*' which applies to both householders and businesses when it comes to disposing of waste.

2.2 In Hertfordshire a range of stakeholders including all of the county's local authorities, the Hertfordshire Constabulary, the Office of the Police & Crime Commissioner, Hertfordshire Fire & Rescue, the Environment Agency, the National Farmers Union, Keep Britain Tidy, and M25 Connect have come together under the auspices of the Hertfordshire Fly Tipping Group (FTG).

2.3 The FTG has and continues to roll out a number of initiatives to address fly tipping with the number of reported incidents across the County now reducing overall.

3. Recommendation

3.1 That the Panel notes the report.

4. Police & Crime Commissioner Challenge Fund

- 4.1. Further to funding being received from the Office of the Police & Crime Commissioner's Challenge Fund in 2016/17, on-going dialogue with the Office of Police & Crime Commissioner and the Herts Constabulary resulted in £50,000 being awarded to the FTG for 2017/18. As per the previous year the money is being granted on a match funding basis with bidders required to provide 25% of any project cost.
- 4.2. By the deadline on Friday 15 September 2017, 10 bids had been received as detailed in Table 1 below:

Table 1	Project total	Max funding available	Summary
Broxbourne	£50,000	£37,500	6 x CCTV Cameras at NRC hotspots
Broxbourne & Three Rivers	£3,200	£2,400	4 x mobile enforcement cameras
Dacorum (1)	£6,209	£4,657	Roll out of FTG campaign
Dacorum (2)	£9,300	£6,975	CCTV Cameras
East Herts	£4,965	£3,724	CCTV Cameras
FTG Comms Group	£29,530	£22,148	County fly tipping campaign and toolkit
Stevenage	£12,706	£9,530	Enforcement camera, PR materials and training
Watford	£3,610	£2,708	Highly localised campaign targeting specific areas
Welwyn Hat (1)	£2,500	£1,875	Bin Sensors
Welwyn Hat (2)	£4,000	£3,000	Enforcement Tool
Sub Total...	£126,020	£94,515	

- 4.3. The 10 bids came to a total project cost of £126,020 with funding being sought totalling £94,515 which exceeded the £50,000 granted by the PCC.

Evaluation

- 4.4. The bids were assessed against an agreed criteria, and following evaluation the following were granted funding:

Table 2	Description	Rank	Project total	Max funding available
Broxbourne & Three Rivers	4 x mobile enforcement cameras	1	£3,200	£2,400
Dacorum (1)	Roll out of FTG campaign	2	£6,209	£4,657
East Herts	CCTV Cameras	3	£4,965	£3,724
FTG Comms Group	County fly tipping campaign and toolkit	4	£29,530	£22,148
Stevenage	Enforcement camera, PR materials and training	4	£12,706	£9,530
Watford	Highly localised campaign targeting specific areas	6	£3,610	£2,708
Welwyn Hat (1)	Bin Sensors	6	£2,500	£1,875
Welwyn Hat (2)	Enforcement Tool	8	£4,000	£3,000
Sub Total...			£66,720	£50,042

- 4.5. The bids from Broxbourne (£37,000) and Dacorum (£6975) scored the lowest and therefore were ranked 9 and 10 respectively. As such they fell outside the scope for funding and therefore were not approved.

- 4.6. No bids were received from Hertsmere, North Herts or St Albans.

5. FTG Work Programme Sept 2016 – March 2018

- 5.1. The FTG's current work programme includes eight work streams covering the period September 2016 – March 2018. The latest updates are shown below:

Table 3	Update – as of October 2017
1. Promotion of Duty of Care	As part of the last update HWP Members were made aware of a new FTG comms group that had been brought together to address work streams 1 – 3.
2. Fly Tipping Brand	Since then initial phase of work has been finished with a draft campaign plan completed and fully costed.
3. Public Face & Promotions	<p>Following this draft hard and soft media are now in final production stages and are due to be rolled out towards the end of quarter 4.</p> <p>This includes a limited print run of a new fly tipping leaflet designed to be used by all FTG stakeholders without the need for redesign.</p> <p>Officers are currently looking at how the FTG might be able to arrange for the leaflet to be delivered to every household in Hertfordshire.</p>
4. Working with JPs and Magistrates	<p>This work stream has now commenced with a survey of the local authority partners to determine key issues in putting together and presenting cases for prosecution. Survey deadline was the 1st December 2017 with all Boroughs and Districts submitting responses.</p> <p>The results of the survey will then be used to initiate a dialogue with Hertfordshire’s magistrates.</p>
5. Hotspot mapping / identification	Progress with this works stream is currently being reported on and will be updated in due course.
6. Reporting	Work stream complete; although regular checks continue to be made to ensure compliance with monthly reporting requirements.
7. The Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016	Work stream largely complete. The majority of the partner authorities now issue the same fines and discounts under the 2016 Regulations.

	<p>However, care needs to be taken to ensure alignment is maintained following annual changes to fees and charges.</p>
<p>8. Research & Innovation</p>	<p>This work stream was largely funded by Stevenage and Welwyn Hatfield but also received contributions from the other Partner Authorities on the basis that the findings would be made available to all Hertfordshire local authorities as well as the FTG.</p> <p>The final report was previously circulated and, along with the associated presentation, was included on the October agenda.</p>

6. Hertfordshire's FTG Communications Campaign

- 6.1 An important part of the FTGs current work programme is the design and implementation of a county wide campaign and toolkit that will be rolled out in Quarter 4. The campaign and toolkit will include a number of elements from traditional hard print media to information videos through to social media.
- 6.2 The campaign has been put together by a special FTG sub group including both local authority and non-local authority stakeholders. The sub group has also worked with neighbouring waste partnerships to 'crowd source' best practice ideas all of which have either been directly incorporated into the campaign or have influenced it in some way.
- 6.3 The campaign, funded through a combination of PCC and WasteAware funding, is due to be rolled out in quarter 4 and will probably be timed to coincide with the Great British Spring Clean in early March. A key part is the production of a new household information leaflet designed so it can be used by any stakeholder in the FTG either in isolation as part of local initiatives or in combination with any of the other stakeholders.
- 6.4 Initially the campaign will include a limited print run of 20,000 leaflets to be divided among the stakeholder groups. In addition to the above, although not part of the official campaign, officers are currently exploring how the new leaflet might be delivered (and funded) to every household in Hertfordshire.

6.5 Examples of the new campaign literature are shown below:



Fig 1 - The new household fly tipping leaflet



Fig 2 - Social Media example 1

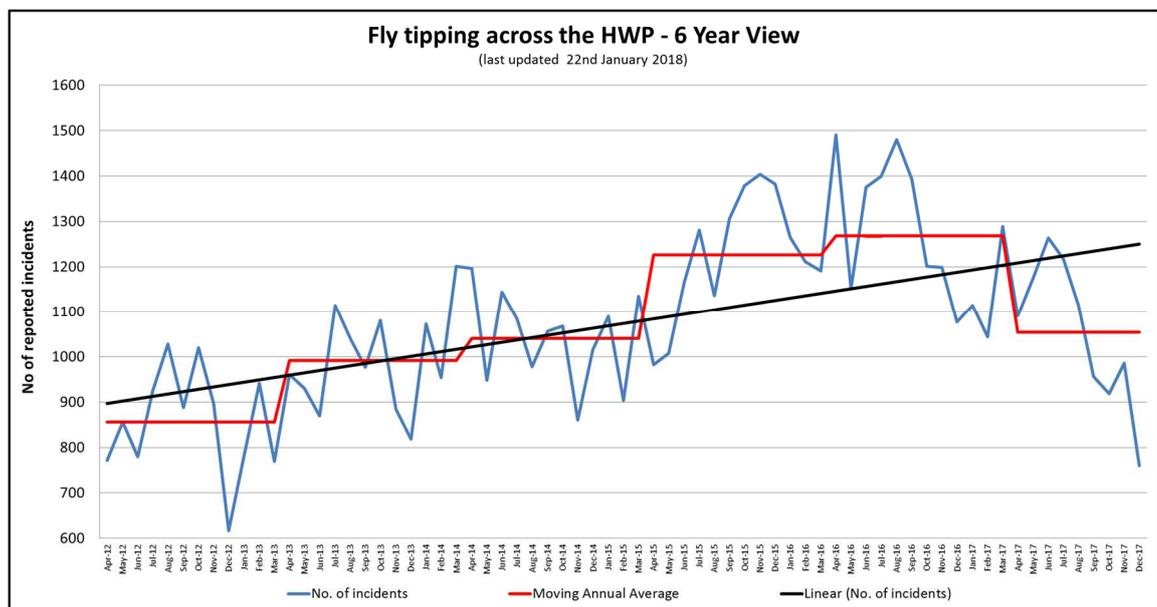
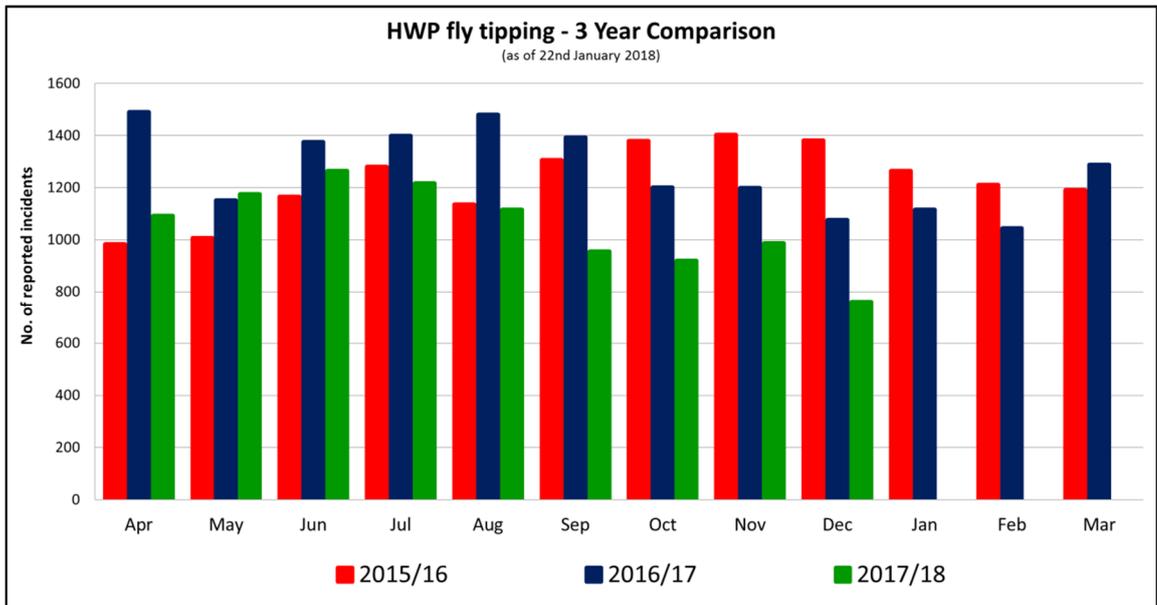


Fig 3 - Social Media example 2

6.6 In the meantime the FTGs local authority stakeholders have recently secured a number of high profile prosecutions as noted in Appendix A.

7. Fly Tipping Statistics 2015/16 'v' 2016/17 'v' 2017/18

7.1 The graphs below show that the trend previously reported has largely continued with further reductions in the number of recorded incidents from June through to December 2017. This means fly tipping has now reduced in 12 out of the last 20 months as illustrated below:



- 7.2 Breakdowns for individual boroughs and districts are available on request from the HWP’s Partnership Development Manager and FTG Chairman Duncan Jones – please contact duncan.jones@herfordshire.gov.uk.
- 7.3 Table 4 below breaks down the results for 2017/18 (available so far) by individual authorities to show the percentage change in each month as well as the running total to date. As shown for the period April – December 2017 fly tipping has declined by over 18% across the county as a whole:

Authority	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Broxbourne	0.0%	-15.7%	-39.8%	-34.1%	6.1%	-1.4%	15.6%	10.0%	6.4%	-10.9%
Dacorum	-21.1%	-32.4%	1.8%	-10.3%	-29.3%	-14.1%	0.0%	14.6%	-10.3%	-11.9%
East Herts	12.1%	7.0%	1.0%	16.4%	-20.4%	-15.3%	13.9%	-3.8%	-4.8%	-1.1%
Hertsmere	48.1%	287.8%	55.6%	67.3%	27.8%	-19.8%	-18.2%	-14.8%	3.6%	36.3%
North Herts	-34.1%	-27.8%	54.4%	8.6%	27.7%	-9.4%	16.2%	-16.7%	-30.0%	-6.7%
St Albans	-52.6%	-14.7%	15.5%	-3.6%	-43.7%	-25.4%	-44.7%	-35.1%	-48.0%	-29.7%
Stevenage	-20.5%	-11.0%	-34.7%	-40.1%	-53.3%	-56.1%	-56.4%	-58.6%	-57.0%	-42.8%
Three Rivers	-17.4%	109.7%	50.0%	10.8%	-15.8%	-24.6%	-1.4%	9.2%	49.0%	10.5%
Watford	-68.1%	4.9%	-51.2%	-40.6%	-3.2%	-39.3%	-34.2%	27.3%	-28.7%	-33.2%
Welwyn Hatfield	-31.6%	-8.0%	17.1%	1.9%	-2.3%	-28.9%	-5.9%	9.3%	-37.2%	-10.2%
Sub total	-26.8%	2.1%	-8.1%	-14.2%	-22.0%	-31.4%	-23.5%	-17.8%	-29.4%	-19.4%

8. Fixed Penalty Notices & Prosecutions

8.1. In May 2016 the Government recognising the comparative difficulty and cost of going to court to prosecute incidents of fly tipping and introduced **The Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016**. Based on updates at the time of writing from April – December 2017 84 FPNs had been issued across Hertfordshire. Distribution across the boroughs and districts is shown in Table 5 below:

Authority	2016/17	2017/18
Broxbourne	5	12
Dacorum	4	1
East Herts	0	1
Hertsmere	7	19
North Herts	0	0
St Albans	0	4
Stevenage	0	26
Three Rivers	2	2
Watford	10	13
Welwyn Hatfield	3	6
Total...	31	84

- 8.2. During 2016/17 there were a total of 42 prosecutions for fly tipping. Based on information at the time of writing so far during 2017/18 there have been 21 prosecutions for fly tipping with a number currently with legal sections for consideration as well as number of on-going investigations.
- 8.3. Whilst these numbers may indicate that there will be fewer prosecutions in 2017/18 it should be considered that the use of the new FPNs is also now underway and as such it is reasonable to expect less prosecutions.
- 8.4. It should be noted that the FTG's partner authorities still pursue prosecutions where relevant as detailed in the attached examples in Appendix A.

9. Financial Implications

- 9.1. The costs of the Fly Tipping Group and associated campaign have been met from existing budgets, or those of partner organisations.

10. Equality Impact Assessment

- 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 was undertaken in relation to this report as such matters will be managed by individual FTG stakeholders.

Background information:

The Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016
<https://www.legislation.gov.uk/ukxi/2016/334/contents>

Crushing film warns would-be fly tippers

A FILM showing a fly-tipping van being destroyed highlights the dip in reports of fly-tipping.

The Fly-Tipping Group is made up of the commissioner's office, Hertfordshire Constabulary, the National Farmers' Union and the Environment Agency and is part of the wider Hertfordshire Waste Partnerships.

A film made by the group shows a van that was used for fly-tipping being crushed, as viewers are reminded that they could face this, a £50,000 fine and a stretch in prison if caught dumping rubbish.

Police and Crime Commissioner David Lloyd said: "The message is that if you think you can make a business out of fly tipping in Hertfordshire you need to think again.

"Fines have not always proved a sufficient deterrent in the past but destroying these vehicles makes sure they won't be used for fly tipping again.

"It's important that residents and businesses carry out the



A still from the Fly tipping Group

necessary checks to ensure that any waste collection contractors they engage are properly licensed so they don't end up in court being prosecuted for fly tipping."

There has been a 15 per cent reduction in reports of fly-tipping in Hertfordshire, according to figures from the county's Police and Crime Commissioner David Lloyd.

In 2016 the commissioner set up a £400,000 fund to support partnership schemes to combat the issue, and more than £80,000 of the fund so far has been spent to prevent fly-tipping by installing cameras in fly-tipping hot spots.

The responsibility to tackle rubbish dumping is primarily down to local authorities such as councils, but this multi-authority

organisation the Fly-Tipping Group has been cracking down on rubbish dumping.

The public are advised to call 999 if they see fly-tipping in progress and to report the issue online at www.hertfordshire.gov.uk/flytipping.

For more information visit <https://www.facebook.com/search/HertsPCC>.

Armed police are on camera

ARMED police officers in Hertfordshire will now be equipped with body worn video cameras in a bid to help bring "quicker" justice to victims.

The cameras were rolled out to all officers within the tri-force armed policing unit across Hertfordshire, Bedfordshire and Cambridgeshire on Monday.

The cameras are already used by response officers and the force says they have led to quicker justice for victims as well as providing reassurance for both the public and officers.

Chief inspector Julia Hands from the unit said: "Our firearms officers welcome the introduction of the body worn video cameras and we hope that they will also be welcomed by the public.

"The cameras allow for an accurate account to be recorded from the scene of an incident, which is particularly key in the highly pressurised incidents that our firearms officers have to attend, when split second decisions need to be made.

"We believe that the cameras will increase our transparency and this in turn will help to improve the public's confidence and trust in our firearms officers, who work incredibly hard in the face of serious threats to protect the public and fight crime."

Item 6e – Waltham Cross fly-tipper jailed for dumping waste across Herts

By SimonMuffitt | Posted: October 03, 2017

A serial fly-tipper from Waltham Cross has been jailed after dumping waste across Hertfordshire.

Grant Gilham, of Snettstone Road, admitted five counts of fly-tipping household waste and was sentenced to 10 months in prison at Cambridge Crown Court on Thursday, September 28.

The case was originally brought before Stevenage Magistrates' Court by North Hertfordshire District Council (NHDC) who also acted on behalf of Stevenage Borough Council and East Herts Council on Friday 17 March.

READ MORE: Fly-tipping group releases video showing what happens to vehicles used to dump rubbish

However Gilham, who was formerly from Stevenage, pleaded not guilty, meaning the matter was sent to the Cambridge Crown Court for trial.



Gilham dumped this rubbish in Ashwell Road, Bygrave

He committed the five offences between January and April 2016 while operating an illegal waste disposal business without an environmental permit.

The charges included the unlawful dumping of:

- controlled household waste on farm land in Benington
- chains, furniture, children's toys and various other items in Ashwell Road, Bygrave
- planks of wood and other items of waste between Hells Green and Warners Green in Weston
- golf clubs, plasterboard, wood and various other items in Bygrave Road, Ashwell
- a barbecue, a wooden door, black sacks and various other items at Tye End Garage Compound, Stevenage.

Following months of trial preparation, Gilham decided to change his plea to guilty.

Judge David Farrell QC said that the sentence would have been 12 months, but that in recognition of Gilham's eventual guilty plea, this would be reduced by a sixth to 10 months.

As part of the Herts Fly-Tipping Group, all local councils in Hertfordshire work closely to deal robustly with anyone caught committing these offences.



Rubbish dumped on Bygrave Road, Ashwell

Councillor Bernard Lovewell, NHDC's executive member for housing and environmental health, said: "Local residents have made it clear to us how disgusted they are with this sort of behaviour, so it's good news that this man will go to prison for his actions."

"It sends out a strong message to other would-be fly-tippers that we will not tolerate this behaviour. If you're a householder considering paying people like Mr Gilham to do house clearance on the cheap – think again and stop!"

"You have a responsibility to dispose of your waste properly - if you don't you could find yourself in court too."