

## Select Committee Agenda



### **Neighbourhoods and Communities Select Committee Tuesday, 15th March, 2016**

You are invited to attend the next meeting of **Neighbourhoods and Communities Select Committee**, which will be held at:

**Committee Room 1, Civic Offices, High Street, Epping  
on Tuesday, 15th March, 2016  
at 7.30 pm .**

**Glen Chipp  
Chief Executive**

**Democratic Services  
Officer**

A Hendry, Directorate of Governance  
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#### **Members:**

Councillors M Sartin (Chairman), H Brady (Vice-Chairman), N Avey, R Gadsby, L Hughes, R Jennings, L Mead, A Mitchell, S Neville, A Patel and B Surtees

**SUBSTITUTE NOMINATION DEADLINE:**

**18:30**

**1. APOLOGIES FOR ABSENCE**

**2. SUBSITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)**

(Director of Governance) To report the appointment of any substitute members for the meeting.

**3. NOTES OF THE LAST MEETING (Pages 5 - 58)**

To agree the notes of the last meeting held on 19 January 2016.

**4. DECLARATIONS OF INTEREST**

(Director of Governance). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to

paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a matter.

**5. TERMS OF REFERENCE AND WORK PROGRAMME (Pages 59 - 64)**

(Chairman / Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Committee. This is attached along with an ongoing work programme. Members are asked at each meeting to review both documents.

**6. MUSEUM DEVELOPMENT TRUST (Pages 65 - 70)**

(Director of Communities) to consider the attached report.

**7. PREVENT INITIATIVE AND RADICALISATION ISSUES (Pages 71 - 74)**

(Director of Communities) to consider the attached report.

**8. BRENTWOOD DRAFT LOCAL PLAN: PUBLIC CONSULTATION (Pages 75 - 78)**

(Director of Neighbourhoods) to consider the attached report.

**9. LOCAL PLANS UPDATE (Pages 79 - 82)**

(Director of Neighbourhoods) to consider the update on the current position of the Local Plan.

**10. RESPONSE TO LOWER THAMES CROSSING CONSULTATION (Pages 83 - 86)**

(Director of Neighbourhoods) to consider the attached report.

**11. KEY PERFORMANCE INDICATORS 2015/16 - QUARTER 3 PERFORMANCE (Pages 87 - 112)**

(Director of Governance) to consider the attached report.

**12. KEY PERFORMANCE INDICATORS 2016/17 - REVIEW AND TARGETS (Pages 113 - 122)**

(Director of Governance) to consider the attached report.

**13. DATA QUALITY STRATEGY 2016/17 - 2018/19 (Pages 123 - 132)**

(Director of Governance) to consider the attached report.

**14. ENFORCEMENT ACTIVITY (Pages 133 - 138)**

(Director of Neighbourhoods) For members consider and note the content of the Environment & Neighbourhoods – Enforcement action 2015 report.

**15. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE**

To consider which reports, if any, should be submitted to the Overview and Scrutiny Committee at its next meeting.

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**EPPING FOREST DISTRICT COUNCIL  
NOTES OF A MEETING OF NEIGHBOURHOODS AND COMMUNITIES SELECT  
COMMITTEE  
HELD ON TUESDAY, 19 JANUARY 2016  
IN COMMITTEE ROOM 1, CIVIC OFFICES, HIGH STREET, EPPING  
AT 7.30 - 10.09 PM**

**Members Present:** M Sartin (Chairman), H Brady (Vice-Chairman), N Avey, L Hughes, R Jennings, L Mead, S Neville, A Patel and B Surtees

**Other members present:** R Bassett, G Waller and J H Whitehouse

**Apologies for Absence:** R Gadsby

**Officers Present** D Macnab (Deputy Chief Executive and Director of Neighbourhoods), K Bean (Planning Policy Manager), K Durrani (Assistant Director (Technical Services)), P Gardener (Communities Safety Officer), A Petty (CCTV Operations Manager), K Stalabrass (West Local Policing Area Partnership Analyst), J Warwick (Assistant Community Health & Wellbeing Manager), C Wiggins (Safer Communities Manager) and A Hendry (Senior Democratic Services Officer)

**39. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)**

It was noted that there were no substitute members for this meeting.

**40. NOTES OF THE LAST MEETING**

The notes of the meetings held on 17 November 2015 and 17 December 2015 were agreed.

**41. DECLARATIONS OF INTEREST**

There were no declarations of interest made pursuant to the Members Code of Conduct.

**42. TERMS OF REFERENCE AND WORK PROGRAMME**

The Committee noted their Terms of Reference and Work Programme.

**43. PICK FORM FROM COUNCILLOR NEVILLE**

The Committee welcomed David Sprunt, from the Essex Transportation Strategy and Engagement, Economic Growth; and Vicky Duff, the Essex Network Management Group Manager. They were there to enlighten the committee on those facts and policies used by Essex County Council and the guidance issued by the Department of Transport on road speeds, especially relating to the implementation of 20mph limits. A copy of their presentation are attached to these minutes.

The Committee noted that:

- That Essex CC had a Speed Management Strategy advised by the Department of Transport circular 01/2013;

- It had been established by research that 20mph speed limits generally only led to small reductions in traffic speeds – as established at Portsmouth;
- The latest advice was that a mix of 20mph limits and 20mph zones would be better, providing that the signing was correct;
- The objective would be that ‘any 20mph restrictions should be self-enforcing’;
- Any 20mph limit of zone would require a Speed Limit Order, which had to be consulted on;
- The current policy allowed for the consideration of 20mph limits on local roads if the mean speeds were between 24 and 29mph, only then would the Cabinet Member consider putting in a 20mph restriction;
- At the beginning of the limits there would have to be clear signage and also at the end of the restrictions. There would also have to be repeater signs along the route;
- 20mph zones had traffic calming measures e.g. speed humps, chicanes etc. these zones applied not just to one road but to whole areas, such as estates;
- It was noted that generally people did not like them and the low speeds over traffic calming measures also produced more noise for residents;
- The most effective method for reducing speed was the use of chicanes, but it needed some major engineering work to put them in;
- 20mph signs could be used a calming feature but they would not physically reduce the speeds;
- The county also has a “20’s plenty” scheme used mainly outside schools, but very little reductions in speeds were achieved;
- This scheme was also trying to affect the children’s behaviour as well as their parents;
- Advisory speed limit signs could be also be used outside schools, they were not mandatory and thus no speed limit order was required;
- Before a scheme was put into place, information was required in the form of speed surveys, traffic surveys and collision data;
- It was noted that a lot of areas in Essex did not have high collision rates for Children and pedestrians;
- Repeat signage in an area tended to create clutter on those roads;
- Essex police did not have the resources to enforce these areas.

The meeting was then opened out to questions from the members.

Councillor Neville thanked the officers for attending the meeting. He asked why Essex had opted for at first having mean speeds of between 24 to 29mph before they would consider putting in a 20mph limit, as the Department of Transport note for guidance did not stipulate this. Ms Duff replied that the guidance mentioned small reductions in traffic speeds if below 24mph would lead to general compliance. If you did not have compliance from the public then the police would have a lot of enforcing work to do. If speed limits were put in arbitrarily then you would be asking for a major cultural shift, equivalent to the one for the use of seat belts and for drinking and driving. The police would not be able to enforce this change. Essex CC cabinet members were happy to put in 20mph limits where the average speed was less than 24mph, on the understanding that the police could not enforce it.

Councillor Neville said that there was evidence that the average speed in Portsmouth went down by as much as 6 or 7mph, how could that fit into our network in Essex. Ms Duff said that Essex had a road hierarchy, from Motorways, to ‘A’ roads and primary routes networks – these PR1 routes were primarily about moving traffic; the PR2 network was primarily about moving traffic unless it went into a local settlement. Only

local roads could be considered for speed reductions and only if their mean speed was 24mph or below.

Councillor Surtees noted that the 20mph zones in Harlow were effective and so were the use of advisory signs. How much of this reduction was down to making drivers aware of the limits. Ms Duff replied that advisory signs could be considered for some PR2 routes.

Councillor Waller noted that the ability to change speed limits without reference to the government was a relatively recent innovation. This seems to be the default limit in most urban areas, but widely ignored when introduced in some London Boroughs, especially when applied to main roads. The Essex policy was a sensible one. Where average speeds were 30mph plus, a new limit would not reduce this and would encourage contempt for speed limits in general. The police tended to ignore the enforcement in London as it was resource intensive. Also, cars in low gear tended to create more pollution. Speed limits should only be introduced in circumstances where they can be justified.

Mr Sprunt agreed that compliance had always been an issue. If the limit was not reasonable for the road then it would get ignored. It would also put additional burdens on the highway authorities and the police. Traffic calming measures were not liked because of their impact on the cars and also how it affected some people with disabilities. If the limits were introduced across the district it would encourage people to ignore the limits and bring it into disrepute.

Councillor Patel commented that the submitted PICK form said that implementation by other authorities costed around £3 per head. How much would it cost in Essex? Ms Duff said that the scheme in Portsmouth costed over £450,000 and the police thought another £500,000 in signage and the maintenance of the signs. In some places they were struggling to get drivers down to 30mph. There was a need to identify the appropriate areas for this. Portsmouth was for the majority a residential area, it was a major project and the resulting average drop in speed across the whole network was just 1mph. Spending needed to be targeted better to achieve better results.

Councillor Brady asked if there were a lot of towns in Essex to have 20mph zones. She was told that Harlow was one of the first to have it. There were some individual roads in Loughton. They had tried it on some rural roads in Brentwood, but it had not really worked. It was noted that people in modern cars were very isolated from the conditions outside. Speed humps were designed to be taken at 15mph but modern cars could take them faster. Councillor Brady replied that she had seen them slow down cars in her ward, they did help. She was most concerned about the traffic outside schools; in her area cars tended to be parked on both sides. She noted that in some countries 20mph was mandatory outside schools, could this be done here. Ms Duff said they could do this but it was most likely that the traffic was moving more slowly than 20mph. They were also loath to put in parking restrictions as parked cars tended to slow down traffic. This was why traffic surveys were needed for each area to identify problems.

Councillor Sartin asked if County Highways had any money to carry out any of these schemes. Mr Sprunt said that the Local Highways Panel now have the money.

Councillor Sartin noted that some country roads have 40mph limits for short distances, why was that? Mr Sprunt said he suspected that they were put in before the Local Highways Panel was set up. Ms Duff added that they would have to have a

speed regulation order; this would have to be agreed by the Police who would have to say if they could enforce it.

Councillor Sartin thanked the County Officers for their presentation and information on the background to putting in a 20mph limit for the district. There was enough information to take to the parent Committee.

#### 44. AREA CRIME ANALYST

The Chairman welcomed Caroline Wiggins the Safer Communities Manager and Kim Stalabrass, the West Local Policing Area Partnership Analyst, who gave a short presentation on the local crime and disorder figures up to and including November 2015, via the Home Office system, 'iQuanta'. This system provided data for a 3 year span. A copy of the presentation is attached to these minutes for information.

The Committee noted that:

- All Crime was up by 14% (630 cases) in comparison to previous years figures to date;
- On a month by month total – in December 2012 there were 591 cases compared to November 2015 with 642 cases, an increase of 7.9% (51 cases) over 3 years;
- Epping Forest was 8<sup>th</sup> within Essex – that is 5.9% below the county average;
- That equated to 56.835 reported incidents against a county average of 60.421 incidents;
- Against other similar authorities we had similar figures to Maidstone, who the ONS identified as a match to Epping. Our figures were 56.835 crimes to Maidstone's 56.588 crimes;
- Broxbourne was a border council similar to us with similar proximity to London and transport links and had 62.278 crimes and Watford (with 72.614 crimes) had similar tube and Motorway links;
- The figures for violence against the person showed a 27% (246) increase in Epping Forest in comparison to the previous year;
- The November 2015 total was 50% higher than December 2012. However, this may be due to the change in the way these crimes were recorded;
- Epping was 17% below the Essex average;
- In comparison with other similar authorities, the figures for the year ending November 2015, Epping had 1690, Maidstone 2690, Watford 1704 and Broxbourne 1449;

Councillor Neville asked if there were new categories for violence against the person and was told that new communications and IT categories had been added.

Ms Stalabrass continued:

- Burglary of dwellings was up by 15% in comparison to the previous year. This increase was partly identified as people coming from Eastern Europe flying into Stanstead committing burglaries and then flying straight out.

Councillor Janet Whitehouse asked just how seriously did the police take this and did they catch anyone? She was told that they have known hot spots and have had some successes. The problem with Epping Forest was that the criminals were transient and we had good transport links.



Councillor Avey postulated that a lot of crime was not reported such as small burglaries and minor assaults. Mr Gardener, the Communities Safety Officer added that burglary was a disturbing crime and the police would always investigate as it one of the key priorities in our area. Police worked on intelligence nowadays and were targeting the 20% that was the cause of 80% of crime, and were quite successful in this area. Councillor Patel commented that maybe we could have a comparison on how much police resources were put in different areas.

Ms Stalabross continued with her presentation, noting that:

- Within the county Epping was 33% above the Essex average;
- However this quarter had dropped in comparison to the previous quarter;
- The data on Anti-Social behaviour was extracted from a different incident recording system called 'Storm';
- Following a peak in October ASB incidents had fallen by a third in December;
- By locality, Loughton remained the highest, with 263 ASB incidents, followed by Waltham Abbey (176) and Epping (139).

Councillor Jennings noted that with Loughton being an area of high population it would have the highest number of incidents.

Ms Stalabross continued:

- The different types of ASB was broken down into 15 categories;
- ASB incidents are at their peak between 00.00 and 03.59 between Saturday night and Sunday morning – this data was relabelled as Saturday incidents to potentially highlight NTE incidents;
- Data on Domestic Violence was taken from the Essex Police 'Athena' data system and was from Oct-Dec 2015;
- The number of incidents during the months of October and November remained level, but December saw a 22.7% rise;
- The top ward for reported Domestic Violence in our district was Waltham Abbey South with 41 incidents;
- The incidents are ranked by level of risk; the majority were ranked as medium. High risk cases get dealt with robustly;
- And it seems that Domestic Violence was more prevalent on Saturdays to Tuesdays. However, there was just a 27% variance across the days of the week.

The Chairman thanked Ms Stalabross and Ms Wiggins for their useful and informative presentation.

#### **45. CCTV ACTION PLAN**

Caroline Wiggins, the Safer Communities Manager, introduced the EFDC CCTV strategy for 2016-2022, noting that this report had recently gone to the Cabinet for their information and agreement. She was accompanied by Adrian Petty, the CCTV Operations Officer.

The Committee noted that the strategy covered the period from 2015 to 2022, following on from the previous strategy that was produced in 2008, when the Community Safety Team took over the responsibility for the Council's CCTV provision as part of the Safer, Cleaner Greener Review.

The Strategy set out the Council's current CCTV provision, detailing respective locations, numbers of cameras, condition and costs for maintenance, and repair and

replacements over the next seven years, along with recommendations for de-commissioning of equipment. It also provided an overview of the benefits that were realised for the local communities in which it was installed and the various use made of CCTV footage by the Police and insurance companies.

The Council's success in the use of CCTV had generated ongoing demands from Directorates to install new CCTV equipment within key areas of the district and the point has now been reached where an increased budget was required, to meet the costs of replacing old equipment and the increased servicing and maintenance costs, which was also covered by the Strategy.

In July 2014 the Code of Practice (CoP) for CCTV operated by EFDC was reviewed and changes were made to reflect the new national Code released in 2013. Further to this, in 2015, a separate Code for the use of Rapid Deployment CCTV was written and was due to be incorporated into the general CCTV CoP.

Councillor Surtees noted that the requirements for CCTV signage were not as clear as they could be in places around the district. Mr Petty replied that everywhere there were CCTV cameras should be properly signed. However, they did not want to overpopulate an area with signage. In some areas they put larger signs in key areas. They acted as deterrents on their own. If you could suggest where signs are needed we could put them up. Most are of A4 size.

Councillor Patel noted that there were always technical changes in CCTV cameras and something purchased now will be quickly outdated; could we consider a rental option. Mr Petty agreed that technology did not stand still. Some areas have a thing called stockpiling, that is, a rental agreement with companies for equipment that costs a lot of money. We do not think that this was for us. We have a 7 year use of our equipment and have operating systems that can use old and new technologies at once. Councillor Bassett asked if all our systems were of evidential level. He was told that they were.

Councillor Bassett then asked if we held a list of what equipment all Town and Parish Councils have. Mr Petty said that he knew what Waltham Abbey and Nazeing had, but not what the others had. Essex Police would like a map of where all our cameras were, and he could put this together if the other local councils let him know what they have. Councillor Bassett advised that he should email all the Parish and Town Clerks and they would send you the information you want. Mr Petty agreed that this was something he could do and make up a map for ourselves and the Police.

Mr Petty then gave the Committee some updated information for the period up to January 2016. He noted that there were 40 more requests for footage in 2015 than in the previous year; that 60% of the requests were from the Loughton area; they had completed the new project in Springfields, Waltham Abbey and at Shelley Close, Ongar; the Museum installation was now complete; and there were four other main projects yet to be done for this year.

Councillor Patel wondered about the monitoring of cameras to find out if they were still working. He was told that they were all remotely accessed and they accessed each camera every day. There was also a programme of site visits for the smaller sites. A camera will never be out of action for any extended period of time; they have two companies that do the maintenance work for them and it would normally take 2 to 3 days to get to and repair equipment.

The Chairman thanked Mr Petty and Ms Wiggins for their detailed report and update of the CCTV systems.

#### **46. LOCAL POLICING PROPOSALS**

Caroline Wiggins, the Safer Communities Manager, introduced the report on the recently proposed Policing cuts and their implications on the Council's Community Safety Service.

This originated from November 2015, when the PCC, Nick Alston and the Chief Constable of Essex Police announced proposals to make significant changes to local Policing across Essex, in a move to ensure that Essex Police was fit for purpose, in the future.

This report was aimed at starting a discussion with members on the implications of the reduction in police resources and the impact it would have on the Council's Community Safety service.

The PCC and Chief Constable announced the funding challenges facing Essex Police over the next four years, which would see a reduction of £63 million in the Police budget by 2019/20. This was presented as the driver for making changes to the way that Essex Police operates in future and the need to significantly reduce community policing as from April 2016.

The Safer Communities Officer, Paul Gardener, added that the problem council officers faced were that they were best guessing what was going to happen in the district. They were looking at potential reductions in policing, such as triaging calls into High, Medium or Low risks and then only reacting high risk cases and fielding the other calls to other relevant authorities. He was mindful that the Council would pick up more work and there would be more disgruntled members of the public not having the Police act on their problems.

Anti-social Behaviour powers were given to us by the Government and they would use them. But it would raise the officer's workload, especially as the Police would not act. This may also result in more problems at the reception desks from disgruntled members of the public. Therefore, it was likely that customer facing staff would need additional training as more diverse enquiries were received from the public.

The Council only had two ASB officers to deal with the Epping Forest District. They were seeing a rise in cases from 192 to 331 cases. The public would make their feelings known to Members who will then let the officers know, increasing their caseload as they try and resolve complaints on behalf of Members and this would be very time consuming.

Ms Wiggins added that officers needed to know what Members wanted to take as priorities in referred cases. They needed to know how to balance their resources.

Councillor Sartin said that it may be useful if members could have a training course on this. Ms Wiggins replied that until the plans were made know in April, they needed guidance on how Members would like officers to handle this.

Councillor Surtees noted that all the problems seemed to be coming our way as a local authority. For example, the PSOs provided good intelligence but they were now

getting rid of them. Ms Wiggins added that they were also looking to the voluntary sector to pick up some of the slack. The Police would not have a customer facing counter in our area. We were looking to provide an office for them to share with us.

Councillor Sartin noted that a training session may come out of this as we were just beginning to get to grips the implications. This was just a start.

Councillor Patel suggested that the Town and Parish Clerks be used if they could be trained.

Councillor Brady noted that if a lot of people did not use Police Stations, why should we get a lot coming to us. Ms Wiggins said that they had about 6 people an hour attend police stations. They are now asked to use the Police website to report incidents (see attached information sheet).

**RESOLVED:**

That the Committee noted the implications of the recently proposed Policing Cuts and the resulting possible implications to the Council's Community Safety Service.

**47. REALITY ROADSHOW 2015**

The Assistant Community Health and Wellbeing Manager, James Warwick, introduced the report on the Reality Roadshow initiative.

Building on the long-standing success of Crucial Crew, the Reality Roadshow initiative was a personal safety and health & well-being event that brought together a host of statutory and voluntary agencies, to deliver a day of educational workshops to Year 9 (14 year old) pupils at school in the district. It was specifically tailored to address young people's issues that have been identified as a priority concern locally. It provides over 1100 pupils in the district with expert advice and guidance on making the right choices in life for good health and well being.

The day starts with an interactive drama production delivered by the Arc Theatre Company which tackles the high level priority of child sexual exploitation (CSE) and the law around producing and distributing indecent images of people under the age of consent. This bespoke production had been developed specifically for Epping Forest Reality Roadshow in line with emerging concerns and trends reported by schools in the area. The production explored issues relating to teenage relationships and online safety. Pupils then rotate through five, classroom based workshops which were approximately 40 minutes in duration. The event culminates in a presentation to the whole school, by an ex-offender with real life experiences of the issues explored during the day.

Pupils participated in either 5 or 6 workshops depending on individual school timetables and each session was specifically designed to address current issues facing local young people. The workshops delivered in 2015/16 were:

- The Consequences of Crime – delivered by Essex Magistrates
- Online Internet Safety – EFDC's Community Health and Well-being Team
- Sexual Health - NHS Sexual Health Services
- Legal Highs and Substance Misuse - Alcohol & Drugs Advisory Service (ADAS)

- Alcohol Awareness - AlcoHELP
- Healthy Relationships and Domestic Abuse - Safer Places

The impact of the Reality Roadshow programme on participants was generally very significant, as the messages given are very clear and designed to show the worse case scenarios of being involved in negative behaviours. The programme also promoted the opportunity for young people to make changes in their lives and to receive support and advice from the various agencies available locally.

- Pupils were equipped with current and appropriate information and able to make informed choices;
- Pupils had the opportunity to hear and learn from the real life stories of recovering addicts and ex-offenders;
- Pupils were able to ask for help and support about issues they may encounter;
- Pupils were signposted to agencies that could offer further support, and how to access this;
- The web links provided were uploaded onto the pupil pages of the school's website, thereby enabling anonymous access to information covering the support services available.

In addition to benefiting the pupils directly, Reality Roadshow also indirectly benefited parents and carers, through empowering the young people to be able to make the right choices in life regarding relationships, alcohol, substances and so on; their home life was therefore likely to improve, as well as their educational attainment and life chances.

Councillor Sartin asked if this initiative was for independent schools. She was told that it was not at present, but she hoped to include them in the future.

Councillor Patel voiced his frustration that it was only offered to one age group; it should be offered to different age groups and targeted to that age group. Councillor Sartin said that the younger children had the Crucial Crew day, which was the first stage for year 6 pupils.

Councillor Mead asked if parents were involved in the roadshow and was told that they were not.

Councillor Surtees said that it was a shame they could not start this at a younger age as they would be susceptible to changing their mind-set. Mr Warwick said that they had looked into this but it was a matter of fitting it into the school timetables.

Councillor Bassett said that as it was not open to parents could a note be given to the children to give to their parents informing them as to where they could go to get help if needed. Mr Warwick replied that they signposted them to the various agencies, but could go further and give each child some information for their parents. Councillor Surtees added that parents also needed to know what information was being given to their children as it would be helpful to them.

The Chairman thanked Mr Warwick for his interesting report on the success of the roadshow.

**RESOLVED:**

That the Committee noted the success of the Reality Roadshow initiative and the positive impact it had upon young people in the Epping Forest District.

#### **48. RESPONSE TO DCLG TECHNICAL CONSULTATION ON THE NPP**

Mr Ken Bean, the Planning Policy Manager introduced the report on the response to the proposed changes to the national planning policy consultation. The National Planning Policy Framework (NPPF) was published in 2012 and was supported by the online Planning Practice Guidance. Amendments are now proposed to the NPPF which encompassed the following:

- Broadening the definition of affordable housing, to expand the range of low cost housing opportunities for those aspiring to own their new home (this includes the Government's intention to introduce Starter Homes as a type of low cost home ownership);
- Increasing the density of development around commuter hubs, to make more efficient use of land in suitable locations;
- Supporting sustainable new settlements, development on brownfield land and small sites (up to 10 units), and delivery of housing allocated in plans; and
- Supporting delivery of starter homes.

The consultation period, which commenced on 7 December, had now been extended to 22 February 2016. There were nine sections contained with the consultation paper and 23 questions on which answers were sought. A discussion of the issues raised in response to the proposed changes in the NPPF in accordance with the questions posed was put in the appendix to the report for consideration.

Mr Bean commented that if members had comments on the proposed answers drafted by officers to the CLG consultation then they could report them to him by 29 January. These would then be considered prior to sending the final version of EFDC's response that Councillor Bassett, as the Portfolio Holder responsible for planning policy, would sign off in time to meet the extended DCLG deadline.

Mr Bean added that the Housing and Planning Bill was now going through Parliament, the devil would be in the detail which he anticipated coming forward fairly soon in the form of draft regulations. In relation to the current NPPF consultation the key was the changes proposed to the affordable housing definition through introduction of starter homes for first time buyers aged below 40 and exactly how this would be implemented. Also, Epping Forest District bordered four London Boroughs (Enfield, Redbridge, Havering and Waltham Forest). There was very real concern that the disparity between the Starter Homes property value limit in London Boroughs (£450,000) compared with Districts immediately outside of London such as Epping Forest (£250,000), very few property types and areas within Epping Forest District were likely to qualify and where they did could lead to demand for properties from people currently in residence outside of the District. At present it was not clear what the mechanism for registering an interest in purchasing a Starter Home would be, or how this would be managed.

Councillor Brady expressed her concerns about Brownfield sites in the Green Belt and if they could be developed. Mr Bean replied that responding to the current NPPF consultation was the Council's opportunity to put our views on this to the government. He also noted that in relation to Starter Homes there was no requirement for S106 agreements and therefore questioned how supporting infrastructure was likely to be funded / provided, particularly in Green Belt locations which by definition were likely to be in more remote and therefore less sustainable locations with limited existing provision.

Councillor Sartin said that with the extended time to reply, Members could look at it in more detail and give a considered response to Mr Bean and his team by 29 January.

Councillor Surtees wondered if we could join up with other authorities and give a joint co-ordinated response. Councillor Bassett replied that the problem was that we only got 6 weeks to respond and would not be able to co-ordinate our response in that time. We do let other authorities know what we would say and so could follow our lead.

Mr Macnab said that this could also be put into the Council Bulletin for wider consultation.

**RESOLVED:**

- (1) That the proposed responses to the questions set in the Government's consultation paper on changes to the National Planning Policy be considered; and
- (2) That any considered addition to the responses be sent to either Mr K Bean or Councillor Bassett by 29 January 2016.

**49. LOCAL PLAN UPDATE**

The Committee next considered the regular update on the current position of the Local Plan. They noted that:

- A set of member workshops were being held to get the views of Members on the draft Local plan;
- District, Town and Parish Council representatives have already attend the workshops that have been held;
- Work continued on finalising the evidence base reports which will be used to inform the policies included in the Draft Plan Preferred Approach;
- Government guidance and emerging Inspectors' reports make clear the need to undertake a comprehensive Green Belt Review of the entire District before the release of any Green Belt land is considered;
- Stage 2 of the Green Belt review has now commenced;
- The Council was also undertaking a settlement capacity analysis of the 10 largest settlements in the District, namely Epping, Theydon Bois, Buckhurst Hill, Chigwell, Loughton/Debden, Waltham Abbey, North Weald Bassett, Chipping Ongar, Lower Nazeing and Roydon. The purpose of the work was to ensure that the District can address as much of its housing requirement as possible within our existing settlements, and so minimise the potential need to utilise Green Belt land for development;
- Further transport modelling work is being undertaken by Essex County Council. This will look at the implications for the transport network of growth and how it can be distributed across the Housing Market Area. The outputs

will then be considered by the districts and jointly by the four authorities at the Cooperation for Sustainable Development Board; and

- Officers have also been involved in transport work being undertaken by the London Borough of Enfield and continue to keep a watching brief on wider transport work being undertaken as part of Enfield's Northern Gateway Access Package (NGAP);
- A set of member workshops each covering different topics / policy areas were being held to get the views of Members on the draft Local Plan.

Councillor Sartin asked when the stage 2 study of the greenbelt would be ready. She was told that the appointed consultants officers were presently undertaking the necessary fieldwork and analysis and that it was hoped that a draft final report would be produced by the end of March.

Councillor Surtees asked if we were on track for a draft Local Plan this year. Councillor Bassett said that they were but added that the council was also still waiting for the completion of information and evidence outside of our direct control, for instance from the ECC on transport. Members were being asked to attend the current programme of workshops to give their views.

#### **RESOLVED:**

That the progress report on the Local Plan be noted.

#### **50. FOLLOW UP TO THE WASTE REVIEW MEETING**

The Director of Neighbourhoods, Derek Macnab introduced his report on the recent meeting reviewing waste and recycling collection arrangements. This was a special meeting of this committee dedicated to this one subject, held on 17 December 2015 and was open to the public and members to put their questions to members of the Biffa management team and relevant council officers.

In order to ensure that the review focused on the main issues that Members wished to explore, this Committee in September 2015 established the scope of the review and how the meeting will be practically undertaken. As a result, it was agreed that the review would be undertaken in 4 parts, covering the following issues:

- 1) The procurement Process;
- 2) Mobilisation and first 6 months of Contract;
- 3) The revised arrangements from 12 May 2015.

Part four of the review was to reach a set of conclusions around what could have been done better and to recommend any key considerations with respect to how the Council could improve procurement and implementation of any future major service contracts. The report sought to reflect on the discussion that took place at that meeting in order to fulfil that requirement.

Following the review officers have reviewed the meeting and have noted the following key learning points:

#### **Part One - Procurement:**

- Competitive Dialogue proved to be an effective means of procuring the new Waste Contract, from both the Client and Contractors perspective.



- Although the Members interview only scored 10% of the quality scores, and on this occasion did not materially affect the final award, it was considered that Member Interviews are still beneficial for future service contracts.
- The role that cross-party Portfolio Holder Advisory Groups play in shaping service contracts was recognised as a positive.
- With contracts which involve major service changes, the costs to the Council should not be underestimated in terms of advising residents etc. The £50,000 on the Waste Contract was in hindsight, too small.

#### **Part Two – Mobilisation and First Six Months:**

- Overall the Waste and Recycling Contract mobilisation went well, with service quality maintained over the period November 2014 to May 2015.
- Although TUPE Arrangements were satisfactorily completed for staff transferring from SITA to BIFFA, there were some concerns highlighted regarding communication with staff despite Biffa's best endeavours.
- The innovation forum established between client officers and contractor, proved useful in addressing service issues and identifying areas for improvement, this should be encouraged as good practice.
- The original start date for the change to 4-day collection was not achieved, due to delays in vehicle acquisition and transfer of depots. However, the revised date of 12 May was still in retrospect too early.
- The number and type of informal arrangements that exist between householders and collection crews should not be underestimated and should be specifically addressed in terms of debriefing at end of contract periods.
- Whilst it was felt that the problems encountered around the change to 4-day collection were not simply attributable to the prior notification information provided, it was felt that the letter to all residents could have been clearer.
- The information contained on the Council's Website was helpful, particularly the tool which converted postcodes into revised day collection arrangements.

#### **Part 3 – Introduction of Revised Arrangements:**

- Start date for change to 4-day collection too optimistic in as much as new fleet was only delivered days before implementation, preventing crew familiarity and ability to address technical failures.
- A phased approach was not adopted and had not been elsewhere, to the best knowledge of consultants and contractor. However, should not be ruled out in future contracts, certainly there would have been value in test rounds with the new fleet.
- The new IT system would have benefited from earlier implementation and a longer period of testing. The round information from the start of revised

collections was inaccurate, leading to whole streets being missed. Lack of integration with client system also a major problem.

- Biffa lost 20% of the workforce that transferred from Sita, the outgoing contractor. This was a loss of valuable local knowledge which should have been captured in some way. Changing staff onto rounds in areas that they were not familiar with and an initial reluctance to utilise knowledge of waste client officers, compounded the problem.
- Some of the fleet purchased was not fit for purpose e.g. Street Sweepers that could not deal with rural road network. In future, demonstration vehicles may prevent re-occurrence.
- A need to utilise agency staff to cover additional rounds and cover vacancies, delayed the stabilisation of the contract. Whilst tender evaluation demonstrated that adequate resources were to be employed, did not take into consideration the effect of staff turnover. Issue to be explored in future contracts.

As a general conclusion it would appear that a number of the problems encountered by Biffa when introducing the revised 4-day collection arrangements, could have been avoided with additional time, e.g. to improve staff training and familiarisation with new vehicles and IT, to test drive new routes more thoroughly, to retain and utilise local knowledge of existing staff, to fully run in new fleet and to have operated longer from new depot locations, before the service change.

Councillor Surtees noted that Biffa were now relying on additional plant, which suggested they did not have enough equipment in the first place. Mr Macnab noted that was a fair comment and the Partnership Board would be discussing this with Biffa.

Councillor Janet Whitehouse commented that a lot of black bins seemed to have side waste next to them. Mr Durrani replied that it was still the Council's policy that they did not collect side waste, but, because of the problems we had, they are now accepting more side waste to normalise the collections. They have now almost got the problems with assisted collection down to zero and were concentrating on this for now.

The Committee agreed to put this report up to the main Overview and Scrutiny Committee before it went on to Cabinet.

**RESOLVED:**

That the outcome of the Review of the Council's Waste and Recycling Collection Arrangements be agreed and a report sent to Overview and Scrutiny Committee informing them of the key findings.

**51. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE**

The Committee thought that a short report back to the Overview and Scrutiny Committee should be given on the items covered at this meeting, especially a report on the Waste Review meeting.

**52. FUTURE MEETINGS**

The meeting noted the future meeting dates for this Committee.

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Highways | Department

# 20 MPH Policy Guidelines

Vicky Duff Network Management Group Manager  
19<sup>th</sup> January 2016

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# Contents

- **Essex Policy on 20's**
- **Types of 20's**
- **Advisory non enforceable 20's**
- **Information required**

# Fact and ECC Policy

- Essex County Council Speed Management Strategy
- Department for Transport Circular 01/2013
- Research into signed only 20mph limits shows that they generally lead to only small reductions in traffic Speeds. (DfT circular 01/2013) Portsmouth.
- Can mix and match 20mph by limit and 20mph by Zone PROVIDING the signing is correct.
- Essex Cabinet Member has confirmed that the objective is that “any 20mph restriction should be self-enforcing” (letter to all members May 2013)





# 20 MPH Limit



- The current policy allows for the consideration of 20mph limits on local roads if mean speeds are below 29 mph\*
- **20MPH Speed Limits may be considered on PR2 routes with the agreement of the Traffic Manager and Cabinet Member**
- Physical Traffic calming measures will not be installed as part of a 20 mph Limit.
- DfT guidance Signed only 20mph speed limits are most appropriate for areas where vehicles speeds are already low with mean speeds at or below 24 mph
- Terminal and repeater signs are required.

# 20mph Zones



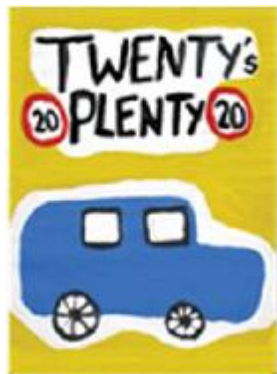
- 20 MPH Zones very effective at reducing collisions and injury
- 20MPH Zones require traffic calming e.g. speed humps, chicanes
- Recommended by DfT that they are applied over an area consisting of several roads
- Identified by a 20 MPH Zone Entry and Exit Sign
- **No point within the Zone must be further than 50 metres from a Traffic Calming Feature.**



+



# 20's Plenty



- Signs look as though they were designed by children and not official or mandatory.
- We need proper 20 mph signs.
- 20's Plenty should be law.

Conclusion most effective when engaging with Road Safety Officers and the children to produce a learning experience. Cost £2,000 a school (RS not factored in )

# Advisory 20 mph Signs



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No Speed Limit Order Required

Advisory only non enforceable

**MUST NOT OPERATE OUTSIDE SCHOOL TERM TIMES**

# Information

- **What is the issue/Problem**
- **Speed**
  - What surveys have been taken
- **Collisions**
  - Collision Data
    - Causation factors
- **Clutter**
  - Repeater signs

# Thank You

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# Crime - EFDC

Kim Stalabrass  
West LPA Partnership Analyst

Figures for All Crime, Violence Against the Person & Burglary – Dwelling are taken from the Home Office system iQuanta.

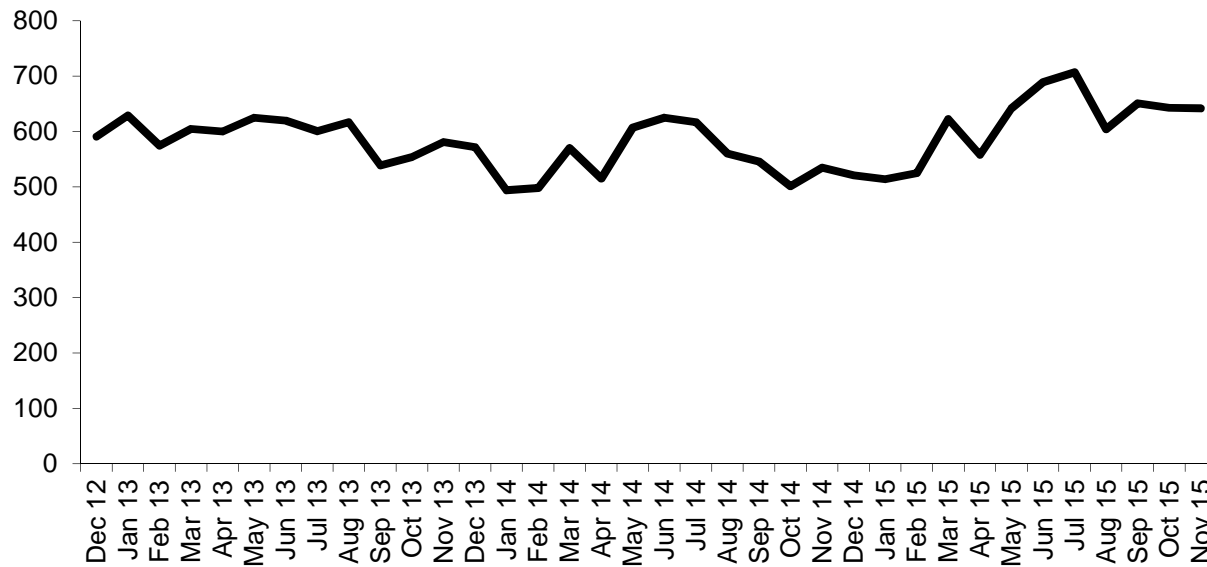
Latest data set available is for offences recorded up to and including November 2015.

iQuanta provides data for a 3 year span.

# Crime - EFDC

## All Crime

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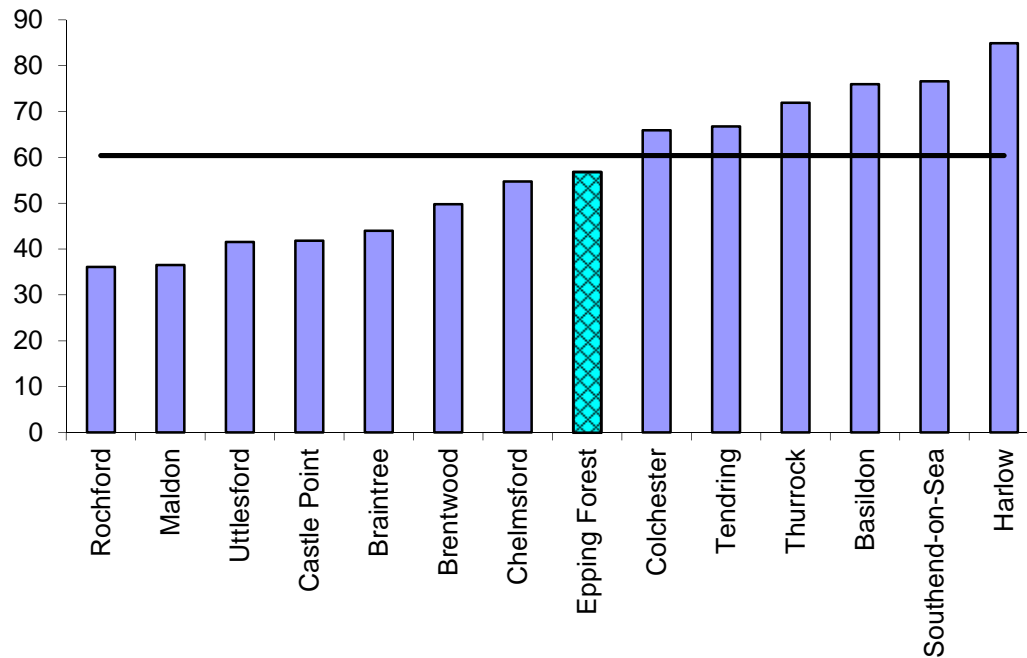


Up 14% (630 cases) in comparison to previous year to date.  
4506 to 5136 cases

Month on month totals –  
Dec 2012 591 cases compared with Nov 2015 642 cases. An increase of 7.9% 51 cases overall over 3 years.

# Crime - EFDC

## All Crime



Epping is 8<sup>th</sup> within Essex and 5.9% below the county average.

In real terms, Epping had 56.8 reported incidents against the county average of 60.4 per thousand residents.

# Crime - EFDC

## All Crime

All crime year to date per thousand residents.

Maidstone, Kent, (identified by ONS as a match to Epping in the Most Similar Group)

Broxbourne is a border council with similar proximity to London and transport link including M25

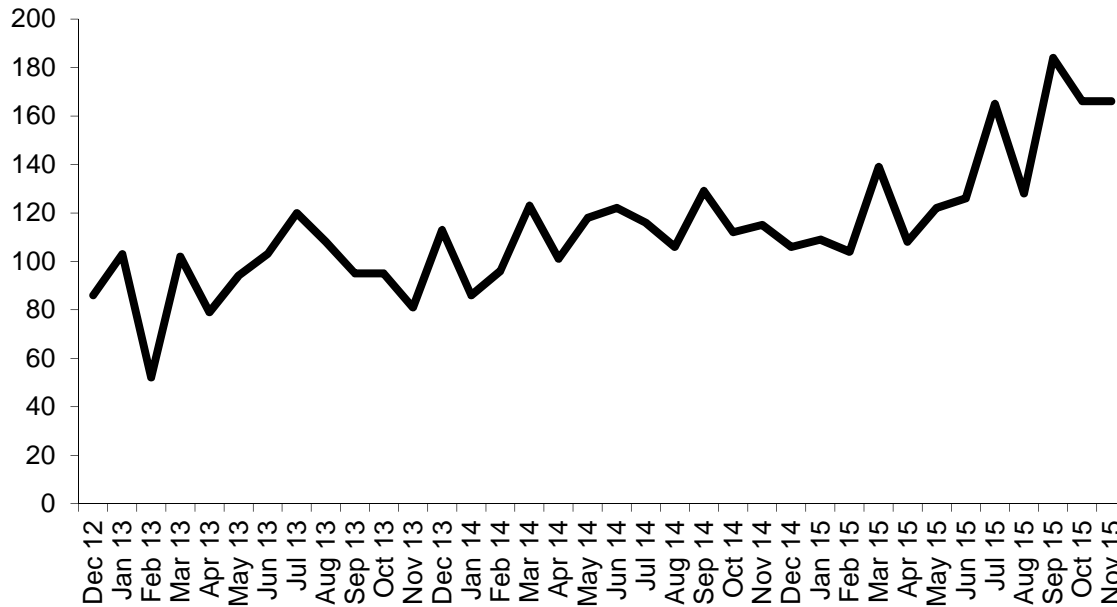
Watford similar tube and motorway links.

Watford	72.6 Crimes per thousand residents.
Broxbourne	62.3 Crimes per thousand residents.
Epping Forest	56.8 Crimes per thousand residents.
Maidstone	56.6 Crimes per thousand residents.

# Crime - EFDC

## Violence Against the Person

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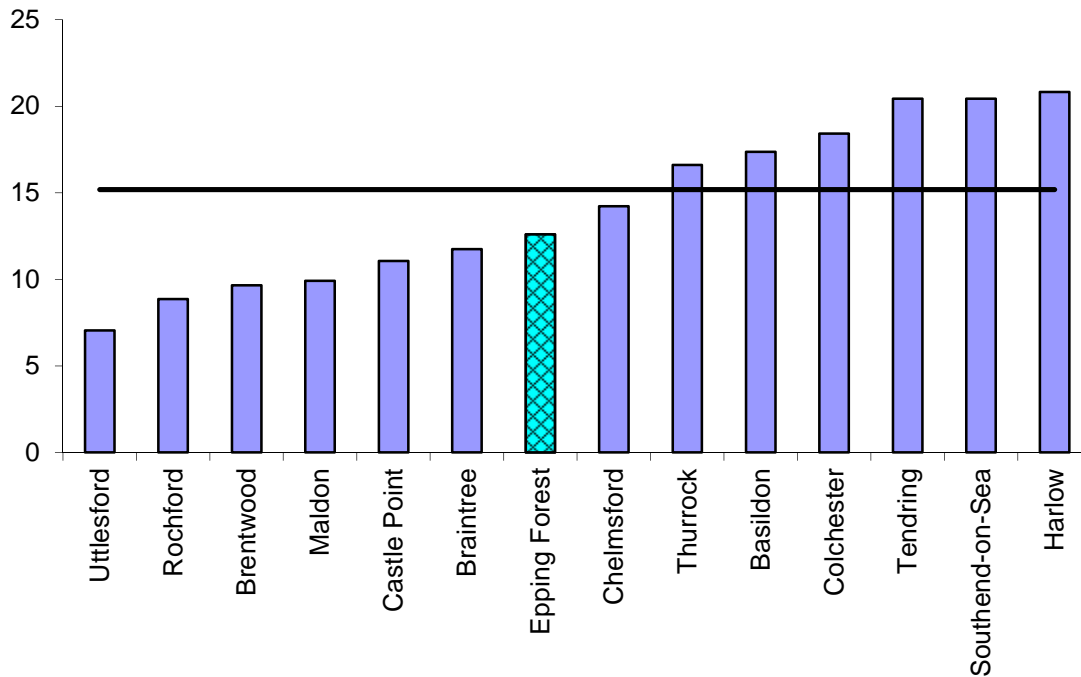


In Epping there has been a 27% (246) increase in comparison to previous year (919) to date (1165)

The Nov 2015 total is 50% higher than Dec 2012.

# Crime - EFDC

## Violence Against the Person



Epping is 17% below the Essex average of 15.2 per 1000 residents.

Harlow, a close neighbour had 20.8 incidents per 1000 residents.

# Crime - EFDC

## Violence Against the Person

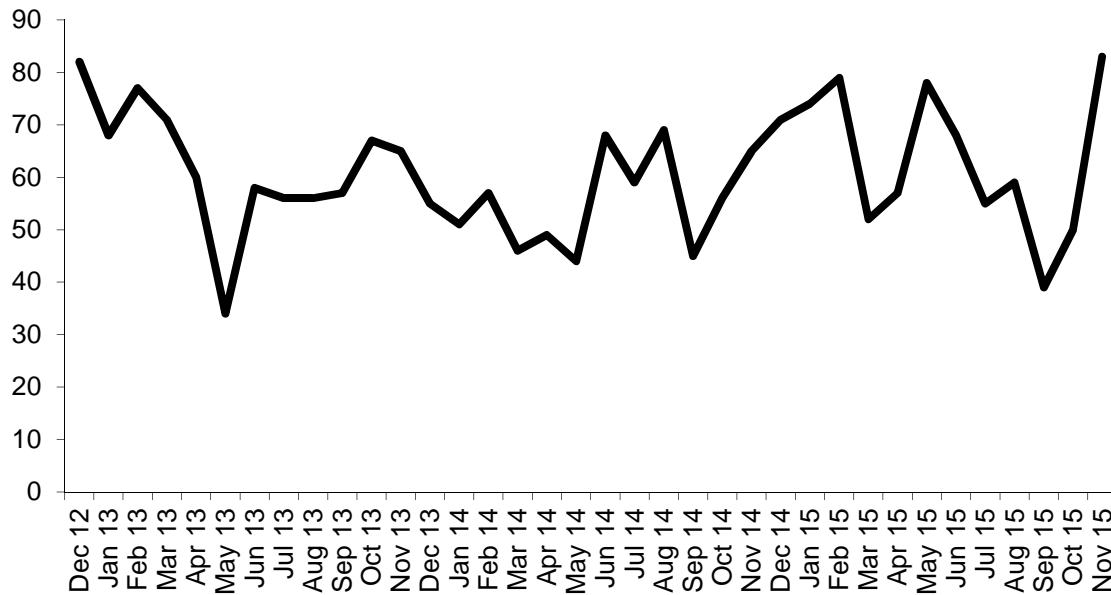
In comparison, year ending November 2015 actual incidents –

Maidstone	2690
Watford	1704
Epping Forest	1690
Broxbourne	1449

# Crime - EFDC

## Burglary - Dwelling

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This offence is up 15% (101 incidents) in comparison to previous year to date.

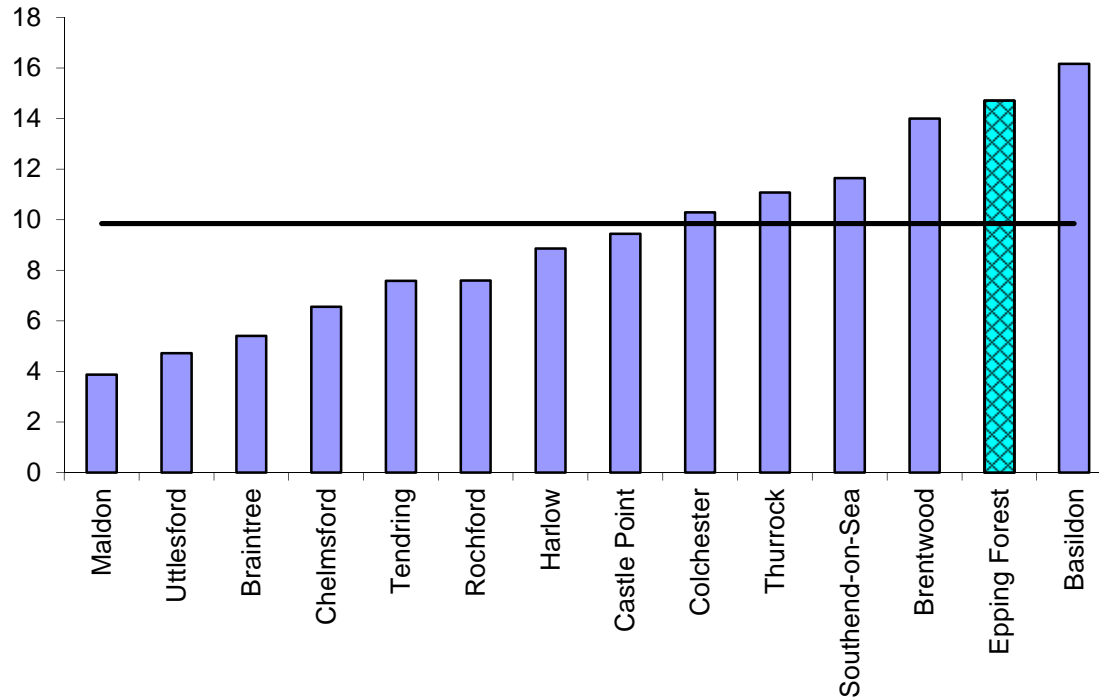
November saw a monthly increase of 40% 33 cases compared to October.

Dec '12 82 burglaries  
Nov '15 83 burglaries



# Crime - EFDC

## Burglary - Dwelling



Within the county, Epping is 33% above the Essex average per thousand residents.

However, whilst Epping is still above the Essex average this quarter has dropped from 52.6% above the average when compared to the previous quarter.

# Crime - EFDC

## Burglary - Dwelling

Using our own comparison council data, year to Nov 2015

Epping Forest	765
Maidstone	349
Broxbourne	331
Watford	230

# Crime - EFDC

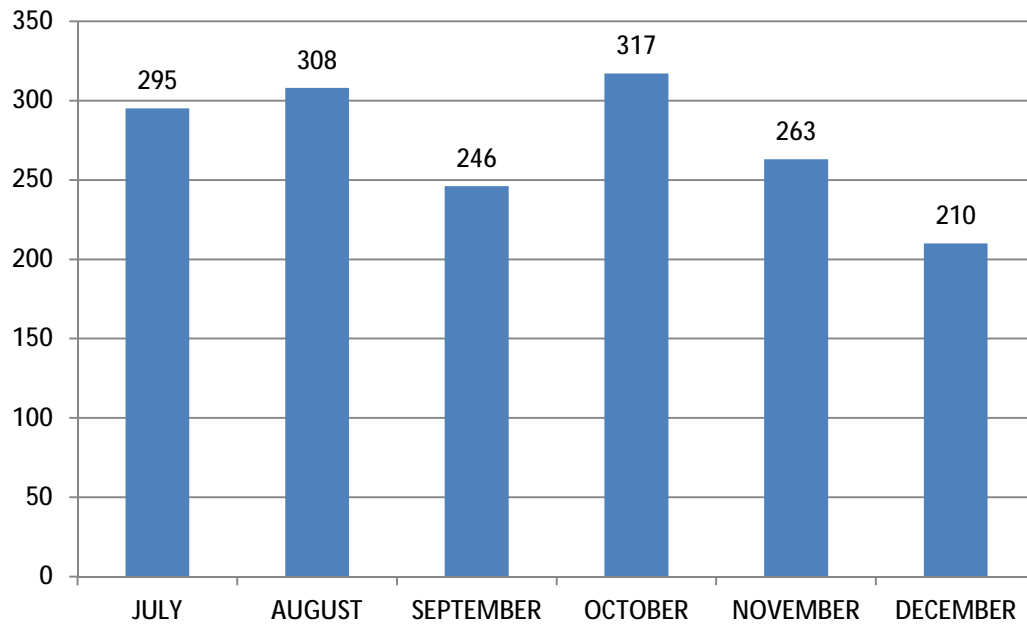
## Anti Social Behaviour

Data is extracted from the Essex Police incident recording system called Storm. There is limited detail available about the incidents.

# Crime figures

## Anti Social Behaviour EFDC

ASB incidents by month

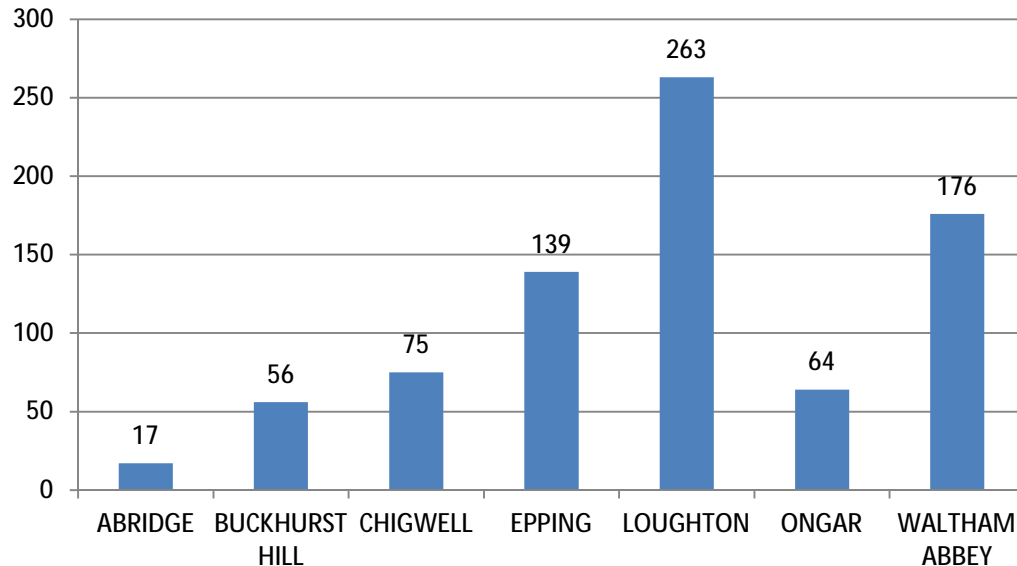


Following a peak in October ASB incidents have fallen by a third in December compared to October.

# Crime figures

## Anti Social Behaviour EFDC

ASB incidents by locality  
October - December



Loughton remains the locality with highest ASB incidents (263), followed by Waltham Abbey (176) & Epping (139).

Loughton is 33% higher than Waltham Abbey.

# Crime figures

## Anti Social Behaviour EFDC

DISTURBANCE	156
NUISANCE -YOUTH	112
NUISANCE-VEHICLE	84
ABANDONED VEHICLE	64
NUISANCE-OTHER	52
NUISANCE NEIGHBOUR	51
INFORMATION	35
SUSPICIOUS CIRCUMSTANCES	31
FIREWORKS	29
OBSTRUCTION	23
REQUIRE POLICE	16
DRUGS	13
NUISANCE COMMUNICATIONS	13
DISPUTE - CIVIL	11
CONCERN	10

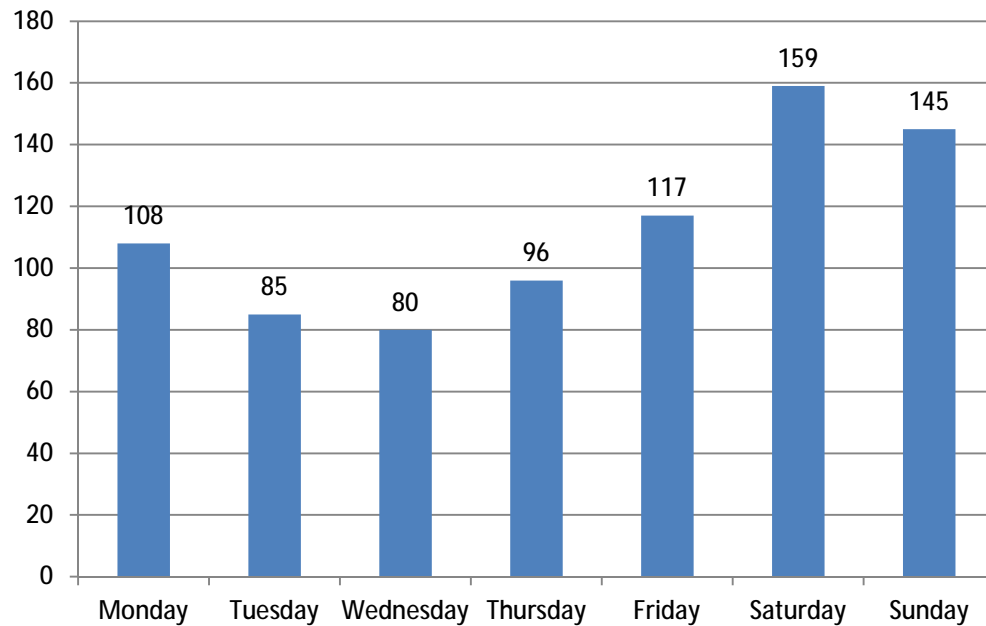
In the last quarter these are the top 15 types of ASB calls received by Essex Police.

Types with less than 10 incidents have been removed.

# Crime - EFDC

## Anti Social Behaviour EFDC

All ASB incidents by day of week

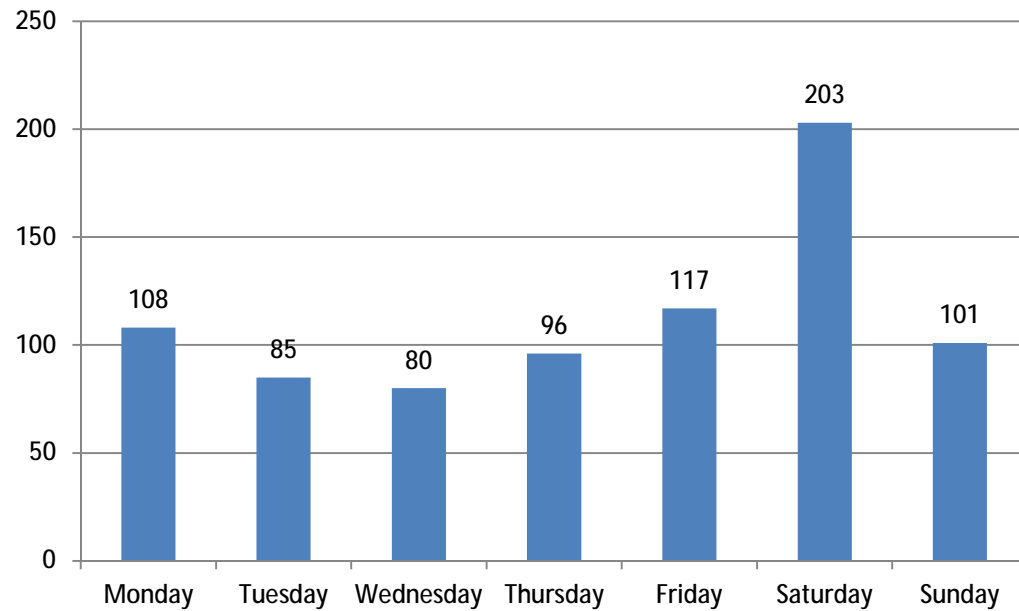


Across EFDC ASB incidents totals particularly dip Tuesday-Wednesday which are approx. half the Saturday total.

# Crime - EFDC

## Anti Social Behaviour EFDC

Incidents by day of week - amended



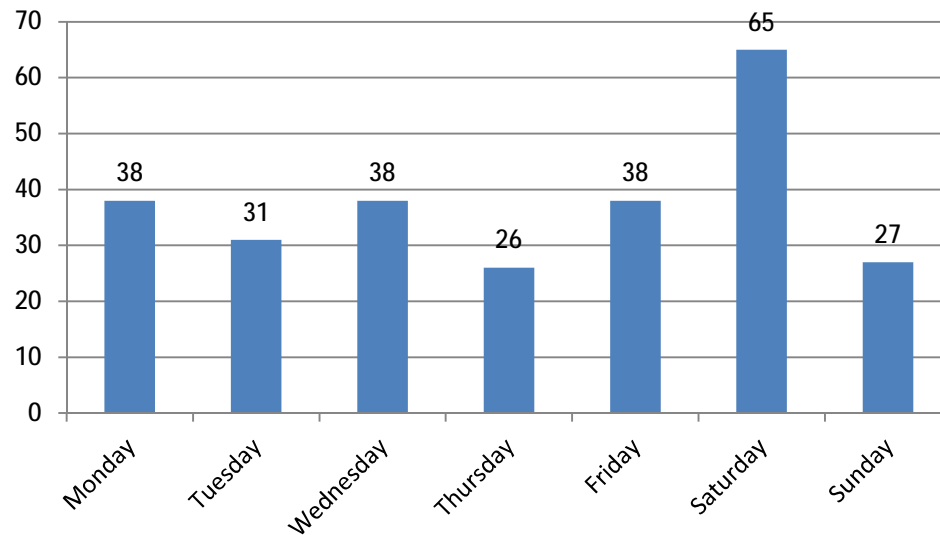
If taking incidents reported 00:00 – 03:59 on Sunday as Saturday NTE related incidents and adding them to Saturday totals there is a rise in Saturday incidents from 159 to 203.



# Crime - EFDC

## Anti Social Behaviour Loughton

ASB incidents by amended day of week



However, figures for Loughton (highest ASB area) where Luxe and Nu bar are located, show a significant increase for Saturday following a fairly consistent Sunday – Friday pattern.

This is using data where incidents 00.00-03.59 Sunday are attributed to Saturday.

# Crime - EFDC

## Anti Social Behaviour Loughton

DISTURBANCE	62
NUISANCE-YOUTH	48
ABANDONED VEHICLE	19
NUISANCE-VEHICLE	18
FIREWORKS	17
NUISANCE-OTHER	15
NUISANCE NEIGHBOUR	14
INFORMATION	11
SUSPICIOUS CIRCUMSTANCES	9
OBSTRUCTION	7

The highest categories of ASB for Loughton area (highest EFDC ASB area) are

Disturbance - 40% of district total (156)  
Nuisance Youth - 43% of district total (112)  
Abandoned Veh – 30% of district total (64)  
Nuisance Vehicle 21% of district total (84)

# Crime - EFDC

## Domestic Violence

This data is taken from the Essex Police data system Athena and is from Oct – Dec 2015.

# Crime - EFDC

## Domestic Violence

<u>Month</u>	<u>Count</u>
October	146
November	145
December	178
<u>Grand Total</u>	469

October and November remained level but December saw a 22.7% (33) rise.

In the previous quarter the monthly average was 150.

# Crime - EFDC

## Domestic Violence

<u>Ward</u>	<u>Count</u>
Waltham Abbey South	41
Chigwell	34
Loughton Broadway	29
Epping Lindsey & Thornwood Common	26
Loughton Fairmead	24
Loughton St John	24
Waltham Abbey Honey Lane	23

The top 7 wards for Domestic Violence

# Crime - EFDC

## Domestic Violence

<u>Risk level</u>	<u>Count</u>
Medium	254
Standard	140
High	68
(blank)	7
<u>Grand Total</u>	<u>462</u>

Medium risk assessed incidents form 55% of DV incidents in EFDC.

Within a 5% tolerance medium risk DV comprises 50% of all DV for Harlow, Brentwood and Thurrock

# Crime - EFDC

## Domestic Violence

Day of Week	Count
Monday	72
Tuesday	72
Wednesday	56
Thursday	61
Friday	62
Saturday	74
Sunday	72

Domestic violence remains more prevalent in the Saturday – Tuesday window. However, there is just a 27% variance across all days of the week.

# Crime - EFDC

Kim Stalabross



## **Epping Police Station:**

### **Visits by members of public**

The survey was taken over two periods of 28 days this year February and July. There were 381 noted attendances. This equates to an average of 1.2 people per hour, or 6 – 7 people a day. Overwhelmingly people attended for:

- Advice 144 visits
- Property Enquiries
- Deliveries
- Toilet
- Traffic documents 12 visits
- Traffic Collision reports 23 visits
- Crime reports 6 visits

The current front counters are staffed by civilian officers. Essex Police are currently updating their website this will enable Reception staff/ or volunteers to research questions asked by members of public. This should reduce the need for bespoke training.

ASK Police <https://www.askthe.police.uk/content/@1.htm> is the national website for general police enquiries. Receptionists would be able to direct customers to the website or carry out searches on their behalf.

In the absence of the Police station we could provide phone and or terminal access, 101 to speak to Police direct or access to a terminal to report an incident online. We may get enquiries around lost and found property, there is a new function being planned which will allow you to report this online with the Police you would then be asked to retain the property for 28 days, we would need to consider storage retention policies if we report the property on behalf of a customer.

On occasions members of public are asked after a traffic incident to produce their documents at a Police station. These occasions are reducing dramatically with the police being able to access insurance and tax details on line, and if a member of the public does have to produce a document they are given the option of choosing which Police Station they wish to attend, so this should not be an issue for the proposed contact point.

I asked about the usage of the phone outside the police station. I was advised that although he didn't have the data to hand, the usage of the phone was minimal. These phones were used more commonly outside larger police stations with custody suites such as Harlow where people are required to attend. I have asked the Police Inspector to provide some data on this.

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## TERMS OF REFERENCE – SELECT COMMITTEE

**Title: Neighbourhood and Community Services**

**Status: Select Committee**

### **Terms of Reference:**

#### **General**

1. To undertake overview and scrutiny, utilising appropriate methods and techniques, of services and functions of the Neighbourhood and Communities Directorates (not including Housing matters) and excluding those matters within remit of the Audit and Governance Committee, the Standards Committee or the Constitution Working Group;
2. To consider any matter referred to the Select Committee by the Overview and Scrutiny Committee;
3. To keep under review:
  - (i) *Environmental enforcement activities;*
  - (ii) *Safer communities activities;*
  - (iii) *Waste management activities; and*
  - (iv) *Leisure Management*
  - (v) *Local Plan Scrutiny*
4. To respond to applicable consultations as appropriate;
5. To establish working groups as necessary to undertake any activity within these terms of reference;
6. To identify any matters within the services and functions of the Neighbourhoods Directorate and the community services and community safety activities of the Communities Directorate that require in-depth scrutiny and report back to the Overview and Scrutiny Committee as necessary;

#### **Crime and Disorder**

7. To act as the Council's Crime and Disorder Scrutiny Committee and to keep under review the activities of the Epping Forest Community Safety Partnership as a whole or any of the individual partners which make up the Partnership;

#### **Performance Monitoring**

8. To undertake performance monitoring in relation to the services and functions of the Neighbourhoods Directorate and the community services and community safety activities of the Communities Directorate, against adopted Key Performance Indicators and identified areas of concern;

**Environment**

9. To monitor and keep under review the Council's progress towards the development and adoption of a corporate energy strategy / environmental policy and to receive progress reports from the Green Working Party.

10. To receive reports from the Waste Management Partnership Board in respect of the operation of and performance of the waste management contract;

11. To receive and review the reports of the Bobbingworth Nature Reserve (former landfill site) Liaison Group.

**Leisure**

12. To monitor and keep under review leisure management matters and in particular the procurement of the Leisure Management Contract.

**Chairman: Cllr. Sartin**

**Neighbourhood & Community Services Select Committee (Chairman – Cllr Sartin)**  
**Work Programme 2015/16**

<b>Item</b>	<b>Report Deadline / Priority</b>	<b>Progress / Comments</b>	<b>Programme of Future Meetings</b>
(1) Enforcement activity	January March 2016	Annual report to Committee	<del>8<sup>th</sup> July 2015;</del> <del>15 September;</del> <del>17 November;</del> 17 December (special); 19 January 2016; 15 March
(2) CCTV action plan review	January 2016	Completed - Annual report to Committee	
(3) Annual Report of the Community Safety Partnership	September 2015	Completed - Annual report to Committee	
(4) KPIs 2014/15	July 2015	Outturn Report for 2014/15	
(5) To review the specific quarterly KPI's for 2015/16	Quarterly	Progress reports to meetings: Q1 in September 2015; Q2 in November '15; Q3 in March '16	
(6) Receive notes of Waste Management Partnership Board	As appropriate	Notes reported to Committee at first available meeting following receipt. Received 17 June 15 minutes in Nov. 15.	
(7) Receive notes of the Bobbingworth Nature Reserve Liaison Group and updates as appropriate.	As appropriate	Notes to the Committee at first available meeting following receipt.	
(8) To receive updates from the Green Corporate Working Party	As appropriate (Received an update on the current position in November '15)	To monitor and keep under review the Council's progress towards the development and adoption of a corporate energy strategy/environmental policy and to receive progress reports from the Green Working Party.	
(9) Feedback on the success of the Crucial Crew Initiative and learning points for future programmes	September 2015	Completed	

**Neighbourhood & Community Services Select Committee (Chairman – Cllr Sartin)**  
**Work Programme 2015/16**

<b>Item</b>	<b>Report Deadline / Priority</b>	<b>Progress / Comments</b>	<b>Programme of Future Meetings</b>
(10) Report on the outcome of Stage 1 feasibility study on the options for establishing a Museum, Heritage and Culture Development Trust	September 2015 TBA		
(11) Feedback on the success of the Summer Holiday Activity Programme and Learning points for future programmes	November 2015	Received at the November 15 meeting	
(12) Feedback on the success of the Reality Roadshow initiative and learning points for future programmes	January 2016	Completed	
(13) Report on the extensive new offer provided to visitors following the expansion and improvement of the Epping Forest Museum	March 2016		
(14) To receive regular updates on the current position of the Local Plan	Update to go to each meeting.	Committee to keep a watch in brief on the position of the District's Local Plan – (last went to January '16 meeting)	
(15) To review the waste Contract and associated problems as put forward by the PICK form	September (Scoping) and 17 December 2015	To scope out the PICK form at the September meeting and to hold a one off review in December 2015.	
(16) To receive a report on the 'prevent initiative' and radicalisation issues.	March 2016	The Committee agreed to add this to their work programme at their September 2015 meeting.	

**Neighbourhood & Community Services Select Committee (Chairman – Cllr Sartin)**  
**Work Programme 2015/16**

<b>Item</b>	<b>Report Deadline / Priority</b>	<b>Progress / Comments</b>	<b>Programme of Future Meetings</b>
(17) To receive a presentation from the Council's area crime analyst on her work.	For January 2016	Received at the January 2016 meeting	
(18) The Assistant Director, Neighbourhood Services to attend a future meeting to address the problems of fly-tipping	Went to the November 2015 meeting		
(19) To review a PICK Form put forward By Cllr Neville on a default 20mph signed speed limit.	January 2016	This item was passed to this Committee by the O&S Committee meeting held on 20 October 2015. Scoped out at the November 15 Meeting. Reviewed at the January meeting.	

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## **Report to Neighbourhoods & Communities Select Committee**

**Date of meeting: 15<sup>th</sup> March 2016**

**Subject:** Museum Development Trust

**Officer contact for further information:** J Chandler

**Committee Secretary:** Adrian Hendry



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### **Recommendations/Decisions Required:**

- 1. That Neighbourhoods and Communities Select Committee considers the proposal to establish a Development Trust for Epping Forest and Lowewood Museums, to operate in tandem with the management of the facilities; and**
- 2. That the Committee agrees the proposed form of the Development Trust and recommends this to the Cabinet for formal ratification.**

### **Report:**

#### Background

1. In April 2015, officers were successful in securing £55,000 funding from Arts Council England (ACE) as part of its' Resilience Programme, to undertake two feasibility studies. The aim of the studies was to investigate opportunities for supporting resilience of the Museum, Heritage and Culture (MHC) service over the long-term and during economic austerity.
2. A tender exercise was undertaken to appoint consultants to fulfil the required work and two companies were appointed, these being the Management Centre and Barker Langham, both of which have a high level of experience in the cultural sector and significant expertise in the specific areas to be considered.
3. The Management Centre was appointed to undertake a study into the establishment of Development Trust Model, and were given the brief to investigate a stand - alone 'entity' that would be able to access funding opportunities that the Council would be prohibited from. Barker Langham were successful in being awarded the contract to investigate business and income generating opportunities, across both the Council's own MHC service and Lowewood Museum, which is managed on behalf of Broxbourne Borough Council under a Service Level Agreement.
4. In addition, Winckworth Sherwood Legal Consultants were appointed to provide Legal advice in relation to the establishment of the proposed Trust entity.
5. The process for the studies involved detailed liaison with staff and the Leisure and Community Services Portfolio Holder throughout the duration of the work, to ensure that targets and objectives were kept on track. Regular progress meetings were also held with the Portfolio Holder and the Assistant Director Community Services and Safety. Draft reports were presented to the Portfolio Holder in September 2015 and further work undertaken, where required, to demonstrate examples of best practice and to consider all available options for the Council.
6. The final reports from both companies were completed before Christmas and officers have since, spent time considering the implications and recommendations of the reports in

line with the redevelopment and expansion of the district museum and in conjunction with colleagues from Arts Council England (ACE).

### Recommendations from the Fundraising Study

7. The key recommendations of the Fundraising Study, included establishment of a Development Trust, to operate in parallel to the general management of Epping Forest and Lowewood Museum services, based on the model of a company limited by guarantee and registered charity.

8. As part of the work undertaken for the Fundraising Strategy, the consultants undertook comparator interviews with three museum services that have been through a similar transition; Hampshire Cultural Trust, Norfolk Museums Service and Maidstone Museum Foundation. These interviews indicated the positive benefits of setting up a separate charitable entity, which included ability to access a range of funding possibilities that were not previously available to them, opportunity to secure additional grants and donations and the ability to claim Gift Aid on qualifying ticket sales.

9. All of the comparators were structured as a Company Limited by Guarantee and Registered Charity, although two of them had considered other options, including that of Community Interest Company, this was felt to be the tried, tested and trusted route. None of the comparators had found this structure a barrier to anything they would like to do.

10. The recommendation from the Fundraising Strategy was therefore for the Council to use this structure of a Company Limited by Guarantee and Registered Charity.

### Board and Governance of the Trust

11. Beyond the structure, one of the key things to come out of the comparator interviews, was the role of the Board and the number of positive benefits that an effective Board can bring, beyond being a legal necessity. They point to the benefits of taking a skills-based approach to the board, rather than focussing solely on people's connections or access to funders.

12. Legally, there are minimum requirements for the Board, but beyond this it will be up to EFDC to decide the extent of active engagement in fundraising and supporting the museums that the board has, and this could be as limited as a mechanism for receiving donations. However, the recommendation is that we gain most benefit from a Board that is independent and actively engaged. Such a Board adds fundraising capacity, in terms of networks and skills as well as time, to that of staff. A demonstrably independent Board will also reassure donors and funders that they are not simply giving to the Local Authority in a different guise.

13. There will however, need to be a close relationship between the charity and the Museum Service, and the Board will need to have a good understanding of the museum, its work and the priorities and constraints of the staff. This is to ensure alignment, so that the charity is supporting the museum in its priorities, rather than expecting the museum to deliver on the charity's priorities.

14. The comparator organisations also reflected on the values of a skills-based Board and suggested the key skills and experience needed, as follows

- Accounting
- Legal
- Business Management
- Income Generation
- Communications, Marketing and PR
- Knowledge of the heritage/tourism sector

In addition, it has been recommended that we include two Elected Members on an ex-officio basis, as this is important for ensuring good links and alignment between Council, Museum and Charity.

15. There are a range of methods of recruiting Board members, including open applications and targeted invitations to express interest. The recommendation from the consultants is to incorporate open invitation into the Board recruitment, due to a number of benefits, including;

- Ability to reach candidates that we do not already know and have links to;
- In order to demonstrate the openness and independence of the charity;
- To build a sense of the charity as a way forward for the local community to support and get involved with the museums;
- To begin to build profile and recognition for the charity in the local community.

This approach will need to be supplemented by identification of individuals that would make good Board members and proactively approach them. Best practice would then be for Board members to be appointed with a specified term of service, so that they know they are only volunteering for a specified period of time; it provides a mechanism for Board members to be replaced if they are not actively engaged and it avoids the Board becoming a closed clique and ensures a regular input of new skills and perspectives.

16. The role of Chair will be key to the functioning of the Board, and it has been suggested that a recruitment process for the chair can run in parallel to the process for other Board members. The first Chair of the Board could be an Elected Member to ensure this position is filled early on in the recruitment process.

#### Administration and Internal Structure

17. The Charity will also need to be supported with practical administration, and will need separate banking arrangements to the Council in order for accounts to be prepared and returns made to Companies House and the Charity Commission. It is possible for this role to be organised through the Council and it can provide the conduit between the Museum's, the Council and the Board.

18. Going forward, the Board, Elected Members and Senior Management will have an important role to play in fundraising and are vital for sharing the mission and vision of both Epping Forest and Lowewood Museum. They will also need to engage with potential donors on a peer to peer basis, giving credibility to any fundraising. In addition, fundraising needs to be the responsibility of all staff, including front of house and volunteers, as they often have the most engagement with visitors.

#### Way forward for establishment of a Development Trust

19. The Council has an opportunity to pump prime the structure required to set up the Trust, through funding from the Arts Council England (ACE) Resilience Fund, which has recently opened a second round of funding to support Museums and the Arts. Due to the rigid timeframes around the application process, officers have already submitted an Expression of Interest (EOI) ACE, which includes funding for the appointment of a Fundraising Manager (18 x month post) and part time administrator. If successful with the EOI, the Council will be invited to submit a fully developed application, which needs to be in by May 5<sup>th</sup> 2016.

20. The total amount of the funding bid is £280,000 and this includes an allocation for appointment of a Commercial Manager post and Public Programming Officer and budget for a range of ancillary items including shop stock, publicity materials, staff training and development. Under this round of funding, applicants are required to contribute a minimum of 10% match funding towards the overall bid and Cabinet has agreed a sum of £20,000 to be made available from the Invest to Save budget for this purpose. This sum has been

supplemented by Broxbourne Borough Council and Chelmsford City Council, who have agreed to contribute £10,000 each towards the bid, which will include the provision of specialist support for Lowewood Museum and Chelmsford Museum.

21. This tripartite arrangement came into being in early February, following an approach by Chelmsford City Council for support and advice in relation to operation of their Museum Service, which has just received funding for a major Heritage Lottery Fund project.

22. Within this arrangement, it is planned for the Fundraising Manager to set up a joint Development Trust for Epping Forest and Lowewood Museum Service and a separate Trust for Chelmsford City Council.

23. Neighbourhoods and Community Services Select Committee is asked to consider the proposal to progress with the establishment of a Development Trust

**Reason for decision:**

The establishment of a Development Trust for Epping Forest and Lowewood Museum service has a range of benefits, in terms of potential for securing new and additional income for museum activities, exhibitions and events.

**Options considered and rejected:**

Not to proceed.

**Resource implications:**

As stated in the report, the Council is required to provide a minimum of 10% match funding towards the Resilience Fund bid which includes funding for the appointment of a Fundraising Manager, but the amount required from the Council has been reduced due to contributions from Broxbourne and Chelmsford Councils.

It is anticipated that the amount of funding that can be raised through the Development Trust will far exceed the initial match funding provided by the Council.

**Legal and Governance Implications:**

The Council will be the lead party within the tripartite arrangement and will direct the work related to the establishment of a Development Trust for Epping Forest and Broxbourne Councils. It is also planned to introduce a new Service Level Agreement for Management of Lowewood Museum, which will span 25 years. This has been agreed in principle by Broxbourne and the establishment of the Trust will be subject to this being formalised.

In regard to the involvement of Chelmsford City Council within the Resilience Fund proposal, if successful with the bid, an agreement will be drawn up to set out the various roles of each party.

**Safer, Cleaner Greener Implications:** N/a

**Consultation Undertaken:**

A wide range of consultation has been undertaken as part of the two Feasibility Studies and latterly, with The Chief Executive and Chief Finance Officer of Broxbourne Borough Council and Director of Community Services from Chelmsford City Council.

**Background Papers:**

Fundraising Strategy and Action Plan – Management Centre  
Development Trust Legal Report: Winckworth Sherwood

**Impact Assessments:**

Risk Management: Risk Management will be undertaken as part of the development of the second round bid, if the Council is invited to apply for Resilience Funding

Equality: It is envisaged that the establishment of a Development Trust will open up a range of new opportunities for minority groups to access the museum services, both as visitors and within volunteering.

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## **Report to Neighbourhoods and Communities Select Committee**

**Date of meeting: 15th March 2016**

**Subject: Prevent Duty – Home Office Funding**

**Officer contact for further information:** Caroline Wiggins  
Community Safety Manager

**Committee Secretary:** Adrian Hendry

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### **Recommendations/Decisions Required:**

**That Neighbourhoods and Communities Select Committee receives a report on work undertaken in the district in relation to the Home Office Prevent agenda, which has been funded through a £10,000 grant from the Home Office.**

### **Report:**

1. The Counter-Terrorism and Security Act 2015 contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism - the "Prevent duty", which came into force for local authorities on 1<sup>st</sup> July 2015.
2. The Prevent duty is a key part of CONTEST, the Government's Counter terrorism Strategy which aims to stop people becoming terrorists or supporting terrorism. The strategy aims to respond to the ideological challenge of terrorism and those who promote it; prevent people from being drawn into terrorism and work with organisations where there are risks of radicalisation.
3. The current, most significant threat to the UK is from Al Qai'da and associated groups and organisations in Syria and Iraq, including ISIS, as well as terrorists associated with the extreme right. Action by these groups has led to the terrorism threat in the UK currently being the highest it has, since 9/9.
4. In October 2015, the Council received notification from the Home Office, that it would be allocating £10,000 to all local authorities (excluding priority areas) as a one off payment in this financial year only, for the delivery of specific work to support the implementation of the Prevent Duty.
5. All Councils were required to apply for the funding and needed to present a plan on how the money would be spent. The application on behalf of EFDC focussed on two distinct areas of work; the upgrading of the Council's IT systems to prevent misuse of IT for extremist material, and, the provision of a Prevent Education Programme within the district's local secondary schools, for both pupils and teachers.
6. The Council was successful in its application for prevent funding and the Council's ICT Department has undertaken the following work to improve security to IT infrastructure; upgrading of a number of Firewalls to improve protection for ICT connectivity to remote offices and installation of a number of Branch Routers to improve ICT connectivity and security for Home Workers.

7. In regard to Prevent Education work, the Council's Community, Health and Wellbeing Team initially consulted with the secondary schools in the district to ascertain their perceived need for Prevent training for pupils and staff, and found that all schools were very keen to be provided with support.

8. Nationally recognised Training programme '*Me and You Education*' was therefore commissioned to undertake the delivery of in-schools Prevent work and this has been delivered to pupils in years 7 – 13 across three schools, since the beginning of January .

9. The training programme consists of a 50 minute presentation, which covers identity, race, belonging, extremism and terrorism. At the end of the session pupils are asked to complete feedback questionnaires, which are then analysed. The findings from the questionnaires completed so far, identify that the participants:

- 1) Understand how the issue of race can be used to divide people
- 2) Appreciate the dangers of extremist propaganda
- 3) Know about some of the extremist group individuals working in the UK
- 4) Understand how important it is to be comfortable and confident in who they are
- 5) Appreciate how people, who are very different, can work together and work out their differences through conversations, and,
- 6) Are more knowledgeable and have increased understanding and confidence about Extremism.

10. Out of the schools visited, Ongar Academy, which, as Members will be aware is a very new school in the district, opted for a programme of teacher training. Officers from the Council therefore attended a half day training session alongside the teachers, which they found was very useful for building on knowledge about Right Wing and Muslim Extremism; identification of vulnerabilities and how to report concerns.

11. Since the Prevent Education programme started in January, over 2760 young people have attended the training' and a further 4346 pupils will receive the programme across four schools, over the next few weeks.

12. The feedback from the schools so far has been excellent and Chris Seward, Headmaster at Davenant School had the following comments to make to *Me & You Education*, after the training session at Davenant:

*"It was an important day for the school as it provided the opportunity for students and staff to reflect on an extremely important, contemporary issue. You presented with authority and sensitivity and, throughout the day, students from across the age groups showed great interest and respect. The conversation has started. Thank you."*

13. Following the success of the training programme in the Epping Forest District, other local authorities have also commissioned *Me and You Education* to deliver Prevent work across the respective schools in their areas and the programme is now seen as providing best practice in Prevent Education.

14. It should be noted, that the Prevent training programme has been offered to Epping Forest College, but the offer has recently been declined.



**Reason for decision:**

This report is for information rather than a decision.

**Options considered and rejected:**

None

**Resource implications:**

The majority of the Prevent work has been funded through the Home Office funding.

**Legal and Governance Implications:**

The Counter-Terrorism and Security Act 2015 contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism - the "Prevent duty", which came into force for local authorities on 1<sup>st</sup> July 2015

**Safer, Cleaner Greener Implications:**

The Work undertaken in relation to Prevent, has a significant relevance on Safety within local communities.

**Consultation Undertaken:**

Officers have consulted with the Home Office and local schools.  
Background Papers:

**Impact Assessments:**

**Risk Management:** The provision of Prevent training and enhancement to the Council's ICT security, help to reduce the risk of a terrorist incident in the district and potentially, further afield.

**Equality:** The Prevent work funded through the Home Office, as stated in this report, aims to help protect vulnerable people from radicalisation.

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## **Report to Neighbourhoods and Communities Select Committee**

**Date of meeting: 15 March 2016**

**Subject: Brentwood Draft Local Plan 2013 to 2033**

**Officer contact for further information: I White**

**Committee Secretary: A Hendry**



# SCRUTINY



Epping Forest District Council

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### **Recommendations/Decisions Required:**

**That the following comments be made to Brentwood Borough Council in response to the consultation on its Draft Local Plan 2016:**

- (a) To support Brentwood Borough Council's spatial strategy which**
  - (i) concentrates new housing and employment development in the A12 and A127 corridors; and**
  - (ii) allows for limited release of Green Belt for development, and limited development, including infilling, within rural villages;**
  
- (b) To support the aim of Brentwood Borough Council to make provision for its full Objectively Assessed Housing Needs (7,240 new houses) entirely within its own area;**
  
- (c) To suggest that the final version of the Local Plan should include**
  - (i) direct reference to the Duty to Co-operate and related future arrangements with neighbouring authorities; and**
  - (ii) consideration of the potential for joint working with neighbouring authorities to make sufficient provision for the needs of the travelling community, with particular reference to paragraphs 4(d), 10 (c) and 16 of "Planning policy for traveller sites" (2015).**

### **Report:**

1. The Brentwood Draft Local Plan includes the strategy, planning policies and proposed land allocations intended to cover the period 2013 to 2033. The consultation period runs from 10<sup>th</sup> February to 23<sup>rd</sup> March 2016. The document can be viewed at: [www.brentwood.gov.uk/localplan](http://www.brentwood.gov.uk/localplan)
  
2. The Borough has an area of about 15,300 ha, 89% of which is Green Belt. Its 2011 population was 73,601 with the 2014 mid-year estimate being 75,600. It provides about 30,000 jobs, dominated by micro- and small businesses.
  
3. The last planning consultation from Brentwood Borough Council was called "Strategic Growth Options" and was received in January 2015. This Council's formal response was made by Portfolio Holder decision in February 2015 as there was not time to report to a relevant Committee. The response was generally favourable and supportive, welcoming Brentwood's commitment to accommodate all of its Objectively Assessed Housing Need (OAHN) within its own boundary. Brentwood also acknowledged the importance of working with neighbouring authorities on cross-boundary issues including Crossrail, employment land and job provision, and making provision for the travelling community.

4. The Draft Local Plan includes 13 Strategic Objectives under 5 themes – (i) Managing Growth; (ii) Sustainable Communities; (iii) Economic Prosperity; (iv) Environmental Protection and Enhancement; and (v) Quality of Life & Community Infrastructure. The Plan's Draft Spatial Strategy divides the Borough into 4 areas – (a) Rural North (this area adjoins the Epping Forest District boundary); (b) A12 corridor - including Brentwood town and Shenfield; (c) Rural South; and (d) A127 corridor. The settlement hierarchy identifies 4 categories – (i) Brentwood town and its connected local centres; (ii) village service centres, including Ingatestone and, later in the Plan period, Dunton Hills (adjoining Basildon) and West Horndon; (iii) larger villages – 7 named; and (iv) smaller villages – 5 named.

5. The Draft Plan seeks to fully meet its OAHN within Brentwood's boundary – 7,240 houses (net) between 2013 and 2033 - an average rate of 362 per annum. Provision will also be made for an additional 5,000 jobs (250/annum), requiring about 33ha new employment land mainly located (23.4 ha proposed) at Junction 29 of the M25 – Brentwood Enterprise Park.

6. Brentwood's preferred approach is to achieve the right balance between conserving the Borough's character and delivering development which meets the needs of all those who live or work in the area, and those who visit. Key considerations are land availability, development needs, scale of growth proposed, the existing settlement pattern and hierarchy, and capacity of places to accommodate growth in a sustainable manner.

7. Areas within the two key transport corridors (ie the A12 and A127) create the focus for sustainable growth. Brentwood and Shenfield will be the main focus for development in the A12 corridor supported by two strategic allocations in the A127 corridor, making provision for new homes and jobs.

8. To meet local needs fully there will be limited release of Green Belt for development within transport corridors, in strategic locations to deliver self-sustaining communities with accompanying local services, and urban extensions with clear defensible physical boundaries to avoid further sprawl and provide development swiftly.

9. Limited development, including infilling where appropriate, will take place in villages within rural areas at a level which maintains local amenity and distinctiveness, and commensurate with available services and facilities. This means that development in the Rural North of the Borough (the area adjoining this district) is extremely unlikely to be of significant extent or to have any adverse consequences for Epping Forest District.

10. Brownfield opportunities will be encouraged where appropriate schemes help to meet local needs, and help to ensure that villages remain as thriving communities. This includes the redevelopment of previously developed sites in the Green Belt. The Draft Plan calculates that if all proposed development allocations come forward and are eventually removed from the Green Belt, this would reduce the total area by 1% - i.e. the Borough should still be 88% Green Belt by 2033.

11. The Essex Gypsy and Traveller Accommodation Assessment (GTAA) published in July 2014 identified a need for an additional 84 pitches in the Borough between 2013 and 2033. Since July 2013, permission has been granted for 17 new pitches, reducing the GTAA target to 67. The Draft Plan includes a criteria-based policy to deal with planning applications for pitches and proposes the Dunton Hills "Garden Village" as a broad location for future provision of about 20 pitches.

12. While the Draft Plan makes reference to the revised DCLG guidance (Planning policy for traveller sites (August 2015)) and the main changes which have been introduced – including definitions – there is no mention made of what the guidance says about the possible preparation of joint development plans to deal with this particular issue. The point is that Epping Forest District and Brentwood Borough are in a very similar situation – ie with challenging pitch provision targets from the GTAA (112 and 84 respectively) and with very

comprehensive Green Belt coverage (92% and 89% respectively), so there could be some advantage in considering joint provision in the general area of the common boundary. The Draft Plan suggests that the target for new pitches may fall slightly in light of the revised guidance, and the GTAA is being reviewed.

**Reason for decision:** While the consultation document raises no issues of concern for this Council, it is considered important to respond formally as a neighbouring authority to satisfy Duty to Co-operate requirements.

**Options considered and rejected:** Not to respond to the consultation.

**Resource implications:**

Legal and Governance Implications: These could arise if there is agreement about, or even the production of a joint development plan for, shared provision of sites and pitches for the travelling community. The Council is a statutory consultee to the Brentwood Borough Local Plan.

Safer, Cleaner Greener Implications: There are no such implications arising from the recommendations in this report.

Consultation Undertaken: None required – the recommendations of this report and the Council's response to the consultation will be considered by the Neighbourhoods and Communities Select Committee on 15<sup>th</sup> March 2016.

Background Papers: Brentwood Draft Local Plan 2013 – 2033 (January 2016); Planning policy for traveller sites (DCLG August 2015)

**Impact Assessments:**

Risk Management: There are no risk management implications arising from the recommendations of this report.

Equality: There are no equality implications arising from the recommendations of this report.

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## SCRUTINY



### **Report to Neighbourhoods and Community Services Select Committee**

**Date of meeting: 15 March 2016**

**Subject: Local Plan Update**

**Officer contact for further information: Ken Bean ext 4610**

**Committee Secretary: A Hendry**

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#### **Recommendations/Decisions Required:**

**To note the progress on the Local Plan**

#### **Reasons for Report:**

Under the terms of reference, the Neighbourhoods & Communities Select Committee has requested a regular review and update on the Local Plan.

#### **1) Local Plan Timetable**

The Local Development Scheme agreed by Cabinet on 11 June 2015 has the timetable for consultation on the draft plan scheduled for July 2016 to September 2016. However, this timescale is now looking very challenging given that the timetable for the Green Belt Review Stage 2 has slipped and that strategic transport work remains outstanding. The current position reached on both of these key pieces of work is explained below.

The Government has made clear their expectation that all local planning authorities should have a post NPPF local plan in place and have set out their commitments to take action to get plans in place and ensure there are up to date policies. This includes intervening where no local plan has been produced by early 2017 to arrange for the plan to be written, in consultation with local people, to accelerate production of a local plan. The Government are currently consulting until 15 April 2016 on the criteria to inform their decision on whether to intervene to deliver this commitment. This is included within the technical consultation on implementation of planning changes arising from measures outlined in the Housing and Planning Bill that is currently being debated in Parliament.

EFDC were visited on 1 February 2016 by an official from DCLG when it became apparent that we are one of the authorities on the Government's list for potential action. One of the penalties proposed for not having produced a plan, (it is not clear yet how this will be interpreted), is the loss of New Homes Bonus. It is clear that the Council needs to make good progress this year and to have consulted on our Draft Plan Preferred Approach prior to the Government's yet to be determined 2017 cut-off date.

## **2) Member Workshops**

The purpose of these workshops, that includes Town and Parish Council representation, is to inform Members of emerging key issues that the draft Local Plan will need to cover and to ensure that Member views and concerns are aired at this formative stage in order that they might be taken account of in the policy drafting.

Recent workshops have covered design on 28 January 2016 and evolving work on stage 2 work of the Green Belt study on 25 February 2016. Both were well attended and Members provided valuable information and opinions on the matters presented. In respect of the Green Belt workshop, Members were afforded a short period (until 10<sup>th</sup> March), to send further comments on the parcel boundaries and to feed in local knowledge and views about the areas now being looked at in more detail.

It is intended that future workshops to inform the Draft Plan (Preferred Approach) will consider climate change, energy and flood risk; development management policies; settlement policy and preferred sites. A programme is being worked up for these sessions and once finalised Members will be advised of dates and arrangements accordingly.

## **3) Key Local Plan Evidence**

Work continues on finalising the evidence base reports which will be used to inform the policies included in the Draft Plan (Preferred Approach) that the Council consults on later this year.

### ***Green Belt Review***

Government guidance and emerging Inspectors' reports make clear the need to undertake a comprehensive Green Belt Review of the entire District before the release of any Green Belt land is considered. It is important to remember that the outcome of the Green Belt Review is only one, albeit an extremely important, piece of the evidence base that will inform the Council's future plan-making decisions.

Following completion of the Stage 1 work reported to Cabinet in September 2015, work on the Green Belt Review Stage 2 is being undertaken for the Council by external consultants LUC. It is understood that the consultants' fieldwork and analysis has now largely been completed giving a finer grain assessment of the broad locations identified in the Stage 1 work. In particular, this will provide detailed evidence and information concerning the contribution different parcels of land make to the Green Belt purposes identified in the NPPF. This in turn will assist the Council in deciding:

- The areas where the Green Belt policy designation should remain;
- Any historic anomalies in the existing boundaries or locations where development has taken place, which may therefore suggest minor amendments to the Green Belt boundaries are required;
- Areas that may be least harmful in Green Belt terms if released from the Green Belt.

It therefore follows that, simply because a parcel, or part of the parcel, is being appraised as part of the more detailed work, this does not necessarily mean that it should / will be allocated for development in the emerging Local Plan, or that the Council would look favourably on a planning application.

As noted above, the consultants recently ran a workshop to ensure that Member views are appropriately taken account of in this work. Once the Stage 2 study has been completed, (now likely to be around mid-April), together with the other evidence the findings will be used to inform the Draft Plan (Preferred Approach).



## **Settlement Capacity Work**

Fregonese Associates have made good progress on the settlement capacity study of the District's 10 largest settlements - namely Epping, Theydon Bois, Buckhurst Hill, Chigwell, Loughton/Debden, Waltham Abbey, North Weald Bassett, Chipping Ongar, Lower Nazeing and Roydon. This will provide the District with the information to determine the potential for additional capacity within existing settlements over and above that identified in the SLAA, and so minimise the potential need to utilise Green Belt land for any future growth. Like Stage 2 of the Green Belt Review, the results of this work will be used to inform, and be published alongside, the consultation Draft Plan Preferred Approach.

## **Transport**

To help inform the best way to meet the objectively assessed housing need for the Strategic Housing Market Area identified in the work reported to Cabinet in October 2015, further transport modelling work is being undertaken by Essex County Council. This will look at the implications for the transport network of growth and how it can be distributed across the Housing Market Area. The outputs will then be considered by the districts and jointly by the four SHMA authorities at the Cooperation for Sustainable Development Board. This work is being progressed using support from ATLAS and facilitated by AECOM to undertake a sustainability appraisal on the impact of strategic growth options in the four authorities to meet the overall housing and employment figures for the SHMA area. Officers have met Natural England and the Conservators of Epping Forest to consider the impact on air quality in particular for Epping Forest itself.

Delays have been encountered in the strategic transport assessment using the VISUM model which has still not been signed off by Highways England. This is of concern because it could lead to a delay in completing the work to test the strategic options for growth in the SHMA area. A joint letter from the leaders of the four authorities to local MPs and relevant ministers was sent on 22 February 2016 seeking a dedicated resource at senior level within Highways England to assist with the work so that Local Plans are not further delayed.

Officers have also been involved in transport work being undertaken by the London Borough of Enfield and continue to keep a watching brief on wider transport work being undertaken as part of Enfield's Northern Gateway Access Package (NGAP).

## **Other evidence base studies**

Essex County Council is undertaking a Historic Environment Characterisation study of the District with a final report due this Spring. Town and parish councils are also to be asked for expressions of interest in participating in work leading to the establishment of a Green Infrastructure Framework for the District. The intention is that this work will produce a Corporate District-wide strategy and can be used to help inform policies in the emerging Local Plan as well as potentially support neighbourhood planning initiatives. A short report and presentation explaining more about this work will be given at the next Local Councils' Liaison on 29 March 2016.

## **4. Duty to Cooperate**

Officers and Members continue to meet regularly with appropriate authorities, principally through the Cooperation for Sustainable Development Officer group and Member Board, to consider a wide range of cross boundary issues. In addition to the post SHMA work, the Board has considered other strategic issues including employment, Green Belt Review work. The Lea Valley Food Taskforce continues to develop a programme for the future of the glasshouse industry - one of the District's historic and still important sectors (along with Enfield and Broxbourne).

## **5. Neighbourhood Plans**

Moreton, Bobbingworth and the Lavers have finalised their draft Plan and submitted it to the Council. The plan has now been published and is currently being examined.

Eight other Parish and Town Councils have applied to designate neighbourhood planning areas for their areas (Chigwell, Epping, Buckhurst Hill, Theydon Bois, Loughton, North Weald Bassett, Epping Upland and Waltham Abbey). Many of these are now at early stages in scoping out and drafting their plans.

There are proposals in the Housing and Planning Bill to streamline and simplify neighbourhood planning so that there is automatic designation of whole parishes, statutory time limits on local planning authority decisions and powers for the Secretary of State to intervene to send a plan to referendum if there are delays or disagreements.

## **Report to Neighbourhoods and Communities Select Committee**

**Date of meeting: 15 March 2016**

**Subject:** Response to Lower Thames Crossing Consultation

**Officer contact for further information:** Ken Bean (x4610)

**Committee Secretary:** Adrian Hendry (x4246)



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### **Recommendations/Decisions Required:**

**To consider and agree the Council's response to the Highways England consultation on options for the proposed location and route for construction of a new Lower Thames crossing linking north Kent and south Essex.**

### **Summary:**

- Highways England is consulting on proposals for a new road crossing of the River Thames connecting Kent and Essex. It is considered that a new crossing is needed to reduce congestion at the existing Dartford crossing and unlock economic growth, supporting the development of new homes and jobs in the region.
- The proposal is the culmination of lengthy investigations into options for a new Lower Thames Crossing which has been lobbied for by Kent and Essex County Councils and business leaders. The consultation period commenced on 11<sup>th</sup> February and runs until 24<sup>th</sup> March 2016. There are three options north of the Thames contained with the consultation paper explained below and upon which views are sought.
- Members are asked to note the consultation as summarised below and agree that the Council's response to the consultation is expressed in terms of:
  - a. Support for the principle of constructing a new Lower Thames Crossing;
  - b. Preference for the new crossing at Location C as a twin bore tunnel; and
  - c. Preference for the line of the connector roads following Route 3 north of the Thames linking onto the M25 between junctions 29 and 30.

### **Background**

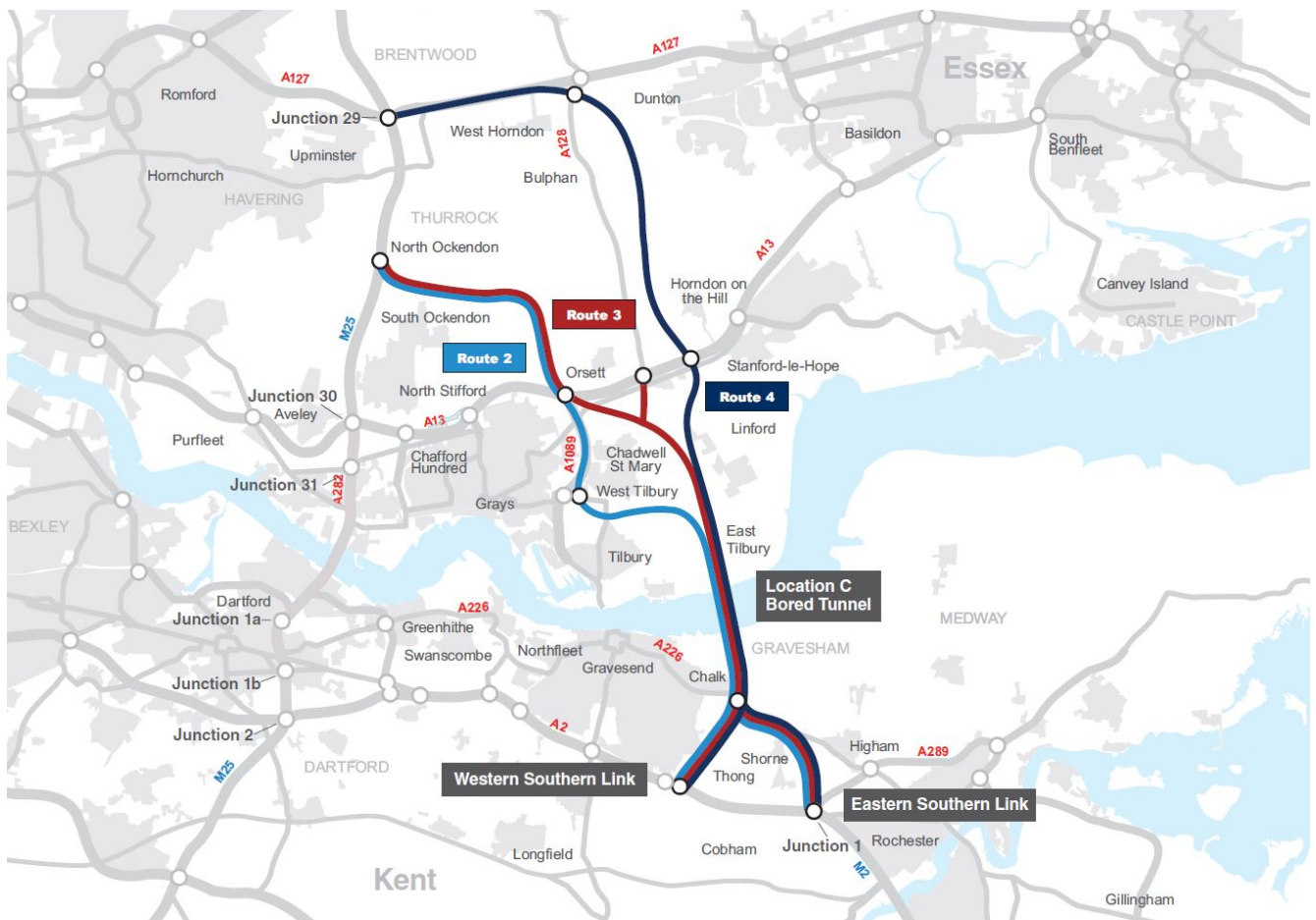
1. For over 50 years, the Dartford Crossing has provided the only road crossing of the Thames east of London. It is a critical part of the UK's major road network carrying local, national and international traffic. The proposed multi-billion pound road tunnel across the Thames connecting Essex and Kent will provide a valuable alternative to the existing congested Dartford Crossing and assist regeneration plans on both sides of the estuary.
2. In 2009 the Department for Transport (DfT) commissioned a study identifying five locations for a crossing to potentially alleviate congestion at the existing Dartford Crossing. The two most easterly of these were found to be too far from the existing crossing to ease the problems at Dartford and were eliminated from further consideration.
3. In 2012 the DfT commissioned a study to assess three remaining location options:
  - Option A: located close to the existing crossing;

- Option B: connecting the A2 Swanscombe Peninsula with the A1089;
- Location Option C: connecting the A2/M2 with the M25 between junctions 29 and 30;
- Location Option C variation: which would additionally widen the A229 between the M2 and M20;

4. In 2013 the DfT held a public consultation inviting views on the need for a crossing and where to locate a new crossing. Later that year the Government announced its decision not to proceed with Location Option B because of the impact on local development plans and the limited transport benefits. The Government published its response to the consultation in July 2014, confirming that there is a need for an additional crossing between Essex and Kent, but that there was no consensus about where it should be.

5. Following a series of studies and a public consultation in 2013, the Government commissioned Highways England, (HE) the operator of the country's motorways and major roads, to carry out a more detailed assessment of the remaining options (A and C). These are at the site of the current Dartford crossing, known as Location A, or a new crossing location further east, shown on the map below and known as Location C.

6. At both locations HE have developed engineering solutions and assessed them in terms of their economic, traffic, environmental and community impacts. The assessment has also taken into account the significant growth and development plans for the region. At Location C, three potential route options have been identified north of the river in Essex and two south of the river in Kent.



*The case for a new crossing*

7. Congestion and closure of the existing Dartford crossing occurs frequently and this, together with a lack of alternative transport links, creates significant disruption and pollution. This in turn impacts communities and businesses locally, regionally and elsewhere within the UK. It is considered that whilst the removal of payment barriers and the introduction of electronic payments at the Dartford Crossings have recently improved traffic flow and journey times, this has not addressed the need for increased capacity. Already carrying 50 million vehicles a year and with traffic volumes forecast to increase, the free flow improvements will only relieve congestion in the short-term and major improvements are considered to be needed to provide a long-lasting solution.

8. In addition to reducing delays for drivers, a new crossing could transform the region by providing a vital new connection across the Thames. It would stimulate economic growth by unlocking access to housing and job opportunities benefitting not only the region but the whole of the UK, providing better journeys, enabling growth and building for the future.

9. The additional Thames crossing plans have been welcomed by Essex and Kent County Councils as well as the Road Haulage Association and Freight Transport Association. Lobbying of Government has been ongoing for over a decade to promote a new Thames crossing which is viewed by many as much needed infrastructure.

10. The two short listed locations for a bridge or tunnel announced by DfT in 2013 were:

- *Option A*: adjacent to the existing Dartford Crossing (the two tunnels and the QEII bridge that carry M25 traffic across the Thames)
- *Option C*: further east (to the east of Gravesend and Tilbury) linking the M2 in Kent with the M25 in Essex via the A13.

A variation of option C, known as 'Option C variant' was also shortlisted this included widening the A229 to create an improved link between the M2 and M20 in Kent.

11. HE has now identified its preferred option as Location C which is also known to be the preference of both Essex and Kent County Councils. Their assessments have shown that Location C provides double the economic benefits of Location A; as well as a clear alternative route to the Dartford Crossing, reducing congestion and improving resilience of the road network. Location C would support regeneration objectives on both sides of the Thames estuary and the lengthy construction phase could be undertaken without causing traffic disruption in the vicinity of the Dartford Crossing.

12. On the choice between a tunnel or bridge HE favour a bored tunnel solution as it would generate the least noise and visual impact during construction and operation and would be likely to have least impact on protected habitats and species by virtue of minimizing disturbance over much of its length. The tunnel would have separate tunnels for north and southbound traffic each with two lanes but with space to add further capacity at a later date. A 70mph speed limit would apply.

13. HE has calculated the cost of its preferred option in the range of £4.3 - £5.9bn. Subject to the necessary funding and planning approvals, HE anticipates that the new crossing could open in 2025 if publicly funded. If private funding is also used the crossing would open later, in 2027.

14. It should be noted however that the Location C proposal is not universally supported with there being some opposition from Thurrock Council where the tunnel would emerge.

#### *Connector Roads*

15. A package of new roads or existing roads upgraded to dual carriageway would connect the tunnel with the existing network. South of the Thames these would connect from

the end of the M2 near Rochester in Medway, linking up to the A13 north of the Thames, and then joining the M25 between junctions 29 and 30.

16. As illustrated on the map above, the consultation presents three options north of the river:

- 1) Route 2: upgrade the A1089; this would mix local and long-distance traffic.
- 2) Route 3: the shortest route, a new road with some impact on local ecological and heritage sites but less than routes 2 or 4.
- 3) Route 4: a new section of road together with upgrading the existing A127. This route would be longer and more expensive than the other two options and impact on ancient woodland, a conservation area and a registered park and garden.

17. Route 3, providing the shortest route and greatest improvement on journey time, would be an entirely new road constructed to modern standards for a 70mph road. It would also have the benefit of the lowest environmental impact and constructed with least disruption to existing traffic routes.

**Options considered and rejected:** Not to respond to the consultation.

**Resource implications:** Consideration of this consultation has been undertaken within the Planning Policy Team liaising closely with the Cabinet Members responsible for Transportation and planning Policy matters.

**Legal and Governance Implications:** The proposed Thames Crossing is being consulted on by Highways England on behalf of Government and would, if approved, then need to be progressed through the various statutorily prescribed highways and planning processes.

**Safer, Cleaner Greener Implications:** As the consultation comprises a series of options it is difficult at this stage to assess likely implications for the District. However, in overall terms it is likely that the addition of a Thames crossing further east than the current Dartford crossings is likely to have the effect of diverting particularly long distance haulage traffic further away from this District.

**Consultation Undertaken:** None required – the recommendations of this report and the Council's response to the consultation will be considered by the Neighbourhoods and Communities Services Select Committee on 15<sup>th</sup> March 2016.

**Background Papers:** Further details of the current consultation being undertaken by Highways England, including the summary business case can be accessed via this link. <https://highwaysengland.citizenspace.com/cip/lower-thames-crossing-consultation>

**Impact Assessments and Risk Management:** There are no direct impact assessment or risk management implications arising from the recommendations of this report.

**Equality:** The proposed changes to national planning policy are being advanced by Highways England on behalf of Government. There are therefore no immediate direct equality implications for Epping Forest District Council.



## SCRUTINY



Epping Forest District Council

### **Report to: Neighbourhoods and Communities Select Committee**

**Date of meeting: 15 March 2016**

**Portfolio:** Safer, Greener and Transport (Councillor G. Waller)

**Subject:** Key Performance Indicators 2015/16 – Performance at Quarter 3

**Officer contact for further information:** B. Copson (01992 564042)

**Democratic Services Officer:** A. Hendry (01992 564246)

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#### **Recommendations/Decisions Required:**

**That the Select Committee reviews performance against the Key Performance Indicators within its areas of responsibility, at the end of Quarter 3.**

#### **Executive Summary:**

The Local Government Act 1999 requires that the Council make arrangements to secure continuous improvement in the way in which its functions and services are exercised, having regard to a combination of economy, efficiency and effectiveness.

As part of the duty to secure continuous improvement, a range of Key Performance Indicators (KPIs) relevant to the Council's services and key objectives, are adopted each year by the Finance and Performance Management Cabinet Committee. Performance against the KPIs is monitored on a quarterly basis by Management Board and overview and scrutiny to drive improvement in performance and ensure corrective action is taken where necessary.

#### **Reasons for Proposed Decision:**

The KPIs provide an opportunity for the Council to focus attention on how specific areas for improvement will be addressed, and how opportunities will be exploited and better outcomes delivered. It is important that relevant performance management processes are in place to review and monitor performance against the key performance indicators to ensure their continued achievability and relevance, and to identify proposals for appropriate corrective action in areas of slippage or under performance.

#### **Other Options for Action:**

No other options are appropriate in this respect. Failure to monitor and review KPI performance and to consider corrective action where necessary could have negative implications for judgements made about the Council's progress, and might mean that opportunities for improvement are lost.

## Report:

1. A range of thirty-six (36) Key Performance Indicators (KPIs) for 2015/16 was adopted by the Finance and Performance Management Cabinet Committee in March 2015. The KPIs are important to the improvement of the Council's services, and comprise a combination of some former statutory indicators and locally determined performance measures. The aim of the KPIs is to direct improvement effort towards services and the national priorities and local challenges arising from the social, economic and environmental context of the district.
2. Progress in respect of each of the KPIs is reviewed by the relevant Portfolio Holder, Management Board, and overview and scrutiny at the conclusion of each quarter. This report provides an overview of all KPIs and includes in detail those indicators which fall within the areas of responsibility of the Neighbourhoods and Community Services Select Committee (N&CS SC).
3. A headline end of Q3 performance summary in respect of each of the KPIs falling within the N&CS SC's areas of responsibility for 2015/16, is attached as Appendix 1 to this report together with details of the specific nine-month performance for each indicator.

### Key Performance Indicators 2015/16 – Quarter 3 Performance

4. **All indicators** - The overall position for all 36 KPIs at the end of Q3, was as follows:
  - (a) 28 (78%) indicators achieved target at the end of Q3;
  - (b) 8 (22%) indicators did not achieve the Q3 target; and
  - (c) 0 (0 %) of these KPIs performed within their tolerated amber margin.
  - (d) 28 (78%) indicators are currently anticipated to achieve their cumulative year-end target.
5. **N&CSC indicators** - Twelve (12) of the Key Performance Indicators fall within the N&CS SC's areas of responsibility. The overall position with regard to the achievement of target performance at the end of Q3 for these indicators, was as follows:
  - (a) 8 (67%) indicators achieved their Q3 target;
  - (b) 4 (33%) indicators did not achieve their Q3 target; and
  - (c) 0 (0%) indicators performed within their tolerated amber margin.
  - (d) 8 (67%) indicators are currently anticipated to achieve their cumulative year-end target;
  - (e) 3 (24%) indicators are currently not anticipated to achieve their year-end target;
  - (f) 1 (8%) indicator, it is uncertain whether it will achieve its year-end target.
6. The 'amber' performance status used in KPI reports identifies indicators that have missed the agreed target for the quarter, but where performance is within an agreed tolerance or range (+/-). The KPI tolerances were agreed by Management Board when targets for the KPIs were set in February 2015.
7. Attached at Appendix 2 are the Improvement plans for the KPIs which fall under this committee's areas of responsibility and which failed to achieve target this quarter.
8. The Select Committee is requested to review performance at the end of Q3 in relation to the KPIs for 2015/16 within its areas of responsibility.



**Resource Implications:**

Resource requirements for actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director/chief officer and reflected in the budget for the year.

**Legal and Governance Implications:**

None relating to this report. Relevant implications arising from actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director.

**Safer, Cleaner, Greener Implications:**

None relating to this report. Relevant implications arising from actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director.

**Consultation Undertaken:**

The performance information and targets set out in this report have been submitted by each appropriate service director and have been reviewed by Management Board. The individual KPI improvement plans for 2015/16 are agreed by the Board.

**Background Papers:**

KPI submissions are held by the Performance Improvement Unit.

**Impact Assessments:*****Risk Management***

None relating to this report. Relevant issues arising from actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director.

***Equality:***

None relating to this report. Relevant implications arising from actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director.

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Quarterly Indicators	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
	Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
<b>Neighbourhoods Quarterly KPIs</b>									
NEI001 (Non-recycled waste) (kg)	100	95	199	197	299	297	400		Yes
NEI002 (Household recycling) (%)	64.58%	61.00%	62.53%	60.30%	61.51%	57.90%	60.00%		No
NEI003 (Litter) (%)	8%	11%	8%	8%	8%	8%	8%		Yes
NEI004 (Detritus) (%)	10%	14%	10%	15%	10%	14%	10%		No
NEI005 (Neighbourhood issues) (%)	95.00%	96.22%	95.00%	95.91%	95.00%	96.46%	95.00%		Yes
NEI006 (Fly-tip investigations) (%)	90.00%	95.35%	90.00%	95.33%	90.00%	94.32%	90.00%		Yes
NEI007 (Fly-tip: contract) (%)	90.00%	90.84%	90.00%	92.42%	90.00%	90.89%	90.00%		Yes
NEI008 (Fly-tip: non-contract) (%)	90.00%	67.72%	90.00%	81.28%	90.00%	85.64%	90.00%		Uncertain
NEI009 (Noise investigations) (%)	90.00%	87.80%	90.00%	91.63%	90.00%	90.52%	90.00%		Yes
NEI010 (Increase in homes) (no.)	70	48	111	80	182	101	230		No
NEI011 (Commercial rent arrears) (%)	3.0%	5.2%	3.0%	4.7%	3.0%	2.6%	3.0%		Yes
NEI012 (Commercial premises let) (%)	98.00%	98.98%	98.00%	99.32%	98.00%	98.89%	98.00%		Yes

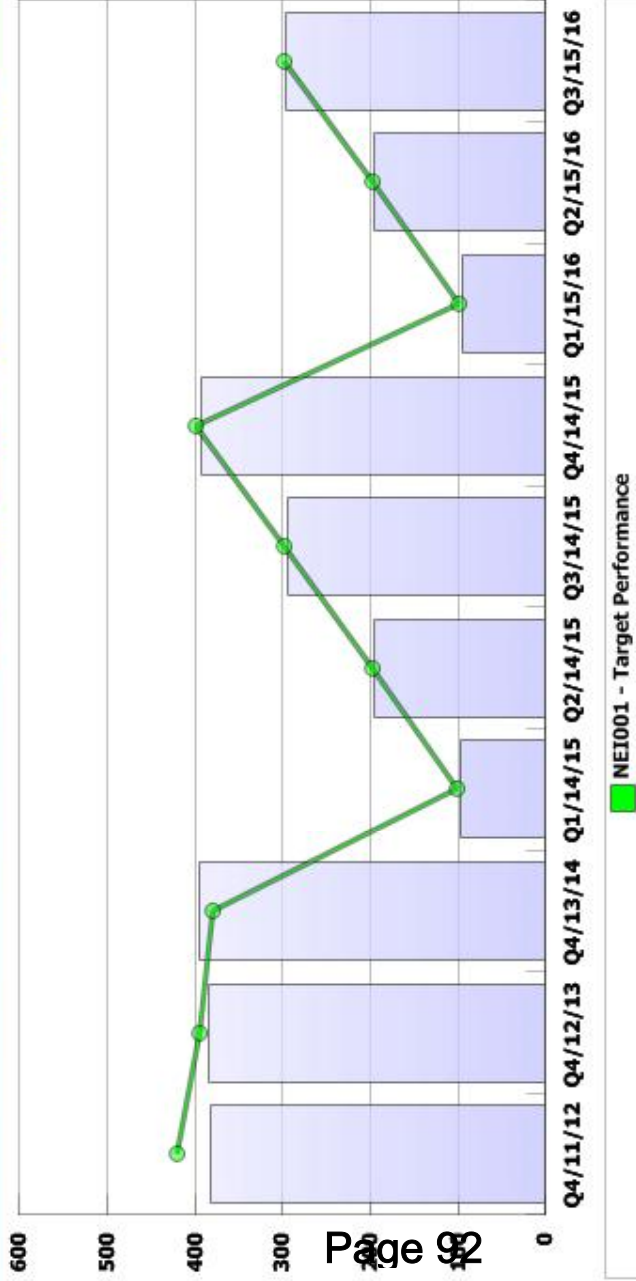
**NEI001**

**How much non-recycled waste was collected for every household in the district?**

**Additional Information:** This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Quarter	Target	Actual
Q3/15/16	299	297
Q2/15/16	199	197
Q1/15/16	100	95
Q4/14/15	400	393
Q3/14/15	298	294

**Annual Target: 2015/16 - 400kg**  
**Indicator of good performance: A lower waste figure is good**

is the direction of improvement

Is it likely that the target will be met at the end of the year?  Yes



**Comment on current performance (including context):**

(Q3 2015/16)  
 This indicator relates to the non recycling waste. There is an industry wide trend of increasing tonnage of non recycling waste. It is encouraging that the Council is on track to meet the year end target. However it is recognised that there are recycling materials in the non recycling waste stream which should be diverted. New initiatives are required to encourage residents to take full advantage of the wide range of door step recycling services offered by the Council.

**Corrective action proposed (if required):**

(Q3 2015/16)  
 The trend of tonnage collected is on track to meet the year end target. However the final tonnage figures for this quarter are not available yet so the final figure may change.

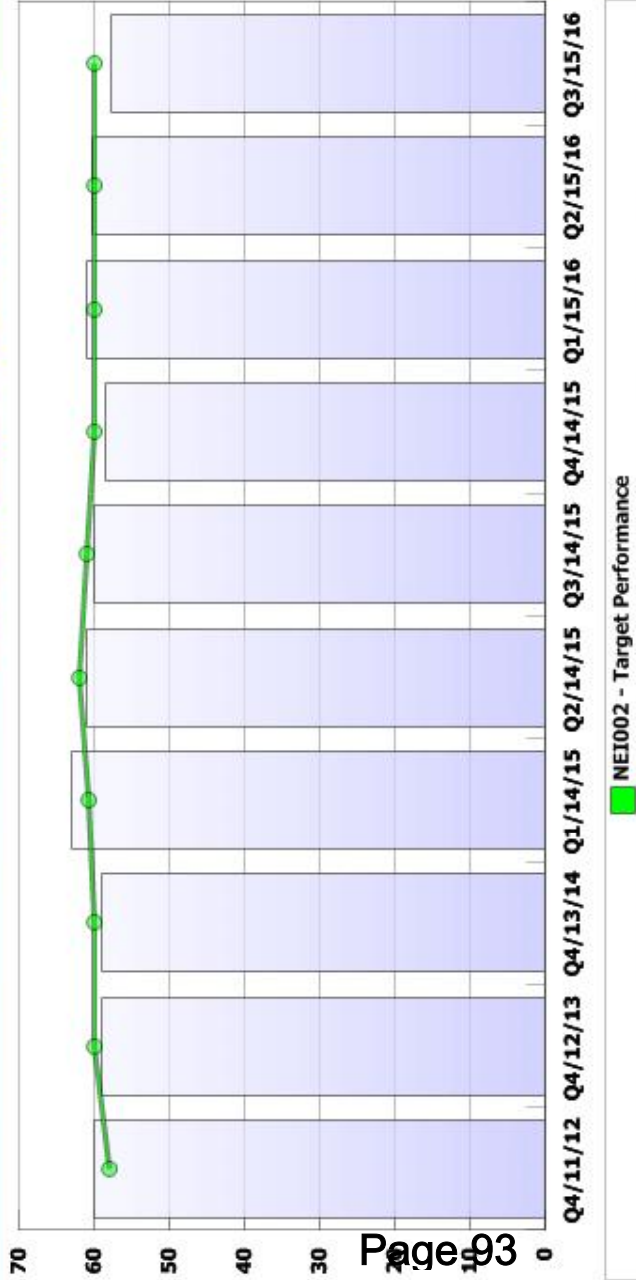
**NEI002**

**What percentage of all household waste was sent to be recycled, reused or composted?**

**Additional Information:** This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Quarter	Target	Actual
Q3/15/16	61.51%	57.90%
Q2/15/16	62.53%	60.30%
Q1/15/16	64.58%	61.00%
Q4/14/15	60.00%	58.53%
Q3/14/15	61.02%	60.00%

Is it likely that the target will be met at the end of the year?  No

Annual Target: 2015/16 - 60.00%  
 2014/15 - 60.00%  
 Indicator of good performance: A higher percentage recycled is good  
 ↑ is the direction of improvement

**Comment on current performance (including context):**

(Q3 2015/16)  
 The year end target is 60%, however the quarterly targets are variable, to cater for this seasonal nature of this indicator.  
 This quarter's target has been missed. It is too early to report with certainty the causes for the below target performance. However it is recognised across the waste industry that the weight of materials that can be recycled are decreasing.

**Corrective action proposed (if required):**

(Q3 2015/16)  
 A wide range of recyclables are being collected on the kerbside.  
 Food waste collections from schools is being planned. New recycling facilities will be introduced in blocks of flats to make it easier for residents to recycle more materials.  
 Strategies are being considered to address the issue of contamination of communal bins.  
 There remain significant levels of food waste in the residual waste stream. More needs to be done to shift this to the food and garden waste stream.



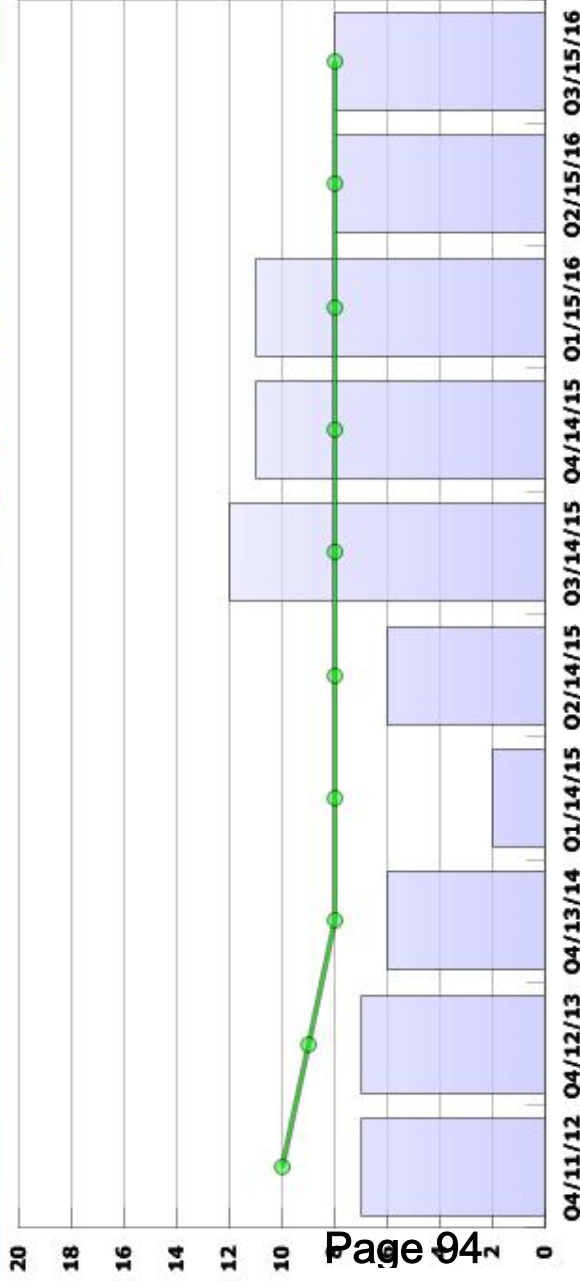
**NEI003**

**What percentage of our district had unacceptable levels of litter?**

**Additional Information:** This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over four quarterly periods each year, and represents the percentage of relevant land with deposits of litter which exceed the acceptable level.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Is it likely that the target will be met at the end of the year?  Yes

**Annual Target:** 2015/16 - 8%  
2014/15 - 8%  
**Indicator of good performance:**  
A lower percentage is good

is the direction of improvement

**Corrective action proposed (if required):**

(Q3 2015/16) The strategies put in place to reduce litter have made significant improvement. It is anticipated this will continue for the rest of the year.

(Q3 2015/16) The new strategies have made an impact and the performance in this quarter has improved significantly. There has been a change in machinery to allow greater capacity on mechanical sweeping which has freed up resources for more intensive litter clearing

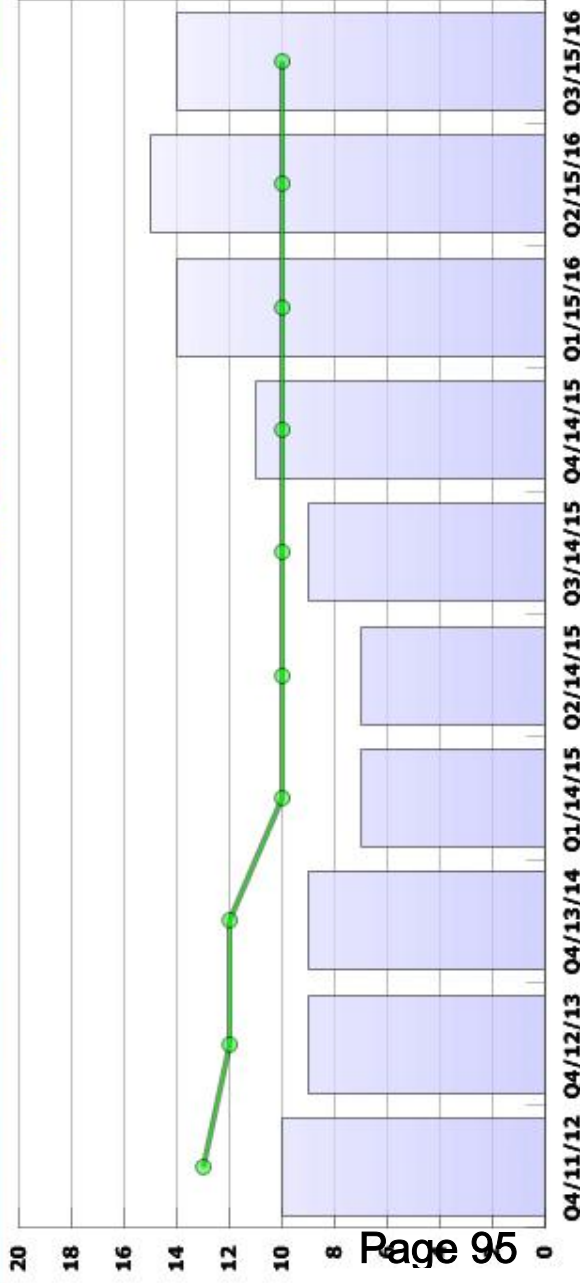
**Comment on current performance (including context):**

**NEI004 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?**

**Additional Information:** This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over the four quarterly periods each year, and represents the percentage of relevant land with deposits of detritus which exceed the acceptable level.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

**Current and previous quarters performance**



Quarter	Target	Actual
Q3/15/16	10%	14%
Q2/15/16	10%	15%
Q1/15/16	10%	14%
Q4/14/15	10%	11%
Q3/14/15	10%	9%

Is it likely that the target will be met at the end of the year?  No

Annual Target: 2015/16 - 10%  
 2014/15 - 10%  
 Indicator of good performance: A lower percentage is good

is the direction of improvement

**Corrective action proposed (if required):**

(Q3 2015/16) This target is linked to NEI 003 and covers the level of detritus in the District. Like NEI003 performance is measured by carrying out around 900 individual inspections over the course of a year. Improvements have started to be seen but will need more time to be realised

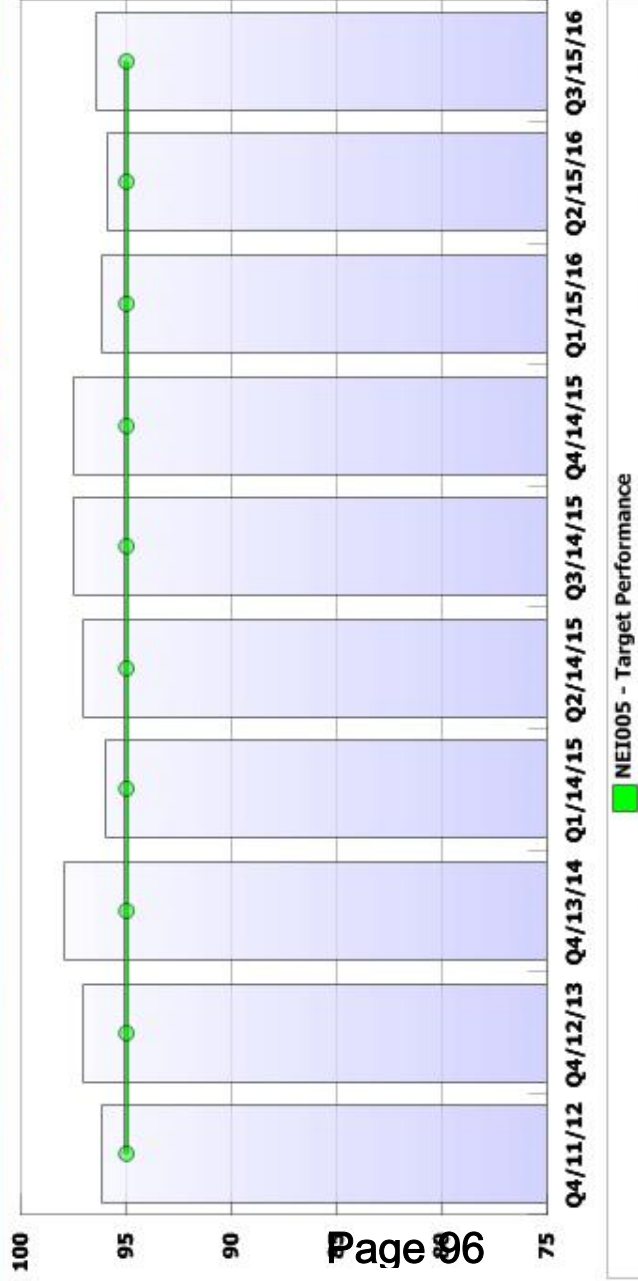
(Q3 2015/16) Officers continue to work with Biffa to ensure continuity in staff. Increased contract monitoring by Council officers to identify areas for improvement. There has been a change in mechanical brooms which has had an impact and we should see this over the next few months

**NEI005 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?**

**Additional Information:** Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Is it likely that the target will be met at the end of the year?  Yes

Annual Target: 2015/16 - 95.00%  
 2014/15 - 95.00%  
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

**Corrective action proposed (if required):**

**Comment on current performance (including context):**

(Q3 2015/16) Target achieved. 3293 out of 3414 issues and complaints received an initial response within 3 working days



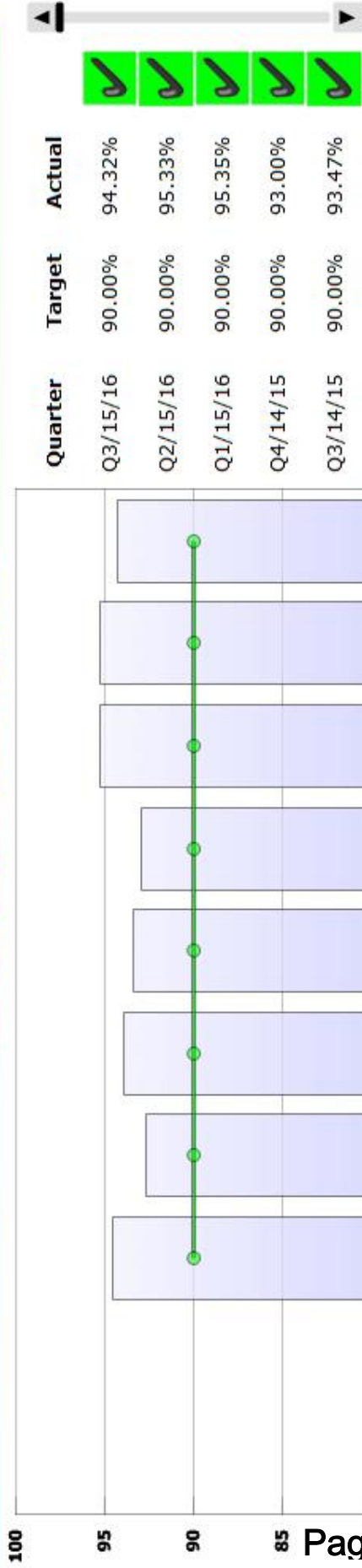


**NEI006 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?**

**Additional Information:** The Team register all fly-tipping incidents reported or found on public and private land in the district. Incidents that may have evidence that can lead to the source of the waste are investigated, subject to resources and priorities at that time. Clearance is delayed until investigated (unless there are other factors that require the waste to be cleared immediately).

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Is it likely that the target will be met at the end of the year?  Yes

Annual Target: 2015/16 - 90.00%  
 2014/15 - 90.00%  
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

**Corrective action proposed (if required):**

**Comment on current performance (including context):**

(Q3 2015/16) Target achieved 349 of 370 incidents of fly-tipping that were investigated in this period were within 3 working days of the fly-tip being recorded.

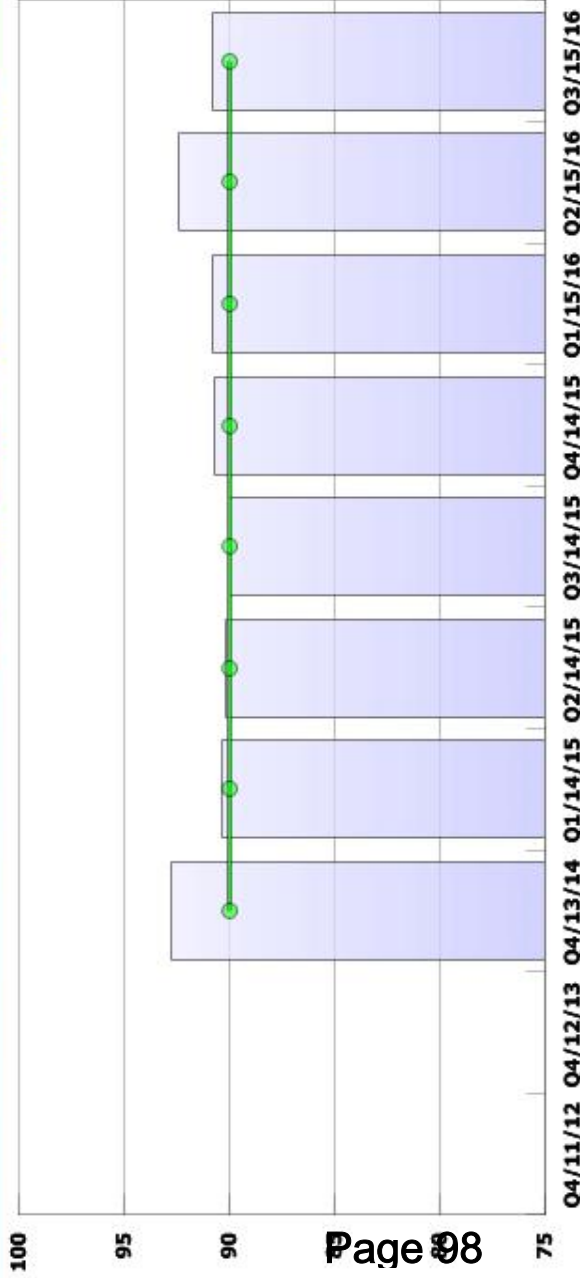
N.B. A working day is any one of Monday to Friday inclusive. Bank Holidays are not a working day. The three working day period shall commence the next working day after the incident has been reported to the Council.

**NEI007 What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?**

**Additional Information:** This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Is it likely that the target will be met at the end of the year?  Yes

Annual Target: 2015/16 - 90.00%  
 2014/15 - 90.00%  
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

**Corrective action proposed (if required):**

**Comment on current performance (including context):**

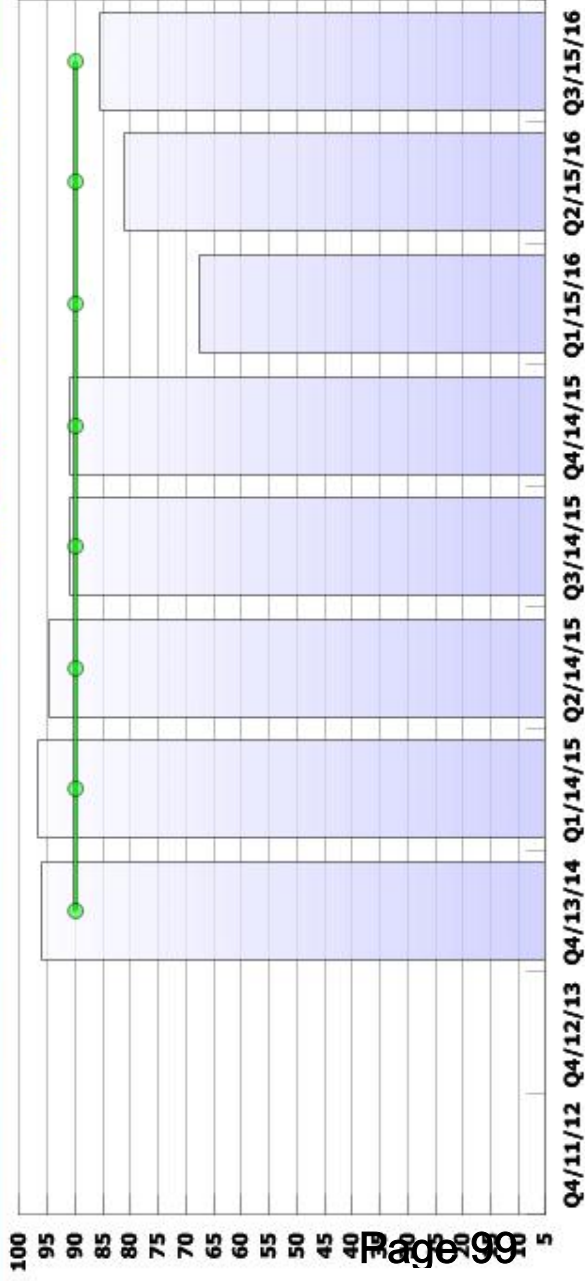
(Q3 2015/16) Target achieved. 409 of 450 (90.89%) incidents were cleared under the waste contract within the target of 5 working days.

**NEI008 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?**

**Additional Information:** This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

**Current and previous quarters performance**



Is it likely that the target will be met at the end of the year?  
 Uncertain

Annual Target: 2015/16 - 90.00%  
 2014/15 - 90.00%  
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

**Corrective action proposed (if required):**

(Q3 2015/16) The target has not been achieved. 519 incidents were cleared within 10 working days, out of 606 incidents (85.64%). However, data for Q3 is a cumulative figure including the data for Q1 and Q2. In Q1 we experienced considerable difficulties with BIFFA and the change in some household waste collection days/routes. This resulted in a backlog in passing on and inspecting some fly-tips that require an additional quote before clearance work can commence. We also identified a technical problem which meant some clearance requests were not being picked up automatically when BIFFA's system integrated with the Council's software.

These issues were rectified in Q2. The figures for the second part of the period, Q2 alone – 01/07/15 to 30/9/15, achieved the target (90.95% compared with 67.72% in Q1). The figures for Q3 alone 01/10/15 to 31/12/15 show a similar improvement, 176 incidents out of 183 were cleared within the target (96.17%).

As expected quarter 3 (alone) achieved the target, but overall the cumulative total is still below the 90% target due to the under achievement in Q1. No further corrective action is planned at this time.

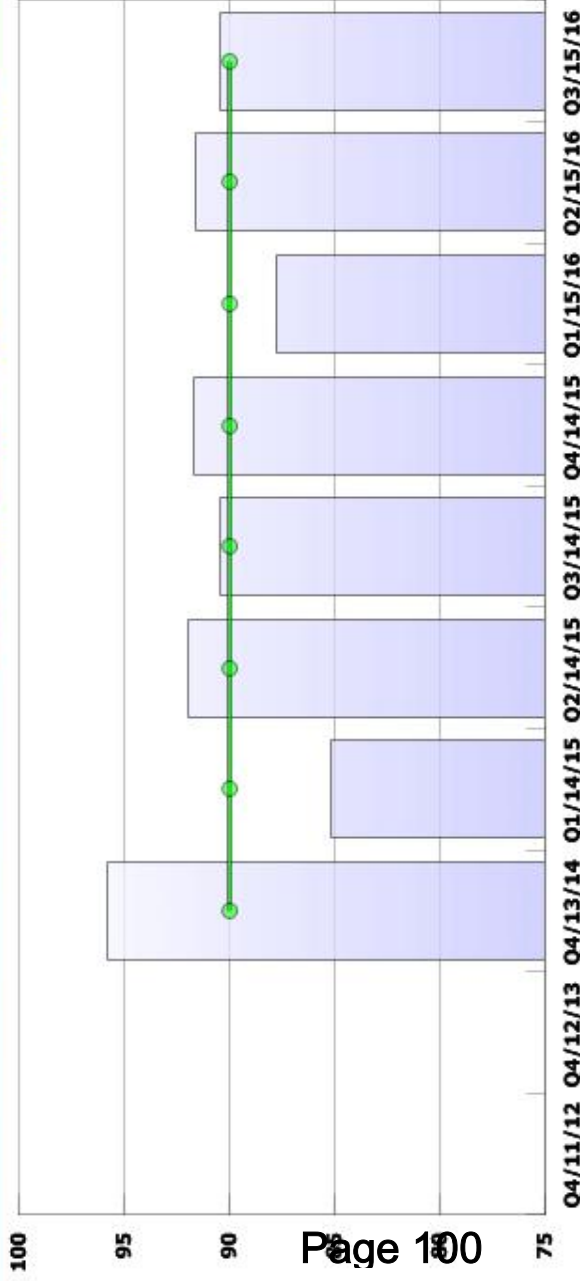


**NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?**

**Additional Information:** The callout service for noise complaints is 24 hours (restricted emergency service after 00:00 and before 13:00 at the weekend). Calls are recorded by the Council's stand-by officer and passed to the duty noise officer who telephones the complainant. A response has been made when the duty noise officer has telephoned the complainant.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Is it likely that the target will be met at the end of the year?  Yes

Annual Target: 2015/16 - 90.00%  
 2014/15 - 90.00%  
 Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

**Corrective action proposed (if required):**

**Comment on current performance (including context):**

(Q3 2015/16) The target has been achieved.  
 296 of 327 calls achieved the target and received a call back within 15 minutes (90.52%).

(Q3 2015/16) The target has been achieved.  
 296 of 327 calls achieved the target and received a call back within 15 minutes (90.52%).

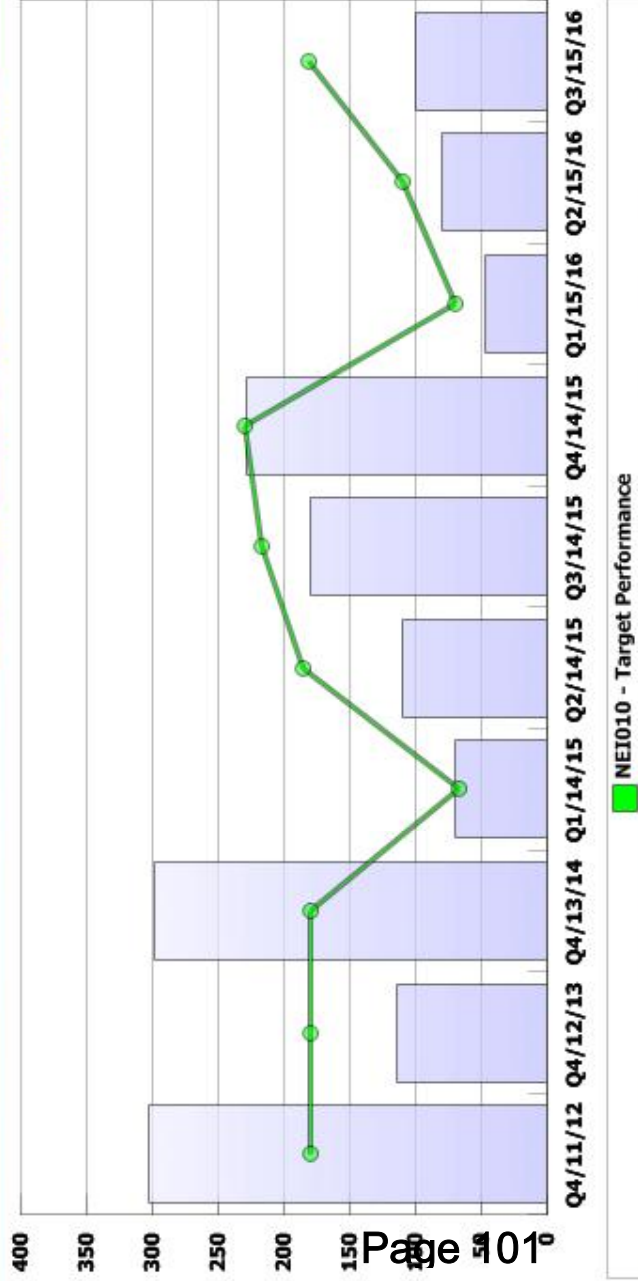
**NEI010**

**What was the net increase or decrease in the number of homes in the district?**

**Additional Information:** This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



Is it likely that the target will be met at the end of the year?  No

Annual Target: 2015/16 - 230  
 Indicator of good performance: A higher number is good  
 ↑ is the direction of improvement

**Comment on current performance (including context):**

(Q3 2015/16) – Our Quarter 3 KPI figure is 21, and our quarterly cumulative figure is 101. Our Q3 figure is a decrease from Q2, and it indicates that we are unlikely to meet our Annual Target for 2015/16 Housing Completions of 230 additional units.

Provision for future housing development will be made through new housing designations in the emerging Local Plan.

**Corrective action proposed (if required):**

(Q3 2015/16) – None proposed at this time.

It is important to note that the Council has a limited influence over housing completion figures meeting targets. The Council can encourage more building of dwellings by granting planning permission, making strategic housing site allocations through the Local Plan etc., but it does not actually build the vast majority of the dwellings, so it cannot control if and when they are completed. Even if a site is given planning permission, the state of the housing market can mean that projects may not commence as developers may wait and try to take advantage of rising property prices. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.

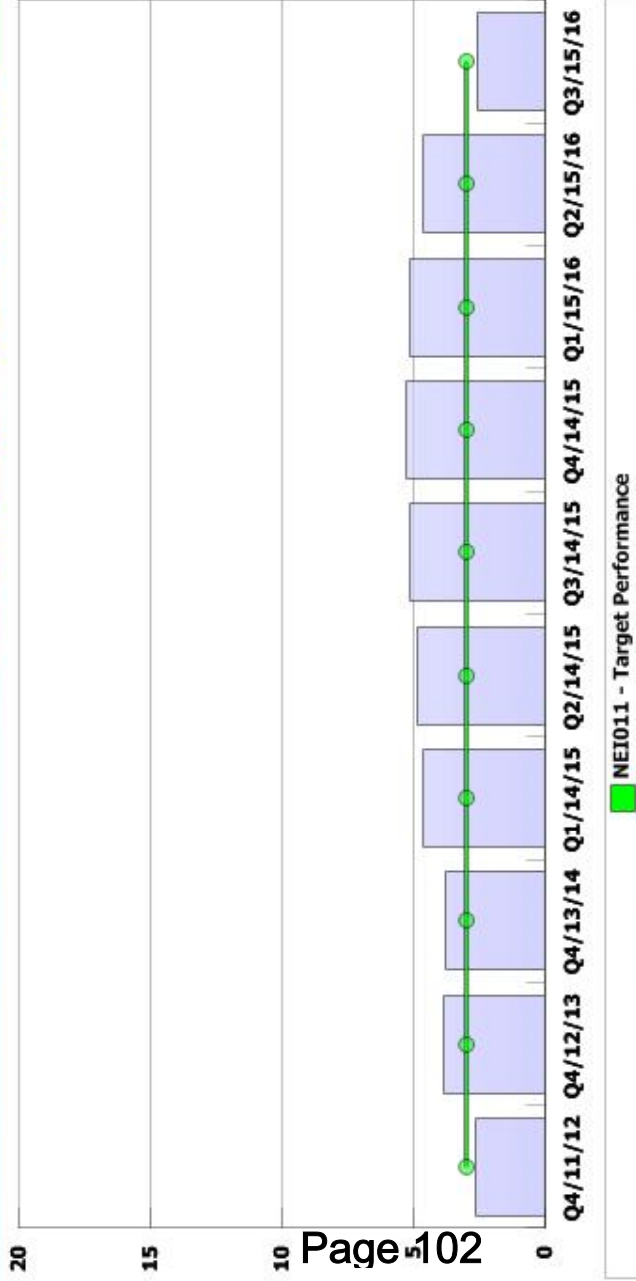
**NEI011**

**What percentage of the rent we were due to be paid for our commercial premises was not paid?**

**Additional Information:** This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported on a quarterly basis.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



▲ ▼

Is it likely that the target will be met at the end of the year?  Yes

Annual Target: 2015/16 - 3.0%  
2014/15 - 3.0%

Indicator of good performance: A lower percentage is good

↓ is the direction of improvement

**Comment on current performance (including context):**

(Q3 2015/16)The debt has reduced by approximately 44% partly as a result of regular arrears meetings and greater tenant liaison. We also amended one particularly large arrear which had been incorrectly invoiced.

**Corrective action proposed (if required):**

(Q3 2015/16) Currently awaiting outcome of review of debtors policy and working with finance and legal on strategy for larger debts.



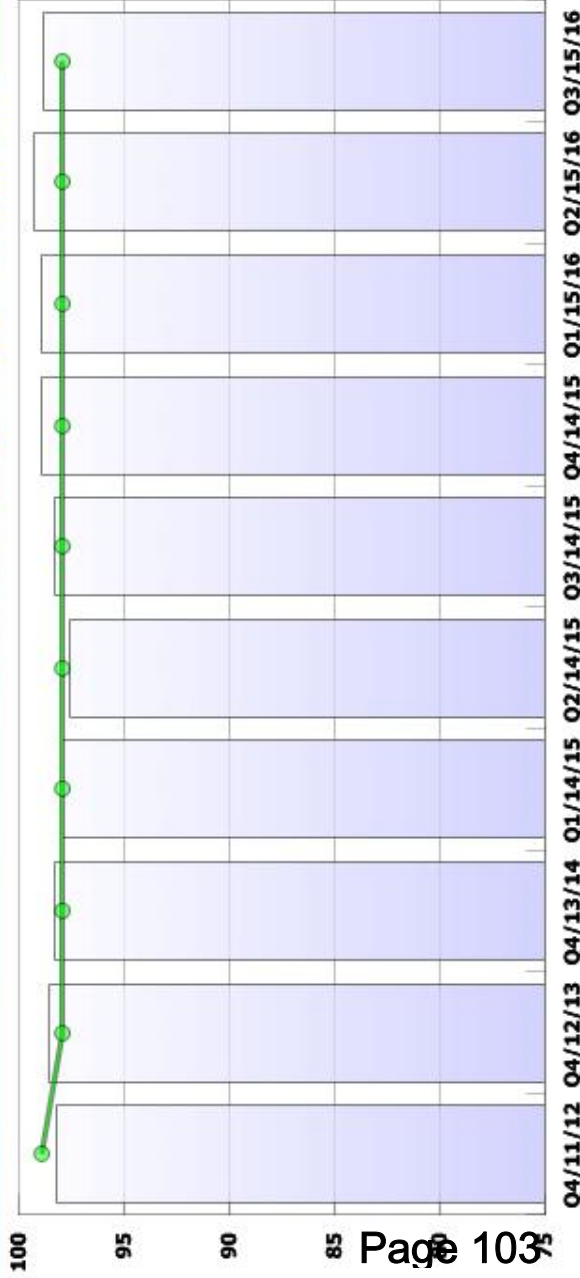
**NEI012**

**What percentage of our commercial premises was let to tenants?**

**Additional Information:** This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported on a quarterly basis.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564042.

**Current and previous quarters performance**



▲ ▼

Is it likely that the target will be met at the end of the year?  Yes

Annual Target: 2015/16 - 98.00%  
2014/15 - 98.00%

Indicator of good performance: A higher percentage is good

↑ is the direction of improvement

**Corrective action proposed (if required):**

(Q3 2015/16) 3 vacant properties. However, overall vacancy rate has reduced due to data being amended to remove properties no longer in EFDC's ownership.

(Q3 2015/16) Progress with lettings at 12-14 The Broadway, Oakwood Hill and Hillhouse Waltham Abbey. Agents now appointed on former and in process of being appointed on latter.

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**NEI02** What percentage of all household waste was sent to be recycled, reused or composted?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
59.14%	59.00%	58.53%	60.00%

**Responsible Officer**

Derek Macnab  
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
Collection calendar to every household around publicity on recycling of textiles, batteries and small WEEE electrical items	October 2015	Delivery of new collection calendar
Review Policy options for dealing with situations when dry recycling (cans, paper, cardboard plastic containers and glass bottles) are presented in the residual waste stream (black lidded wheelie bin) and what actions could be taken to encourage residents to avail the recycling services offered at the door step	Policy review by Cabinet in December 2015	Policy agreed
Use of community events to publicize the materials and extent of recycling in the district	ongoing	Attendance at events

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

At this stage no additional budget is envisaged however some reallocation of budgets within Waste Management Service may be required to rationalise expenditure, for example to carry out additional publicity

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Waste analyses have repeatedly shown that some residents do not make full use of the door step recycling services. Recycling performance has dipped in some other local Essex authorities.



NEI04 What percentage of our district had unacceptable levels of detritus(dust, mud, stones, glass etc.)?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
9%	9%	11%	10%

**Responsible Officer**

Derek Macnab  
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
Joint inspections with Biffa will take place when assessing this KPI – regular monitoring of all zones after cleansing to ensure standards are reached subject to workload and collection problems	October 2015 January 2016	Reduction in detritus
Development of a computer App for monitoring streets	October 2015	Reduce double handing/input of data collected

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

No impact envisaged

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Now that the refuse and recycling collection services are beginning to normalise it should be possible to refocus on this Indicator and increase the performance to meet and exceed the target.



**NEI08 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?**

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	96%	91%	90%

**Responsible Officer**

Derek Macnab  
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
eg. Implement postal campaigns to encourage take up of direct debit council tax payments at end of Q1 & Q3	14th July 2015 and 14th January 2016	Increased rate of council tax collection at end of Q2 and Q4
Target achieved 2014/15. A new system of recording fly-tips and clearance data has been implemented to integrate with BIFFA. This has enabled a standard report to be produced that automatically identifies potential service failures or errors in data. We are hoping to implement officer mobile reporting, to further speed up the process of clearance immediately after an inspection for evidence has been completed.	Target monitored on a weekly basis and reported at each quarter	Target aimed to ensure that large or hazardous fly-tip deposits (that cannot be cleared under the waste contract) are quickly cleared and any delay identified and challenged.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

**NEI10 What was the net increase or decrease in the number of homes in the District?**

Outturn			Target
2012/13	2013/14	2014/15	2015/16
115	299	229	230

**Responsible Officer**

Derek Macnab  
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
There are no specific improvements planned, partly because performance in the 2014/15 year was only one unit short of the target, and partly because the Council does not have much control over the outcome of this indicator, as it does not have control over how many housing units are built in the district. Obviously the Council can encourage more building of dwellings by granting planning permission, making strategic housing site allocations through the Local Plan etc., but it does not actually build the vast majority of the dwellings, so it cannot control if and when they are completed. Even if a site is given	n/a	n/a

planning permission, the state of the housing market can mean that at times, housebuilders will not complete units they have permission to build, if it is felt that they will not be sold. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

n/a

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

n/a





## **Report to: Neighbourhoods and Communities Select Committee**

**Date of Meeting: 15 March 2016**

**Portfolio:** Safer, Greener and Transport (Councillor G. Waller)

**Subject:** Key Performance Indicators 2016/17 – Review and Targets

**Officer contact for further information:** B. Copson (01992 564042)

**Democratic Services Officer:** Adrian Hendry (01992 564246)



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### **Recommendations/Decisions Required:**

**That the Select Committee considers the proposed Key Performance Indicators and targets for 2016/17 for those areas which fall within the Committee's areas of responsibility, and provide comment for the Finance and Performance Management Cabinet Committee as appropriate.**

### **Executive Summary:**

The Council is required to make arrangements to secure continuous improvement in the way in which its functions and services are exercised, having regard to a combination of economy, efficiency and effectiveness. To assist with this a range of Key Performance Indicators (KPI) relevant to the Council's service priorities and key objectives, are adopted each year and targets set which are appropriate and challenging.

### **Reasons for Proposed Decision:**

The KPIs provide an opportunity for the Council to focus attention on how specific areas for improvement will be addressed, and how opportunities will be exploited and better outcomes delivered. It is important that the key performance indicators are reviewed annually to ensure their continued relevance and that their targets are appropriate and challenging.

### **Other Options for Action:**

No other options are appropriate in this respect. Failure to identify challenging performance targets, could mean that opportunities for improvement are lost and might have negative implications for judgements made about the progress of the Council.

### **Report:**

- 1) The adoption of challenging but achievable KPIs each year is an important element of the Council's Performance Management Framework, and the KPI set is reviewed annually by Management Board to ensure the indicators and their targets are appropriate to provide challenge in the Council's key areas and to meet its objectives.
- 2) Whilst the recent annual review considered that the current indicator set was appropriate to provide challenge and improvement, a number of changes to targets have

been identified for the coming year, and one indicator has been split to enable greater focus and evaluation.

3) The provisional target for each indicator has been identified by service directors and relevant portfolio holder(s), based on third-quarter performance (and the estimated outturn position) for the current year. Management Board will review the provisional targets against outturn data for 2015/16 when this becomes available, and any revisions to next year's targets will be reported to the appropriate select committees in June 2016.

4) The review of the KPIs which fall within the areas of responsibility of the Neighbourhoods and Community Services Select Committee has resulted in a number of changes, the details of which are set out below and more fully in the attached appendix:

- a) NEI005 Complaints response times
  - b) NEI006 Fly-tipping response times
  - c) NEI011 Commercial rents
  - d) NEI002 Recycling - has been deleted and replaced by:
  - e) NEI013 Household waste - recycling      NEW INDICATOR
  - f) NEI014 Household waste - composting      NEW INDICATOR
- } targets have been increased

5) Improvement plans will be developed for each KPI for 2016/17, identifying actions to achieve target performance. The plans will be considered and agreed by Management Board, and submitted to the relevant select committees along with the 2016/17 first quarter performance submission.

6) The Select Committee is requested to consider the proposed KPIs and targets for 2016/17 which fall within its areas of responsibility. These will also be considered by the Finance and Performance Management Cabinet Committee at its meeting on 17 March 2016, and the views of the Select Committee will be reported to the Cabinet Committee.

**Resource Implications:**

Resource requirements for actions to achieve specific KPI performance for 2016/17 will have been identified by the responsible service director and reflected in the budget for the year.

**Legal and Governance Implications:**

None arising from the recommendations of this report; implications of actions to achieve KPI performance for 2016/17 will be identified by the responsible service director.

**Safer, Cleaner, Greener Implications:**

None arising from the recommendations of this report; implications of actions to achieve KPI performance for 2016/17 will be identified by the responsible service director.

**Consultation Undertaken:**

Draft KPIs and targets have been proposed by service directors in consultation with relevant portfolio holder(s), and considered by Management Board. They will be considered by the Finance and Performance Management Cabinet Committee on 17 March 2016.

**Background Papers:**

Third quarter KPI submissions held by the Performance Improvement Unit.

**Impact Assessments:***Risk Management*

None arising from the recommendations of this report; issues arising from actions to achieve KPI performance for 2016/17 will be identified by the responsible service director.

*Equality:*

None arising from the recommendations of this report; implications arising from actions to achieve KPI performance for 2016/17 will be identified by the responsible service director.

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KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
<b>Neighbourhoods Directorate and Community Services</b>						
<b>NEI001</b>	How much non-recycled waste was collected for every household in the district?	kg 400	kg 297	kg 400 Amber tolerance = 5% below target	No	With the introduction of the revised arrangements it is proposed that the target is retained at current levels and reviewed in 2017/18 once a full 18 months of operation is completed.
<b>NEI002</b>	What percentage of all household waste was sent to be recycled, reused or composted?	60.00%	57.90%	% Amber tolerance = 2.00% below target		<b>Indicator to be deleted</b> for 2016/17 and replaced with 2 indicators (NEI013 and NEI014) separating out the recycling and composting waste functions.
<b>NEI003</b>	What percentage of our district had unacceptable levels of litter?	8%	8%	8% Amber tolerance = 1% above target	No	Street Cleansing performance has been affected by the divergence of resources to assist in revised waste collection arrangements. Waste Client Officers are focusing on seeking improvements back to 2015/16 levels.

**Key Performance Indicators 2016/17 - Review and Targets (NSC)**

**Appendix 1**

KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
<b>NEI004</b>	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	10%	14%	10% Amber tolerance = 1% above target	No	As per NEI003
<b>NEI005</b>	What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	95.00%	96.46%	95.50% Amber tolerance = 1.00% below target	Yes	Performance has exceeded target in 2015/16 and it is proposed that a 0.5 increase will serve to maintain this improvement.
<b>NEI006</b>	What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of the fly-tip being recorded where the fly-tip is on public or privately owned land?;	90.00%	94.32%	92.00% Amber tolerance = 1.00% below target	Yes	Performance has exceeded target and a 2% increase to consolidate is proposed.

**Key Performance Indicators 2016/17 - Review and Targets (NSC)**

**Appendix 1**

KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
<b>NEI007</b>	What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?	90.00%	90.89%	90.00%	No	Maintain target.
				Amber tolerance = 1.00% below target		
<b>NEI008</b>	What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?	90.00%	85.64%	90.00%	No	Maintain target although it should be recognised that the performance of third parties etc.. ECC, Biffa Municipal and Landowners, has a bearing.
				Amber tolerance = 1.00% below target		
<b>NEI009</b>	What percentage of out of hours noise complaints that are passed through to the duty noise officer are responded to within 15 minutes?	90.00%	90.52%	90.00%	No	Maintain target to reflect current performance which generally meets customer expectations.
				Amber tolerance = 1.00% below target		

KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
NEI010	What was the net increase or decrease in the number of homes in the district?	230	101	230	No	Numbers are low, but our housing trajectory, based on planning permissions, indicates that we should be meeting the 230 on average per year. Next year there are a number of larger developments (including 60 plus units at Spurs grounds) which we know are commenced and highly likely to be completed within the monitoring period, so for that reason I would say we continue with the current target of 230. It is important to note that the Council has a limited influence over housing completion figures meeting of targets. The Council can encourage more building of dwellings by granting planning permission, making strategic housing site allocations through the Local Plan etc., but it does not actually build the vast majority of the dwellings, so it cannot control if and when they are completed. Even if a site is given planning permission, the state of the housing market can mean that projects may not commence as developers may wait and try to take advantage of rising property prices. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.
				Amber tolerance = within 5% below target		



Key Performance Indicators 2016/17 - Review and Targets (NSC)

Appendix 1

KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
NEI011	What percentage of the rent we were due to be paid for our commercial premises was not paid?	3.0%	2.6%	2.5%	Yes	Proposed uplift to recognise improved performance as a result of new procedures within Estates and Valuation pro-actively pursuing arrears.
				Amber tolerance = 0.5% above target		
NEI012	What percentage of our commercial premises was let to tenants?	98.00%	98.89%	98.00%	No	Maintain target. Inevitably there will be a turnover of tenants and difficult to avoid no void periods.
				Amber tolerance = 1.00% below target		
NEI013	What percentage of all household waste was sent to be recycled or reuse?	New Indicator for 2016/17	N/A	30%	N/A	<b>New indicator</b> based upon splitting NEI002 to create 2 new indicators (NEI013 and NEI014) separating recycling and composting. The target for NEI002 is 60% with quarterly targets adjusted to account for seasonal fluctuation. Recycling and composting contribute roughly equal amounts to the performance statistics. It is therefore considered appropriate to split the 60% target equally between the 2 replacement indicators, at 30% each and review in the light of first year performance.
				Amber tolerance = 2% below target		

**Key Performance Indicators 2016/17 - Review and Targets (NSC)**

**Appendix 1**

KPI Ref	Description	Target 2015/16	Q3 2015/16 Performance	Proposed Target 2016/17	Target changed Yes/No	Comments/justification for proposed target for 2016/17 and reasons for targeted reductions in performance
<b>NEI014</b>	What percentage of all household waste was sent to be composted or anaerobic digestion?	New Indicator for 2016/17	N/A	30%  Amber tolerance = 2% below target	N/A	<b>New indicator</b> - See NEI013 above.

## **Report to Neighbourhoods and Communities Select Committee**

**Date of meeting: 15 March 2016**



**Portfolio:** Governance and Development Management  
(Councillor J. Philip)

**Subject:** Data Quality Strategy 2016/17 – 2018/19

**Officer contact for further information:** Barbara Copson (01992 564042)

**Democratic Services Officer:** Adrian Hendry (01992 564246)

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### **Recommendations/Decisions Required:**

**That the Committee reviews the Data Quality Strategy for 2016/17 – 2018/19**

### **Executive Summary:**

The Council needs timely, accurate and reliable data in order to manage activities and meet internal and external requirements to demonstrate accountability through accurate reporting. Data is used for the assessment of the Council's performance, including the Key Performance Indicators (KPIs). The Data Quality Strategy sets out the arrangements for the next 3 years to ensure key data meets the highest standards and is 'right first time'.

### **Reasons for Proposed Decision:**

The Committee has a role in monitoring KPI performance, and those monitoring activities require that the data used in calculations is accurate and can be relied upon.

### **Other Options for Action:**

None. Arrangements to deliver the consistency of standards and awareness of data ownership are essential to ensure the high quality of data. Failure to secure and improve the quality of data could mean that evaluation of performance is inaccurate, opportunities for improvement lost, and might adversely affect the reputation of the authority.

### **Report:**

1. Good quality data is essential to support the Council's decision making especially decisions involving finance and performance. Additionally the Council's customers, partners and others interested in the Council's performance, need to be able to rely on the data we produce for evaluation purposes. The Council is also accountable for the money it spends and must manage competing claims on its resources. It therefore requires data which is accurate, reliable and timely in order to plan for the future and meet customer needs.
2. The Council has identified principles and arrangements to ensure high standards of data quality and has for a number of years, formalized them within a strategy, to support

consistency and encourage high standards of practice of data quality management. This revised strategy continues to reflect the principles for data quality originally identified by the former Audit Commission in its publication, 'Improving information to support decision making: Standards for better data quality, and reflects best practice and improvements to systems and processes, including systems and arrangements for the production and submission of Key Performance Indicator data. The Council aims to ensure that all the data it uses is 'right first time'. Therefore data quality arrangements include ownership of data, systems, and ensuring staff have the skills and knowledge they need to deliver high standards of data and data management.

3. The Council also relies on data produced externally by third party organisations and therefore we need to be confident that that data is robust. This revised strategy includes the development of the mapping of third party data to understand the data quality processes to which third party data is subject, and to ensure that those processes are of a high standard and therefore that the data is reliable.

4. This revised strategy was considered by Corporate Governance Group in November 2015 and by the Finance and Performance Management Cabinet Committee on 21 January 2016.

**Resource Implications:** From existing resources.

**Legal and Governance Implications:** None. This report seeks to progress the duty to secure continuous improvement in the way the Council manages its functions.

**Safer, Cleaner, Greener Implications:** None

**Consultation Undertaken:** Corporate Governance Group in November 2015 and Finance and Performance Cabinet Committee in January 2016.

**Background Papers:** None.

**Impact Assessments:**

*Risk Management* - No issues.

*Equality* - This strategy sets out the requirements for all data the Council relies upon and therefore includes data relevant to services which specifically meet the needs of protected groups. Service provision which is based upon reliable, relevant and timely information is more likely to be effective and efficient.

## Data Quality Strategy 2016/17-2018/19

## Introduction

Good quality data is essential to support Council decision making especially decisions involving financial and performance related decisions. The Council's customers, partners and organisations monitoring the Council's progress, need to be able to rely on the data we produce to evaluate our performance. The Council is accountable for the money it spends and must manage competing claims on its resources. It therefore requires data which is accurate, reliable and timely to be able to meet customer needs and plan for the future.

Epping Forest District Council recognises the importance of data quality and the Council is committed to ensuring that it maintains the highest standards of data quality. This strategy sets out its approach to delivering those arrangements and the ongoing improvement of data quality.

Its purpose is to bring together in one place the range of existing processes and approaches which exist to manage data quality to ensure that everyone who produces or uses performance data within the Council understands what is expected of them, and that the Council's partners understand what they can expect from our data.

## Scope of the data quality strategy

This strategy covers all data and information generated and used by the Council including performance management information, data relating to the delivery of services, financial and service management information and corporate governance information.

This strategy does not cover the use of personal data as defined by the Data Protection Act 1998. The Council's arrangements for handling personal data are set out within its Data Protection Policy.

Arrangements for data quality relating to the Council's Key Performance Indicators (KPIs), is fully developed within this strategy reflecting their strategic significance to the Council.

## Data quality objectives

The Council understands the importance of data quality and is committed to being consistent in its management of data quality both within the authority and where it works in partnership with other organisations.

The Council aims to ensure that all the data that it uses is 'right first time'. All officers with responsibility for collecting, collating and reporting data must ensure that the data provided can be relied upon. .

The Council is committed to the following data quality principles originally identified in the 'Improving information to support decision making: Standards for better quality data' publication by the Audit Commission in March 2007.

## Data Quality Principles

The following principles represent the Council's approach to data quality:

<b>Accuracy</b>	Data must be accurate for its intended purpose, and be represented clearly and in sufficient detail to enable informed decision-making
<b>Validity</b>	Data must be recorded and used in accordance with relevant requirements, rules and definitions to ensure consistency
<b>Reliability</b>	Data must reflect stable and consistent collection methods

<b>Timeliness</b>	Data must be available for its intended use within a reasonable time period. It must be available quickly and frequently enough to support information needs
<b>Completeness</b>	Data must be recorded in its entirety, avoiding gaps in information and duplication of data
<b>Relevance</b>	Data must be relevant to the purpose for which it is used
<b>Security</b>	Data must be stored securely and confidentially where appropriate

## Data quality arrangements

The Council operates a sound, well-established approach to the achievement of data quality, through the following arrangements:

### 1. Responsibilities and ownership

The Council collates and uses a significant amount and range of data in the course of its work. The Council and all its employees have responsibility and therefore ownership of the data they collate or process, or have control over.

<b>Responsibilities</b>	
<b>Role</b>	<b>Responsibility</b>
Governance and Development Management Portfolio Holder	Responsible for the strategic management of data quality.
Portfolio Holders	Individual Portfolio Holders are responsible for data quality issues with respect to Key Performance Indicators within their portfolios and for ensuring that appropriate data quality processes are in place.
Select Committees	Select Committees are responsible for the regular review of KPI data, including any potential issues of data quality.
Director of Governance	The Director of Governance is responsible for the overall collection and reporting of Key Performance Indicator performance data to Members and Management Board.
Chief Executive	Responsible for the operational management of data quality.
Directors/Assistant Directors	Responsible for ensuring that effective arrangements are in place within their areas of responsibility to ensure data quality requirements are met. They are also responsible for validating (Assistant Directors) or authorising (Directors) the Key Performance Indicator data in relation to those areas under their responsibility.
Service managers	Responsible for contributing to the integration of data quality arrangements into their areas of responsibility, and for ensuring that requirements for data quality within their areas of responsibility are met. They also ensure that staff have access to and are familiar with corporate requirements and directorate level procedures for data quality, and that role specific responsibilities relevant to data quality, are included in relevant job descriptions.

Performance Improvement Unit (PIU)	Supports the Council's corporate performance management and data quality arrangements. The PIU supports data processes for performance indicator monitoring, and provides advice and guidance regarding the collection and calculation of data for specific indicators.
All staff	Are responsible for the integrity and accuracy of any data that they collect, input, store, retrieve or otherwise, and therefore have ownership of that data.

## 2. Policies and procedures

Appropriate policies and procedures are in place to check data. Verification processes are required to be adhered to by all officers involved in data collection processes and data is used in ways that ensure the establishment of a clear audit trail.

## 3. Systems and processes

Appropriate systems and processes are in place to secure the quality of data. Officers understand definitions relating to different types of data. A data quality lead is in place for all relevant systems. The processes concerning the production of KPI data is included at page 5 of this strategy.

## 4. People and skills

Officers are trained or appropriately supervised so that they have the appropriate knowledge, competencies and capacity for their role. All officers recognise the need for high standards of data quality and their individual roles in achieving this. Responsibility for data quality is part of appropriate job descriptions and the Personal Development Review (PDR) process.

## 5. Data use

Relevant focus is placed on securing data which is accurate, valid, reliable, timely, relevant and complete. Data is presented in ways which are easy to understand, is accurate and can support recommendations and conclusions, both for internal and external use.

In collating performance data, all working papers must set out where data has come from and what action has been taken to ensure the quality of this data.

## 6. Third party data

We rely on source data from third parties (data produced externally) to report on progress on both the Council's and Partnership's work. To achieve our Data Quality objectives, we need to ensure that data from third parties that we use in our performance management is produced to the same high quality as data produced internally.

To ensure the third party data we use is robust we will undertake a mapping exercise of significant third party data streams, in order to identify data quality arrangements and produce risk analysis. The mapping exercise will:

- a) identify significant data streams;
- b) identify the business processes and/or performance measurement to which they relate;
- c) identify EFDC ownership;
- d) identify the data quality processes used; and
- e) evaluate risk to EFDC.

The mapping exercise will be reviewed in line with the 3 yearly review of this Data Quality Strategy.

We have developed a number of protocols for data sharing with our key partners; for example, a police joint protocol for the exchange of information.



## Data quality control, assurance and review

We continue to put systems and procedures in place to ensure good data quality. The Council's data quality arrangements are subject to internal control, assurance and review in the following ways:

- (a) All data is fully checked and reviewed within directorates/service areas prior to being reported.
- (b) Definitions apply to KPIs including the data, its source and the subsequent calculations. The KPIs are also subject to a controlled process of submission and verification.
- (c) The Corporate Risk Register specifies major corporate risks that include issues related to data, for example, risks such as the loss of business data and information etc.
- (d) The Council acts on enquiries made by service users in relation to the quality of data reported and undertakes appropriate remedial action where arising from review or assessment processes.
- (e) Significant issues identified in relation to data quality are considered by the Corporate Governance Group and escalated as appropriate.
- (f) Third party data streams used for performance measurement will be mapped during the first year of this strategy and their data quality arrangements identified to ensure the data is robust.
- (f) This strategy is reviewed every 3 years or sooner if required.

## Key performance indicator data

The Council measures and monitors its performance against a range of indicators identified as key to the Council's performance and improvement. This performance data is recorded through the Council's Performance Management system (TEN Performance Manager) and used to report progress to Members and Management Board. Guidance in the production of this data and the use of TEN is provided by the Performance Improvement Unit.

### Responsibilities for KPI data

Role	Responsibility and ownership
<b>Cabinet</b>	The Cabinet is responsible for the establishment of the annual suite of KPIs, including the adoption of appropriate performance targets.
<b>Portfolio Holders</b>	Individual Portfolio Holders are responsible for data quality issues with respect to KPIs within their portfolios, and for ensuring that appropriate data quality processes are in place.
<b>Select Committees</b>	Select Committees are responsible for monitoring performance against KPIs which fall within their areas of responsibility.
<b>Finance and Performance Management Cabinet Committee</b>	The Finance and Performance Management Cabinet Committee is responsible for the regular review of KPI data and any potential issues of data quality.
<b>Management Board</b>	Management Board is responsible for annually agreeing a suite of KPIs, their targets, tolerances and improvement plans. It receives quarterly and end of year KPI performance reports and identifies improvement opportunities.
<b>Directors</b>	Service directors are responsible for KPI data quality within their Directorates. They are responsible for authorising KPI returns and for ensuring the timely completion and submission of KPI information.
<b>Director of Governance</b>	The Director of Governance is responsible for this Data Quality Strategy, and the overall collection and reporting of KPI performance data to Members and Management Board.

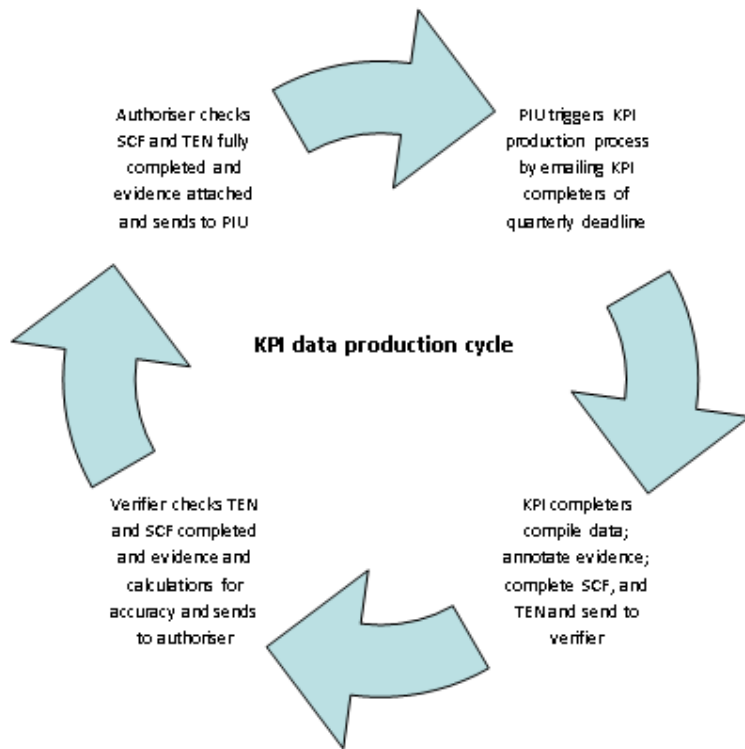
<b>The Performance Improvement Unit</b>	The PIU manages the KPI production, verification and reporting framework and the TEN system.
<b>KPI completing Officers</b>	Provide timely, accurate and reliable data entry using the Summary Control Forms (SCF) and TEN, and clear evidence to support the data provided.
<b>KPI verifying Officers</b>	Verify the data and supporting evidence provided by the Completing Officer using the SCF and evidence provided.

### **KPI system**

1. Officers involved in KPI data processes follow adopted procedures for KPI performance data collection and reporting, which require that a proforma return and full audit trail must be compiled for all KPIs on a quarterly basis.
2. Officers responsible for collating and reporting data must provide clear evidence to support the data submitted, and this data must clearly show the figures used in the calculations.
3. All KPIs have specific definitions and agreed calculation rules.
4. Data collation, KPI calculation and statistically returns must reflect the individual KPI definitions.
5. KPI submissions are made via the TEN performance management system administered by the PIU.
6. The KPI authoriser must be of Assistant Director or Director level.

### **KPI production process (see Figure 1)**

1. The PIU triggers the process for quarterly data submission according to predetermined arrangements.
2. When requested by the PIU, the completing officer compiles the data and annotates the evidence for verification and audit purposes. The Completing officer then completes all required fields on TEN; a Summary Control Form (SCF) in line with the KPI definition and agreed calculation, attaches the annotated evidence, and submits them electronically to the Verifying Officer.
3. The Verifying Officer checks and verifies the data submitted to TEN and the SCF for accuracy and completeness, and submits the form electronically to the authoriser.
4. The Authoriser checks that TEN has been fully updated; that appropriately annotated evidence is attached; and the SCF is fully completed and accurate; and submits the form electronically to the PIU.
5. The PIU checks the SCFs and TEN data submissions for accuracy and completeness and produces performance reports for consideration by Members and Management Board.
6. The PIU maintains appropriate evidence of the KPI data submission process for audit purposes.



**Figure 1**

**Monitoring and review of the data quality strategy**

The Data Quality Strategy is reviewed every three years. The next review will take place in 2018/19 or sooner if necessary.

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## **Environment & Neighbourhoods - Enforcement action in 2015**

### **1. Summary**

1.1 In line with previous reports on enforcement activities of the Environment & Neighbourhoods team, the data has been broken down into 6 month periods covering the summer and winter months. In general summer months are busier, particularly for noise complaints. This pattern has been repeated in 2015. Appendix 1 - Table 1 provides a breakdown of enforcement work carried out by the Environment & Neighbourhood Officers (ENO). Noise and waste/fly-tipping issues make up a large percentage of the teams enforcement work, it is estimated that Officers spend 80% of their time on these two issues across the district.

1.2 In some cases officers are clearly working towards establishing non-compliance with the law, with the aim of instigating prosecution proceedings e.g. fly-tipping incidents. However, officers also spend a great deal of time trying to educate, deter and resolve issues informally. That is particularly the case with noise issues and other neighbour nuisance complaints. Although prosecutions draw attention, enforcement officers investigate and resolve many more cases informally.

1.3 Officers have started to use new powers to issue formal Community Protection Warnings (CPW) and Community Protection Notices (CPN) for a range of issues that have a detrimental effect of a persistent or continuing nature on the quality of life of those in the locality. This new power provides officers with more scope to deal with some issues that previously did not fall under specific statutory nuisance powers.

1.4 Although the new power is welcome, it comes at a time when other enforcement agencies, that share similar enforcement responsibilities, such as the Police, Environment Agency and Essex County Council are increasingly under pressure, leading to more enforcement work being directed to the ENO team.

1.5 The ENO team have also recently taken over the responsibility for all dog noise complaints and dog fouling issues with retirement of the Council's Animal Welfare Officer. Environment and Neighbourhood Officers already prioritise cases. This is likely to become more important if demand for enforcement work by the ENO team increases.

1.6 For more information of the range of enforcement work carried out by the ENO team, please see the Council website at: [www.eppingforestdc.gov.uk/environment-and-neighbourhoods-team](http://www.eppingforestdc.gov.uk/environment-and-neighbourhoods-team)

### **2. Fly-tipping incidents**

2.1 Enforcement action data in relation to fly tipping incidents is shown in Appendix 1- Table 1: Activity recorded by Environment & Neighbourhood Officers (ENO) – “winter” 2015 (1<sup>st</sup> October 2015 to 2 March 2016) and previous 6 monthly data for comparison.

2.2. All incidents of fly-tipping reported to the Council are recorded. Incidents that may have some evidence to trace the source of the waste or fly-tipper are passed to the Environment and Neighbourhoods Team (ENO) to investigate. The incidents passed to the ENO team are then prioritised and investigated if possible prior to clearance. Fly-tipping on the public highway and Council land accounted for 90% of the reported incidents.

2.3 The Environment & Neighbourhood team continue to pursue fly-tippers through the courts. The following prosecutions were carried out in 2015:

#### **Prosecution for fly-tipping at Springfields, Waltham Abbey**

2.4 Mr Terence Sullivan of Morris Court Waltham Abbey was fined £120 and ordered to pay a contribution towards the prosecution costs of £200 after pleading guilty to an offence of depositing fly-tipped waste on 16<sup>th</sup> March 2015 in a bin store at Springfields, Waltham Abbey. The fly tipping of waste in the bin store serving properties in Springfields Waltham Abbey was witnessed by a member of the public on 16<sup>th</sup> March 2015 and reported to the Council the following day. Environment and Neighbourhood officers were able to trace the vehicle used in the fly tipping back to Terence Sullivan of Morris Court Waltham Abbey, who when subsequently interviewed under caution admitted being responsible for its deposit which included some waste from his business as a roofing company.

### **Prosecutions for fly-tipping in Burton Road car park, Loughton**

2.5 At Chelmsford Magistrates Court on 21 May 2015, Martin Temple of no fixed abode pleaded guilty to an offence of fly tipping in the car park at the rear of the shops in Burton Road Debden on 1st January 2015. He was fined £145 and ordered to pay a contribution towards the Council's legal costs of £150 and a victim surcharge of £20. In addition, Ian Hawkins of St Pauls Way Waltham Abbey pleaded guilty to an offence of fly tipping in the same location on 5 January 2015. He was fined £45 and ordered to pay a contribution towards the Council's legal costs of £100 and a victim surcharge of £20.

### **Serial offender prosecuted for 46 fly-tipping offences on Council land in Loughton**

2.6 Evidence gathered by the Council's Environment & Neighbourhood team assisted by CCTV evidence provided by colleagues from the Community Safety team led to a prosecution in Chelmsford Magistrates Court on 23<sup>rd</sup> April 2015. The prosecution was a culmination of many months of thorough investigation work that resulted in a number of formal interviews before the offender was prosecuted.

2.7 £3,567 clearance costs and a contribution towards the prosecution costs of £85 were awarded to the Council after Mr John Edward Newman of Honey Lane Waltham Abbey pleaded guilty to multiple fly-tipping offences between 6<sup>th</sup> January 2012 and 14<sup>th</sup> July 2014 in a garage area in Pyrles Lane Loughton. Mr Newman was also given a 26 week prison sentence suspended for one year with a curfew for the period of 6 months between the hours of 10.00pm and 8.00am.

2.8 In addition, the Magistrates made a Criminal Behaviour Order on conviction. For a period of 5 years Mr Newman is prohibited from advertising any waste clearance services and loading or carrying any waste in a vehicle unless he obtains a waste carriers licence or is employed by a licensed company. He was also banned from entering the garage area in Pyrles Lane, Loughton where the evidence of the fly-tipping was recorded.

2.9 In relation to the case a number of householders were cautioned for failing to carry out reasonable checks to ensure that they gave their waste to an authorised person and a builder was prosecuted for failing his waste duty of care.

### **3. Littering & Fixed penalty notices (FPN)**

3.1 Pre-arranged operations to target littering offenders have been carried out across the district. Officers have noted that members of the public now appear to be more aware of our uniformed presence and can be seen to be using the litter bins provided.

3.2 The ENO team participated in a County wide litter prevention campaign in this period, with deterrent and education rather than enforcement in mind e.g. officers on litter patrols in Loughton spoke to smokers before they had an opportunity to litter (in all but two cases) and cigarette butt pouches were handed out to grateful members of the public.

3.3 The ENO team continue to carry out regularly litter and dog fouling patrols and will be participating in another County wide litter campaign in 2016. The ENO team have recently received a supply of new dog fouling warning signs that are currently being positioned in hot-spots.

#### **4. Noise**

4.1 The Council provides a 24 hour restricted callout service for noise complaints throughout the year. The Council aims to resolve noise complaints informally but has strong powers to take legal action if noise causes a statutory nuisance. There is further information on the Council's web site at:

<http://www.eppingforestdc.gov.uk/index.php/residents/your-environment/crime-safety/out-of-hours-noise-service>

4.2 Residents suffering from noise nuisance can report incidents and obtain advice on noise issues by contacting the Council on 01992 564608, within normal working hours. Outside normal working hours incidents can be reported on 01992 564000. The duty noise rota is covered by the ENO team. This service enables officers to respond quickly to ongoing noise complaints, witness incidents and pursue formal action. The majority of complaints are resolved informally but there have been a number of prosecutions in 2015.

4.3 **Christopher Piper of 38 Marlescroft Way Loughton** was prosecuted by Epping Forest District Council for a breach of a Noise Abatement Notice served on him on 11<sup>th</sup> June 2015 which required him to maintain the volume of music and amplified sound emanating from 38 Marlescroft Way Loughton at a level that will not cause a statutory nuisance to the occupiers of noise sensitive premises. The breach occurred on 19<sup>th</sup> June 2015.

4.4. Mr Piper failed to attend at a hearing in Chelmsford Magistrates Court on 8<sup>th</sup> October 2015 and the Magistrates found him guilty of the offence in his absence. They imposed a fine of £120. He was also ordered to pay a contribution towards the Council's prosecution costs of £200, the new Criminal Court charge of £520 and a Victim surcharge of £20. Essex Police subsequently obtained a Closure Order in respect of the property on 18<sup>th</sup> September 2015 and the Council also obtained a forthwith possession order in Edmonton County Court on 6<sup>th</sup> October 2015.

4.5 **Hannah Hines of Caneland Court** was prosecuted by Epping Forest District Council for a breach of Noise Abatement Notices served on her on 22 April 2015. Notices were served after Council officers were satisfied that a statutory nuisance was being caused by noise coming from her property and required her to restrict the level of shouting, screaming, raised voices, banging and impact noise at a level that will not cause a statutory nuisance to the occupiers of noise sensitive premises. The breach occurred on 26<sup>th</sup> April 2015.

4.6 At a hearing in Chelmsford Magistrates Court on 9<sup>th</sup> July 2015 both Ms Hines pleaded guilty to the offence. She was fined £110 and ordered to pay a contribution towards the costs of the prosecution of £200. She was also ordered to pay a Criminal Court Charge of £150 and a Victim surcharge of £20. The Magistrates were informed that a complaint of noise nuisance had been received by the Council on 26 April 2016 at about 01.25 hours. An Environment and Neighbourhoods officer visited the complainants and between 01.47 and 02.40 hours witnessed shouting, screaming, swearing, live singing and banging which was at a level that would have prevented sleep and disturbed the complainant's enjoyment of their property throughout that time.

4.7 **Jaqueline Hunt and Nicholas Hunt** of Hoveton Way Fairlop (near Barkingside) Essex were prosecuted by Epping Forest District Council for a breach of Noise Abatement Notices served on them on 5<sup>th</sup> March 2014 in respect of the fish restaurant "**Catch**" **147 Queens Road Buckhurst Hill** of which Jaqueline Hunt is the Designated Premises Supervisor and Nicholas Hunt is the manager. The Notices were served after Council officers were satisfied that a statutory nuisance was being caused by noise coming from the restaurant and require them to maintain the volume of music and amplified sound emanating from the restaurant at a level that will not cause a statutory nuisance to the occupiers of noise sensitive premises. The breach occurred on 27<sup>th</sup> February 2015.

4.8 At a hearing in Chelmsford Magistrates Court on 21<sup>st</sup> May 2015 both Mr & Mrs Hunt pleaded guilty to the offence. They were each fined £400 and each ordered to pay costs of the prosecution of £270. The Magistrates were informed that a complaint of noise nuisance had been received by the Council on 5<sup>th</sup> February 2015 at about 21.55 hours. An Environment and Neighbourhoods officer had visited the complainants and between 22.40 and 23.10 heard music and live singing which was at a level that would have prevented sleep and disturbed the complainant's enjoyment of their whole property throughout that time. It was therefore in breach of the Abatement Notice.

#### **£660 fine for breach of noise abatement notice due to loud music**

4.8 Ms Natasha Thompson of 22 Longcroft Rise Loughton was found guilty of breaching a noise abatement notice and fined £660 in Chelmsford Magistrates Court on 27 April 2015. She was also ordered to pay a victim surcharge of £66 and a contribution towards the Council's prosecution costs of £200.

4.9 At an earlier hearing Ms Thompson pleaded not guilty to the offence and a trial was fixed for 27<sup>th</sup> April 2015. Ms Thompson failed to attend at the trial which proceeded in her absence. An Environment and Neighbourhood officer gave evidence as to what he had heard. He also gave evidence about numerous offers to Ms Thompson by the Council to visit her and provide advice to help her comply with the notice.

#### **5. Taxi licensing checks**

5.1 The ENO team carry out regularly checks on taxis late at night and into the early of the hours of the morning throughout the year, to check compliance with taxi licence conditions and to detect and deter unlicensed taxis from operating. Recently there have been no reports from licensed drivers that unlicensed drivers have been operating in the area after a successful prosecution earlier in the year. In the past EFDC licensed taxi drivers have been quick to notify the Council if they suspect that an illegal taxi is operating, taking their trade. However, checks in June 2015 did result in a prosecution of an unlicensed driver.

#### **Prosecution for unlicensed taxis – Mr R Wilkinson**

5.2 Robert Wilkinson of St Mary's Way Chigwell was fined £150 and ordered to pay the Council's prosecution and investigation costs of £677.83 after he pleaded guilty by post to an offence of standing or plying for hire as a Hackney Carriage without the appropriate licence.

5.3 The Council's Environment & Neighbourhood team carried out spot checks on unofficial taxi ranks at Loughton and Epping in the early hours of 21<sup>st</sup> June 2015. This resulted in a prosecution in Chelmsford Magistrates Court on 10<sup>th</sup> December 2015. Officers witnessed a Citroen Belingo owned by Robert Wilkinson in both locations apparently standing or plying for hire. At the location in Loughton he drove off when officers approached his vehicle. They were able to speak to him at the Epping location when he told them that he was waiting for his son to come out of one of the clubs. It was noted that the expiry of the Hackney Carriage Licence plate on the vehicle was 19 March 2016. However the following day it was found that the licence had expired on 19<sup>th</sup> March 2015 and had not been renewed. Also on that date Mr Wilkinson had applied for a new Licence and had returned his previous licence plate with the corner showing the year of expiry broken off. There however appeared to be an indication that a marker pen had been used to change the date. Further CCTV evidence was also obtained to show that Mr Wilkinson had been "ranking up" in Epping and had also displayed his illuminated "For hire" sign in Loughton. When subsequently interviewed under caution Mr Wilkinson denied that he was standing or plying for hire but admitted that it looked like he was displaying his illuminated for hire sign in Loughton and that he was parked in the unofficial taxi rank in Epping.



## Appendix 1 - Safer Cleaner Greener Strategy - Enforcement Activities – 2015

Table 1: Activity recorded by Environment & Neighbourhood Officers (ENO) – “Winter” 2015/16 (1<sup>st</sup> October 2015 to 2 March 2016) and previous 6 monthly data for comparison.

Activity recorded by Environment & Neighbourhood Officers (ENO)	Winter 2015/16 01/10/15 to 02/03/16 (note 1)	Summer 2015 01/04/15 to 30/9/15	Winter 2014/15 01/10/14 to 31/03/15	Summer 2014 01/04/14 to 30/9/14
<b>Reactive fly-tip work in response to an incident</b>				
Number of fly-tipping incidents reported to the Council	821	858	959 (note 2)	893
Incidents investigated	226	257	432	642
Warning/Enforcement letter sent	83	43	108	70
Statutory notice	31	21	42	5
Prosecution	3	2	1	3
Formal Caution	2	4	3	3
<b>Proactive waste/fly-tip work</b>				
Investigation	107	129	139	213
Warning/Enforcement letter	39	58	56	50
Statutory notice	6	1	7	3
Prosecution/caution not related to a specific fly-tip	0	1	1	0
<b>Other non-fly-tipping work</b>				
Total enquiries/complaints dealt with by ENO team (excluding above)	676	1051	807	1145
1. Noise (Out of hours noise service complaints included in total)	443 (184)	782 (313)	549 (252)	805 (220)
2. Bonfires (domestic and commercial)	45	80	64	116
3. Street Trading	7	5	13	18
4. Licensing consultation	3 (note 3)	56	127	146
5. Other (light pollution, littering, planning consultations, unauthorised encampments, flyposting).	34	41	36	60
<b>Fixed Penalty Notices (FPN)</b>				
Litter, Waste receptacle offences, dog fouling.	3	7	10	3
FPN income (£)	110	295	600	175

Note 1 – data incomplete for this period, data produced on 2 March 2016, “winter period” finishes 31 March 2016. 5 month instead of 6 months data.

Note 2 – codes used for data collection changed in this period to accommodate integration with new waste contractor. Figure may include some duplication.

Note 3 – Consultations on Temporary Event Notices (TENS) are no longer recorded by the ENO team unless a representation is made. The majority of TENS require no comment.

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