

Scrutiny Standing Panel Agenda



Safer, Cleaner, Greener Scrutiny Standing Panel Thursday, 6th January, 2011

Place: Committee Room 1, Civic Offices, High Street, Epping

Time: 7.30 pm

Democratic Services Officer: Adrian Hendry, Office of the Chief Executive
email: ahendry@eppingforestdc.gov.uk Tel: 01992 564246

Members:

Councillors Ms C Edwards (Chairman), Ms J Hedges (Vice-Chairman), W Breare-Hall, A Boyce, Mrs T Cochrane, D Jacobs, Mrs S Jones, B Judd, G Mohindra, Mrs C Pond and P Spencer

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

(Assistant to the Chief Executive) To report the appointment of any substitute members for the meeting.

3. DECLARATIONS OF INTEREST

(Assistant to the Chief Executive). 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.

4. NOTES FROM THE LAST MEETING (Pages 5 - 10)

To agree the notes of the last meeting held on 7 October 2010.

5. TERMS OF REFERENCE AND WORK PROGRAMME (Pages 11 - 16)

(Chairman / Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Panel and associated Work Programme. This is attached. The Panel are asked at each meeting to review both documents.

6. UPDATE ON FLY-TIPPING (Pages 17 - 20)

To consider the attached report.

7. FOOD STANDARDS AGENCY AUDIT REPORT (Pages 21 - 28)

To consider the attached report.

8. SCG CRIME AND DISORDER REPORT (Pages 29 - 30)

To consider the attached Report.

9. WASTE MANAGEMENT PARTNERSHIP BOARD MINUTES (Pages 31 - 44)

To consider the attached report.

10. CHRISTMAS AND NEW YEAR SHUTDOWN REPORT (Pages 45 - 56)

To consider the attached report.

11. CCTV ACTION PLAN REPORT (Pages 57 - 66)

To consider the attached report.

12. ENFORCEMENT ACTIVITY REPORT (Pages 67 - 68)

To consider the attached Report.

13. MEDIATION REPORT (Pages 69 - 74)

To consider the attached Report.

14. HALF YEARLY REPORT ON CLIMATE CHANGE STRATEGY (Pages 75 - 78)

To consider the attached report.

15. EFDC GREEN CORPORATE WORKING PARTY MINUTES - JULY 2010 (Pages 79 - 80)

To consider the attached minutes.

16. SAFER CLEANER GREENER STRATEGIC ACTION PLAN (Pages 81 - 82)

To consider the attached report.

17. PROGRESS REPORT ON THE NOTTINGHAM DECLARATION (Pages 83 - 86)

To consider the attached report.

18. FUTURE MEETINGS

To note the forward programme of meeting dates for the Panel. They are:

24th February 2011; and
07th April 2011.

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EPPING FOREST DISTRICT COUNCIL COMMITTEE MINUTES

Committee: Safer, Cleaner, Greener Scrutiny **Date:** Thursday, 7 October 2010
Standing Panel

Place: Committee Room 1, Civic Offices, **Time:** 7.30 - 9.01 pm
High Street, Epping

Members Present: Ms C Edwards (Chairman), Ms J Hedges (Vice-Chairman), W Breare-Hall, A Boyce, K Chana, Mrs T Cochrane, D Jacobs, Mrs S Jones, B Judd, Mrs C Pond and J M Whitehouse

Other Councillors: Mrs P Smith and Mrs M Sartin

Apologies: - G Mohindra and P Spencer

Officers Present: J Nolan (Assistant Director (Environment & Neighbourhoods)) and A Hendry (Democratic Services Officer)

Also in attendance: J Gilbert, Chief Inspector A Ray, C Wiggins, D Eyles, P Gardener and A Petty

23. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

It was reported that Councillor Jon Whitehouse was substituting for Councillor P Spencer and Councillor K Chana was substituting for G Mohindra.

24. DECLARATIONS OF INTEREST

No declarations of interest were made.

25. NOTES FROM LAST MEETING

The notes from 26 August 2010 meeting were agreed as a correct record.

26. COMMUNITY SAFETY PARTNERSHIP - CROSS BORDER WORK

The Chairman of the Safer Cleaner Greener Standing Panel welcomed the members of the Epping Forest Community Safety Partnership (CSP) to the meeting who were there to talk about the cross border initiative.

John Gilbert the lead officer for the CSP introduced the officers attending the meeting on behalf of the CSP and Councillor Mrs Smith who was the Chairman of the Partnership.

He introduced David Eyles, the Cross Border Officer. This post came about after a recently commissioned five year study into offenders responsible for serious acquisitive crime. The research identified that 48% of the offenders resided outside Epping Forest District, with the majority living almost exclusively within the London area. Intelligence suggested that with shared borders with the Metropolitan Police areas and the easy access into the District had a specific impact on acquisitive crime in the District. In view of this the Safer Communities Team approached Essex County Council to consider funding a West Essex Cross Border Officer, working on

behalf of Epping Forest, Harlow and Brentwood CSPs. A six month temporary post was agreed and in May 2010 David Eyles was recruited into the post. He had thirty years of policing experience working at a senior level in the Metropolitan Police.

Mr Eyles commented that it was difficult to target individuals who 'commuted' into the district because of the easy transport links. It was very unfortunate that the various police computer systems could not talk to each other and share intelligence across borders. However, there was now a London wide database in operation, which we had recently signed up to. This database was turning up interesting facts such as showing 'hot-spots' of criminal activity and that a small number of individuals were carrying out the majority of crime. Targeted cross border squads could now be put together to target cross border offending.

There was also some academic research into why offenders go to a particular area to offend. They found that in such areas as Loughton there are high numbers desirable cars, some of which were being stolen and shipped abroad. There were also a number being driven around the area on false number plates or broken up for spares and sold on (this was easy now with the internet).

A cross border prolific offender scheme was being run with the help of the London Boroughs. A strategic assessment was done yearly and this was used to prioritise the work undertaken.

The relationship between Local Authorities and the Police has been excellent in this area and had been welcomed the local police commanders. A lot of positives were coming out of the cross border work being done and the London Boroughs are now coming on board.

The Safer Communities Manager, Caroline Wiggins, explained that that Mr Eyles' was engaged for a six month appointment, which had now been extended for a further five months and officers were looking to extend it further as they were keen to build on the work done.

Councillor Boyce was worried that the London Boroughs might be negative as their criminals were coming out to our area where the big houses and big cars are. David Eyles noted that more houses were being burglarised for their car keys as new cars were hard to steal off the road. The London Boroughs tend to have 'Fiestas' stolen. They are usually taken, broken-up and sold on.

Councillor Judd asked if we also had criminals coming in from over the Kent border. Mr Eyles said they certainly came in from Hertfordshire. They come into Essex because they are not known to our police and there is a perception that there is less policing in Essex and our courts are more lenient than the metropolitan courts. Also, because this is an affluent area with desirable items.

Councillor Jon Whitehouse asked if there were any other issues that were focused on, such as drugs or other acquisitive crimes. Mr Eyles said they were also looking Anti Social Behaviour and were looking to map this behaviour and to see if any names cropped up again and again and to cross reference this with locations. This would enable us to come up with holistic plans to deal with these problems. Caroline Wiggins added that they were looking at having another "Day of Action" and spreading this across areas going to various neighbourhood areas on various days where they could bring a whole raft of services into action.

Councillor Breare-Hall said that a 'drive for the future' was mentioned. Are you working to a time line to see results? Mr Eyles replied that they were already seeing

results by working cohesively as partnerships, with intelligence being shared with the London Boroughs and focusing our resources through this. The reality of crime was different to the perception of crime; violent crimes were not an everyday occurrence but a rarity in this area.

Councillor Chana commented that the report given was interesting but he had heard similar things before about cars stolen to order and databases being set up to help the police. What was being done to tackle this type of crime? Chief Inspector Alan Ray said they had introduced teams to stop burglars during the day. Last year they achieved a 7% reduction on dwelling burglaries while neighbouring boroughs have had an increase in their levels. They also have a team to stop vehicles on the road, a lot of this was pre-emptive. Caroline Wiggins added that a lot of this was about education and prevention, reminding residents to keep their home safe etc. and was not just about policing.

Councillor Jacobs commented that this type of crime would never disappear; we needed to match the criminal's efforts. He was concerned that the police kept up this level of surveillance, but it would not be easy with the upcoming cut backs. Mr Eyles replied that a lot of other forces were looking at how we did it and if successful there would always be funding made available by the Home Office, probably to the Local authorities to manage such partnerships. Paul Gardener, the Anti Social Behaviour Officer said that a strong partnership should overcome funding problems and enable the work to continue in some form. There was a good operational working relationship between our team and the police.

Councillor Mrs Edwards said that there were concerns about the proposed radical cut backs by the government. Chief Inspector Alan Ray replied that Essex Police was already a lean force and were looking at a force restructure. They know that cuts were coming and would have to see how they could manage them. Already, the Epping Forest PC's do more spot checks than anywhere else in the country and does a really good job here. John Gilbert, the lead officer for the Epping Forest CSP added that they had good partnership work demonstrated here and this would become more important as resources became tighter.

Councillor Judd said that people tend to talk mostly in terms of percentages nowadays, but Mr Eyles had given a figure that 57 people would not become a victim this year because of the work done. Percentages can distort how the public view crimes. Was there anything that could be done to help us communicate this to the public? Mr Eyles said that was a good point, the local press were quick to criticise and blow things out of all proportion. They would not publish good news. Councillor Judd said there were other forms of communication available such as the newsletters of Town and Parish Councils. Mr Gardener said it was still work in progress as they were looking at putting such items out to local newsletters via an email.

Councillor Sartin agreed about the bad press coverage. She asked if there was a two way movement; did our criminals go into London. Mr Eyles said they thought that was what was happening. The same thing was happening in the London Boroughs, with the met police picking up criminals from our area for much the same type of crime. There was a lot of work going on to research this.

Councillor Sartin then asked if this was the same for our east / west boundaries. Mr Eyles said that they suspected that East Herts. were exporting some of their criminals here.

Councillor Jacobs asked if the partnership liaised with prison officers, the probation service or other such like organisations. Caroline Wiggins said they had contact with

the probation service, looking at the offenders out of jail, where they lived and if we needed to add conditions onto their licences. The partnership recognised that they needed to reduce offending. They would update this Panel next year when they know more.

Councillor Breare-Hall asked if anything had been identified to allow the partnership to be more effective. Mr Eyles replied that the challenge was for the London Boroughs to talk to each other and get the computer and intelligence systems to talk to each other across borders. At present they cannot speak to each other. It would make the lives of Police Officers on the street less difficult.

He added that the culture of the met police was to keep their bit of land free of crime, but this just displaced the criminals. But this was changing, criminals do not recognise borders, why should we.

Councillor Boyce expressed concern that the Human Rights legislation had handicapped the Police. He then went on to say that some people had set up a 'Farm Watch' in his area where-by they could warn each other of any crimes committed locally. When they have tracked potential criminals going around their area and have informed the police that they knew their whereabouts or had them on their property, the police would not respond until days later when it was too late. Chief Inspector Alan Ray said he could not comment on specific incidents. As for human rights, the police had been working with them under the PACE regulations for some time. The Police have all the powers that they need.

Councillor Judd asked if there was anything that could be added to the Authority's current CCTV system to help the partnership. Also what kind of co-operation did we have with the British Transport police? Adrian Petty EFDC's CCTV operations officer said that they assisted the Police with technology, using the two 'Automatic Number Plate Recognition' cameras around the district. They were also trying to make their CCTV cameras work a little harder by placing them in specific areas. They were always looking at how to improve their service. If they had a central control room they could instigate a system whereby the public could text them when a crime was taking place and the operator could train a camera onto the crime as it was happening. Chief Inspector Alan Ray added that they had a very good relationship with the Transport Police and had often worked together to keep 'undesirables' out of the district.

Councillor Chana was concerned that homeowners were at a disadvantage when they had to defend their homes and were at risk of being charged themselves if they used violence. Chief Inspector Alan Ray said he saw a lot cases where the homeowners were not taken to court for defending their homes.

Councillor Mrs Smith, the Chairman of the CSP was glad to say that this area was one of the safest places to live in. The cross border work was all about good practice, the using of intelligence and data plotting. They are leading by example and the Home Office was showing great interest in this work.

Councillor Mrs Edwards agreed that the officers were doing a great job on the cross border work and it was very much appreciated.

27. FUTURE MEETINGS

Mr Gilbert reminded the Panel of the Community Engagement event happening on 25 November this year at Epping Forest College – details would be put in the Member's Bulletin.

He also noted that the next Crime and Disorder meeting was to be held in February 2011 and asked that members provide him with any ideas that they would wish to discuss at that next meeting. They would also get an update on the progress against the Community Safety Partnership's strategic assessment.

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TERMS OF REFERENCE - STANDING PANEL

Title: Safer, Cleaner, Greener

Status: Standing Panel

Terms of Reference:

1. To approve and keep under review the “Safer, Cleaner, Greener” initiative development programme.

(Note: this development programme will encompass the three main issues and will therefore include matters such as:

- (i) environmental enforcement activity*
- (ii) safer communities activities*
- (iii) waste management activities (in addition to WMPB information))*

2. To keep under review the activity and decisions of the Waste Partnership Member Board and the Inter Authority Member Working Group.
3. To receive reports from the Waste Management Partnership Board in respect of the operation of and performance of the waste management contract
4. To monitor and keep under review the Nottingham Declaration “action plan” and the Council’s progress towards the preparation and adoption of a sustainability policy and to receive progress reports on the Council’s Climate Change Strategy from the Green Working Group
5. (Subject to Cabinet approval of the Group) to receive and review the reports of the Bobbingworth Tip Management Group.
6. To act as the Council’s Crime and Disorder Scrutiny Committee and to keep under review the activities of the Epping Forest Safer Communities Partnership as a whole or any of the individual partners which make up the partnership.
(a) That at least two meeting a year be dedicated as Community Safety Committee meetings.

Work from The Leisure Task and Finish Panel:

7. Waltham Abbey Sports Centre/ Swimming Pool:
 - To assess the feasibility of providing a new sports hall at the Waltham Abbey Swimming Pool;
 - To conclude the assessment commenced in 2007/08 of evaluating the current and potential future management arrangements at Waltham Abbey Sports Centre.
8. The on-going monitoring of the Youth Initiatives Scheme and Play Strategy.

Chairman: C Edwards

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Safer, Cleaner, Greener Standing Panel
Work Programme 2010-11

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
<p>(1) Safer, cleaner, greener strategy</p> <p>(a) Enforcement activity – half yearly report</p> <p>(b) Consideration of splitting strategy document and action plan</p> <p>(c) Agree action plan for 2011/12</p> <p>(d) Food Standards Agency Audit</p>	<p>(a) Data to January 2011 meeting</p> <p>(b) January 2011</p> <p>(c) -</p> <p>(d) January 2011</p>	<p>Update report attached</p> <p>Splitting the documents will enable core strategy to be issued without need to reprint every time the action plan changes</p> <p>-</p> <p>Action plan, attached to agenda, referred to the Panel by the Audit & Governance Committee</p>	<p>1 July 2010</p> <p>26 August 2010 (extra meeting)</p> <p>7 October 2010</p> <p>6 January 2011</p> <p>24 February 2011</p> <p>7 April 2011</p>
<p>(2) Community Safety</p> <p>(a) CCTV action plan – half yearly report</p> <p>(b) Receive reports from Community Safety Scrutiny meetings</p> <p>(c) Mediation arrangements</p>	<p>January 2011</p> <p>January 2011</p> <p>January 2011</p>	<p>Update report attached</p> <p>Report to January 11 meeting</p> <p>Report to January 11 meeting</p>	<p>Crime & Disorder Scrutiny meetings – The 2 meeting dates are October 2010 and February 2011</p>
<p>(3) Essex Waste procurement process and Joint Committee</p> <p>(a) Receive notes/minutes of</p>	<p>To be determined</p>	<p>First meeting scheduled for January 2011</p>	

Safer, Cleaner, Greener Standing Panel
Work Programme 2010-11

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
Member Partnership Board (b) Receive notes/minutes of Inter Authority Member Group	To be determined	Report once initial meetings have taken place	
(4) Waste Management Partnership Board (a) Receive minutes of Partnership Board (b) Progress of recycling in flats and similar buildings (c) Review of weather disruptions to services	As required January 2011 January 2011	(a) Minutes of Board meetings held on 4 th August and 20 October 2010 to January 11 meeting (b) Report to January 11 meeting (c) Report following meeting of Officer Working Group established by Management Board. Report to, and minutes of, the Board meeting, to January meeting.	
(5) Nottingham Declaration (a) Progress against Declaration pledges – half yearly reports (b) Climate change strategy action plan – half yearly reports	January 2011 January 2011	Updating report to January meeting.	

Safer, Cleaner, Greener Standing Panel
Work Programme 2010-11

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
<p>(6) Bobbingworth Tip</p> <p>(a) Receive reports on availability for public access</p> <p>(b) Receive notes/minutes of management/liaison group</p>	<p>January 2011</p> <p>To be determined</p>	<p>(a)(b) Due to delays in overall completion and the state of the ground, pocket park not yet available for public access. Therefore, no progress as yet on establishment of local liaison group to oversee issues at the location</p>	
<p>(7) Leisure issues</p> <p>(a) Receive progress reports on new sports hall at WASP</p> <p>(b) Receive progress reports on youth initiatives & play strategy</p>	<p>January 2011</p> <p>January 2011</p>	<p>Work still underway to take the project to the pre-planning application stage, at which point it will be shelved until such time as the revenue consequences of the operation can be nullified</p> <p>Confirmation has now been received in respect of £48,000 Play Builder funding for the District, which will be put towards the provision of a skate park in Town Mead, Waltham Abbey.</p> <p>In addition, £45,000 Big Lottery Fund "Aiming High for Disabled Children" funding has been secured by the Council that will see the installation of a hard path to improve access to play equipment at Larsen's Recreational Field Waltham Abbey and the installation of accessible play equipment at an existing playground in Loughton.</p>	<p>All other projects now completed</p>

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Report to Safer, Cleaner, Greener Scrutiny Standing Panel

Date of meeting: 6th January 2011

Subject: Update report on Fly-tipping

Officer contact for further information: Jim Nolan/Richard Gardiner

Committee Secretary: Adrian Hendry

Recommendation:

That Members note the current situation with regard to fly-tipping enforcement.

Report

1. Since January 2010 all reports of fly-tipping received by the Council are being passed to the Environment & Neighbourhood Officers (ENO) if there is likely to be any evidence that may lead to the perpetrator directly or the source of the waste.
2. The ENO visit, gather any evidence and investigate as far as possible. The ENO will also take statements from any members of the public who witness incidents first hand and will endeavour to pursue these incidents to identify fly-tippers. The ENO are regularly carrying out formal taped interviews to try and obtain enough evidence to prosecute offenders.
3. There has been a 2552% increase in fly tip related enforcement action comparing equivalent annual data between 2009/10 and 2008/09 (using the weighted enforcement action data recorded for fly-capture that is used to calculate NI196 for the period 01/07/09 to 30/6/2010 compared with 01/07/08 to 30/6/2009). Whilst it should be recognised that there was under-reporting of previous enforcement work, there has clearly been a significant increase in enforcement work in relation to fly-tipping.
4. Significant increases in enforcement action alone do not change the NI196 grade. An improved grade can only be achieved by reducing the number and size of fly-tipping incidents being recorded. Due to the changes in the way data is now being recorded, reliable annual data for calculating NI196 will not be available until two years worth of comparable data is available.
5. The NI196 grade also pays little regard to the general trend in fly-tipping i.e. if one is successfully fighting an increasing trend in fly-tipping and preventing a large increase in recorded incidents, i.e. maintaining the current level of fly-tipping despite an increasing trend, one receives no recognition in terms of the NI196 grade.
6. Unfortunately a large percentage of fly-tipping contains no evidence that can be used to lead to the perpetrator or source of the waste. Most fly-tipping incidents are not witnessed and in the few cases that are, members of the public are not always willing to provide evidence that can be used in court.
7. The environment and neighbourhoods team have had 5 prosecutions for fly-tipping and related duty of care offences since March 2009. A number of other cases are pending.

Date of Offence	Offence	Location	Fine & costs
18 March 2009	EPA 1990 s.33	The Broadway, Loughton	£150 & £100
1 July 2009	EPA 1990 s.34	Roding Valley Nature Reserve	£1000 & £500 (& £1000 to Essex Wildlife Trust)
18 Jan 2010	EPA 1990 s.34	Cascade Rd, Buckhurst Hill	£175 & £150
10 Feb. 2010	EPA 1990 s.34	Roding Lane, Buckhurst Hill	£500 & £540.47
19 March 2010	EPA 1990 s.34	Weald Hall Lane, Thornwood	£500 & £396.81

In order to try and reduce the level of fly-tipping the we are also involved in other related work:

Stop/checks on waste carrier vehicles

In conjunction with Essex Police we have carried out stop/checks on waste carriers to deter and detect illegal waste carriers who may be intending to fly-tip in the district. A further 6 months of stop checks have been planned throughout the district.

Press releases

The ENO have published recent prosecutions with additional guidance in order to deter and reduce the amount of waste getting into the hands of potential fly-tippers.

Warning and advice letters to local businesses and householders

The number of fly-tipping incidents recorded also includes incidents of poor waste management by local businesses and householders, resulting in waste being left in bin stores, grass verges etc in the near vicinity of the source. Although classified as fly-tipping for the purposes of NI196, prosecution is not the most appropriate first step in many cases. The ENO are involved in education and providing advice to local businesses and residents to ensure they comply with the law in the future.

Installing fly-tipping warning signs

The installation of warning signs installed along Fern Hill Lane, Harlow (which despite the address is within EFDC's boundary) combined with a local resident choosing to install CCTV and officers regularly patrolling the area has resulted in a welcome break of fly-tipping in this area for the past three months. The fly-tipping in this area was also costing the Council in the region of £5000 per year to clear (based on figures for 2008 & 2009).

Checks on waste transfer notes

By law businesses are required by law to keep a written record for 2 years detailing who they gave their waste to and they should only give their waste to an authorised carrier. This is seen as an important means of tracing fly-tippers and preventing waste getting into the hands of illegitimate companies with the intention of fly-tipping. The ENO are increasing the number of checks on businesses in relation to waste transfer notes and educating businesses who appear to be unaware of their responsibilities.

Installation and use of CCTV

Assisted by colleagues in the Safer Communities Team the ENO will arrange for CCTV to be installed in hot-spot areas and utilise existing CCTV images. The prosecution in March 2009 was the result of an existing CCTV unit that recorded a fly-tipping incident.

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Report to Safer, Cleaner, Greener Scrutiny Standing Panel

Date of meeting: 6 January 2011

Subject: Food Standards Agency Audit Report

Officer contact for further information: John Gilbert/Jim Nolan

Committee Secretary: Adrian Hendry

Recommendations:

- (1) To note the referral to this Panel from the Audit and Governance Committee;**
- (2) To note that all the required actions have been completed; and**
- (3) To report back once the Food Standards Agency has undertaken its follow up audit.**

Report:

(1) The Food Standards Agency (FSA) has the responsibility, amongst other things, for carrying out audits of local authority food enforcement services as part of its remit to improve consumer protection and confidence in relation to food. The FSA undertook an inspection of the Council's service over the period 2 to 3 March 2010 and their final report was published on 27 July 2010.

(2) Following the audit an action plan was agreed with the FSA which would address the issues raised. A report was prepared for the Audit and Governance Committee which outlined the progress against the action plan, this was presented to their September meeting. The Audit and Governance Committee felt that the matter should only be considered by them if there had been a failure to make progress against the action plan and that the routine consideration of the FSA report should be undertaken by this standing panel.

(3) The FSA report set out their findings and together with the council produced a detailed action plan to deal with the identified shortcomings.

(4) The findings of the report are disappointing in relation to procedural shortcomings but there are no major criticisms of the effectiveness of the actual inspections and investigations carried out by the Council's Food Team. The audit report essentially states that professional officers were doing a good job in terms of undertaking inspections, but that the systems in place for recording inspections and ensuring that data on all food businesses was current and accurate were not up to the required standard. The exception to the officer position relates to the Public Health Team Leader, where the audit report makes specific reference to the fact that professional competencies had not been maintained through continuing professional development.

(5) The report sets out 19 recommendations which have been transposed into the action plan. This has now been populated with the actions taken to date and is attached as an appendix to this report.

(6) There are no resource implications identified at this time. All additional training etc required and changes to systems will be met from within existing Directorate budgets. Despite the comments of the FSA, the Council provided and continues to provide a food law enforcement service which meets the Council's statutory duties. The key element of actual

inspection, which is the primary means of ensuring public safety and confidence, was not criticised by the auditors.

(7) The failure to adequately record some inspection details and more crucially whether a food premises was caught by specific European Law were potentially damaging to the Council's reputation, but at no time were consumers put at any risk through this shortcoming. The fact that the Team Leader did not ensure that their professional competences were current was also potentially damaging to the Council's reputation, especially if a legal process or Court action had been prejudiced in some way.

(8) Since the inspection took place significant progress has been made in addressing the requirements of the action plan and all are now complete. The FSA have indicated that they will review progress approximately six months after publication of the report, i.e. early 2011. It is proposed to report back to the Panel with the outcome of the FSA review audit.

Action Plan for Epping Forest District Council – Update November 2010

Audit date: 2-3 March 2010

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
3.1.7 Ensure that future Food Service Plans are in full accordance with the Service Planning Guidance in the Framework Agreement; that they include accurate details of the District's food premises profile, their risk ratings, numbers of unrated premises and the work programme for the year, together with the staffing resources required to deliver the food law enforcement service, compared with the staffing resources available to the Authority. [The Standard – 3.1]	30/06/10	Future Food Safety Plans to be produced in accordance with the Guidance. Figures to be taken from LAEMS return to ensure consistency. Team work programme to reflect staffing resources and other work commitments.	LAEMS figures (2009/10) have been submitted to FSA for ratification. Team work programme reflects current staff resources. Plan for 2011/12 will be produced following the budget setting cycle and submitted to the Cabinet on 7 th March 2011. Complete
3.1.8 Ensure that the Service's performance against the Authority's Food Service Plan is reviewed at least annually and that any variances in achieving the work programme are recorded, submitted for Portfolio Holder approval, and addressed in the subsequent year's Service planning. [The Standard – 3.2 and 3.3]	30/06/10 30/09/10 31/12/10 31/03/11	The Food Safety Plan will be reviewed annually and its action plan quarterly. Annual reviews to be submitted to the relevant Portfolio Holder.	This action plan substitutes for the service action plan for this year. Annual inspection figures submitted to the FSA in the form of the LAEMS return will form the basis of our action plan next year. Complete
3.1.14 Ensure that all policies and procedures are reviewed and revised at regular intervals to reflect accurately the changes to legislation or official guidance and to provide officers with up to date guidance. [The Standard – 4.1 and 4.2]	31/10/10 As and when legislation/ guidance changes	Policies and Procedures to be reviewed in light of audit findings, to include greater detail and guidance for officers this will be completed by 31 October. Additional reviews will be undertaken when new legislation and/or guidance is notified by FSA/CIEH/LACORS/EFLG, and in accordance with the requirements of the quality system.	All procedures have been reviewed and rewritten in accordance with official guidance. Copies available on the intranet. Complete

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
3.1.15 Expand and revise the generic procedures to ensure the documents contain sufficient detail to provide adequate and consistent guidance for staff in the food law enforcement processes and practices they implement, in accordance with the relevant legislation, Food Law Code of Practice and other centrally issued guidance. [The Standard – 4.1, 4.2, 7.4 and 15.2]	31/10/10	See above.	All procedures have been reviewed, rewritten and issued to officers in accordance with official guidance. Copies available on Z drive. Complete
3.1.21 Review, revise and implement the documented procedure on the authorisation of officers to include details of the competency assessment process by which authorisations are conferred based on officers' individual qualifications, training and experience. [The Standard – 5.1]	31/07/10	Procedure to be reviewed and revised and a competency matrix produced. Each competency will be defined and a list of skills/training required to meet each criteria produced. This procedure will reference the rules for officer delegations in the Councils constitution.	Procedure PH 10 has been completely rewritten to include all the requirements of the Framework Agreement Standard. Complete
3.1.22 Review and revise officers' schedules of authorisation to ensure they include reference to all relevant and up to date legislative provisions, and the extent and limitations of each officer's duties based on an assessment of their individual levels of qualification, training and experience. [The Standard – 5.3]	31/07/10	Schedules of authorisation to be reviewed using list available from FSA website. When the definitive schedule has been produced, it will be referenced in the Councils Constitution.	Procedure produced and issued, copy available on Z drive. New warrants have been issued to officers. Complete
3.1.27 Set up, implement and maintain a documented training programme to encompass identified individual and team training needs. [The Standard – 5.4]	31/07/10	Individual training needs are documented in the Personal Development Review process. The authorisation procedure will reflect the need for refresher/update training, with a general training policy created for team training on a three year cycle.	A schedule of refresher training has been incorporated as part of the review of procedure PH10. Complete

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
3.1.28 Maintain records of relevant qualifications, training and experience of each authorised officer in accordance with the Food Law Code of Practice. [The Standard – 5.5]	Completed	Such records are maintained within the Directorate. Officers will check that their records are up to date and re-check and update if required, on an annual basis. Line manager will undertake an annual check of Officers training record.	All records of qualification and training are now collated by the performance and operations group. Complete
3.1.29 Ensure that the appointed lead officer for food hygiene has the necessary specialist knowledge; this should include any food issues for which the Authority has specific responsibilities in its area, such as establishments approved under product specific legislation. [The Standard – 5.2]	30/06/10	Lead Food Officer/ Assistant Director to identify and attend refresher/update training, as necessary to maintain competency. Assistant Director will review Lead Food Officer on a six monthly basis.	Lead Officer refresher training completed. Assistant Director refresher training completed. Complete
3.2.7 Ensure that the food business database is configured and operated in such a way as to provide accurate and reliable food business and food law enforcement activity data. [The Standard – 6.4]	31/10/10	Procedures to be reviewed and re-issued to ensure consistent use of database. Officers to take responsibility for updating business details following interventions, and for entering and linking records of revisits. Documents are to be scanned and attached to database records.	As part of this action, inspection reports and related documents are now being scanned into the record keeping system. Quality Assurance systems have been updated to reflect this change. All changes in business details are being updated as the inspections are undertaken. Complete
3.2.9 Revise and implement its documented inspection procedures to include appropriate details and references for the approval of product specific establishments under Regulation (EC) No. 853/2004, and the assessment of the compliance of premises and systems, particularly in relation to HACCP based food safety management systems. [The Standard – 7.2, 7.3 and 7.4]	31/05/10	Procedure to be reviewed and revised.	Procedure PH11 has been revised in accordance with the Standard. Complete

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
3.2.11 Ensure that food hygiene inspections are carried out at a frequency which is not less than that determined under the inspection rating system set out in the Food Law Code of Practice. [The Standard – 7.1]	Completed	Higher risk businesses will be prioritised to ensure inspection at correct frequency, with separate lists for A-C and D-E risk rated premises. Inspections will be allocated to staff one month earlier, giving greater notice of due inspection dates on lower risk businesses. Senior management will be notified of those businesses not inspected within 14 days of the due date.	All FH inspections are allocated 1 month earlier to ensure that officers have a longer period of time to plan their visits. Officers have been instructed to inform the Public Health Manager if visits have not taken place within 14 days of the due date. Complete
3.2.22 Inspect general food premises in accordance with the relevant legislation and assess the compliance of premises to the legally prescribed standards, taking appropriate action on any non-compliance found in accordance with the Authority's enforcement policy. [The Standard – 7.2 and 7.3]	31/08/10	See 3.2.23 and 3.4.5.	Complete
3.2.23 Ensure that observations made and/or data obtained in the course of an inspection are recorded in a timely manner to prevent loss of relevant information. Ensure that adequate records of inspections and key details of food business operations, particularly in relation to the verification of HACCP based food safety management systems, include sufficient detail to demonstrate whether the compliance of premises and systems has been comprehensively assessed to legally prescribed standards, and provide complete histories of each business's compliance with legal standards. [The Standard – 7.5]	31/08/10	Procedures will provide greater guidance in relation to consistent record keeping. Inspection documents to be reviewed and revised to provide a standard pro-forma inspection record which will be attached to the database record of inspection. All non-sanctioned documents will be withdrawn.	A new pro-forma inspection record has been produced and issued to officers. Officers have been instructed to use this pro-forma and no other. Complete
3.2.29 As a priority, re-inspect and review the status of all the Authority's approved premises and those that might require approval, to ensure that all relevant businesses are approved in accordance with Regulation (EC) No. 853/2004. [The Standard - 7.2]	30/06/10	All approved establishments to be re-inspected. Approval to be renewed or removed as necessary. LACORS form to be completed, where necessary and attached to computer record, other paperwork to be retained in dedicated file.	All approved premises have been re-inspected since the audit and where appropriate their approvals have been confirmed or removed. Complete

TO ADDRESS (RECOMMENDATION INCLUDING STANDARD PARAGRAPH)	BY (DATE)	PLANNED IMPROVEMENTS	ACTION TAKEN TO DATE
3.2.30 Maintain up to date, accurate and comprehensive records for all approved establishments in accordance with Annex 12 of the Food Law Practice Guidance. [The Standard – 16.1]	30/06/10	See above.	Up to date records are maintained and available on the Directorates record keeping system. Complete
3.3.4 Set up, maintain and implement documented procedures for follow-up and enforcement actions in accordance with the Food Law Code of Practice, for example, prohibition and voluntary closure procedures. [The Standard – 15.2]	31/10/10	Procedure PH03 already deals with prohibition and voluntary closure, All procedures are to be reviewed in light of the audit report.	Procedure PH 03 has been revised and reissued. Complete
3.3.5 Ensure that enforcement actions are carried out in accordance with the statutory requirements and official guidance. [The Standard – 15.3]	31/10/10/ Immediate	Procedures to be reviewed. Formal notification of notice compliance to be sent to businesses in future.	All current enforcement actions are being carried out in accordance with the statutory requirements and official guidance and checked and signed off by the Public Health Manager. Formal notification of notice compliance is now being sent. Complete
3.4.5 Review, revise and fully implement its internal monitoring procedure to include the qualitative monitoring of all areas of food law enforcement activity in accordance with the Food Law Code of Practice; ensure that records of monitoring activities and corrective actions are maintained. [The Standard – 19.1 and 19.2]	31/08/10	Joint consistency visits will take place quarterly. Public health manager currently reviews all notices, in future a sample of letters and database entries will be reviewed quarterly to ensure consistency. Review activities will be more frequent for new staff. Records are currently kept of accompanied inspections, a pro-forma will be introduced detailing review activities.	A standard pro-forma for recording consistency visits has been produced and is in use. Consistency visits have taken place since FSA audit. Records of these visits are stored on the Z drive. A new pro-forma database sampling form is now in use and records kept on the Z drive Complete

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Report to Safer, Cleaner, Greener Scrutiny Standing Panel

Date of meeting: 6 January 2011

Subject: Crime & Disorder Scrutiny Meetings

Officer contact for further information: J Gilbert

Committee Secretary: A Hendry

SCRUTINY



Recommendation(s):

- (1) To note the outcomes of the three crime and disorder scrutiny panel meetings;**
- (2) To consider how best to ensure public and member engagement with the scrutiny process; and**
- (3) To note and consider any further topics for future scrutiny meetings.**

Report:

1. The Council is required, as part of its formal scrutiny arrangements, to arrange at least one meeting a year at which the Epping Forest Safer Communities Partnership can be held to account for its activities. This Council has decided that two such meetings shall be held during each municipal year, and these generally take place in October and February each year.

2. The crime and disorder scrutiny meetings held to date are as follows:

27 October 2009:	Protection of the vulnerable from anti social behaviour
25 February 2010:	CCTV
7 October 2010:	Cross border criminality and policing

3. Member feedback from these special meetings has been generally positive, with meetings being well attended and a lot of interest shown in the topics under discussion. All the meetings have had present representatives of most of the partners within the Safer Communities Partnership. In addition to the specific topic for the meeting, there has, time permitting, been a general question and answer session at the end, enabling a wide range of issues of concern to be raised.

4. There are two area of disappointment. The first is that we have been unable to attract the public to these special meetings. Whilst the first meeting was not extensively publicised, the last two have been, using the Council's web page and local advertising. This is an area where additional thought is required as to how best to get the public to come along and take part. Secondly, when Members have been requested to put forward topics for consideration, normally via the Members' Bulletin, the response has been extremely poor.

5. There have also been no "Councillor Calls for Action" (CCfA), whereby a ward councillor, having exhausted all normal avenues to deal with a crime & disorder matter, can refer the matter to scrutiny, albeit via the parent OS Committee.

6. At that first meeting in October 2009, a number of issues were raised for future consideration. All of these have been satisfactorily covered with the exception of crime and violence related to licensed premises. This is a topical area within the district and will be dealt with at the next scrutiny meeting in February 2011. Other future topics put forward by

Members include NAPs, Neighbourhood Watch, traffic policing and a review of progress against the partnership Strategic Assessment

7. The scrutiny of the working of the Partnership will become ever more important as resources become tighter, and all the Partnership members come under pressure to do more with less. It will also be increasingly important to ensure that the public engage with the process so that the partnership can be aware of what the public's priorities are and whether they feel that the partnership is delivering.

8. The next Crime & Disorder Scrutiny Panel meeting is scheduled for the 24th of February 2011.

Report to Safer, Cleaner, Greener Scrutiny Standing Panel

Date of meeting: 6 January 2011

Subject: Waste Management Partnership Board

Officer contact for further information: J Gilbert

Committee Secretary: A Hendry



Recommendation:

To receive the notes of the meetings held on the 4th of August and the 20th of October 2010

Report:

1. As part of the Panel's Work Plan it receives the notes of the meetings of the Waste Management Partnership Board. It has not received any since its meeting on the 1st of July, since when 2 meetings of the Board have taken place – 4th of August and 20th of October 2010. The notes of both meetings are appended, the final set being draft since they will not become approved until the Board next meets in January 2011.

2. Key issues discussed have included:

- (a) contract performance – operational and financial;
- (b) contract extension to Sep 2014 (from Nov 2012);
- (c) health & safety;
- (d) depot relocation;
- (e) the Olympic Games;
- (f) reviews of current waste policies; and
- (g) winter contingencies

3. It is pleasing to note that after a number of years when the contract was struggling to meet its financial returns, the situation is much improving and the contract is now providing SITA with a financial return.

4. Overall performance on the contract remains good and negotiations are currently underway with Sita regarding the possibility of exercising the extension of the contract from November 2012 to October 2014.

5. Although there have been no serious incidents on this contract, there were two very serious incidents involving Sita operatives on other contracts. The notes of the Board meetings provide some details and, notwithstanding the severity of the accidents, it is pleasing to note that the Health & Safety Executive, having concluded their investigations, intend to take no action.

6. The relocation of the waste depot away from Langston Road in Loughton remains a high priority project. Officers are actively engaged, with Sita, in looking at alternative sites, so that the land may be freed up, alongside the adjoining land (known as T11) for retail or other development.

7. The Olympic White water Centre is located in the Borough of Broxbourne, just across the border with this District in Waltham Abbey. As 2012 approached, much work is being undertaken in respect of the impact of the event on the local area, to include additional street cleansing and the possible amendment of waste and recycling collections during the five

days of the white water events. There will also be key advantages in this District working in partnership with the street cleansing teams in Broxbourne to maximise effectiveness whilst minimising additional costs.

8. Cabinet has adopted a number of waste policies in respect of issues such as types of waste container, lost/missing containers etc. One current area of concern relates to the garden waste/food collection service and the policy regarding the provision of additional and/or larger bins.

9. Finally, the Panel will recollect discussing at a previous meeting the problems which arose last Christmas and New Year due to the abnormally severe weather conditions. Management Board established an officer working group to consider the circumstances and steps which should be taken, and the outcome of that process is reported elsewhere on the agenda

**WASTE MANAGEMENT PARTNERSHIP BOARD
MINUTES**

Date of Meeting: 20 July 2009.
Location: Cabinet Room, Civic Offices
Time: 2.00pm
Attending: Cllr Mrs D Collins - Leader of the Council (DC)
 Cllr Mrs M Sartin - Portfolio Holder & Board Chairman (MS)
 John Gilbert - Director, Environment & Street Scene (JG)
 Kim Durrani - Asst. Director, Environment & Street Scene (KD)
 David Marsh - Waste & Recycling Manager, EFDC (DM)
 Steve Holgate - Sita UK (SH)
 Michael Miles - Sita UK (MM)
 Paul Madden - Sita UK (PM)

	Action
<p>1. Apologies for Absence - Chris Thorn</p> <p>2. Declarations of Interest - None</p> <p>3. Draft minutes of meeting 20 April 2009 - Agreed</p> <p>4. Matters Arising (not on agenda).</p> <p>5. Confirmation of Board membership for 2009/10 JG distributed details of the appointments to WMPB for 2009/10 following the Council's AGM on 21 May. EFDC's membership remains as before, with Sita allowed to hold an equivalent numerical membership. It was agreed that the practice of substitute members and attendance of support officers should continue.</p> <p>6. Review of current contract performance DM reported that statics are back in Theydon Bois and North Weald. Sita are expanding the work that statics can do in the district. This is important for public perception.</p> <p><u>Operational</u> Weed spraying is currently being carried out but it would make better operational and financial sense to spray at the beginning of the season. County have no budget increase this year and only have funds to carry out 2 sprays per year, not 3. Delaying the spray results in damage to the fabric of the footway & having to use stronger weedkiller. County to be asked to agree the funding earlier in the year, and this to be taken to the first meeting of the Highways Panel on 21 July.</p> <p>MM has been with Sita for 2 months, and is aware of the street cleansing issue. He has given some advice on litter bins etc. However, operations generally are an improving picture.</p> <p><u>Financial</u> JG distributed the financial performance report, a copy of which had been sent to John Bell who, apart from 4 comments, felt the figures were reasonable. SH to ask Chris Thorn to look at the Lucy & Martin figures and to report back on the overhead allocation of £8,404.</p> <p>John Bell also queried the invoice from Sita stating gate fees were £19.50 per tonne + 4.27% RPI increase. SH confirmed this is a normal contract increase. The price of the MRF does not change. To be discussed further.</p>	<p>JG</p> <p>SH</p>

	<p>SH felt that overall Sita are now in a better financial position , and hopefully this will further improve with the new service. Vehicle damage is now showing a significant reduction, and the increases in vehicle and labour costs in the summer months will be offset during the rest of the year. The money for depot refurbishment has been spent but not yet been released. Extra resources are planned to be available for the leafing season and new service.</p> <p>Progress of new service implementation</p> <p>7. QD reported that planning permission had been granted for containers to be stored at the airfield from 1 July. The kerbside caddies had already been received, and 180L bins will start arriving on 27 July.</p> <p>The first letter and bin hanger have now gone out to all residents, which has generated some calls. W/Bs and caddies will be delivered between 3-31 August. The caddy will hold a pack of information including the Otto sticker, a calendar and hopefully one roll of the liners that will be available to buy from local stores. Those properties currently exempt from having a residual W/B will automatically just be given the caddy. The second bin hanger will be placed on the residual bin starting 2 Sept; this will inform residents when they can begin using the new service.</p> <p>A list is currently being compiled of those residents only wanting the caddy, and DM to discuss the logistics of this with the distributors. Special requests for those who do not want a second bin, or who would like a bigger one (if this is agreed), will be dealt with after the 180L bin has been delivered. Although the public perception may be that this is a waste of time and money, they may be persuaded to use the bin once it has been delivered.</p> <p>On 28 July a public display will be set up in the Civic Offices car park between 10am and 7.30pm. All the partners, including Parish and Town Councils, will be invited, and as it is the day of Council Members will be able to view it as they arrive. The telephone line is now working (no. 4323), and the roadshow calendar has been publicised. Roadshows have been well attended so far; opinion is split roughly 50/50, which is encouraging. Most complaints are from people who currently have 20-30 bags of garden waste collected. Home composters are being promoted.</p> <p>The current advice to residents is that a larger bin will not be available but there is an option to charge for supplying one. However it would increase the amount of green waste when the emphasis is still on reducing it, and would present problems identifying who had paid for the bin, who would be exempt etc. A big take-up is expected and would mean buying in large numbers of 240L bins (a procurement exercise is currently being carried out), making many 180s redundant. It was agreed that MS would take to Members for discussion, and that residents can meanwhile be told that a chargeable policy is under consideration. This to be left in abeyance until the 180L bins have been in circulation for a time to see how they are received.</p> <p>Policies - these are on the website and in the Members' bulletin, marked 'Draft'. Contamination policy - SH reported that domestic animal bedding can now be accepted but it was agreed to leave the policy as it is for the time being. Garden and food waste is to be taken to Sandy in Beds., and will be monitored for contamination on a load by load basis initially. Side waste policy - this will not change except that side waste will now be collected following other religious festival days, eg Ramadan. It must be emphasised that food waste lids must be fully closed for health & safety reasons. Exemptions policy - this is very precise. Anyone not requiring a second bin will</p>	<p>SH/JG</p> <p>JG/SH</p> <p>DM</p> <p>MS</p>
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	<p>not have their green waste collected. Larger residual bins will not be as easy to obtain now, and waste officers will reserve the right to re-visit premises with larger bins to see if their family circumstances have changed.</p> <p>Exception policy - the first two policies under 'food & garden waste recycling service' regarding charges will need to be changed.</p> <p>Flats and communal buildings policy - this has not yet been finalised.</p> <p>The policies will be discussed at SCG Panel on 23 July.</p> <p>QD distributed a list of FAQs and asked to be advised if any changes need to be made. Nos. 5 & 6 regarding larger bins must be altered. A procurement exercise is currently being carried out for composters, and these may be given free to exempt properties. If needed urgently they can be obtained from ECC.</p> <p>Where residents sweep leaves from the pavement (Q49) they can be assessed by a waste officer. From a health & safety point of view no-one should be sweeping the public highway. Leaves when dry will take up little room in the bin and residents will be advised to use the weekly service. DM offered to visit the gentleman who had complained to MS about this.</p> <p>DM circulated 8 samples of the artwork to be applied to waste vehicles. It was agreed that all the recycling messages were too specific and a more generic one was preferred so that all vehicles, including residual waste lorries, could be stickered, also that it would only be necessary for one design to be used. Reusable interchangeable boards could be used but these are expensive and would take too long to arrange, and it was agreed to use stickers in the short term which could be applied as soon as the design has been agreed by MS/DC.</p> <p>8. Kerbside collection of textiles This has still not been finalised and no time frame for agreement identified.</p> <p>9. Annual targets within the performance framework JG distributed the annual performance targets within the Performance Framework document and briefly went through the items.</p> <p>Street cleansing - suggested that a new target be set at 10% (litter) and 13% (detritus), to be increased from 2010/11 onwards as the F&PM Committee and Scrutiny Panel will expect year on year improvements. Sita would not wish to be penalised for the County not spending money on weed spraying. It was felt that the inspection regime will change in the future as County will aim for consistency, and they may ask Encams to provide an independent review. This would be welcomed but performance targets must be accurate.</p> <p>Curtilage collections - there is some doubt about the residual figure, and JG to check this and agree with Sita, taking the new service into consideration. He will circulate once agreed.</p> <p>It is suggested that the 2 new indicators, NI191 (residual waste per household) and NI192 (percentage of household waste) be adopted and JG put forward some suggested target figures.</p> <p>Weed spraying - JG did not know the date details when compiling the report. DM to supply data for 08/09 on those roads where Sita were asked to return. Once received a more demanding target for 09/10 will be agreed with Sita.</p> <p>Environmental performance indicator - this is difficult to set bearing in mind targets must be "smart". The Council now has a strategy in place to reduce the carbon footprint. This to be brought to the next Board meeting once thought has been given to the kind of indicator that can genuinely monitored and help the Council & Sita to reduce the overall impact of the service, eg type of vehicle, size of fleet, miles driven etc, even cleaning materials.</p> <p>Recommendations - to be considered and a new package brought to the next Board meeting.</p>	<p>DM/MS</p> <p>MS/DC</p> <p>JG</p> <p>DM</p> <p>ALL</p>
10.	Safer, Cleaner, Greener issues	

<p>11.</p>	<p>All of the posts within the Environmental & Neighbourhoods Enforcement team have been filled, and the Council has received police accreditation. Members of the team are being trained and are to receive smart uniforms. The rapid response vehicle has been very successful, and the ECC Highways Ranger service will be operating soon. They are all to be given Sita's contact details.</p> <p>Any other business</p> <p>JG - the Council has contingency plans in place for the flu pandemic, including hand wash facilities, detailed information for staff, self-certification increased to 14 days. There are currently 2 potential swine flu cases within the Authority. Assurances were sought from Sita that specific business continuity arrangements are in place in the event of significant numbers of their workforce being absent. SH confirmed that contingency plans, based on potentially 30% of the workforce being off sick, are in place. 5/6 cases have so far been identified in the south-east, but none in the Epping area. It is to be hoped that this figure is not reached but if it is the service could not be run at a normal level and would have to be prioritised. SH to send the contingency plans to JG.</p> <p>The first meeting of the new NWA Strategy Cabinet Committee is to be held on 27 July. Although the property market is depressed at the moment the depot relocating from Langston Road to NWA will be an ongoing subject for discussion and Sita will need to be involved in any decisions made.</p> <p>QD - thanked MM for his input so far and for attending the meeting, and MS welcomed him to the Board. JG also wished to pass the Board's thanks on to Darren for all his efforts during his time with Sita. It was generally felt that he had made a big contribution to improvements in the service.</p> <p>Although an official analysis has not yet been received, it is thought between 160-170 calls were received over 2 days last week on the new service, many of which were to request information after the first letter was received. It is encouraging that many callers gave positive views.</p> <p>MS asked if the cancelled visit to the MRF could be rearranged, and it was agreed that SH will try to organise one to the Sandy IVC. The local press will also be invited.</p> <p>Date of next meeting JG's suggestions are: Mid-September (after the new service launch - check MS availability) Early November (first week) Early February 2010 (first week) Early June (first week).</p>	<p>SH</p> <p>SH</p>
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**WASTE MANAGEMENT PARTNERSHIP BOARD
MINUTES**

Date of Meeting: 04 August 2010
Location: Cabinet Office
Time: 2.00 pm
Attending: Cllr Mrs M Sartin – Env. Portfolio Holder & Board Chairman (MS)
 Cllr Mrs D Collins – Leader of Council (DC)
 John Gilbert - Director, Environment & Street Scene (JG)
 Paul Madden – Sita UK (PM)
 Vlad Velikoselskis - Sita UK (V V)
 Sebastian Rawski – Sita UK (SR)

Also present: Josie Falco - Service & Development Officer, EFDC (JF)
 Stella Forster (Minutes)

		Action
1.	Apologies for Absence - Steve Holgate, David Marsh, Qasim Durrani	
2.	Declarations of Interest - None	
3.	Draft minutes of meeting held on 18 May 2010 - Agreed	
4.	<p>Matters arising</p> <p>Item 5. In response to a question from DC, PM confirmed that Rochford was the highest performer in 2009/10.</p> <p>Item 6. Capacity issues may be affected by indications from the Government that residual bins should be collected weekly. V V confirmed that 83 additional food and garden bins had been approved. 174 assessments remain outstanding but JF believed this was a misleading figure as many residents do not respond. They will all be contacted in due course.</p> <p>DC asked if a customer satisfaction survey was proposed and V V and JF confirmed they are working together to produce one, using an old survey for reference.</p>	
5.	<p>Review of current contract performance (operational & financial)</p> <p>SR began his summary of the latest monitoring report by informing the Board that the recycling rate in June reached 63%, the increase mainly driven by green and food collections which peaked between February and June. He had recently received KPI figures for July which were slightly lower at 60% and volumes are expected to continue to fall once garden waste diminishes. Dry recyclables peaked after the Christmas period as would be expected, but otherwise were surprisingly static whilst total waste flows, anticipated to decrease, have risen. The recession and the world cup are believed to have contributed to this. MS asked if pressure on businesses to reduce packaging could have had an effect on the volume of dry recyclables collected, but JF felt that this is too difficult to determine.</p> <p>To help drive dry recyclable numbers up JF reported that a small campaign is about to be launched to publicise the collection of foil and aerosol cans. The new calendars, due to be sent out in Aug/Sept, as well as the updated website and new vehicle livery will reinforce the message. It was suggested that a spread in the Forester would also be of benefit. JF also stated that a large stock of new bins had been delivered to the store at NWA which could now be made available to flats, which was an ongoing project. All schools are now involved in recycling.</p>	

	<p>SR turned to profit margins for 2010 and reported that operating profits reached 9% in the last 12 months, 3% after overheads, which is an excellent result. The first two years of a new contract are usually the most costly ones. Profit after overheads was -6% in June with the operating profit margin breaking even when a contribution was made towards fixed costs. Profit after overheads for Q1 v Q2 2010 showed similar results with 3% and 4% respectively, and Sita believe they are now in a position to begin making a contribution towards overheads.</p> <p>Sita/EFDC cost summary/cost split - of the £5,642k spent in the last 12 months, 71% consisted of wages, fuel and vehicle costs, with fuel taking up 10% of all costs. Disposal costs were £140k more in Q1 v Q2. The slight increase in wages was due to agency costs associated with the extra workload. There were no significant changes to vehicle damage costs.</p> <p>Turning to P7, the graph shows the number of missed bins over the course of the year. January was the most difficult time due to the adverse weather conditions but figures for the 3 months (50 in April, 68 in May and 57 in June), when considering these are per 100,000 and cover all categories of collection, are not too bad. . JF said that many bins are missed due to access problems. This is now to be monitored to show the true picture of why bins are missed.</p> <p>The number of overtime hours reflected the missed bin figures, and catching up after bank holidays in April and May. Agency payments were high during staff holidays in July and August 2009. V V reported that Sita are trying to keep agency hours to a minimum.</p> <p>The last page gives an overview of the share of each type of cost over the last 12 months. PM asked if the Board would like to see any changes made to the format of the report in future. It was generally agreed that it will only need changing if new information becomes available. PM will review and bring some ideas to the next meeting.</p> <p>JG provided the Board with ECC agreed audited figures, which show recycling for 2009/10 totalling 51.06%, a good outcome. Rochford showed a high 63.5%, but EFDC are gaining on Uttlesford which achieved 54.3%. There is no authority within Essex that Epping can be compared to; MS felt that the demographics are most similar to East Herts.</p> <p>JG: There is always some disagreement with ECC figures as it is not clear how the data is collected, and there is no definitive figure for food waste. It is evidently having an effect as landfill waste is decreasing, and this may become clearer when garden waste reduces in the winter months. PM will see if there is a way of collecting this data, possibly at the processing plant. The annual target for 2010/11 is 58%, which should be achievable.</p> <p>MS asked why the highest volume of waste continues to be collected on Mondays and there was some discussion as to possible reasons. Although there are more flats on Monday rounds, and lorries are completely empty on Monday mornings, there is still no clear reason why this is occurring. It will be monitored and discussed at future meetings.</p>	<p>PM</p> <p>PM</p> <p>JF</p>
<p>6.</p>	<p>Contract negotiations, changes, future development etc.</p> <p>JG: A meeting is due to take place with Sita when SH returns at which it is hoped that the current contractual position will be clarified. Once this has been agreed, the extension to the contract to 2014 can be discussed, and whether there will be an opportunity to amend the service and possibly derive more value from it. An extension does have obvious benefits but subjects such as charging for garden</p>	

	<p>waste, or what it might cost to introduce a weekly recycling service if instructed by the Government, will have to be considered.</p> <p>The provision of vehicles is also an important factor. DM was still awaiting vehicle specifications from Sita and until they are received EFDC is not able to assess what the financial implications of providing the vehicles might be when compared to paying Sita for them. V V said he would provide the specifications for DM and pointed out that there are currently vehicles due to be renewed, and the purchase of new universal vehicles should be considered. JG reminded everyone that time is short. The current contract ends in October 2012, and if an extension is not granted there would have to be an 18 month exercise to procure.</p>	VV
<p>7.</p>	<p>Street Cleansing</p> <p>JG stated that although NIs are showing improvements in some areas, the perception is that parts of the district are still untidy and he would like to see a consistent figure of under 10% being achieved, which should be possible with the additional resources currently being applied. The rurals are a particular problem, as well as white litter in the arteries, although JF reported that an additional crew has been assigned to deal with this. She also stated that ECC have been cutting verges, which always reveals litter that had been concealed. It would be possible for collection vehicles to follow the cutters if ECC were to advise of their schedules. PM agreed that this problem must be tackled, and suggested visiting the hot spots and monitoring them to see if a solution can be found, possibly by centering resources in the worst areas.</p> <p>JG would like to find a way of EFDC engaging with other organisations who own land within the district, e.g. Corporation of London, LUL, etc, to make sure their own sections are cleaned. The public could not be expected to distinguish between the various owners of these areas. DC also pointed out that the two motorways cutting through the district produce large amounts of litter.</p>	PM
<p>8.</p>	<p>Health and safety</p> <p>V V: Two quite similar accidents had been reported, both occurring in the hot weather and resulting in back injuries; the operatives were both trained in handling procedures and are now back at work. An external trainer on manual handling has been retained. Figures show that 80% of accidents happen in the first 2 months of the year, and the majority of accident reporting takes place on Mondays. Reportable accidents have risen this year, but lost man days have gone down dramatically across the region and across Sita.</p> <p>PM reported that the Health & Safety Executive has not yet closed the case of the accident in Rochford and the report has not been published, but it has been finalised and Sita have not been asked to change their procedures. Other contractors have allegedly experienced similar incidents with the apparatus involved.</p>	
<p>9.</p>	<p>2010/11 Quarter 1 Performance - covered above.</p>	
<p>10.</p>	<p>Man in a van service</p> <p>JG: ECC's suggestion to take over their Highways Rangers service for a fee had been accepted by EFDC, under certain conditions, as it was felt it would enhance the rapid response service. Sita were then approached and V V has prepared a price structure. Unfortunately the rapid response officer has since been on sick leave and the service has been suspended pending advice from HR. It may be possible to transfer an enforcement officer into the Rangers service once funding is obtained from County.</p>	

<p>11.</p> <p>12.</p> <p>13.</p>	<p>Innovation Forum - depot relocation/design</p> <p>There is now some imperative to investigate the possibility of transferring the waste service to a temporary depot at NWA and it is planned to restore the Innovation Forum to deal with the issues involved. Arshad Khan, who has been undertaking the Council's management training programme, has accepted an invitation to lead the project, which will greatly boost his training. He will be supported by QD, DM and JF and it is hoped that V V, who has had valuable experience in managing the change of location to a new depot at Maidstone, will provide all the information that AK needs from Sita.</p> <p>PM reported that Sita have identified a piece of land in the region on which to establish a large scale facility for their commercial waste business. This may have sufficient capacity to house a depot as well. JG said that it would be unlikely that the facility would be available prior to leaving Langston Road, but if the timing was right this could be considered as a temporary move. However, it would present complications when the contract ends in 2014.</p> <p>Visit to MRF</p> <p>JG: Following a request from Cllr Breare-Hall, it was agreed that a visit to the recycling facility would be arranged for September. JG to issue an invitation to Members via the August bulletin and give Sita 2 weeks' notice of the date agreed. PM thought that the best day for the visit would be a Tuesday.</p> <p>Any other business</p> <p>JG passed around a copy of the document produced by WRAP giving details of the 10 standards required to be met by authorities wishing to sign up to the voluntary Waste Collection Commitment. MS felt that No 5 (carrying out collections that do not produce litter) was doubtful, but JF confirmed that following the new schedules street cleansing does follow the collection timetable. After discussion, it was felt that EFDC would be able to meet all the criteria and that joining the scheme would be of benefit to push the recycling message home. JF to take forward.</p> <p><u>Olympics</u></p> <p>JG had attended the City Operations Group meeting to discuss working together with Broxbourne on street cleansing, parking etc., when the white water canoeing centre is opened in Lea Valley Park, which borders W/A. Stringent measures will be put in place leading up to, during and after the Olympics and Paralympics to ensure that all visitors, as well as participants, have a positive and pleasant experience. Broxbourne have produced a useful table giving details of each route leading into the park, which will require street cleansing to be up to Grade A standard. JG will be speaking to QD about setting up a group to manage waste and recycling collections for the duration of the games.</p> <p>There is likely to be a free park & ride facility at NWA, the only destination being the canoeing event. Traffic regulation orders will be rigorously enforced to ensure that no parking takes place anywhere near the venue. The cost implications are potentially high and the Olympic authority will not contribute to them but there are positive aspects, e.g W/A will be smartened up in the expectation that many people will spend time there. It is also known that a number of overseas teams are booked to stay in the district. Once completed, the white water centre will be an open venue for championship events, and will be used for international competitions in the future. A trial Olympics will be held this time next year which leaves little time to make plans and arrangements.</p> <p>PM informed the Board that Sita are bidding for the refuse collection at the Olympics. They have been told that no food or drink will be permitted to be taken into any of the venues but refreshments will be available once on site. 4,000 people per day are expected to attend. Plans to remove waste by the waterways</p>	<p></p> <p>JG</p> <p>JF</p> <p>JG</p>
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have changed; it is now expected that the river and canals will only be used on the construction side.

Livery

JF reported that the livery previously approved is now being applied to vehicles. She presented some proposed artwork of the next livery, planned for Feb/March time, to support the new foil and aerosol collections. This was discussed by the Board and some suggestions for improvements were offered.

On a similar theme, JG felt that the big TV screens now located within the Civic Offices could carry some positive information about recycling for visitors to see.

Probationers

Following a question by DC, PM told the Board that whilst Sita are more than willing to give advice and training to the people supplied by the probation service, they did not feel it appropriate to take them out with the crews. JG said that there might still be a way of using them, possibly for street cleansing in hot spots, and he would give further consideration to this matter.

JG

Date of next meeting

Wednesday 20 October, 2 pm in the Cabinet Room.

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Report to Safer, Cleaner, Greener Scrutiny Standing Panel

SCRUTINY



Date of meeting: 6 January 2011

Subject: Christmas and New Year shutdown period

Officer contact for further information:

Committee Secretary: Adrian Hendry

Recommendation:

- (1) To receive and consider the recommendations of the officer working group on the Christmas and New Year shutdown period;**
- (2) To receive and consider the views and recommendations of Management Board;**
- (3) To receive and consider the views of Portfolio Holders; and**
- (4) To make any further recommendations as considered appropriate to the Overview & Scrutiny Committee**

Report:

1. At the meeting of the Panel on the 1st of July 2010, Members received a report reviewing the delivery of the waste and recycling collection services during the adverse weather in December 2009 and January 2010. The report set out in detail the steps which had been taken to provide the best possible service during what was a very abnormal period of winter weather.

2. The Panel resolved to receive detailed information on:

- (a) the manning of the Civic Offices over the Christmas and New Year break;
- (b) the ability to update the website and the answer phone messages remotely;
- (c) what other councils do over the Christmas and New Year break; and
- (d) amending the various collection streams during adverse weather conditions.

3. Management Board concluded that the best approach was to establish a small officer working group, to be chaired by the Director of Environment & Street Scene. Following the establishment of agreed terms of reference, the Group met for the first time on the 16th of November. The terms of reference were:

- (i) To review the background to the current Christmas and New Year closure arrangements;
- (ii) To review the nature and scale of services currently provided through the closure period and whether any can be discontinued;
- (iii) To identify any services which ought to be provided but currently are not, through the closure period;
- (iv) To review the staffing for and handling of emergencies / call outs during the closure period;

- (v) To review the arrangements for the provision of information via the web, telephone etc during the closure period;
- (vi) To consider current personnel arrangements;
- (vii) To consider options for and the resource implications of, dealing with:
 - (a) emergencies;
 - (b) severe weather events;
 - (c) other unusual events; and
 - (d) changes to personnel arrangements during the closure period;
- (viii) To consult relevant Portfolio Holders; and
- (ix) To report to the Management Board with recommendations

4. The officer group was able to deal with most of the above issues at that first meeting, but in particular arrangements for dealing with similar circumstances arising during this year's shutdown period were explored in detail. The following recommendations were made to Management Board:

- (1) There were no pressing reasons to revisit the shutdown agreement at this time in order to deal with the issues of concern.**
- (2) It was not considered necessary to recommend the inclusion of any further services to be provided during this period;**
- (3) It is not considered necessary to provide a skeleton staff presence during the current shutdown period. This recommendation could be subject to review as part of future negotiations on the present shutdown arrangements;**
- (4) The distinction between "emergencies" and severe weather events be retained;**
- (5) In the event of severe weather and the need to provide customer contact during the shutdown period, Epping Depot be utilised, subject to testing to demonstrate ICT capabilities;**
- (6) Directorates to ensure that they have adequate numbers of trained/authorised officers to provide updated web pages to the Council's website and that Public Relations give consideration to the availability of officers to update the front page of the Council's web pages;**
- (7) The Director of Finance & ICT investigate means by which the messaging system of the telephony system can be updated using other officers or remotely by ICT engineers;**
- (8) In the event of severe weather during the 2010/11 shutdown period and the need to provide customer contact, Epping Depot be utilised; and**
- (9) The availability of key PR and ICT staff during emergencies and/or shut down periods be considered.**

5. The Board considered the above recommendations at its meeting on the 1st of December 2010 when it agreed to accept them. The report, proposed action plan and related documents are attached to this agenda for Members' information.

6. The Panel is requested to consider the outcomes of the officer working group, Management Group and any comments of Portfolio Holders and to recommend to the Overview and Scrutiny Committee accordingly. Officers will also provide an update of any activity required during the recent Christmas and New Year shut down period.

CHRISTMAS / NEW YEAR WORKING GROUP

Feed back from actions

A number of actions were agreed at the meeting of the Group held on the 16th of November 2010. The table below describes those actions and the responses to them as at 24 November 2010:

	Action	Response
1	Test the ICT systems at the Epping Depot to determine ICT capability and the ability to run a full range of operational systems	ICT seeking costs for additional telephones for the Depot and to arrange relevant tests.
2	Assuming a positive outcome to the above test, to ensure suitable access arrangements are in place for Epping Depot for non Housing based officers.	Keys to be placed in standby office along with instructions for deactivating alarm, heating, hot water etc
3	Provide details of remuneration arrangements for officers working on Bank Holidays and/or statutory days during the Christmas/New Year shutdown period	See attached sheets from Human Resources.
4	Report on the current arrangements for dealing with dangerous structures and related matters during the Christmas/New Year shutdown period	Dealt with on an ad hoc basis through informal arrangements with officers. If all else fails calls revert to DoPED
5	Report on the arrangements which need to be put in place to enable remote changes to be made to the telephony messaging systems	It is not possible to remotely make changes to the Council's automated voicemail system. However, an alternative is to be developed whereby an additional option will be added to the automated system directing the caller to a normal telephone voicemail box, which could be accessed by any officer and the message changed. However, a modification will be required such that a caller could not leave a message in that selected voicemail box.
6	Report on the degree to which ICT resources can be made available during the Christmas/New Year shutdown period	ICT resources are not generally available outside of normal working hours. It is understood that this matter is under consideration.
7	Ensure access to network printers located at the Epping Depot for non Housing based officers	ICT will require a list of potential users so that they can be added to the printer list at the Depot ahead of the shut down period
8	Report on the availability of PR/web officers to assist frontline staff during the Christmas/New Year shutdown period	No formal arrangements exist for PR/Web officers to be available out of hours or during the shut down period, although officers do informally make themselves available to assist.

	Action	Response
9	Report on whether or not trained officers can have access to the 'front page' of the website to enable changes to be made during the Christmas/New Year shutdown period	Updating the website remotely is not straightforward, and to provide more officers with relevant expertise may require additional training to be provided
10	The requirements for F & ICT staff to be available during the shut down period	There is no requirement or need for Finance to provide a service in respect of Council Tax or benefit claims during the shut down period.

CHRISTMAS / NEW YEAR WORKING GROUP

Minutes of the meeting held at 09.30 on the 16th of November 2010

Present: John Gilbert (Env & Street Scene)
Laura MacNeill (Env & Street Scene)
Paul Pledger (Housing)
Robin Hellier (Planning & Eco Development)
Paula Maginnis (Corporate Support Services)
Jackie Close (Deputy Chief Executives)
Stephen Bacon (Finance & ICT)

1. Introductions and background

John Gilbert introduced and welcomed everyone to the meeting. He set out the background to the formation of the Working Group, which was, amongst other things, the operational difficulties which had arisen during the Christmas and New Year shut down in 2009/10 which coincided with adverse weather conditions. This had resulted in significant difficulties for some members of the public in obtaining service information, particularly around refuse and recycling collections.

These issues had been considered by the Safer, Cleaner, Greener Standing Scrutiny Panel who had sought consideration of the reasons for a shutdown at this time of the year and, if to continue, how severe weather and other similar events could be better managed. Management Board had concluded that a Working Group should be established under the chairmanship of the Director of Environment & Street Scene to consider Members' concerns.

2. Terms of Reference

John Gilbert went through the draft terms of reference and the Group agreed to accept them as written and also to use them as the work plan.

3. Work Plan

(i) Current shutdown arrangements

Paula Maginnis informed the Group that the present arrangements for closure over the Christmas and New Year periods had arisen in the light of very low service usage/activity and the high costs of opening the offices during this period. Following negotiations with Staffside and the Trades Unions, an agreement had been reached whereby officers utilised their "statutory days" and the Council supplemented these to provide a shut down period from 12 noon on Christmas Eve to the first working day after the New Year Bank Holiday. The current agreement was scheduled to remain in place until Christmas / new Year 2012/13.

There were a number of service areas where this agreement was not implemented, in particular the waste management service, housing repairs, North Weald Airfield and the Nursery Service.

It was recommended that there were no pressing reasons to revisit this agreement at this time in order to deal with the issues of concern.

(ii) As indicated above a number of services are provided through this shutdown period, albeit to differing levels:

- waste management – normal service, with supervising staff in attendance

- housing repairs – to deal with scheduled and emergency works
- nursery – watering of stock
- homelessness – emergency allocations etc
- noise etc – normal 24/7 response
- flooding etc – normal 24/7 emergency response
- dangerous structures – normal emergency call out

The above services were noted and it was not considered necessary to recommend the inclusion of any further services to be provided during this period.

The SCG Panel had put forward the suggestion that even if the shutdown was to be maintained, a “skeleton staff presence” should be provide for key front line services such as waste management. However, the Group did not consider that this was necessary, since barring adverse weather etc, the requirement for residents to contact the service during shut down was very limited, and there was adequate information provided through the website and via telephone messaging systems for residents to obtain the information they required. In the event of particular difficulties, the staff present at the Depot, supervising the contractor, would be in a position to assist.

It is recommended that it is not considered necessary to provide a skeleton staff presence during the current shutdown period. This recommendation could be subject to review as part of future negotiations on the present shutdown arrangements.

(iii) A distinction was made between these services and what would need to be provided in the event of an “emergency”. Adverse weather, such as that of last winter, was not considered to be an emergency event since lives and property were not put at significant risk and it would not merit the implementation of the Emergency Response Plan and the immediate opening of the Civic Offices complex. Staffing during an “emergency” is a well rehearsed process, undertaken by the Emergency Response Team, whereas staffing during adverse weather would tend to be a more ad hoc process, other than waste management and homelessness etc. where staffing levels are pre-arranged.

It is recommended that the distinction between “emergencies” and severe weather events be retained.

(iv) a key issue in dealing with incidents during the shutdown period is that of providing information to the public and dealing with direct calls. These can be broken down as follows:

- (a) direct telephone calls to the switchboard or to specified extensions;
- (b) residents accessing the Council’s website to obtain information; and
- (c) residents seeking information through the telephone system

Severe difficulties arose last winter in respect of waste management due to:

- the offices not being open when some residents clearly felt they should be, and they were therefore unable to obtain information direct from officers;
- problems in updating the information on the Council’s website; and
- the inability to be able to update the messages on the Council’s telephone systems without recourse to a ICT Engineer

The result of the above was confusion for residents around whether or not collections were being made and what they should do in the circumstances. Whilst in relative terms the numbers of complainants was low, it would have been preferable to be able to provide up to date information throughout the period of adverse weather, since this would

have, in general terms assisted residents, but would also have considerably reduced the volume of follow up calls which arose once the offices reopened in the New Year.

A detailed discussion followed on what could be done to deal with these particular issues:

Office opening: as stated above, the Group could see no reason at present, especially in view of the associated heating, lighting and other costs, to opening the Civic Offices in whole or in part just to provide some level of service for waste management. However, in the event of adverse weather etc, if a decision was made that a telephone service should be provided, then a means should be found to do so. Following a discussion on the technical requirements around ICT, it was clear that the most suitable location was the Epping Depot since:

- (a) it was (normally) open and staffed during this period in any event;
- (b) there were a sufficient number of work stations available;
- (c) the ICT links were as for the Civic Offices and therefore all systems should operate normally and at an adequate speed; and
- (d) there were adequate staff facilities available.

Updating the information on the Council's website

It was explained that there were two components to updating the website:

- (1) the links originating on the front page/screen; and
- (2) the data which the front page link pointed to

Taking the latter first, all Directorates had officers who were trained and authorised to amend data on the web page. Given the nature of the ICT links at Epping Depot, it would be a straightforward exercise to keep this data valid. It would be for Directorates to ensure that the editing of the data was sound and that the final message was accurate.

With regard to the first issue, the editing of front page links is currently restricted to officers in PR. It was thought that this should be reviewed in the light of the need for speedy changes being required to the Council's web site, with other officers being enabled to undertake these changes.

The Council's telephony system

This is a particularly difficult area. As stated earlier this presented significant problems last winter when we were unable to ensure that telephone messages were up to date and providing residents with accurate and useful information. During the severe weather event last year it was often necessary to update the message several times during one day to reflect what was actually happening.

However, the system is such that:

- (a) the message can only be changed by an ICT Engineer; and
- (b) this can only be achieved at the Civic Offices and cannot be undertaken remotely

This means that ICT would need to have trained personnel available through the shutdown period in the event that severe weather required Epping Depot to be utilised. At present, no such arrangements exist for ICT staff to be on call.

Furthermore, for the telephones to be fully available at the Epping Depot, it would be necessary to 'transfer' existing numbers from Civic Offices to the Depot, since even though information could be placed on the web site, many residents will expect the

number they know and is printed on waste management literature, to function as expected. This is another technical issue which has no straightforward solution.

It is recommended that in the event of severe weather and the need to provide customer contact during the shutdown period, Epping Depot be utilised, subject to testing to demonstrate ICT capabilities.

It is recommended that Directorates ensure that they have adequate numbers of trained/authorised officers to provide updated web pages to the Council's website and that Public Relations give consideration to the availability of officers to update the front page of the Council's web pages

It is recommended that the Director of Finance & ICT investigate means by which the messaging system of the telephony system can be updated using other officers or remotely by ICT engineers.

(v) Paula Maginnis set out for the Group the current remuneration arrangements for officers required to work during periods of shutdown. The payments varied dependant upon whether the day was an official bank Holiday or one of the officers' statutory days. Officers on formal standby arrangements had specific arrangements in place. Paula agreed to provide the Group with the broad principles of payments for such activities.

4. Arrangements for Christmas / New Year 2010/11

It was agreed by the Group that no arrangements for skeleton staffing should be put forward for 2010/11. It was agreed that Directorates should, where appropriate, put into place contingency arrangements for staff to operate from Epping Depot in the event that severe weather required public contact with residents to be implemented. It was also agreed that this could not be seen as a contractual requirement at this stage and that the best that could be achieved was for volunteer officers to "do their best" to attend Epping Depot, subject to their own travel restrictions

It is recommended that in the event of severe weather during the 2010/11 shutdown period and the need to provide customer contact, Epping Depot be utilised.

5. Officer actions

Officer	Action
Paul Pledger Laura Macneill	(i) Test the ICT systems at the Epping Depot to determine ICT capability and the ability to run a full range of operational systems; (ii) Assuming a positive outcome to the above test, to ensure suitable access arrangements are in place for Epping Depot for non Housing based officers.
Paula Maginnis	Provide details of remuneration arrangements for officers working on Bank Holidays and/or statutory days during the Christmas/New Year shutdown period
Robin Hellier	Report on the current arrangements for dealing with dangerous structures and related matters during the Christmas/New Year shutdown period
Stephen Bacon	(i) report on the arrangements which need to be put in place to enable remote changes to be made to the telephony messaging

Officer	Action
	systems; (ii) report on the degree to which ICT resources can be made available during the Christmas/New Year shutdown period; (iii) ensure access to network printers located at the Epping Depot for non Housing based officers; and (iv)
Jackie Close	(i) report on the availability of PR/web officers to assist frontline staff during the Christmas/New Year shutdown period; (ii) report on whether or not trained officers can have access to the 'front page' of the website to enable changes to be made during the Christmas/New Year shutdown period

6. Next meeting

It was agreed that, subject to the outcome of the above tasks and the report to Management Board, no further meeting of the Working Group would be required.

7. Recommendations

- (1) There were no pressing reasons to revisit this agreement at this time in order to deal with the issues of concern.
- (2) It was not considered necessary to recommend the inclusion of any further services to be provided during this period;
- (3) It is not considered necessary to provide a skeleton staff presence during the current shutdown period. This recommendation could be subject to review as part of future negotiations on the present shutdown arrangements;
- (4) The distinction between “emergencies” and severe weather events be retained;
- (5) In the event of severe weather and the need to provide customer contact during the shutdown period, Epping Depot be utilised, subject to testing to demonstrate ICT capabilities;
- (6) Directorates to ensure that they have adequate numbers of trained/authorised officers to provide updated web pages to the Council’s website and that Public Relations give consideration to the availability of officers to update the front page of the Council’s web pages;
- (7) The Director of Finance & ICT investigate means by which the messaging system of the telephony system can be updated using other officers or remotely by ICT engineers;
- (8) In the event of severe weather during the 2010/11 shutdown period and the need to provide customer contact, Epping Depot be utilised; and
- (9) The availability of key PR and ICT staff during emergencies and/or shut down periods be considered.

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SCHEDULE OF CHRISTMAS AND NEW YEAR LEAVE ARRANGEMENTS: 2008 - 2013

2007/2008	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs
	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	1st	2nd	3rd
(previously agreed)	Weekend	Weekend	Special Leave Day	Christmas Day	Boxing Day	Statutory Day	Statutory Day	Weekend	Weekend	Special Leave Day	New Years Day	Normal Work Day	Normal Work Day
2008/2009	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	1st	2nd	3rd
	Normal Work Day	Normal Work Day	Close at Noon	Christmas Day	Boxing Day	Weekend	Weekend	Special Leave Day	Special Leave Day	Statutory Day	New Years Day	Statutory Day	Weekend
2009/2010	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	1st	2nd	3rd
	Normal Work Day	Normal Work Day	Close at Noon	Christmas Day	Boxing Day	Weekend	Bank Holiday	Statutory Day	Statutory Day	Special Leave Day	New Years Day	Weekend	Weekend
2010/2011	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon
	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	1st	2nd	3rd
	Normal Work Day	Normal Work Day	Close at Noon	Christmas Day	Boxing Day	Bank Holiday	Bank Holiday	Statutory Day	Statutory Day	Special Leave Day	Weekend	Weekend	Bank Holiday
2011/2012	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues
	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	1st	2nd	3rd
	Normal Work Day	Normal Work Day	Weekend	Christmas Day	Boxing Day	Bank Holiday	Statutory Day	Statutory Day	Special Leave Day	Weekend	New Years Day	Bank Holiday	Normal Work Day
2012/2013	Sat	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues	Wed	Thurs
	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	1st	2nd	3rd
	Weekend	Weekend	Special Leave Day	Christmas Day	Boxing Day	Statutory Day	Statutory Day	Weekend	Weekend	Special Leave Day	New Years Day	Normal Work Day	Normal Work Day

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Report to Safer, Cleaner, Greener Scrutiny Standing Panel

Date of meeting: 6 January 2011

Subject: CCTV Action Plan

Officer contact for further information: Mrs C Wiggins

Committee Secretary: Adrian Hendry



Recommendation:

- (1) To note the progress against the adopted CCTV Action Plan; and**
- (2) To note the increase in the number of CCTV downloads requested and provided**

Report:

1. The CCTV Strategy and its associated Action Plan were considered by this Panel at its meeting in February 2010. The Panel approved both documents and sent them forward to the Overview and Scrutiny Committee and then to Cabinet. Cabinet adopted the Strategy and Action Plan in September 2010 (Minute ref: 52 – 13 September 2010).

2. The Action Plan should be reviewed at six monthly intervals, and the attached update sets out progress for the period April 2010 to September 2010, although there are also some later progress comments included in the table. The present situation is highlighted in the attached Plan. It can be seen that excellent progress has been made against the tasks and target dates.

3. There is no intention at this time to amend the core strategy document which is therefore not attached to this agenda. If Members wish to review the core strategy it can be found on the Council's Committee system by viewing the Cabinet Agenda for the 13th of September 2010.

4. Whilst concerns do remain in respect of the increased use of CCTV and possible infringements of human rights etc, there is no doubt that its correct deployment and use is assisting the Police in their investigation and prosecution of crime. The core strategy we have in place ensures that CCTV is used appropriately and within the law, thereby protecting the law abiding citizen whilst helping to prevent criminal activities.

5. To illustrate how the use of CCTV has increased, the data which follows sets out the significant increase in the number of requests for CCTV data:

2008:	36 requests
2009:	86 requests
2010 (to date):	173 requests

The majority of requests relate to the Council's main town centres, these accounting for around half of all data download requests.

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<p>System audit and database development</p> <p>Identify & collate all EFDC owned and supported CCTV schemes across the district.</p>	<p>Retrieve & collate all existing CCTV documentation from the various service areas, existing champions & incorporate this into a central database.</p> <p>Visit all CCTV locations & identify system manufacturers, models, cameras types and quantities</p> <p>Systematically review & record all current & lapsed maintenance contracts, suppliers, systems plans & drawing where available.</p> <p>Risk assess all systems</p>	<p>Those currently responsible for individual CCTV systems</p>	<p>EXISTING</p>	<p>12 months or less</p>	<p>Database & mapping system</p> <p>Service maintenance needs identified and progressed</p> <p>Procurement used to identify Maintenance Contractor</p> <p>Initial annual contract commenced in October 2009 with option to extend for one year.</p> <p>Task Complete October 2009</p>
<p>Consolidate all CCTV budgets</p> <p>The introduction of a centralised CCTV budget over seen by E&SS</p>	<p>Deliver initial & ongoing communication to all EFDC Directorates who previously had responsibility for CCTV systems , outlining the new CCTV role, its vision & expectations in a bid to consolidate CCTV funding allocated to existing services</p>	<p>Budget holders</p> <p>Finance dept</p> <p>Partnership funds</p>	<p>EXISTING</p>	<p>24 months or less</p>	<p>Funds transferred from all current CCTV budget holders - Completed</p> <p>Careline Maintenance costs to be added October 2010 Completed</p> <p>Review of CCTV Officer's time spent on Housing Directorate projects by November 2010</p> <p>Spreadsheet for time spent created and in use from Nov 2010</p>
<p>Clear process for compliancy & best practice procedures for the use of CCTV.</p> <p>The implementation of a robust administrative system for the effective management of CCTV.</p>	<p>Carry out complete review of all existing procedures</p> <p>Introduction of new CCTV data requesting forms and procedures</p> <p>Deliver training package for all EFDC staff that have CCTV responsibilities.</p> <p>Staff development training</p> <p>Deliver guidelines to external partners such as Essex Police on procedures for requesting of EFDC CCTV video images & stills</p> <p>Identify those personnel who require SIA licences to use EFDC CCTV</p> <p>Create & introduce spend plan spreadsheets for CCTV</p>	<p>Security Industry Authority (SIA)</p> <p>Service directorates and managers</p> <p>Legal services</p> <p>ICT</p> <p>Partners & stakeholders</p>	<p>EXISTING</p>	<p>24 months or less</p>	<p>Spot checks and audits</p> <p>Staff refresher training</p> <p>Use of Various Performance Indicators (PI's) to determine success rates</p> <p>Procedures for CCTV image requests</p> <p>Process flow chart established for CCTV requests</p> <p>Spend plan spreadsheets up & running</p> <p>RAM tool developed</p> <p>Clear audit trail established for continuity of evidence chain</p> <p>All above completed</p> <p>Staff development and training – Ongoing</p> <p>Successful in gaining accreditation to the ISO 9001:2008 Quality Management Standard for Service Provision. Nov 2010</p>

TASK	HOW	WHO	RESOURCES	WHEN	PROGRESS
Revised CCTV Code of Practice (CoP)	In conjunction with Essex Police, the ICO and National CCTV Strategy Research best practice, based on National CCTV Code of Practice (public document)	Daniel Bond Safer Communities CCTV support Adrian Petty CCTV Operations Officer Legal services Essex Police	EXISTING	Sept 2009	Code of practice completed September 2009 Safer Cleaner Greener Scrutiny Panel February 2010 Final approval Cabinet September 2010 Final approval and adoption by Cabinet of the CCTV Code of Practice and Service Delivery Plan made on 13th Sept 2010
A cost effective maintenance contract in place for all EFDC controlled CCTV sites.	Review existing maintenance provision. Introduce new maintenance contract Tender process set up for CCTV contractors identifying EFDC/Partnership needs and specifications of product 5 stage process: Working with Essex HUB 1. Prepare contract draft 2. Invite to tender 3. Tender received 4. Decision. 5. Contractors appointed	Essex Hub Safer Communities Team Finance Dept	EXISTING	October 09	Contractor appointed October 2009 One year extension on current maintenance contract commencing October 2010 Current CCTV contractors and suppliers to be enrolled into the HUB scheme - Completed CCTV maintenance contract extension made in October 2010 and incorporated the Careline scheme
Partnership working	Communications though various mediums such as; The introduction of a CCTV quarterly operational status reports for the entire districts CCTV CCTV Presentation workshops with partners, Councillors and other agencies where appropriate	All partnerships where CCTV plays a factor Training groups and Facilitators	EXISTING	24 months or less	Focus group Regular partnership working. Staff Feedback CCTV Monthly status report set up and running Essex CCTV user Group set up and running since March 2009 CCTV Mobile Partnership Vehicle training July 2009 National CCTV user group membership joined February 2009 District Police to have EFDC CCTV presentations All completed

TASK	HOW	WHO	RESOURCES	WHEN	PROGRESS
Staff development	Continued development of key staff within the Safer Communities team and as appropriate with EFDC	Service Managers Trainee/s HR Dept	Additional funding required	24 months - ongoing	<p>All CCTV officers fully competent in:</p> <ol style="list-style-type: none"> 1. BTEC Foundations of CCTV 2. BTEC Gathering Video Evidence 3. Training on VuePrint system with Clear View Communications 4. RIPA update course 5. CCTV Legislation 6. CCTV System Planning 7. CCTV Consultancy professional award level 5 <p>All completed</p>

PHASE 2 – CCTV Enhancement, development and integration.

TASK	HOW	WHO	RESOURCES	WHEN	PROGRESS
<p>Continuous improvement to CCTV infrastructure through development.</p>	<p>Regular reviews of existing product capability</p> <p>Upgrade and integrate systems across the district as applicable</p> <p>Introduce new systems as part of growth and to meet new objectives</p> <p>Identify shortfalls and weakness and where necessary make appropriate decisions for change</p>	<p>CCTV Contractors. Product suppliers. Project managers</p> <p>ICT department to support and engage with Safer Communities for the effective integration of new CCTV products and capability. Partnership agencies and stakeholders</p>	<p>EXISTING</p>	<p>36 months</p>	<p>1. Integration of Buckhurst Hill CCTV sites completed</p> <p>2. Enhancement of Upshire & Roundhills sites completed</p> <p>3. New CCTV schemes in Bobbingworth and Bakers Lane car park area completed</p> <p>4. Pyrles Lane upgrade and Norway House completed</p> <p>5. Remote access capability in Buckhurst Hill, Loughton High Road, Bobbingworth & Roundhills completed</p> <p>10 Careline sites completed.</p> <p>11. Loughton Way upgrade completed</p> <p>12. Pyrles Lanes upgrade completed</p>
<p>The introduction of 'Digital Only' CCTV systems across the district.</p>	<p>Identify older generation tape systems in use (Part of Phase 1 process)</p> <p>Replace all tape recording systems with digital systems.</p>	<p>ICT services Budget constraints Staffing resources Partners Suppliers and manufacturers</p>	<p>EXISTING</p>	<p>36 months</p>	<p>Replace SVHS system in SCP CCTV mobile unit completed</p> <p>Langston road depot digital switch - completed</p> <p>Integrate Careline sites across the district by October 2010 delayed to early 2011</p> <p>North Weald Airfield replacement DVR to be completed by September 2010 - completed</p> <p>Debden CCTV Regeneration project by Summer 2011</p>

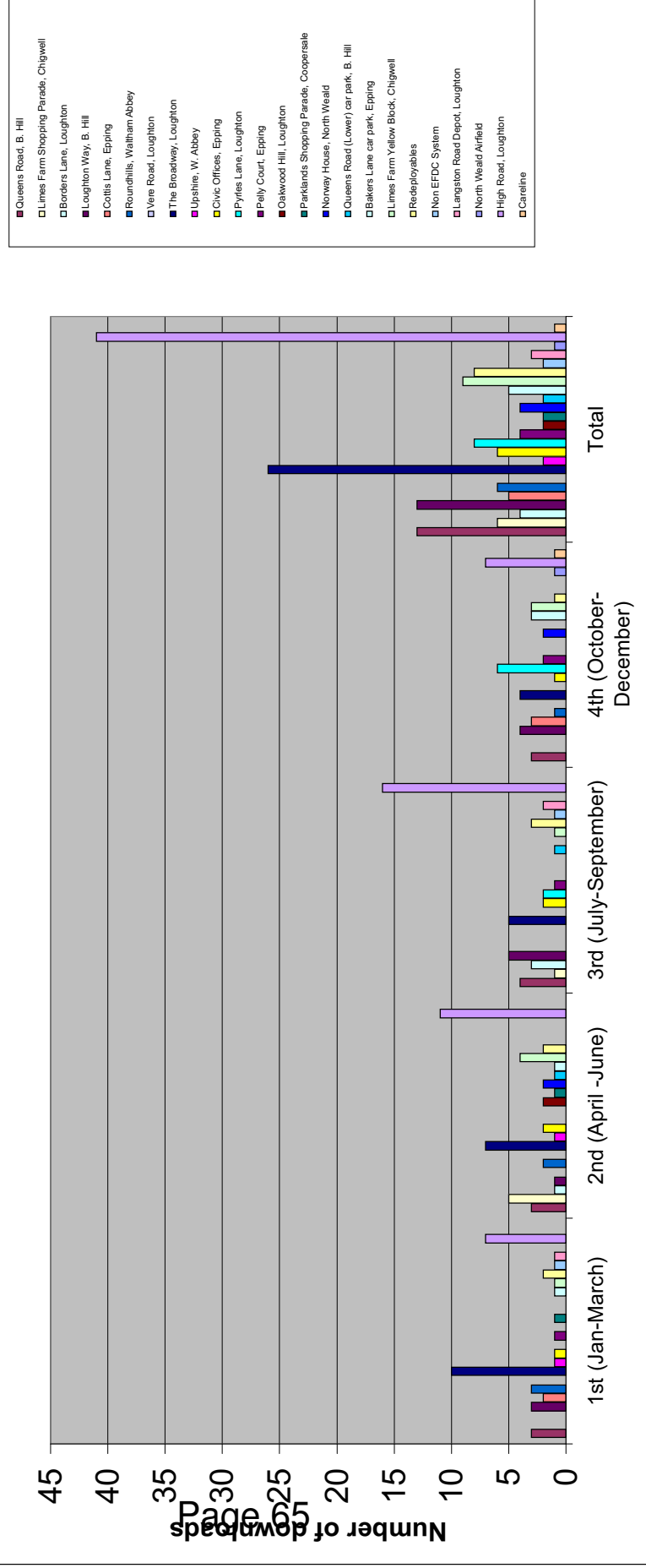
TASK	HOW	WHO	RESOURCES	WHEN	PROGRESS
Remote Access Capability.	<p>Carryout feasibility studies</p> <p>Investigate suitable products to meet need through expertise of supplier and ICT</p> <p>Implement trials & demonstration periods where possible</p>	<p>ICT services</p> <p>Contractors/suppliers</p> <p>Safer Communities dept</p> <p>Essex Police</p> <p>Budget constraints</p>	<p>Initial Set up costs £2070</p> <p>Ongoing costs £800.0 per site</p>	60 months	<p>Feasibility study completed</p> <p>ICT support ongoing</p> <p>Working group established</p> <p>Remote access solutions identified</p> <p>Stand Alone hardware and software purchased – completed</p> <p>Remote access capability to at least 3 sites not including existing Limes Farm estate - Buckhurst Hill, Loughton High Road, Bobbingworth & Roundhills completed</p> <p>Record results through audit trails</p> <p>Internet costs reviewed and change over of supplier to be introduced saving up to 50% on remote monitoring costs Early 2011. (IT leading)</p>

Epping Forest District Council CCTV Downloads

Quarter	High Road, Loughton	Queens Road, B. Hill	Limes Farm Shopping Parade, Chigwell	Borders Lane, Loughton	Loughton Way, B. Hill	Vere Road, Loughton	Roundhills, Waltham Abbey	Cottis Lane, Epping	The Broadway, Loughton	Upshire, W. Abbey	Civic Offices, Epping	Pyles Lane, Loughton	Pelly Court, Epping	Oakwood Hill, Loughton	Parklands Shopping Parade, Coopersale	Norway House, North Weald	Queens Road (Lower) car park, B. Hill	Bakers Lane car park, Epping	Limes Farm Yellow Block, Chigwell	Redeployables	Non EFDC System	Langston Road Depot, Loughton	North Weald Airfield	Careline	TOTAL
1st (Jan-March)	7	3	0	0	3	10	3	2	1	1	1	1	1	2	1	2	1	1	1	2	1	1	1	1	38
2nd (April - June)	11	3	5	1	7	7	2	1	1	1	2	2	1	2	1	2	1	1	4	2	1	2	1	1	46
3rd (July-September)	16	4	1	3	5	5	1	2	2	2	2	2	1	1	1	2	1	3	1	3	1	2	1	1	47
4th (October-December)	7	3	6	4	4	4	1	1	6	2	6	8	4	2	2	4	2	3	3	1	2	3	1	1	42
Total	41	13	6	4	13	26	6	5	26	2	6	8	4	2	2	4	2	5	9	8	2	3	1	1	173

Last URN Updated: 170/10

CCTV Downloads



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Report to Safer, Cleaner, Greener Scrutiny Standing Panel



SCRUTINY



Date of meeting: 6 January 2011

Subject: Enforcement activity

Officer contact for further information: Jim Nolan

Committee Secretary: Adrian Hendry

Recommendation:

To receive and consider the update report on enforcement activity undertaken within the Neighbourhoods Team of the Environment & Street Scene Directorate

Report:

1. The Panel received a report in July 2010 setting out details of enforcement activity for the six month period commencing January 2010. Members of the Panel felt that it would be more helpful if reporting was better aligned with the Council's normal statistical reporting periods which did not cross municipal years. The information set out this report therefore covers the period April 2010 to the end of September 2010.

2. It should be noted that only the work of the Neighbourhoods Team, alongside the Waste Team and Safer Communities Team where appropriate, is included. Therefore no data is included on enforcement activities by the Public Health Team which covers issues such as food and health and safety and some nuisance related work. If Members wish that to be included officers will do so for the next six month report.

3. The table below sets out the core activities:

Activity	01/04/10 to 30/09/10
Fly-tipping	
Incidents reported	812
Incidents referred to ENO "to consider investigation"	646
Incidents investigated	408
Warning/Enforcement letter sent	74
Statutory notice	3
Duty of Care inspection	1
Prosecution	3
Stop and Search	3
General enforcement work dealt with by ENO (Selected codes, typically the top 5 codes, not including fly-tipping detailed above).	
Total enquiries/complaints dealt with by ENO team	1022
1. Noise (of which 335 were outside normal hours)	733
2. Bonfires	98
3. Refuse nuisance	83
4. Litter	21
5. Street Trading	42
6. Waste duty of care	11

4. Of the 812 reported fly tipping incidents, most were on the highway (382) including verges that form part of the highway. The second largest land type was on Council land (327), predominantly Housing land, often due to householders' poor waste management rather than fly-tipping by somebody unrelated to the area. These two land types accounted for 87% of the reported incidents.

5. In terms of the breakdown between rural and urban areas, there is currently no simple way to extract this information. Similarly, we are unable to report on the number of incidents in each ward (as requested at the July meeting); however we are currently looking at improvements in mapping incidents (to help target enforcement work) and we may therefore be able to provide this detail in the near future.

6. Finally, full use of the database system for recording fly-tipping enforcement work was not established until January 2010 making comparison with data before and after January 2010 very unreliable. In the future, it will be possible to provide accurate comparative data.

7. There has been additional enforcement activity of interest to the Panel in addition to that set out above. Particular activity thought to be of particular interest include:

(i) Mr Emmerson, Roadside House, Avenue Road, Dobbs Weir prosecuted on 10 September 2010 – fined a total of £5,000 and £580 costs for burning waste and breaching a smoke abatement notice despite numerous warnings (6 offences witnessed between April 2010 and June 2010, most of these witnessed outside normal working hours using the Councils emergency call out service).

(ii) Mr Erbil, licence holder of Valley Express prosecuted on 13 August 2010 for serving alcohol after licensed hours (after a test purchase), despite warnings to comply with licence conditions. Fined £200 and £115 costs

(iii) Mr Ahmed prosecuted on 14 May 2010 in relation to household duty of care responsibilities with regard to a fly-tipping incident on Roding Valley Nature Reserve in July 2009. Fined £1,000, with £500 costs and an additional £1,000 towards the clearance costs for Essex Wildlife Trust

(iv) 7 Felstead Road, Loughton, warrant obtained and equipment seized to enforce a noise abatement notice. Court case pending.

(v) Abatement notices served under section 80 of the Environmental Protection Act 1990 for noise and bonfire smoke at other premises

Report to Safer, Cleaner, Greener Scrutiny Standing Panel

Date of meeting: 6 January 2011

Subject: Mediation based dispute resolution

Officer contact for further information: Caroline Wiggins

Committee Secretary: Adrian Hendry



Recommendation:

To note the Council's use of mediation as a mechanism for dealing with intractable complaints.

Report:

Introduction

1. This report is before Members tonight following a request by the Legal & Estates Portfolio Holder for the Panel to consider the Council's use of mediation in dealing with some of the more intractable, neighbour based disputes.

2. Epping Forest District Council's Safer Communities Team has been using the services of a trained mediator for the last four years to resolve low level neighbour disputes which would otherwise cause a disproportionate drain on resources. These disputes are normally relatively minor, provide no hard evidence to identify a perpetrator and therefore do not justify formal intervention actions. The process requires all parties to agree to the mediation before it can be undertaken. Mediation is a positive process of trying to achieve dispute resolution without resorting to a more formal process

3. The mediator assists those in dispute by using facilitative mediation to negotiate a mutually agreed settlement. In some cases, mediators may express a view on what might be a fair or reasonable settlement, generally where all the parties agree that the mediator may do so, this being evaluative mediation. The process is private and confidential. In most cases a 'neutral' premises is used to carry out the mediation process.

Mediation outcomes

4. There are a number of possible outcomes from mediation, as follows:

(a) The mediation is completed successfully and all parties agree to abide by a set of conditions drawn up by the mediator. This results in no further action and the parties adhere to the mutually agreed conditions. Requests for intervention by various service areas stop at this time;

(b) The mediation starts but is not able to reach a successful conclusion. Experience has shown that mediation, once undertaken and subsequently withdrawn from by one or more party, can still be effective. Although no formal agreement is reached parties tend to become more tolerant and complaints reduce or stop;

(c) The mediation is offered and refused by one or more parties in dispute. When this situation arises it can identify the main protagonist to the dispute. The refusal of mediation can also be used evidentially in any future enforcement action showing a proportional attempt

at resolution prior to court action. This is also explained to the party who is not engaging in the process. In some cases this will also create a cessation of complaints; or

(d) The mediation after being successfully completed suffers a breakdown by one or more of the parties. This situation can lead to a similar outcome to the circumstances set out in (c) above.

Mediation benefits

5. The benefits can be identified as:

- (i) mediation is usually quicker and more cost-effective than other forms of resolution;
- (ii) mediation gives the parties control over the eventual agreement.
- (iii) the strength of protagonists reaching their own agreement is that it is more likely to succeed than imposed solutions;
- (iv) mediation can take place at any stage of the dispute including prior to initiating court proceedings and might even avoid the need to go to court;
- (v) mediation focuses on positive outcomes and how to achieve better working relationships;
- (vi) mediation can help to reduce tension, anger and misunderstanding between disputing parties;
- (vii) mediation can prevent further escalation of a dispute into criminal actions; and
- (viii) complaints to officers, partnership organisations and elected members reduce.

The costs of mediation

6. Both EFDC Safer Communities Team and Housing Directorate (Housing Management and Homeless Prevention) use the services of Peter Hesketh, a trained mediator. Mr Hesketh, a former senior Police Officer, does not provide an overall cost framework for what is, an inexact science. However, he is briefed on the facts of each case and after an initial meeting is able to give an idea as to whether resolution is possible and if so, how long it is likely to take.

7. EFDC is able to provide neutral venues for this process to take place at no cost. Agreement has also been reached with Essex Police to use police premises for this purpose at no cost should they be more convenient or there is a potential for one of the parties to become aggressive. This provides locations at Epping, Ongar, Waltham Abbey, Loughton, Debden and Limes Farm. The use of these locations provide a very comprehensive facility across the district.

8. EFDC Safer Communities Team has, between 2007 and 2010, carried out 6 cases of mediation. These cases involved long term disputes where all parties were deeply entrenched in their respective positions. Of these cases, the likelihood of any completely successful resolution suitable to all parties was slim. However, all but one case provided the opportunity for some input from the mediator. This allowed the various parties to air their grievances to an impartial individual in a neutral location. Although the cases did not all lead to full agreement by all parties, they allowed the dispute to be aired fully and suggestions for compromise and resolution were made. The average cost of each mediation process was £418.

9. During the period 2009 – 2010, EFDC Housing services used mediation on 4 occasions. The average cost per complete mediation case was £381.75.

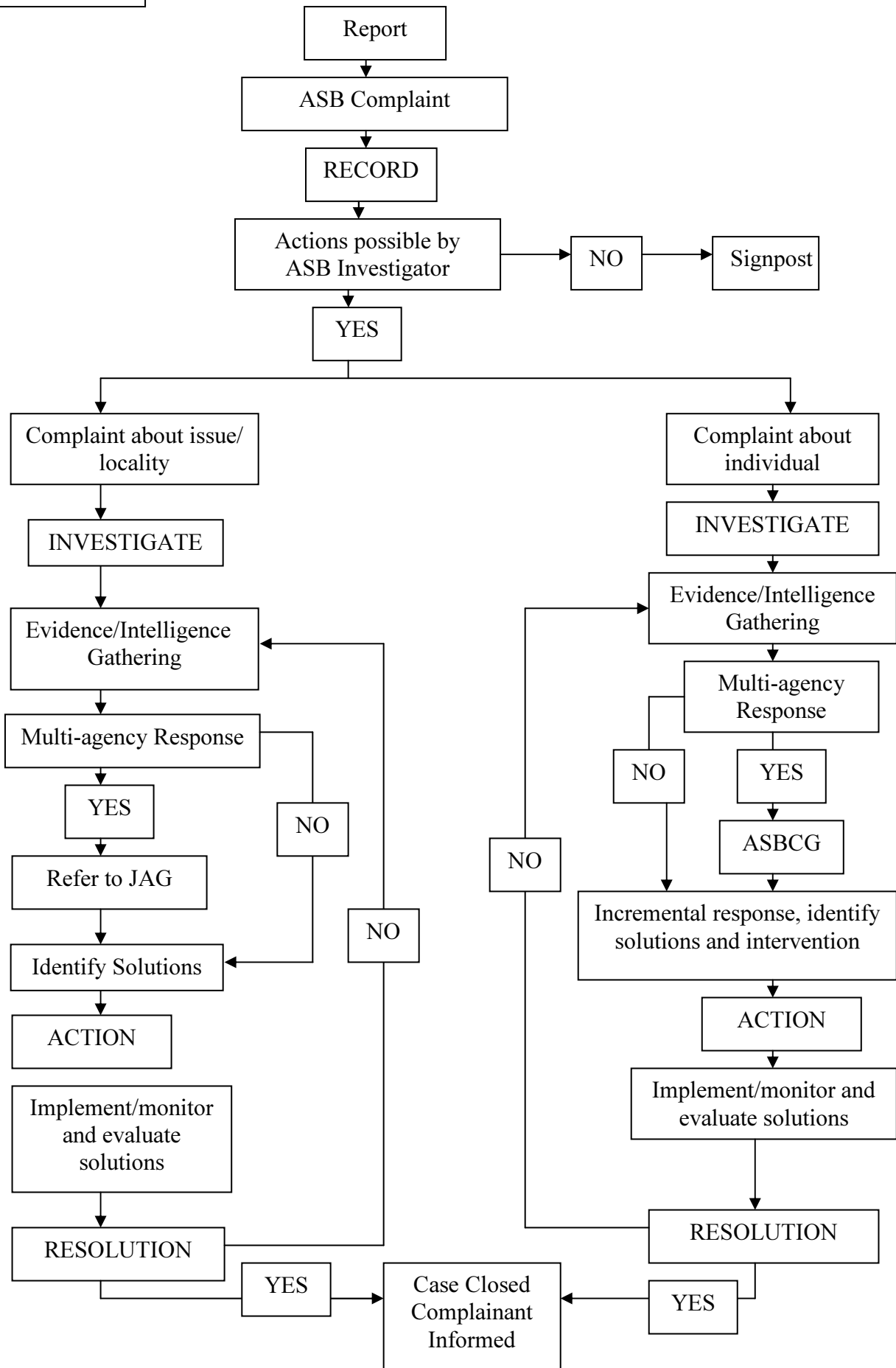
10. Appendices A, B and C provide additional information in respect of:

Appendix A: Safer Communities problem solving process chart

Appendix B: Economic and Social cost of crime 2003/04 (Home Office)

Appendix C: "The Role Of Mediation in Tackling Neighbour Disputes and Anti-Social Behaviour", Scottish Executive Social Research

Appendix A



Appendix B

Costs in anticipation of crime (£)

Costs as a consequence of crime (£)

Costs in response to crime (£)

Offence category	Defensive expenditure	Insurance administration	Physical & emotional impact on Direct Victims	Value of property stolen	Property damaged/ destroyed	Property Recovered	Victim services	Lost output	Health Services	Criminal Justice System	Average cost (£)
Violence against the person	1	1	5,472	-	-	-	9	1,648	1,347	1,928	10,407
Homicide	145	229	860,380	-	-	-	2,102	451,110	770	144,239	1,458,975
Wounding	1	1	4,554	-	-	-	7	1,166	1,348	1,775	8,852
Serious wounding	1	1	4,554	-	-	-	7	1,166	1,348	14,345	21,422
Other wounding	1	1	4,554	-	-	-	7	1,166	1,348	978	8,056
Sexual offences	3	5	22,754	-	-	-	32	4,430	916	3,298	31,438
Common assault	0	0	788	-	-	-	6	269	123	255	1,440
Robbery	0	21	3,048	109	12	19	16	1,011	483	2,601	7,282
Burglary dwelling	221	177	646	846	187	22	11	64	-	1,137	3,268
Theft	59	52	192	281	69	36	1	10	-	217	844
Theft not vehicle	-	33	118	175	17	13	1	3	-	301	634
Theft of vehicle	546	370	800	2,367	349	542	1	47	-	199	4,138
Theft from vehicle	116	50	266	240	126	11	1	20	-	50	858
Attempted vehicle theft	65	21	194	-	154	-	1	11	-	65	510
Criminal Damage	13	36	472	-	212	-	2	6	-	126	866

The Role Of Mediation In Tackling Neighbour Disputes And Anti-Social Behaviour

Title

“The Role Of Mediation in Tackling Neighbour Disputes and Anti-Social Behaviour”, Scottish Executive Social Research

What is it about?

The objectives of the researchers were to compare the costs and effectiveness of mediation and legal interventions in dealing with anti-social behaviour, and to examine why some disputants do not agree to the use of mediation.

Who did it?

The research was carried out by Alison P. Brown, Aileen Barclay, Richard Simmons and Susan Eley at Stirling University. It was commissioned by the Scottish Executive and published in 2003.

The researchers looked at 100 neighbour disputes in autumn 2002 from two community mediation services and two in-house local authority mediation services dealing with neighbour disputes. To compare costs, additional data was provided by local authorities, police records, environmental health officers and housing associations on 50 cases where legal action was taken to deal with anti-social behaviour.

Key findings

- The largest category of disputes concerned complaints about domestic noise from music systems, televisions and laminate flooring. The second major cause for complaint was the behaviour of children, including noise, arguing, fighting, littering and vandalism.
- The main referral route for most participants was their local housing officer, who was often aware of the difficulties between neighbours.
- In a total of 61 % of cases the mediation service recorded a positive outcome, in that either the problem was resolved or there was some improvement in the situation, either with or without mediation.
- Participants' perspectives of the outcomes did not always reflect that recorded by the service, particularly in terms of longer term outcomes. There was a generally positive view of the process, although a number of participants found the process more traumatic than expected.
- In 28 percent of the cases agreement was reached on all presenting issues.
- In 39 percent of cases, mediation was refused or did not produce a positive outcome.

It is interesting to note that the primary reasons found for refusing mediation were:

- unwillingness to engage with the other party
- fear of reprisals
- a belief that the other party did or would manipulate the process or the mediators
- fear of an escalation of the dispute
- the desire for a definitive judgement on their case

Lack of awareness of or familiarity with mediation, or lack of confidence in the process, did not appear to be significant factors in refusals.

- From the 100 mediation cases studied, the average cost of handling a case was £121, which rose to £204 when face-to-face or shuttle mediation was involved; the maximum case cost was £484.
- From the 50 legal cases, the average cost was £3,546, with a range from £339 to £13,692 for a very complex eviction case. (NB these are net costs and would be considerably higher if overheads were included.)

- Average costs of Antisocial Behaviour Orders (ASBOs) and repossession actions were approximately £2,250 and £9,000 respectively.

NB There are two key issues to bear in mind:

- First, all the legal action cases studied involved serious and protracted anti-social behaviour, often including fighting, verbal abuse, swearing and damage to property. In many cases, there was a history of criminal convictions and/or mental health and/or alcohol-related problems. These cases in general were much more serious than those found in mediation services.
- Secondly, mediation was found to be one part of a process of intervention. Disputes are therefore not necessarily dealt with either by mediation or by other methods – a range of interventions, including mediation, are often employed in one case. Informal negotiations may precede mediation, and formal intervention may succeed it if mediation does not bring resolution. Informal intervention may or may not increase the chances of successful mediation. Informal intervention is likely to sift out cases unsuitable for mediation. Criminal or other civil legal proceedings may (but not necessarily) prevent a dispute from going to mediation. It is therefore impossible to compare like with like when looking at outcomes and costs in cases resolved through mediation or legal intervention.

The research team made three main recommendations:

- greater awareness and information about mediation and closer working with housing, police and mediation services
- robust monitoring and evaluation of mediation services
- more detailed research into the use of mediation in serious, complex cases, and into the long-term outcomes of ASBOs

Report to Safer, Cleaner, Greener Scrutiny Standing Panel

SCRUTINY

 Epping Forest District Council

Date of meeting: 6 January 2011

Subject: Half Yearly Report on Climate Change Strategy

Officer contact for further information: John Preston

Committee Secretary: Adrian Hendry

Recommendation:

To note the progress against declaration pledges

(pledges in bold; comments underneath)

1. **Work with central government to contribute, at a local level, to the delivery of the UK Climate Change Programme, the Kyoto Protocol and the target for carbon dioxide reduction by 2010.**

The Council signed up to the 10:10 initiative and managed a 4.1 % reduction in the 10:10 Action Year, which was 2009/2010. Although positive that we achieved something, this is below the 10% target we signed up for.

2. **Participate in local and regional networks for support.**

Environmental Co-ordinator attends and reports to Essex CORE meetings (made up of energy officers within Essex, run by ECC) and works on projects with other authorities through this group.

3. **Within the next 2 years develop plans with our partners and local communities to progressively address the causes and the impacts of climate change, according to our local priorities, securing maximum benefit for our communities.**
 - **Assess the risk associated with climate change and the implications for our services and our communities of climate change impacts and adapt accordingly.**
 - **Encourage all sectors in our local community to take the opportunity to adapt to the impacts of climate change, to reduce their own greenhouse gas emissions and to make public their commitment to action.**

Although this pledge relates to 2008 and 2009, the Environmental Co-ordinator continues this work, for example by:

- Working with ECC, the Emergency Planner and all Directorates to identify the greatest risks to service posed by severe weather and to warn and inform members of the public under adaptation related aspects of the Civil Contingencies Act.
- Working with the Herts and Essex Energy partnership to promote grants to private homeowners to try to eradicate fuel poverty in the district and reduce emissions from domestic sources by distribution of leaflets, articles, press releases, advertisements using screens in reception, mail outs and attendance at Council events and community days; these are hopefully raising awareness of the money available to residents to make improvements to their homes.

- Raising public awareness on energy efficiency and natural resource use, adapting to severe weather events and promoting community resilience by running stalls at events in collaboration with the Emergency Planner, such as flood awareness days, community days and emergency services events. Giving talks to volunteer groups such as Brownies and Guides.
- 4. Publically declare, within appropriate plans and strategies, the commitment to achieve a significant reduction of greenhouse gas emissions from our own authority's operations, especially energy sourcing and use, travel and transport, waste production and disposal and the purchasing of goods and services.**
- **Monitor the progress of our plans against the actions needed and publish the results.**

As per the previous update given on the Climate Change Strategy, not only has our commitment to a reduction of greenhouse gas emissions not been sufficiently identified or quantified, there is consistent low level commitment to the actions outlined in the Strategy throughout the Council because there was previously no monitoring procedure in place to ensure actions were completed. Therefore, the Climate Change Strategy is in the process of being rewritten with a view to being more specific about the percentage reduction the Council aims to make from all operations and ensuring that responsible officers are identified corporately to drive the aims of the strategy together.

In the meantime, work is ongoing to try to reduce emissions from operations such as:

(a) Travel and Transport – Following the recommendation of Energy Saving Trust Green Fleet Review, as carried out in 2009, Smarter Driving lessons have been organised for Council employees. Despite offering training for free, of the 500 or so staff members that drive at EFDC, so far only 16 have agreed to undertake smarter driving training, which will help participants to understand how to save fuel by driving in a fuel economic way. Further recommendations within the Green Fleet Review require funding, which will depend on the fleet management priorities of individual Directorates.

(b) Energy Sourcing and use - In November 2010 a report passed through the Cabinet Agenda Planning Group for the provision of a small solar panel system on the roof of a Council owned building as per the recommendations outlined in a feasibility survey of several buildings. Despite a predicted return on investment of around 6.94% and a guaranteed 25 year lifespan of payments to the Council at a guaranteed and continuous rate through the Government's Feed in Tariff, it was decided at the Pre-Cabinet meeting that the £30,000 would better be spent on work to the Civic Offices that was completed before the meeting took place.

The report will be amended to highlight the benefits of integrating solar panels into the redevelopment of premises at Brooker Road intended for occupation by part of the Museum and by Countrycare, and will be resubmitted at a later date. The Facilities Management Work Programme also identifies some budget for the provision of renewable energy on the Condor Building in 2011/2012. However, by then the rates paid under the Feed in Tariff will have dramatically decreased, considerably prolonging the payback period of a solar panel system and reducing the return on investment to a minimal amount.

Smaller measures around the Civic Offices are being pursued such as the installation of Smart meters and extra roof insulation, however, there is a strong need to begin energy auditing of Council buildings other than the Civic Offices.

Waste Production and Disposal

5. The new Climate Change Strategy will highlight changes that need to be made when the time comes for the Council to renew its commercial waste contract. A weakness identified by the Audit Commission Use of Natural Resources KLOE was that the Council

currently has no certainty of where its own commercial waste goes once it is removed from the compacter by Porter's Waste Management and no contract condition or legislation requires them to provide us with this information. A new aim will be to have this clearly outlined in any new contracts.

6. In contrast, the collection and disposal of household waste and the provision of recycle sites for items that cannot be collected at the kerbside is very good. It is also well publicised on the EFDC website how many of the items are processed once they have been collected.

Report on Climate Change Strategy

7. As mentioned above, the Climate Change Strategy is being rewritten by the Environmental Co-ordinator. A sub-group meeting took place on November 18th with 2 other members of the GCWP. Structure and overarching themes of the new strategy decided, but waiting for clearer steer from DECC on the direction of new indicator set, so that these can be incorporated into the Council's aims within the new strategy. Further report to follow at next half-yearly report.

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EFDC GREEN CORPORATE WORKING PARTY MINUTES

DATE: July 6 2010
TIME: 2.30pm
VENUE: The Conference Room, Civic Offices

Chair: John de Wilton Preston (JP)

Attending: Sarah Creitzman (SC), Mike Tipping (MT), Mike Warr (MW), Dawn Jolley (DJ), Ann Kossick (AK), Brian Bassington (BB), Paul Hewitt (PH), Jim Nolan (JN), Cllr Penny Smith (PS)

Minutes: Elizabeth M Thomas (EMT)

Apologies for absence	Action
<p>Lewis McGann (LMG), Tom Carne (TC), Ian White (IGW)</p> <p>Welcome to new group members Cllr Penny Smith, Safer & Greener Portfolio Holder, & Jim Nolan, Assistant Director, Environmental & Street Scene.</p>	
<p>Matters arising from last meeting</p> <p>Minutes agreed.</p> <p>Green Fleet Review: SC: smart driver training will go ahead, dates to follow.</p>	
<p>KIoE 3.1 Use of Natural Resources</p> <ul style="list-style-type: none"> • Self assessment has been done across Directorates (upper tier councils have been assessed, districts are being audited now). • Initial discussion generated a request for more information to ensure we attain Level 2, which is average for councils of EFDC's type. • If we stay at Level 1 our accounts will have to be qualified and stricter assessments done. • PKF Auditor John Taylor in process of meeting with EFDC team: his initial comments were that some of what we do is ad hoc and not followed through. • Housing & Biodiversity data is satisfactory, Use of Natural Resources in EFDC buildings less so: more to follow soon. • Deadline for information and comments is July 23 2010, and John Taylor will meet EFDC team on July 9. SC and MT working on this. <p>Comments:</p> <ul style="list-style-type: none"> • BB: Use of Natural Resources is part of Value for Money remit. • We now need to do a Carbon Reduction strategy as well as covering Climate Change. • Bob Palmer has given information about server virtualisation projects. 	<p>SC MT</p> <p>ALL</p>
<p>Climate Change Strategy</p> <ul style="list-style-type: none"> • This was discussed in the last meeting – a sub-group has been set up to scrutinize the strategy and its future. • We need to re-think targets in re. updated documents and works. • The agenda has moved on from concern on climate to concern about carbon. • A sub-group will tackle the carbon strategy. • New ideas are being mooted re. carbon saving, subject to finances. • Simple visuals could be used (eg signs in bathrooms about turning off taps) 	

<p>as inspectors would pick up on these at once.</p> <ul style="list-style-type: none"> • We should have a clear remit, smart targets, and refer to agreements that EFDC have signed up to such as 10:10. • A Forward Program over the next 3 years will help to reduce CO2, boosted by what we have done in previous years. <p>The Sub-Group</p> <ul style="list-style-type: none"> • Need to consider the expectations for this. • Need a report to CEF & Safer Cleaner Greener about a carbon document. • SC, TC, M Hobbs, MT DJ & MW to be on the group. • Need to work to one goal eg 10:10 fulfilment. • Safer Cleaner Greener scrutiny should be involved: prepare something for October scrutiny to be a catalyst to agree scope and objectives for a new EFDC carbon strategy. This will arise via the Green CWP. • Once we know what we are aiming at, consult staff focus groups. • PS: Half of this is for specialists to deal with, half is for everyone to be involved in – so let's advertise it, like ICT and their mouse mats. • JP: Events such as sweets for people who turn off PCs have helped a lot. • A screensaver message re. shutting down computers is being formulated. • Agreed to pull together a position statement: what we have signed up to, what we have done, where we are going: action group's first task. 	
Travel Plans	
<ul style="list-style-type: none"> • Report going to next JCC about costs for refurbishing showers. We hope for an agreement re. ringfenced funds. • Report also to go up about refurbishing the staff rec room. • We have an agreement to instal cycle racks and bike bays. • New council agreed principles of new staff car parking policy with preference for car sharers. A register of car sharers to be done; pool cars also mooted. • Chris Overend to come to next meeting to feed back on this and give advice. • Lease Cars report is going to CEF, it refers to Green Fleet Review. 	
Green Fleet Review	
Covered.	
Cycle training, bike racks and showers	
<p>Covered.</p> <p>MW remarked on dangers of roads around Epping for cyclists: PS agreed we have to incentivise cycling. BB suggested doing a survey. DJ: showers will help those jogging to work and in lunch hour.</p>	
Renewable training for planning officers	
Schemes exist for this – JP will report next time. LEA have a course on this that leads to City & Guilds. AK will look into it and send details to EMT.	AK EMT
Any other business	
Sub-group: SC to do updated, shorter terms of reference for this, and update the main ToR for this working party..	SC
Date of next meeting	
Next meeting scheduled for August 17, at 2.30pm and in the Conference Room.	



SCRUTINY



Report to Safer, Cleaner, Greener Standing Scrutiny Panel

Date of meeting: 6 January 2011

Subject: Safer, Cleaner, Greener Strategy Action Plan

Officer contact for further information: J Gilbert

Committee Secretary: Adrian Hendry

Recommendation:

To consider the Safer, Cleaner, Greener Action Plan for 2011/12

Report:

1. The Safer, Cleaner Greener Strategy was published last year following its approval by this Panel. It was envisaged that the strategy document itself would last for a number of years but that the action plan would be updated annually. The proposed action plan for 2011-12 is set out below.
2. There are a number of actions within the plan which address day to day matters and some which are intended to measure the performance of new initiatives such as the penalty charge notice scheme.
3. Members will be aware that the Safer Communities Partnership develops an annual strategic assessment which identifies its priorities for the coming year. The timeline for this strategic assessment means its priorities have not yet been identified. However, preliminary analysis suggest a number of potential priorities. Using these initial findings we have formulated a number of crime reduction targets for this action plan.

Safer, Cleaner, Greener Action Plan 2011-12

Action	Target date	Success indicators
To review the operation of the Penalty charge notice scheme	June 2011	Numbers of PCNs issued Numbers paid Number of Prosecutions taken
All vulnerable victims of artifice burglary to be visited by the safer communities team and offered advice aimed at preventing a recurrence	Annual	Percentage visited.
To organise and stage a crucial crew and a reality road show event each year.	August 2011	Events held.
To deal with all police requests for CCTV within 3 working days	On going	Percentage of requests dealt with within target time
To ensure that all offensive and racist graffiti is removed within 48 hours of receipt of notification.	On going	100% of all offensive and racist graffiti has been removed within target time.
To work with our partners to reduce: Domestic burglary by 2%. Non-domestic burglary by 2% Anti-social behaviour by 5% Vehicle crime by 2%	March 2012	Reductions achieved.
Support the sanctuary scheme and work to increase awareness of domestic violence in the district.	March 2012	Sanctuary schemes successfully implemented where needed.
To implement and monitor the actions in the Council's draft Climate Change Strategy.		See separate sheet.
To implement and monitor the actions in the Local Biodiversity Action Plan.	Annually	See separate sheet.

Report to Safer, Cleaner, Greener Scrutiny Standing Panel

Date of meeting: 6 January 2011

Subject: Progress report on the Nottingham Declaration and related matters

Officer contact for further information: John Preston

Committee Secretary: Adrian Hendry



Recommendation:

To receive and consider the update report on progress against the Nottingham Declaration and related sustainability issues

Report:

1. The Council adopted the Nottingham Agreement in 2007. The Agreement set a number of challenges for the Council and the table below sets out progress against the specific challenges as at September 2010:

Declaration Pledge	Position as at 30 September 2010
Work with central government to contribute, at a local level, to the delivery of the UK Climate Change Programme, the Kyoto Protocol and the target for carbon dioxide reduction by 2010	The Council signed up to the 10:10 initiative and managed a 4.1 % reduction in the 10:10 Action Year, which was 2009/2010. Although positive that we achieved something, this is below the 10% target we signed up for
Participate in local and regional networks for support	Environmental Co-ordinator attends and reports to Essex CORE meetings (made up of energy officers within Essex, run by ECC) and works on projects with other authorities through this group
<p>(a) Within the next 2 years develop plans with our partners and local communities to progressively address the causes and the impacts of climate change, according to our local priorities, securing maximum benefit for our communities.</p> <p>(b) Assess the risk associated with climate change and the implications for our services and our communities of climate change impacts and adapt accordingly.</p> <p>(c) Encourage all sectors in our local community to take the opportunity to adapt to the impacts of climate change, to reduce their own greenhouse gas emissions and to make public their commitment to action.</p>	<p>Although this pledge relates to 2008 and 2009, the Environmental Co-ordinator continues this work, for example by:</p> <p>(a) Working with ECC, the Emergency Planner and all Directorates to identify the greatest risks to service posed by severe weather and to warn and inform members of the public under adaptation related aspects of the Civil Contingencies Act.</p> <p>(b) Working with the Herts and Essex Energy partnership to promote grants to private homeowners to try to eradicate fuel poverty in the district and reduce emissions from domestic sources by distribution of leaflets, articles, press releases, advertisements using screens in reception, mail outs and attendance at Council events and community days; these are hopefully</p>

	<p>raising awareness of the money available to residents to make improvements to their homes.</p> <p>(c) Raising public awareness on energy efficiency and natural resource use, adapting to severe weather events and promoting community resilience by running stalls at events in collaboration with the Emergency Planner, such as flood awareness days, community days and emergency services events. Giving talks to volunteer groups such as Brownies and Guides</p>
<p>(a) Publically declare, within appropriate plans and strategies, the commitment to achieve a significant reduction of greenhouse gas emissions from our own authority's operations, especially energy sourcing and use, travel and transport, waste production and disposal and the purchasing of goods and services.</p> <p>(b) Monitor the progress of our plans against the actions needed and publish the results</p>	<p>As per the previous update given on the Climate Change Strategy, not only has our commitment to a reduction of greenhouse gas emissions not been sufficiently identified or quantified, there is consistent low level commitment to the actions outlined in the Strategy throughout the Council because there was previously no monitoring procedure in place to ensure actions were completed. Therefore, the Climate Change Strategy is in the process of being rewritten with a view to being more specific about the percentage reduction the Council aims to make from all operations and ensuring that responsible officers are identified corporately to drive the aims of the strategy together. In the meantime, work is ongoing to try to reduce emissions from operations such as:</p> <p>Travel and Transport – Following the recommendation of Energy Saving Trust Green Fleet Review, as carried out in 2009, Smarter Driving lessons have been organised for Council employees. Despite offering training for free, of the 500 or so staff members that drive at EFDC, so far only 16 have agreed to undertake smarter driving training, which will help participants to understand how to save fuel by driving in a fuel economic way. Further recommendations within the Green Fleet Review require funding, which will depend on the fleet management priorities of individual Directorates.</p> <p>Energy Sourcing and use - In November 2010 a report passed through the Cabinet Agenda Planning Group for the provision of a small solar panel system on the roof of a Council owned building as per the recommendations outlined in a feasibility survey of several buildings. Despite a predicted return on investment of around 6.94% and a guaranteed 25 year lifespan of payments to the Council at a guaranteed and continuous rate through the Government's</p>

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