

A G E N D A

Environment Scrutiny

Date: **Friday, 13th June, 2003**

Time: **10.30 a.m.**

Place: **No1 Committee Room, Shirehall,
St. Owen Street, Hereford**

Notes: Please note the **time, date** and **venue** of
the meeting.

For any further information please contact:

P. R. James

*Members Services, Brockington, 35
Hafod Road, Hereford*

**County of Herefordshire
District Council**

AGENDA

for the Meeting of the Environment Scrutiny

To: Councillor John Goodwin (Chair)
Councillor Sebastian Bowen (Vice-Chairman)

Councillors B.F. Ashton, P.J. Dauncey, G.W. Davis, A.E. Gray,
K.G. Grumbley, T.W. Hunt, R. Mills and J.W. Newman.

	Pages
1. CHAIRMAN AND VICE-CHAIRMAN	
To note the appointment at Council of Councillor J.H.R. Goodwin as Chairman and Councillor W.L.S. Bowen as Vice Chairman	
2. APOLOGIES FOR ABSENCE	
To receive apologies for absence.	
3. NAMED SUBSTITUTES (IF ANY)	
To receive details of any Member nominated to attend the meeting in place of a Member of the Committee.	
4. DECLARATIONS OF INTEREST	
To receive any declarations of interest by Members in respect of items on this Agenda	
5. MINUTES	1 - 10
To approve and sign the Minutes of the meetings held on 19th March and 27th March, 2003.	
6. SCRUTINY - ROLE AND TECHNIQUES	
To receive a presentation on the role of the scrutiny and the techniques that Scrutiny Committees can use in their work.	
7. HUMAN RESOURCES	11 - 14
To report on the sickness absence for the Environment Directorate.	
8. CAPITAL PROGRAMME 2003/04	15 - 18
To inform the members of the latest position with regard to the Environment Capital Programme for 2003/04.	

9. ENVIRONMENT REVENUE BUDGET 2003/04	19 - 26
To inform Members of the latest position with regard to the Environment Budget for 2003/2004 following the formal approval of the Council's budget.	
10. PAYMENT OF UNDISPUTED INVOICES WITHIN 30 DAYS	27 - 30
To consider the performance against this performance indicator during the financial year 2002/2003.	
11. BEST VALUE REVIEW OF COMMERCIAL ENFORCEMENT - PROGRESS REPORT	31 - 32
To consider the progress of the Commercial Enforcement Review and seek representation of members on the Challenge Panel in the review team.	
12. BEST VALUE REVIEWS - IMPLEMENTATION OF IMPROVEMENT PLANS	33 - 42
To report exceptions to the programmed progress on the actions in the improvement plans resulting from the reviews of Development Control, Public Rights of Way, Highway Maintenance and Public Conveniences.	
13. MONITORING OF 2002/2003 PERFORMANCE INDICATORS - FULL YEAR APRIL 2002 TO MARCH 2003	43 - 50
To update Members on progress made by the Environment Directorate for the full year April 2002 to March 2003 towards achieving all of the performance indicators/ targets which appear in the Council's Performance Plan.	
14. GEM PERFORMANCE	51 - 60
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To consider the work programme for the Committee.	

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

The Council has established Scrutiny Committees for Education, Environment, Social Care and Housing and Social and Economic Development. A Strategic Monitoring Committee scrutinises Policy and Finance matters and co-ordinates the work of these Committees.

The purpose of the Committees is to ensure the accountability and transparency of the Council's decision making process.

The principal roles of Scrutiny Committees are to

- Help in developing Council policy
- Probe, investigate, test the options and ask the difficult questions before and after decisions are taken
- Look in more detail at areas of concern which may have been raised by the Cabinet itself, by other Councillors or by members of the public
- "call in" decisions - this is a statutory power which gives Scrutiny Committees the right to place a decision on hold pending further scrutiny.
- Review performance of the Council
- Conduct Best Value reviews
- Undertake external scrutiny work engaging partners and the public

Formal meetings of the Committees are held in public and information on your rights to attend meetings and access to information are set out overleaf

The Public's Rights to Information and Attendance at Meetings

YOU HAVE A RIGHT TO:-

- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least three clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of the Cabinet, of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (10p per sheet).
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If you have any questions about this Agenda, how the Council works or would like more information or wish to exercise your rights to access the information described above, you may do so either by telephoning Mr Paul James on 01432 260460 or by visiting in person during office hours (8.45 a.m. - 5.00 p.m. Monday - Thursday and 8.45 a.m. - 4.45 p.m. Friday) at the Council Offices, Brockington, 35 Hafod Road, Hereford.

COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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MINUTES of the meeting of Environment Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Wednesday 19th March, 2003 at 9.30 a.m.

Present: Councillor Mrs. P. Robinson (Chairman)
Councillor B.F. Ashton (Vice-Chairman)

Councillors P.J. Edwards, J. W. Edwards, R.E. James, R. J. Phillips, J. Stone.

In Attendance: Councillors Mrs. P.A. Andrews, B.C. Baldwin, C.J. Grover (Cabinet Member – Environment), P.E. Harling, D.W. Rule (Cabinet Member – Education), J.P. Thomas.

56. APOLOGIES FOR ABSENCE

Apologies were received from Councillors J. P. Hankins, Mrs C.C. Powell and W.J. S. Thomas.

57. NAMED SUBSTITUTES

Councillor R. J. Phillips substituted for Councillor J. Hankins and Councillor J. Stone substituted for Councillor Mrs C.C. Powell.

58. DECLARATIONS OF INTEREST

There were no declarations of interest.

59. CALL-IN OF CABINET DECISION ON INTEGRATED WASTE MANAGEMENT CONTRACT

The Committee considered the decision of Cabinet on 27th February, 2003 relating to the Integrated Waste Management Contract which had been called-in by three members of the Committee in accordance with the Scrutiny Committee Rules.

The stated reason for the call-in was:

“There is concern to protect the County’s and Council’s interests. An assurance is therefore sought that the Contractor is acting appropriately and evidence is requested that the best course of action is being pursued.

This call-in is made in the context that:

- a) **All Members of Herefordshire Council should have the opportunity to become fully aware of the latest position regarding the PFI Contract and the Contractor’s proposed changes;**
- b) **Each “set back” to the Contract is immediately handed like a “hot potato” to the Lead Authority (Worcestershire County Council & its District Councils) and then to Herefordshire Council with the advice that we really have no option but to pay, again and again!;**
- c) **If the Contractors had set up each of the other receptors, that is:- all of the planned Household Collection Sites, Leominster, Bromyard,**

Ledbury, Rotherwas, Ross & Kington plus the MRF's into maximum operational capacity, the situation would not be so acute; and

- d) **If the Contractors had used "greater endeavour" to produce Green Composting site(s) for windrow composting within Herefordshire, surely volume and weight of waste from within our County would have been dealt with locally!"**.

The Director of Environment briefly described the background to the Integrated Waste Management Contract from Herefordshire Council's perspective and reminded the Committee that Worcestershire County Council (WCC) were the lead Authority in the contract. He introduced from Worcestershire County Council, Councillor Alwyn Davies (Cabinet Member – Environment) and Mr. Richard Wigginton (Director of Environmental Services) who were welcomed by the Chairman.

Mr. Wigginton reported that the failure to get planning consent for the Waste to Energy plant at Kidderminster had been a major blow to the contractor. A standstill of the contract had been negotiated to allow the contractor to seek alternative solutions. Worcestershire and Herefordshire Council's were working with the contractor on reviewing the waste strategy to maximise recycling and reduce the volume. He reported that while the District Councils in Worcestershire were not part of the contract they had obtained DEFRA grants to further the recycling effort.

He commented that the contractors dilemma was that it needed to submit a scheme to handle the waste in the two Counties over the remainder of the contract period (until 2024) at a time when the land use policies in the forthcoming Waste Local Plan were some time away. As part of this, initial work on establishing the Best Practicable Environmental Option (BPEO) would be completed later this year for consultation. However, the results of the consultation would not be known in time to meet the 30th September, 2003 deadline. Under the contract any planning risks were the responsibility of the contractor. He also commented that the contractor would be looking at new technology as it became available. A change in public behaviour towards recycling was also needed.

In response to the Committee's concern relating to the contractor using his best endeavours to set up other receptor sites the Committee were informed that an unfortunate set of circumstances e.g. planning issues and Environment Agency guidance, had conspired against the contractor. It was confirmed that the Contractor had also experienced difficulty in finding suitable sites.

Councillor C.J. Grover, Cabinet Member (Environment), commented that the current 'bring sites' in Herefordshire were operational and working well. The PFI was a specification and output contract and did not contain specific dates by which facilities would be in place.

Mr. Wigginton outlined the financial and operational implications of the proposal for the re-negotiation of the Integrated Waste Management Contract and in particular the proposal to transport a specified tonnage of waste to a site out of the two counties. He reported that while there would be an increase in the cost per tonne for disposal the proposal offered a solution to the medium term problem of disposal and in the long term should the two counties not require the contingency arrangement, the option may be sold on to another user.

Councillor Davies (WCC) reported that Worcestershire County Council's Cabinet had openly debated the issues and proposals outlined in the agenda reports and had agreed the proposals.

The County Secretary and Solicitor advised on the terms of the PFI contract and the re-negotiations. She also highlighted legal issues and financial implications should the current contract cease and a contract re-procurement exercise be necessary.

The Committee debated at some length the contingency arrangement proposal arising from which the following principal points were noted:

- Concern was expressed regarding the environmental issues of transporting waste out of the counties to a new waste to energy plant by road until a rail link became operational. While the new facility was expected to be operational by 2005/6 the Committee questioned when the proposed rail link would be operational.
- The Committee questioned the long-term business intention of the contractor in entering into such a contingency arrangement. They were concerned that in so doing the contractor may lose the incentive to develop local facilities and solutions.
- The Committee were particularly concerned about the long-term financial implications of effectively guaranteeing a specified tonnage to the new facility. While they acknowledged that the proposal offered a limited fall back position they seriously questioned the ability to sell on this capacity in the future should local circumstances change.

In response to concerns regarding the level of information provided to Herefordshire Councils Cabinet on this issue, the Director of Environment reported that all relevant details had been presented to Cabinet. The Committee strongly suggested that following the local elections the new authority be fully briefed on the implications of the waste contract.

The Chairman thanked Councillor Davies and Mr Wigginton for attending and answering questions from the Committee.

RESOLVED

That it be recommended that Cabinet reconsider its decision of 27th February, 2003 in relation to the Integrated Waste Management Contract in so far as it relates to the following concerns raised by this committee namely:

Concerns in relation to decision c (ii)

The Committee wishes the contractor to be required to deliver a local solution. It was concerned that by agreeing to the proposed contingency arrangements the contractor would not be encouraged to seek such a solution.

Concerns in relation to decision c (iii)

The Committee

- wished to be clear as to the commercial terms and future risks of the proposed contingency arrangements for a Waste To Energy plant outside the two counties.
- wanted consideration of the road and rail transport links and for these to be agreed in the most sustainable ways.
- was concerned about the affordability of the contingency proposal and the need for Cabinet to be clear about both the availability of funding the additional costs and the costs of not proceeding.

60. CALL-IN OF CABINET DECISION ON INTEGRATED WASTE MANAGEMENT CONTRACT

This item contained exempt information concerned with the report which was the subject of Minute No. 59 above. The report for this item was exempt as it disclosed the amount of expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods or services. There was no separate discussion of the exempt information and therefore minute No. 59 is a complete record of the proceedings.

The meeting ended at 11.30 a.m.

CHAIRMAN

MINUTES of the meeting of Environment Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Thursday, 27th March, 2003 at 10.00 a.m.

Present: Councillor Mrs. P. Robinson (Chairman)
Councillor B.F. Ashton (Vice-Chairman)

Councillors Mrs. P.A. Andrews P.J. Edwards, J. W. Edwards, R. Mills.

In Attendance: Councillors Mrs. M. Lloyd-Hayes, C.J. Grover (Cabinet Member – Environment), R.J. Phillips, D. W. Rule (Cabinet Member – Education).

61. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Mrs C.C. Powell and W.J.S. Thomas

62. NAMED SUBSTITUTES

Councillor R. Mills substituted for Councillor Mrs C.C. Powell and Councillor Mrs P.A. Andrews substituted for Councillor W.J.S. Thomas.

63. DECLARATIONS OF INTEREST

No declarations of interest were made.

64. MINUTES

RESOLVED: That the Minutes of the meeting held on 6th February, 2003, be approved as a correct record and signed by the Chairman.

65. CAPITAL BUDGET MONITORING

Committee were advised on the progress of the 2002/03 Capital Programme for Environment Areas within the overall context of the Herefordshire Council Capital Programme.

The Assistant County Treasurer (Accountancy & Exchequer Services) reported that the total Capital Programme for 2002/03, shown in appendix 1 to the report, had increased by £7,000 to £9,675,405 and reflected minor changes in both Capital Programme and the available funding. The total spent or committed was £8,189,401.66 or 85% of the revised forecast for 2002/03 as at 4th February 2003. As the Capital Programme had to be spent by 31st March 2003 the spending position was being kept under careful review.

The Committee discussed the budget and noted that while the budget showed that only 4% had been spent on pedestrian crossing improvements, a lot of work had been undertaken. The Committee also discussed 20 mph zones and noted that a number of consultation exercises were underway.

RESOLVED: That the report on the Environment Capital Budget be noted.

66. ENVIRONMENT REVENUE BUDGET MONITORING

Members were advised of the budget monitoring position for the Environment Programme area for the period to 28th February, 2003. The report listed the variations against budget at this stage in the year.

The Assistant County Treasurer (Accountancy & Exchequer Service's) reported that the overall Environment revenue budget for 2002/3 was £18,769,902 (or £19,989,902 with Central Support costs). Latest information suggested a net underspend of approximately £110,000 in 2002/03. Any underspend would be carried forward into 2003/04.

The Committee debated the areas of under or overspend highlighted in the report and the following principal comments were made:

- In relation to the Cemetery and Crematorium, the Committee noted that plans were underway to extend the burial area. However, there were no plans in the programme to improve facilities at the Crematorium Chapel.
- The Committee noted the budgetary position regarding contaminated land. However, concern was raised regarding the very low level of resources allocated to the monitoring of landfill sites and it was suggested that this be reviewed by the Cabinet Member.
- Concerning the level of notification and publicity on the introduction of residents parking schemes, the Committee questioned whether new residents in a proposed zone were notified of the scheme. The Head of Engineering and Transportation commented that the Council was not obliged to inform new residents of a proposed scheme. Following a suggestion that notification be via the Local Authority Search, the Committee noted that this might cause difficulties and, due to the consultation and notification process, it would be difficult to predict when a scheme would be operational and could therefore leave the Council open to criticism.

RESOLVED: That the report on the Environment Revenue Budget monitoring report for 2002/3 and comments arising there from be noted.

67. MONITORING OF 2002/2003 PERFORMANCE INDICATORS – 10 MONTHS APRIL 2002 TO JANUARY 2003

The Members were updated on progress made by the Environment Directorate for the 10 months April 2002 to January 2003 towards achieving monthly and quarterly performance indicators/targets which appear in the Council's Performance Plan.

The report of exceptions to the targeted performance was attached to the report at appendix 1.

During the course of scrutinising the indicators/targets the Committee noted that the introduction of kerbside collection of recyclables would not help to achieve this years target (BV91). However, it would make inroads into next years target. Concerning Street lighting, the Committee commended the contractor concerned with minor/estate road lighting. However, in respect of trunk road lighting, they voiced concern over the maintenance undertaken by the Highways Agency. The Committee also noted that legislation was expected that would enable Local Authorities to ensure that 'utility land' e.g. Railtrack, kept their land tidy.

RESOLVED:

THAT the exceptions monitoring report in relation to the 2002/3 local and national performance indicators subject to the members comments summarised above be noted.

68. BEST VALUE REVIEWS – IMPLEMENTATION OF IMPROVEMENT PLANS

The Committee received a report on the exceptions to the programmed progress on the actions in the improvement plans resulting from the reviews of Development Control, Public Rights of Way and Highway Maintenance.

The Director reported that exceptions to the programmed actions had been listed in Appendix 1 to the report.

In response to a question regarding cleaning of footpaths in the City, the Head of Engineering and Transportation commented that the revised Highways Maintenance Plan should bring together the various rights of way/highway elements and achieve a more consistent approach. Current street cleaning schedules would be checked to identify whether some metalled footpaths in urban areas needed to be added. The Committee discussed issues concerning footpath maintenance and access and noted that the maintenance of stiles and footpaths was the responsibility of the landowner. The Head of Engineering and Transportation reported that consultation on the Highways Maintenance Plan was in progress and would be reported to Cabinet. The final Plan would be available in the Members Room and a summary could be supplied to individual members.

The Head of Environmental Health and Trading Standards reported upon the Improvement Plan resulting from the Best Value review of Public Conveniences, which had been attached to the report at appendix 2. The Improvement Plan indicated the provisional programme of works, which had been provisionally agreed with Town Councils, to either renew, refurbish or rationalise the number of facilities in the County. The Plan also indicated the financial implications and monitoring arrangements.

The Committee discussed the Public Conveniences Improvement Plan and the following principal comments were made:

- It was highlighted that the conveniences at Widemarsh Common, Hereford, were primarily used at weekends by spectators attending local sporting fixtures. The Head of Environmental Health and Trading Standards undertook to discuss the issue of spectator facilities with the local clubs.
- The Committee noted that the conveniences in Bye Street, Ledbury, were due to become operational in the very near future.
- In relation to the facilities in Church Lane, Ledbury, it was suggested these needed to be considered in conjunction with tourism in the area.
- The Committee questioned the ownership of the conveniences at The Oval, Hereford, following the transfer of property to Herefordshire Housing.
- The Committee discussed at some length the proposals for the conveniences at St. Martins, Hereford. It was strongly suggested that, in view of the Transport Policy to encourage walkers and cyclists and for drivers to park and ride/walk, the location should be retained. The Head of Planning Services

had reservations about the possibility to link any relocation to the proposed superstore development.

RESOLVED: That subject to the comments detailed above the report on the implementation and improvement plans be noted.

69. OCCUPATION OF BUILDINGS AND ENERGY AND WATER USE IN 2001/2002

The Committee were provided with supporting information appertaining to the previous report to the Committee on 5th December, 2002, on energy and water consumption by various Council buildings.

The Head of Property Services reported that while it was difficult to make accurate comparison between the sets of data because of the age, construction and level of mechanical services present in each building, the data collection exercise had identified anomalies with certain premises. These anomalies would be examined and remedial action taken (where appropriate) to reduce overhead costs. He commented that Energy consumption and the collection of base energy data was referred to in the GEM system. The information contained in the report, and attached appendix, had the capacity to reduce the Council's impact on emissions to air and water and to reduce the consumption of fuel and natural resources thereby contributing to the Council's environmental management targets.

The Committee considered the statistics and on questioning what impact the Council's Economy Programme had made to energy usage, the Committee were informed that this was difficult to quantify due to the varying degrees of savings and length of expected pay back time.

RESOLVED: That the report be noted and it be suggested that the information contained in the supporting documents to the report be used to manage and monitor overhead costs.

70. DOG AND LITTER BINS

The Committee received a report on the current provision of dog and litterbins in Herefordshire and the budgetary factors of such provision.

The Director of Environment and the Head of Environmental Health and Trading Standards reported upon this important services and commented upon the pressure to provide further bins throughout the County. The Director indicated the current level of provision and highlighted the extremely limited resources available for the replacement of bins. He also reported upon the limited provision for emptying the bins. He commented that as part of the externalisation of HCS (Herefordshire Commercial Services) it would be necessary to identify the costs and a programme of replacement of both dog and litterbins. In addition it would be necessary to discuss with the Parish, Town and City Council's a joint strategy for bin provision across the County. The Head of Environmental Health and Trading Standards reported upon negotiations with a manufacturer of pet worming products to secure income from advertising on the Council's Poop Scoop Bins. It was intended to use the income from this advertising to help cover the costs of provision and emptying of new bins.

The Committee discussed the issues raised in the report and in relation to prosecutions noted that it was for Herefordshire Council to prosecute offenders.

It was suggested that the new Council should consider setting money aside to work with Parish Councils to look at ways to improve the dog waste collection scheme.

RESOLVED: That subject to the comments above the report on dog and litterbins be noted.

71. SICKNESS ABSENCE

The Committee received a report on sickness absence for the Environment Directorate.

The Personnel Manager (Wellbeing) reported upon the absence statistics for the Directorate. The appendix to the report indicated the number of people working in each section of the Directorate and the full time equivalent. This was followed by the number of occasions people had been absent in the categories of less than 3 days, between 3 and 28 days and more than 4 weeks. He reported that the Services was well within the Council target for the year; that work was being undertaken to reduce the number of long-term sickness and to provide a 'fast track' physiotherapy service for those suffering from back pain.

RESOLVED: That the report on sickness absence in the Environment Directorate be noted.

72. ENVIRONMENT SCRUTINY COMMITTEE WORK PROGRAMME 2003/04

The Committee considered a new work programme for the Committee for the period to January 2004.

RESOLVED: That the work programme for the Environment Scrutiny Committee to January 2004 be approved and recommended to Strategic Monitoring Committee.

The meeting ended at 11.59 a.m.

CHAIRMAN

7 HUMAN RESOURCES**Report By: Personnel Manager, Well-being****Wards Affected**

None

Purpose

1. To report on the sickness absence for the Environment Directorate

Considerations

2. Attached at appendix 1 is the human resources report taken from the new Computerised Human Resources Information System (CHRIS).
3. The report covers the financial year 1st April 2002 – 31st March 2003. The figures include all temporary and fixed term contract employees but do not include casuals.
4. The numerator and denominator to calculate the absence in FTE days is different to the numerator used for the audit commission BV PI No.12.
5. The report shows the number of people working in each division of the Directorate and the full time equivalent (FTE). The next column shows the FTE days lost for each division followed by the average days lost per FTE.
6. The penultimate column shows the number of jobs filled by people with disabilities. It is another Best Value performance indicator we measure and we are targeted to raise this number. At present the Council wide figure is 0.97% of the permanent jobs.
7. The final column shows the percentage turnover for each division. This is not a Best Value performance indicator but is reported on as a local performance indicator. The overall council turnover figure is 9.28%. It is also collected by the Local Government Association and will be published nationally later in the year.
8. Below these statistics is a table showing the number of FTE days lost for specific reasons. As expected viral infections was the highest but the non-specific or "other" category should be lowered by the next report as the input staff categorise the sickness in the light of instruction and training given
9. The statistics for the year show the average FTE day's absence for each employee in the Directorate is 7.35 days.
10. Future reports will show a rolling annualised figure and people will be able to compare like with like and see the improvements their actions have had.
11. The directorate had no ill health retirements during the year.

Recommendation**That the report is noted.**

Environment Directorate

Division	Section	Perm. Employees	FTE Employees	FTE Days Lost	Ave days lost per FTE	Jobs filled by people with disabilities
EH & TS	All sections includes Director	119	111.23	1176.68	10.58	2
Eng & Transportation	All sections	149	131.68	727.5	5.52	5
Planning	All sections	125	111.21	928	8.34	0
Property	All sections	53	50.81	142.5	2.80	1
Total		446	404.93	2974.68	7.35	8

Absence Reason	FTE days lost
Heart & other cardiovascular	46
Back	161
Other MSDs*	270.5
Genito urinary	34
Gynaecological	0.5
Stress related	278
Viral infections	569.89
Operations & recovery	282
Stomach & digestive	293.75
Chest & respiratory	375
Head & Migraine	105
Pregnancy related	13
Other including accidents	546.04
	2974.68

*Musculo-skeletal disorders

8 CAPITAL PROGRAMME 2003/04**Report By: DIRECTOR OF ENVIRONMENT****Wards Affected**

Countywide.

Purpose

1. To inform the members of the latest position with regard to the Environment Capital Programme for 2003/04.

Considerations

2. The Capital Programme for 2003/04 is set out in the attached Appendix 1 which gives details of the individual schemes.
3. The programme has been largely based on the 2003/04 Local Transport Plan, Environment's allocation of the Council's BCA (basic credit approval) for 2003/04, the allocation from the BCA topslice and various other contributions towards the cost of the Capital Programme.
4. The total amount available for the Capital Programme is therefore expected to be £10,451,720. This amount is subject to adjustments as part of the 2002/03 final accounts process.
5. The sums available to fund the Capital Programme from the B.C.A will all have to be spent and the invoices paid on or before 31st March 2004. The flexibility of the two-year 2001/03 Supplementary Credit Approval is not available for 2003/04.
6. The Capital Programme for 2003/04 will inevitably change during the year as the sums allocated for individual schemes are reviewed and revised.

RECOMMENDATION

THAT the report confirming the Environment Capital Programme 2003/04 be noted.

BACKGROUND PAPERS

- None identified.

Scheme	Original budget for 2003/04	Forecast of Requirement for future years		
	2003/04 £	2004/05 £	2005/06 £	2006/07 £
Non LTP:				
Sec 106 Agreement - Friar St	37,630			
LPSA improving road safety	7,036			
LPSA improving road safety	96,054			
Countywide Safety Strategy:				
LTP - Review/Upgrade Speed limit signing	40,000	8,000		
LTP - Low cost Safety Schemes	150,000	175,000	150,000	
LTP - Traffic Calming	75,000	75,000	75,000	
LTP - Minor Safety Improvements	50,000	75,000	110,000	
LTP - Safety Cameras	10,000	10,000	10,000	
LTP - Village Speed limit reductions	10,000	25,000	30,000	
LTP - 20 mph Zones at Schools	100,000	120,000	150,000	
LTP - Vehicle activated Signs	10,000	20,000	20,000	
Hereford Integrated Transport Strategy:				
LTP - Travel Awareness Campaign	15,000	15,000	15,000	
LTP - Bus Priority Schemes	30,000	30,000	50,000	
LTP - Passenger Transport Initiative- Bus	40,000	10,000		
LTP - Passenger Transport Initiative - Rail		100,000		
LTP - Passenger Transport Initiative 2000	10,000	10,000	15,000	
LTP - Passenger Waiting Facilities	25,000	30,000	30,000	
LTP - Park and Ride	19,000	20,000	20,000	
LTP - Cycle Network Development	70,000	70,000	90,000	
LTP - Safer Routes to Schools	150,000	100,000	120,000	
LTP - Safer Routes to Schools Training Support	10,000	10,000	10,000	
LTP - Pedestrian Crossing Improvements	5,000	5,000	5,000	
LTP - Pedestrian Route & Disabled Access Imps	25,000	20,000	25,000	
LTP - Rotherwas Integrated Access	15,000	50,000	60,000	
LTP - Monitoring	5,000	5,000	5,000	
LTP - WyeS Moves	5,000	5,000		
Rural Areas & Market Towns Int Trans Strategy:				
LTP - Travel Awareness Campaign	5,000	10,000	10,000	
LTP - Passenger Transport Initiative - Rail	70,000	10,000	100,000	
LTP - Public Transport Information Access Points	5,000	25,000	25,000	
LTP - Passenger Waiting Facilities	40,000	40,000	50,000	
LTP - Network of Cycle Routes and Cycle Parking	88,000	80,000	90,000	
LTP - Pedestrian and Disabled Access Improvements	20,000	20,000	20,000	
LTP - Safer Routes to Schools	125,000	100,000	100,000	
LTP - Safer Routes to Schools Training Support	15,000	15,000	15,000	
LTP - Rural Footway Improvements	50,000	55,000	60,000	
LTP - Leominster Bus Station Improvements	180,000			
LTP - Quiet Lanes		12,000	12,000	
LTP - Monitoring	10,000	10,000	10,000	
Major Minor Schemes:				
LTP - Rotherwas Access Road	200,000	200,000	717,000	1,500,000
LTP - Roman Road	800,000	884,000	400,000	
LTP - Rural Low floor Bus Project	1,277,000			
LTP - Staff costs to be allocated over LTP schemes	301,000	301,000	301,000	

Scheme	Original budget for 2003/04	Forecast of Requirement for future years		
	2003/04	2004/05	2005/06	2006/07
	£	£	£	£
Capitalised Maintenance:				
Capitalised Maintenance of Principal Roads	910,000	1,157,000	2,120,000	
Capitalised Maintenance of Non-Principal Roads	3,090,000	3,930,000	3,112,000	
Footways - Footways	425,000	540,000	410,000	
Flood Damage Schemes (supplimentary SCA allocation)				
Capitalised Ass'ment & Strength of Bridges	1,591,000	665,000	500,000	
Rural Bus Challenge - Purchase of Vehicles				
Other schemes	240,000			7,542,000
Gross Expenditure	10,451,720	9,042,000	9,042,000	9,042,000
Year End Creditors b/fwd	104,221			
Year End Creditors c/fwd				
Expenditure to be Financed	10,555,941	9,042,000	9,042,000	9,042,000
Financed By:				
	£	£	£	£
Basic Credit Approval (BCA)	(9,701,000)	(9,042,000)	(9,042,000)	(9,042,000)
BCA topslice	(120,000)			
Objective 2	(160,000)			
Local Public Service Agreement (LPSA)	(103,090)			
Advantage West Midlands	(20,000)			
Private Developers	(15,000)			
Capital Receipts Reserve	(149,221)			
Section 106 Friar St	(37,630)			
Countryside Agency-Rural Low Floor Bus Pilot	(250,000)			
	(10,555,941)	(9,042,000)	(9,042,000)	(9,042,000)
Capital Receipts Reserve Position:				
	£	£	£	£
B/Fwd as at 1 April	357,231			
Capital Receipts in year - rec'd				
Capital Receipts in year - expected	450,000			
Capital Receipts applied	(149,221)			
C/Fwd as at 31 March	658,010			

9. ENVIRONMENT REVENUE BUDGET 2003/04**Report By: Director of Environment****Wards Affected**

Countywide.

Purpose

1. To inform members of the latest position with regard to the Environment Budget for 2003/04 following the formal approval of the Council's budget.

Considerations

2. The Council approved a budget of £21,878,000 for the Environment Programme Area including allocations for Central Support Services. This total is as shown in the Council's Budget Book 2003/04.
3. The budget for 2003/04 will be adjusted to take account of any carry forward from 2002/03. Although the outturn figures for 2002/03 are not yet finalised a modest underspending of around £100,000 is expected to be brought forward. Decisions will be taken on the allocation of this sum between services when the carry forward is confirmed.
4. In addition to the effects of inflation the following additions were made to the budget

		£000
Waste Management PFI Contract		772
Waste Management Contract Renegotiation		300
Highways Maintenance Contract	Highways	120
Street Cleansing Contract	Highways	19
Waste Collection Contract	Waste	121
H.P Environment Co-ordinator	Conservation	30
Countryside Advisor	Conservation	25
Special Wildlife Sites	Conservation	15
Hereford Urban Database	Conservation	20
Less possible contributions towards posts included above		

Further information on the subject of this report is available from David Keetch (Assistant County Treasurer) on 01432 260227.

H.P. Environment Co-ordinator	Conservation	(25)
Countryside Advisor	Conservation	(13)
Special Wildlife Sites Review	Conservation	(15)
Hereford Urban Archaeological Database	Conservation	(20)
Additional allocation for Highways maintenance		100
		<u>1449</u>

5. As part of the budget process, very limited changes to the budget were made as summarised below. None of these changes or virements exceeded £50,000.

The budget changes were as follows:-

- (a) Public Rights of Way. Reductions in expenditure to allow for the loss of Countryside Agency Grant.
 - (b) Reallocations of the Planning Budgets following the restructuring and other changes.
 - (c) Changes to various income budgets relating to new roads and street works to make them look more realistic.
6. There is no budget monitoring statement for 2003/04 included with this report because it is simply too early in the year to draw any realistic firm conclusions on the spending date. Reports will, however, be presented to future meetings of the Committee.
7. The Environment budgets for 2003/04 are attached at Appendix 1.

RECOMMENDATION

THAT the report confirming the Environment 2003/04 budget be noted.

BACKGROUND PAPERS

- None

<u>Page No.</u>		2002/03 Budget	Inflation	Other Adjustments	2003/04 Budget
		£thou	£thou	£thou	£thou
1	Environment Regulatory	2,335	113	0	2,448
2-4	Environment General	15,092	434	1,433	16,959
5	Planning	2,314	139	18	2,471
		<u>19,741</u>	<u>686</u>	<u>1,451</u>	<u>21,878</u>

	2002/03 Budget £thou	Inflation £thou	Other Budget Adjustments 2003/04 £thou	£thou
<u>Environment Regulatory:</u>				
Air Pollution	7	1	8	8
Landfill and Contaminated Land	243	8	251	251
Water Pollution	50	3	53	53
Pest Control	52	3	55	55
Dog Control	79	3	82	82
Animal Health and Welfare	140	7	147	147
Licensing	-1	2	-1	0
Trading Standards	596	29	625	625
SMSS Head of Env. Health/Trading Standards ~	339	16	1	356
SMSS Commercial team	419	21	440	440
SMSS Pollution Control	411	20	431	431
	2,335	113	0	2,448

Environment Regulatory:
TOTAL BUDGET (INCL CENTRAL SUPPORT CHARGES)
as per 2003/4 Budget Book

	2002/03 Budget £thou	Inflation £thou	Other Adjustments £thou	2003/04 Budget £thou
<u>Environment General</u>				
Highways:				
Highways - Prof. & Engineering Staff	2,487	119	-34	2,572
Highways Maintenance	3,121	60	255	3,436
Highways - NRSWA	-96	-2		-98
Highways - Winter Maintenance	524	11		535
Highways - Drainage/Flood Alleviation	131	2		133
Highways - Street Lighting	732	14		746
Highways - Bridgeworks	62	2		64
Highways - Public Rights of Way	209	4		213

	2002/03	Inflation	Other	2003/04
	Budget	£thou	adjustments	Budget
Transportation:	£thou	£thou	£thou	£thou
Transport - Prof. & Engineering Staff	659	44		703
Transport - Car Parking (Overall)	-1,006	-14		-1,020
Transport - Public Transport (inc. Rural)	770	15		785
Transport - Design/Planning staff	101	5		106
Transport - Traffic management	168	5	-1	172
Transport - Road Safety	5			5
Transport - School Crossing Patrols	41	3		44
Transport - Bus Stations	-13			-13
Transport - Concessionary Travel	290	6		296
Transport - Licensing	-7	2		-5
Highways Estate Roads - S.38 Fees	-41	-1		-42

Waste Management/Other:					
Waste Collection (Domestic)	2,310	46	343	2,699	
Waste Collection (Trade)	19	3		22	
Waste Management	229	9	1	239	
Waste Disposal	2,928	58	850	3,836	
Recycling	160	4		164	
Highways Cleansing	737	15	19	771	
Admin. Support Team	49	7		56	
Gypsy Sites	-2	1		-1	
Cemeteries	120	4		124	
Crematorium	-153			-153	
Public Conveniences	283	6		289	
Information Technology	275	6		281	
Environment General:	15,092	434	1,433	16,959	

**TOTAL BUDGET (INCL CENTRAL SUPPORT CHARGES)
AS PER 2003/4 Budget Book**

	2002/03 Budget £thou	Inflation £thou	Other adjustments £thou	2003/04 Budget £thou
<u>Planning:</u>				
Building Control:				
Building Control Fees	-564	-11		-575
Building Control Staff	588	29		617
Development Control:				
Development Control Fees	-814	-16		-830
Development Control Staff	1,463	77	-1	1,539
Forward Planning	414	21		435
Conservation Management	604	28	17	649
Service Management and Support	623	11	2	636
	2,314	139	18	2,471
Environment Planning:				
TOTAL BUDGET (INCL CENTRAL SUPPORT CHARGES)				
as per 2003/4 Budget Book	19,741	686	1,451	21,878
Totals - Environment:				

10 PAYMENT OF UNDISPUTED INVOICES WITHIN 30 DAYS**Report By: Director of Environment****Wards Affected**

Countywide.

Purpose

1. To consider the performance against this performance indicator during the financial year 2002/03.

Background

2. The Government has set a performance target of 100% for 2002/03 for the payment of undisputed invoices within 30 days.
3. Strategic Monitoring Committee requested last year that reports go to each Scrutiny Committee on the Council's performance against the Payment of Undisputed Invoices within 30 days Best Value Performance Indicator target.
4. Action has been taken, both corporately, in the Environment Directorate and in the County Treasurer's Department, to achieve preferably the target of 100%, or if not an appreciable improvement in performance.
5. The latest 2002/3 data for the Council as a whole, and for Environment Services in particular, does show a significant improvement over 2001/02. The improvement is partly because of appropriate changes in the calculation method of the data but there is no doubt the managerial action taken in the Environment Directorate has also had its effect.
6. The attached Appendix 1 shows the latest Environment performance information for 2002/03. The annual percentage for Environment is 86.9% compared with 79.4% in 2001/02 but the Committee will note that the performance figures for the last six months have each exceeded 92% with the exception of the Christmas period. There is a clear and definite improvement which must be maintained and worked upon in order to achieve the target of 100% consistently.
7. All the percentages shown relate to payments to outside suppliers in accordance with the terms of the performance indicator. Internal transfers are not included.

RECOMMENDATION**THAT the report be noted.****BACKGROUND PAPERS**

None identified.

ENVIRONMENT SERVICES

PAYMENT OF INVOICES WITHIN 30 DAYS

2001/02

	April %	May %	June %	July %	August %	September %	October %	November %	December %	January %	February %	March %	Total %
Environment - Regulatory (incl. Environmental Health & Trading Standards)	85.2	81.7	78.2	82.1	80.0	71.1	90.2	81.1	70.1	70.8	82.4	78.9	79.2
Planning Services	85.6	89.3	91.6	87.4	83.2	96.0	85.6	84.1	38.8	53.3	93.2	73.8	79.4
Engineering and Transportation	85.1	86.1	86.4	84.0	79.4	76.4	76.0	81.7	70.1	71.0	80.7	77.0	79.5
Total	85.2	85.6	85.8	84.1	80.2	78.0	81.7	81.9	65.4	67.3	83.0	76.9	79.4

20

2002/03

Environment - Regulatory	90.6	71.2	83.5	82.6	83.8	81.0	94.1	99.5	91.2	82.4	96.0	98.9	84.4
Planning Services	87.7	69.7	85.1	88.5	89.2	85.9	96.0	93.6	88.2	88.7	97.9	98.4	87.2
Engineering and Transportation	79.7	79.7	80.6	78.5	81.6	80.8	91.2	92.0	93.9	83.1	93.0	94.1	88.5
Total	86.1	75.3	82.0	81.0	83.7	81.8	92.5	94.3	92.2	83.8	94.6	95.9	86.9

**11 BEST VALUE REVIEW OF COMMERCIAL
ENFORCEMENT – PROGRESS REPORT****Report By: Best Value Officer****Wards Affected**

County-wide

Purpose

1. To consider the progress of the Commercial Enforcement Review and seek representation of members on the challenge panel in the review team.

Financial Implications

2. There are no financial implications until the selection of the preferred option after the option appraisal part of the review process.

Any expenditure relating to the review will be met from existing budgets.

Background

3. The review is being carried out in line with the Council's guidelines. The Stage 1 Report covering data collection, the proposed benchmarking exercises and a proposed consultation action plan were approved at Scrutiny Committee in April 2002. A copy is available for Members on request.
4. The scope of the review includes:
 - Environmental Health Commercial (Food Safety and Health and Safety)
 - Trading Standards
 - Licensing
 - Taxi Licensing
 - Markets and Fairs
5. Some progress has been made on the collecting and analysing information from benchmarking and consultation activities. Information from the recent assessments using the EFQM Excellence Model has also been collected in readiness for carrying out the Option Appraisal part of the review process.
6. The delay in progressing the review has been primarily due to the a shift in priorities for officers on the review team who have been involved in the recent CPA and EFQM Assessments, and activities relating to the rolling out of the modernisation agenda and CRM initiative.

Further information on the subject of this report is available from Bob Barker, Best Value Officer
on 01432 260985

7. The review timetable has been revised with the Option Appraisal stage being scheduled for completion in time to report to Scrutiny Committee in September 2003. This would allow the improvement plan to be formulated and progressed by the end of the year.

RECOMMENDATION

THAT members;

- (a) note and comment on, where appropriate, the progress of the review .**
- (b) nominate representatives to be on the review challenge panel.**

BACKGROUND PAPERS

- None

12 BEST VALUE REVIEWS – IMPLEMENTATION OF IMPROVEMENT PLANS

Report By: Best Value Officer

Wards Affected

County-wide

Purpose

- 1 To report the exceptions of the programmed progress on the actions in the improvement plans resulting from the reviews of Development Control, Public Rights of Way, Highway Maintenance and Public Conveniences.

Financial Implications

- 2 There has been no variation to the financial implications identified in the individual Improvement Plans.

Background

- 3 In response to comments from Members and Officers, the reporting arrangements have been developed by consolidating the reports and only reporting on exceptions to the programmed actions. That is, where actions have been completed earlier than programmed or where the timetable has not been met.
- 4 The exceptions are listed in Appendix 1 of this report and cover the following improvement plans:
 - Development Control
 - Public Conveniences
 - Public Rights of Way
 - Highway Maintenance

RECOMMENDATION

THAT members note and comment on, where appropriate, the implementation of the improvement plans.

BACKGROUND PAPERS

- None

Further information on the subject of this report is available from Bob Barker, Best Value Officer
on 01432 260985

DEVELOPMENT CONTROL

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress
High	Develop the most effective method of service delivery	Assess various methods of delivering each of the individual Developments against benchmark authorities who have previously externalized all or part of the Development Control function.	Identify detailed cost of individual services Obtain political view on externalisation	Head of Service/ DC Manager	Dec 2002 June 2003	Examining how our budget fits the Cost Accounting Framework set out in the Planning Officers Society publication 'A Guide to Best Value and Planning'. In the process of producing time sheets to break down costs between Development Control functions. Work ongoing

PUBLIC CONVENIENCES

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress
		Negotiation of the operational aspects	In line with the externalisation of HCS		Start April 2003 complete September 2003	In line with the externalisation of HCS
High Priority – 2003/5	Improved provision of facilities	Refurbishment programme	Westbury St, Leo, Union St, Hfd and East St, Hfd will be picked up in 2003/4			Works commenced in line with the externalisation of HCS
	Review of the Blackfriars street and Cattle Market Facilities	Provision to be reviewed in light of ongoing development	Decision on provision		To be determined by the development of Hereford Market site	Awaiting decisions on the development of the area
	Improved condition of facilities	New cleansing contract. To be negotiated this should be an outcome focused contract which can react to	Dependant on facility type, operational hours, outcome focused, etc		Start April 2003 complete September 2003	In line with the externalisation of HCS

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress
		Further explore Partnership arrangements	Including City/Town councils and local companies.		Ongoing	In line with the externalisation of HCS

PUBLIC RIGHTS OF WAY

Management of the functions

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress
Short Term – within 1 year						
High	Integration of the service	Revise Internal structure of PROW following transfer of resources and responsibilities from Countryside Service	Meeting to agree disaggregation of Countryside Service held on 26 Nov 2001.	SO / MJ	Projected to be 1/4/02	REH to produce a report looking at maintenance alternatives. Will fit in with Term Maintenance report. See below Northwest and northeast Wardens now relocated to Queenswood. A revision of the staffing structure of the service is being considered but has cost implications. Area Officer appointed with promotion of network being a prime responsibility on the Job Description.
High	Improved focus of resources	Write policy and strategy for future delivery of the service to include: Where resources should be focussed How to meet the requirements of the Disability Discrimination Act Business plan with targets An enforcement policy and strategy	Resource Implications - Identify funding to pay for consultancy work, DDA cost implications, promotion of network, creation of asset register.	SO/MJ / and others	December 2002	Draft report completed by Countryside Ranger. A minimum of £20,000 required to carry out annual overgrowth and undergrowth maintenance programme. Significantly more investment will be required to maintain furniture, inspect and promote. Consultant appointed, draft outline received. Draft strategy prepared and will be put before the new Access Forum as part of further consultation with the public. Initial research started on Enforcement

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress
		The creation of an Asset Register How to promote PROW				Strategy.

Maintenance of the network

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress
Medium Term 1-3 years						
	More effective use of resources	Renegotiate Term Maintenance Contract – due for review September 2002	Full assessment needed to see if PROW use of TMC is value for money. Staff time.	MJ / RH / Stewart Barton	1/9/02	PROW Manager (RH) attending working group on Externalisation of Herefordshire Commercial Services to provide PROW input. Report produced to look at costs/benefits of integrating service into Term Maintenance Contract. Currently with Director of Environment for consideration.
	More effective use of resources	Set up a Pilot with farmers / landowners to maintain paths on their land, in liaison with NFU and Country Landowners and Business Association and assess after six months with a view to extending the scheme if successful. Farmers / landowners should be made aware of the biodiversity issues. Use of volunteers, Probation Service, Youth Employment, New Deal, Work Experience – Assess potential for increased usage - possibly including use of a volunteer co-coordinator. Volunteers should be made aware of the biodiversity issues.	Issues of funding and resources required to develop and co-ordinate works if pilots prove successful. Staff time + initial pilot cost of £1k. Longer term costs may be offset by savings. Could be up to £25k for new co-ordinator post.	RH/IZ/TT	Set up by 1/9/02	Two area wardens setting up trial projects to test uptake and feasibility – initial responses suggest limited uptake. Interim report highlights a need for a different approach to recruit farmers. Contact with co-ordinator of the Kington Footpaths Scheme who undertakes maintenance work to the network using the Probation Service across a wide area. Because of the need to co-ordinate Probation Service activity through a third party, the Kington Scheme will continue to be the focus for future expansion. Longer term and more coordinated use of existing scheme with the agreement of the Kington Coordinator to maintain the Offa's Dyke national Trail (Herefordshire section) and the

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress
Low	More effective use of resources	Increase involvement of Parish Footpath Officers by Annual PFO seminar		RH/MM and others	12/02	(Herefordshire section) and the Mortimer Trail. 2003/4 Annual meeting was held in May 2003. The seminar has been deferred pending availability of the draft strategy. A meeting of PFOs will be included in the consultation on the Strategy

Promotion

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress
Short Term – within 1 year						
	Promotion of PROW as a key resource in the rural economy and a way to better health	Produce a strategy for increasing the use of the PROW network through a structured approach to developing popular routes e.g. Herefordshire Trail, circular routes, cycle routes	Resource Implications - £30k higher maint. cost Total cost for the post approx.: £65k p.a.	RH/ Econ.Dev /Walking for health Team	Dec 2002	Development of Recreational Use as part of the Rights of Way Strategy.

HIGHWAY MAINTENANCE

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress
High	Performance management	Address the shortcomings of the current engineering consultancy contractual arrangements	Target - New contract to start August 2003. Outcome - More responsive consultancy service with the needs of Herefordshire explicitly recognised.	CH/SO/ MJ/ Divisional Officers/ Transport ation	Dec- 01	August 2003	Reprocurement of maintenance and consultancy services is progressing on target for implementation Sept 2003. Future arrangements to be negotiated as part of this process.

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress
High	Performance management	Co-ordinate structural maintenance schemes at programming stage and review management processes of cyclical maintenance. Consider the letting of structural maintenance schemes in blocks. Link to the review of contractual arrangements	Target - Cost reductions/performance improvements in line with Rethinking Construction. Outcome - improved serviceability of the road network.	Divisional Officers/SFB	Feb-02	September 2003	Packaging of maintenance schemes under the Partnership approach is being expanded into the South to enable quick response and reduced costs and client time. Contracts for 2003/04 being prepared Embedded in new Procurement Contract.
High	Performance management	Address the shortcomings of the current contract arrangements for highway maintenance (inc gully emptying). Incorporate the principles of Rethinking Construction in a new tender.	Target - LPSA target for highway condition to be achieved. Maintenance backlog to be eliminated by 2010 in accordance with Government target. Outcome - improved safety and serviceability of the road network. G3	SO/MJ/SFB/Divisional Officers	Feb 02	September 2003	Rethinking Construction principles and partnering are prominent in the methodology for the Procurement of Contract Services for September 2003.
High	Customer Focus	Set Clear service standards. Publicise standards, fault reporting, service achievements and future disruption to the network to the public. Management of customer expectations. [Best Value Inspection Recommendation]	Target - Publish revised Highway Maintenance Plan for 2002/03 and wholly revised HMP for 2003/04. Produce summary of service standards as an information leaflet/booklet in 2003. Presentation of Highway Maintenance Plan to all Local Area Forums in 2003. Outcome - Better public	SO/MJ/Divisional Officers	Apr-02	December 2003	Synopsis of standards in new Highways Maintenance Plan to be prepared for distribution as a leaflet in the second half of 2003.

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress
High	Best Practice procedures	Develop integrated IT systems including reporting via the "web" - in liaison with IT section (contribution to e-government). Links to "Info in Herefordshire". [Best Value Inspection Recommendation]	understanding of service standards and reporting mechanisms. Target - all service areas covered in compliance with e-government targets. Outcome - Improved customer responsiveness. Efficiency improvements in responding to defects to achieve higher maintenance standards.	BH/IT/FM/ RH/DJP	Apr-02	April 2004	The 'Top Ten Group' and it's use is being reviewed by the consultant involved in the modernisation agenda. The single point of contact and reporting via the web has been put on hold pending implementation of the Herefordshire Portal. Works management systems have now been closely integrated with Herefordshire Commercial Services to improve ordering/invoicing procedures
Medium	Performance management	Develop a continuous improvement plan with the street lighting maintenance contractor in line with results of consultation. Monitor contract and incorporate results in re-tendering. Develop recycling and increase electronic links	Target - Improved response to reports of defects. Compliance with GEM. Outcome - Improved service with greater use of sustainable resources.	DJP/KP/ PIR	Nov-01	April 2004	Second partnering meeting with Contractor being arranged. Lamp recycling agreement being progressed. IT developments still being considered.
Medium	Customer Focus	Develop Parish Partnership Scheme - Improve definition of boundaries of responsibility and reporting processes and create common understanding issues, develop guidance and revise as appropriate, sharing Best Practice. Report to Members	Target - All parishes wishing to participate in the scheme to be in the partnership. Outcome - Greater local "ownership" of maintenance functions better reflecting local priorities. Improved communications with	SFB	Jan 02	March 2003	A third tranche of Parishes have joined the scheme with effect from April 2003, this now brings the number to 39. H&S courses have been arranged for the new administrators and Lengthsmen.

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress
			local communities.				
Medium	Best Practice procedures	Develop Street Lighting database in line with government requirements to support bids for LTP funding for the replacement of obsolete equipment.	Target - Include in 2002/2003 APR. Government has indicated its intention of considering bids in 2003/4. Outcome - Improved public safety and higher quality lighting.	DJP/KP	Dec-01	July 2003	Software development complete. Data collection to be planned.
Medium	Best Practice procedures	Long term bridge maintenance plan in line with LTP. Develop * database of bridges to include * Results of inspection, * Programme of works identified by inspection, * Criteria for prioritising works	Target – LTP targets for bridges to be achieved by 2005. Outcome - Greater reliability and safety of travel and fewer restrictions.	SFB/DE/AM	Jan-02	December 2004	2002/03 inspections were completed as planned. The programme for 2003/04 is been set and will be implemented according to structural transportation and highway maintenance needs. Recent emergency works have caused the originally planned programme to change..
Low	Best Practice procedures	Assess proposals for "competition in connections" for impact on cost/quantity when made available by OFGEM. If cost benefits can be demonstrated within six months then implement regulations	Target - Implementation within 6 months of announcement from OFGEM. Outcome - Reinstatement works times minimised (target times to be set after regulation known).	DJP/BW/KP	Nov-01	March 2002	Competition in connections is being held up by legal objection by electricity co. at present but Ofgem have recently stated it will be in place during 2003.
Low	Best Practice procedures	Study ILE Technical Report 24 on Street Lighting policy. Use in conjunction with Herefordshire Plan in order to develop policy. Write procedures manual to reflect policy development	Target - Report to Members March 2003. Outcome - Best Practice methodology adopted gives structure to policy	DJP/KP/MJ	Apr-02	April 2003	Policy document preparation nearing completion.

Appendix 1

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress
			and decision making process and the identification of cost/ quality issues				

13 MONITORING OF 2002/2003 PERFORMANCE INDICATORS – FULL YEAR APRIL 2002 TO MARCH 2003

Report By: Director of Environment

Wards Affected

County-wide

Purpose

1. To update Members on progress made by the Environment Directorate for the full year April 2002 to March 2003 towards achieving all of the performance indicators / targets which appear in the Council's Performance Plan.

Financial Implications

2. All expenditure in respect of performance indicators / targets is from approved budgets.

Content

3. The report of exceptions to the targeted performance is attached at Appendix 1 for Members' consideration.
4. Also included, for comparative purposes, are the out-turns for 2001/2, the targets for 2002/3, the performance from April to November 2002 and April to January 2003, and targets for 2003/4.

RECOMMENDATION

THAT the exceptions monitoring report in relation to the 2002/2003 local and national performance indicators be noted, subject to any comments which Members may wish to raise.

BACKGROUND PAPERS

- None

ENVIRONMENT

National: Best Value

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	Strategic objective							
BV82a	Percentage of the total tonnage of household waste arisings which has been recycled	7.52%	8.25%	7.42%	7.66%	10.33%		13.82%
	Cost/efficiency							
BV87	Cost of waste disposal per tonne For municipal waste	£20.74	£21.15	£54.26	£54.26	£54.26	Target did not take into account that the PFI credit had to be removed from the equation	£55.62
	Fair Access							
BV91	% of population resident in the authority's area which area served by a kerbside collection of recyclables – Target dependant upon completion of MRC	59.51%	62% Amended Definition	4.7%	4.7%	4.7%	The introduction of the source separated collection has been deferred until year 2003/04 therefore will have no effect on 2002/03 figures.	56%

Local:

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	Number of missed bins – all rounds (not including trade) based on 2 per round per week	New Indicator	46	30.48	28.79	27.51		46
	% of days public conveniences facilities closed	New Indicator	2%	0.49%	0.6%	0.97%		0.87%

ENVIRONMENTAL HEALTH AND TRADING STANDARDS

National: Best Value

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
BV166	Score against a checklist of enforcement best practice for environmental health	48%	60%	55%	57%	86.6%		90%
BV166	Score against a checklist of enforcement best practice for Trading standards	48%	60%	55%	55%	71.6%		75%

Local:

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	Commercial Enforcement							
	Percentage of food standards inspections	28.8%	30%	32%	46.5%	50.8%		51%
	Health & Safety Premises Inspection	New Indicator	90%	<1.0%	11%	49%	Inspection programme commenced 1.12.02. An emphasis on better food inspection revisits redirected resources away from Health and Safety inspections.	90%

PLANNING

National: Best Value

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	Strategic objective							
BV106	% of new homes built on previously developed land	55.6%	45%			55%		55%
	Cost/efficiency							
BV107	Planning cost per head of pop		£11.70	£8.62				
	Service delivery outcome							
BV109a	Determine major commercial	New Indicator	60%	45%	46%	42%		60%

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	and industrial applications within 13 weeks- Minimum targets will apply.							

Local:

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	Percentage of applications invalid on receipt	New Indicator	<30%			25%		Less than 25%
	Percentage of appeals where the Council's decision was overturned	New Indicator	<40%			18%		Less than 40%

ENGINEERING AND TRANSPORTATION

National: Best Value

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	Service delivery outcome							
BV96	Condition of principal roads - % worse than condition threshold	2.60%	2.8% Amended definition			2.49%		3.00%
BV97a	Condition of non-principal classified roads - % worse than condition threshold	15.50%	13% Amended definition			35.13%	The national methodology for recording the visual condition of road carriageways was amended in 2002, resulting in significant increases in the percentages of roads recorded as exceeding a specified condition "threshold". Changes in Herefordshire are similar to those of many other local authorities. The Department for Transport	32%

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
BV97b	Condition of non-principal non-classified roads - % worse than condition threshold	15.50%	13% Amended definition			28.59%	has recently confirmed that these figures do not provided a reliable guide of performance between authorities or between years. In future years it is likely that these surveys will be undertaken using specialist machines currently undergoing trials.	28%
	Road safety							
BV99a(i)	Number of pedestrians killed or sustaining serious injury in road accidents per 100,000 population	8.27	16.68			5.87		15.66
BV99a(ii)	Number of pedestrians sustaining slight injury in road accidents per 100,000 population	33.07	36.10			32.86		36.16
BV99b(i)	Number of pedal cyclists killed or sustaining serious injury in road accidents per 100,000 population	6.50	10.57			6.45		9.92
BV99b(ii)	Number of pedal cyclists sustaining slight injury in road accidents per 100,000 population	25.99	28.41			34.03		28.46

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
BV99c(i)	Number of two wheeled motor vehicle users killed or sustaining serious injury in road accidents per 100,000 population	18.31	21.13			21.71		19.83
BV99c(ii)	Number of two wheeled motor vehicle users sustaining slight injury in road accidents per 100,000 population	26.58	27.81			21.12		27.86
BV99d(i)	Number of car users killed or sustaining serious injury in road accidents per 100,000 population	58.47	80.08			62.19		75.16
BV99d(ii)	Number of car users sustaining slight injury in road accidents per 100,000 population	352.60	290.57			359.67		291.08
BV99e(i)	Number of other vehicle users killed or sustaining serious injury in road accidents per 100,000 population	10.04	10.01			8.80		9.39
BV99e(ii)	Number of other vehicle users sustaining slight injury in road accidents per 100,000 population	57.29	42.61			61.02		42.68
BV102	Local bus services (passenger journeys per year)	6.8m 3,880,000	6.8m (based on DoT figures)			3,794,217	Revised 01/02 figure as now collected directly from operator	3,810,000
Fair Access								
BV165	The % of pedestrian crossings with facilities for disabled people.	76.4%	80% Amended definition			90.1%		93%
BV178	The % of the total length of footpaths and other rights of way that were easy to use by	45%	60%			41%	PI's collected form 5% survey of the network collected over two	46%

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	members of the public						surveys in May and November	
BV186a	Percentage of principal road network not needing major repair by cost per km	New Indicator	Baseline				Awaiting out-turn expenditure figures	97%
BV186b	Percentage of non-principal road network not needing major repair by cost per km	New Indicator	Baseline				Awaiting out-turn expenditure figures	80%

Local:

Ref	Target/Indicator	Performance 2001/2002	Target 2002/2003	April 2002 to Nov 2002	April 2002 to Jan 2003	April 2002 to Mar 2003	Comment	Target 2003/4
	% of subsidised bus services operated with disabled accessible vehicles	25%	33%			40.2%		45%
	Kilometres of rural footways constructed	0.29km	1.5km			0.95km		1.5km
	Number of historic accidents treated	68	80			108		90
	Percentage of signalled junctions with advanced cycle stoplines	40%	50%			40%		52%
	Network Sustainability							
	The annual expenditure for reactive maintenance to running surfaces compared with the annual expenditure for programmed structural maintenance	New Indicator	20%				Awaiting out-turn expenditure figures	
	Street Lighting							
	The average length of time in repairing street light faults compared with the authorities policies and objectives	New Indicator	10 Days revised to 5 days	3.33 days	3.69 days	3.49 days	Target reduced by agreement with contractor	4.5 days

14 GEM PERFORMANCE

Report By: Trish Marsh, Environmental Sustainability Officer

Wards Affected

None directly.

Purpose

To consider GEM (Good Environmental Management) Performance issues.

Considerations

Background & current position

1. The Council is committed to protection of the environment, one of 4 corporate objectives. Within its own services the Council takes forward this commitment through the GEM system. A cross-directorate team runs GEM: they are responsible to their Directors and meet monthly under the chairmanship of Stuart Gent. The GEM system is certified to ISO 14001, the international environmental management standard. This standard sets rigorous performance management requirements and continuous improvement is required to maintain certification.
2. At present the GEM system focuses on the direct effects the Council has on the environment – that is, those that are within its own immediate control. These include areas such as the Council's use of electricity and water and production of waste from its buildings and services.
3. The Council 's environmental policy covers all Local authority services. There is a longstanding commitment to cover all Council activities and services under the certification, and this is stated in the Environmental Policy. The current scope of the certificated ISO 14001 system is "Office administration, land and property management across the Council, the crematorium, LEA Pool, highways maintenance and management and Herefordshire Commercial Services."
4. Herefordshire Council recently took part in the fourth West Midlands Environmental Index, shortly to be published by Business in the Environment. The Council achieved a score 20% higher than the average for all Councils and is placed in the top quintile.

ISO 14001 Surveillance results

5. Our external auditors, SGS Yarsley, undertook a half-year surveillance visit to audit our continued adherence to the standards required by ISO 14001 from 10-12th Feb 2003. Over twenty officers from five directorates were interviewed.
6. Corrective Action Requests (CARs) and observations were halved in February, compared to our first visit in July 2002. The certifiers raised six CARs and made twenty six observations. Our certification is conditional on us being able to demonstrate that we have addressed these points by the time of the next SGS surveillance visit in July. Specific points will be addressed locally. However some CARs raised points that need to

Further information on the subject of this report is available from
Trish Marsh, Environmental Sustainability Officer, on 1930

be tackled corporately. During the surveillance visit in July SGS will look at progress and visit further Council sites.

Changes to scope

7. At the next surveillance visit in July 2003 the Learning Disability day services and resource centres run by Social Care will be included in the ISO 14001 scope. This is an area where many positive environmental initiatives are taking place. Preparations for certification are under way led by Glyn Cook, Social Care's GEM Lead Officer.
8. HCS will split their ISO 14001 system and certification from that of the rest of the Council after the July 2003 visit.
9. An end of year progress report on GEM targets due for completion during 2002/3 is attached.

Progress on previous Scrutiny recommendations (November 02 report)

(a) The Cabinet Member (Environment) encourage the integration of environmental management into the corporate framework for performance management	This will be discussed with the new Performance Management head when they take up their post.
(b) Directors actively encourage Officers in Charge of Buildings to join the Office Paper recycling scheme	The in-house office paper recycling scheme now covers 26 Council premises and charity schemes cover 5 more. All the larger Council offices (over 20 staff) are recycling and two thirds of the smaller offices covered by GEM.
(c) The Cabinet Member (Environment) champions a commitment to using recycled paper in the move to centralised paper purchase (standards as used by Government departments)	Administrators were asked to use recycled paper in April. In a recent survey over 85% of sites had switched and were not experiencing any difficulties with the changeover.
(d) Directors instruct Client Officers with contracts with HCS to review and improve the environmental specification of their contracts as part of preparations for externalisation	Contracts will be reviewed when rewritten. Potential partners were asked at the tender stage to demonstrate the robustness of their environmental management by ensuring that partners seek to obtain ISO 14001 accreditation for all relevant services early in the life of the Partnership.

RECOMMENDATION

THAT the report be noted.

Attached

- A Summary of progress against GEM objectives
- B Performance on GEM targets due for completion up till April 1st 2003
- C The Council's Environmental Policy

The full GEM programme for 2002/3 and the current programme for 2003/4 are available in the Members' Library or on request. Further information on GEM is available from the Environmental Sustainability Unit or in the GEM folder on the Intranet Info Library

Further information on the subject of this report is available from
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GEM Appendix A

Summary of progress on GEM objectives and targets during 2002/3

<p>1. Comply with legal requirements on waste management and create opportunities for waste reduction and recycling (WM)</p>	<p>3 Waste Training session for Officers in Charge of Buildings ran in Oct 02.</p> <p>Parks have been trialling recycled plastic benches and are pleased with their performance.</p> <p>Engineers have been trialling in-situ recycling of road surfacing materials in Ledbury. This cuts down waste, speeds the process and results have been good.</p> <p>In March CXMT decided that only recycled paper should be used for photocopying in the offices and day-to-day office use throughout all the areas of the Council's operations.</p>
<p>2. Comply with legal requirements on pollution prevention and chemical handling and storage (PP)</p>	<p>A new interceptor has been installed at Kingsland depot.</p> <p>The development of new facilities at Thorn has resulted in the closure and disposal of depots at Grimmer Road and Plough Lane. The Grafton and Burcott Road depots are now surplus to requirements and will be disposed of as circumstances permit.</p> <p>Risk assessments have been undertaken on council depots & car parks. Works resulting from this have now been undertaken or are scheduled.</p>
<p>3. Ensure that improved control systems relating to the Council's emergency preparedness are in place (EP)</p>	<p>Control systems have been improved and emergency arrangements updated and included in Property Management files.</p> <p>A session on GEM and Emergencies was run in January for staff at Council premises where potentially harmful materials are stored or used.</p>
<p>4. Comply with legal requirements on contaminated land management in regard to the Council's closed waste disposal sites (CL)</p>	<p>The study on Stretton Sugwas has been completed and the site declared contaminated. The studies on Doward & Strangford are complete.</p>
<p>5. Improve supplier and contractor environmental performance through the operation of the procurement strategy and code of practice for the regulation of contracts (CP)</p>	<p>The Contracts Panel agreed guidance for officers writing and monitoring contracts in January.</p> <p>The October Procurement training sessions included information on environmental issues.</p> <p>The Engineers (North Division) have developed a form laying out site specific environmental issues and management of them for Highways Maintenance jobs.</p> <p>The Highways Maintenance Plan has been completely revised, founded on principles of safety, serviceability and sustainability. It gives considerably more prominence to environmental issues.</p>
<p>6. Increase levels of awareness and training of Council staff by ensuring it is an integral part of employee induction and ongoing development (TA)</p>	<p>Two sessions on GEM for Members ran in the summer.</p> <p>There is a regular GEM slot in corporate induction, backed up by a GEM handout.</p> <p>Over 40 Key Managers have attended GEM Awareness sessions.</p> <p>A seminar on the Strategic Environmental Assessment (SEA) Directive was organised by ESU & attended by 60 people. Training for staff and contractors on the new asbestos regulations and a session on biodiversity also took place.</p>

	<p>The 2002 Staff Opinion Survey showed an encouraging 64% of staff aware of GEM. Over 70% thought both that the Council took environmental issues seriously and that the Council should take more action in this area.</p>
<p>7. Establish the energy consumption per metre squared for operational council property, enabling future efficiencies to be made and establish energy consumption monitoring in all offices (ECW)</p>	<p>Environment Scrutiny & Strategic Monitoring received 2 reports on this subject.</p> <p>An Energy Technician was appointed in Property Services in Jan 2003 on one year contract.</p> <p>Street lighting sourced 10% renewables in November for the remainder of the Street Lighting electricity contract.</p>
<p>8. Review existing data on Council transport use and develop in-house travel plan to reduce the environmental impact (TU)</p>	<p>Integrated Transport Officer and assistant started work in E&TS on 1st April 2003 to carry this work forward.</p> <p>An Implementation group is carrying forward the recommendations of the Transport Best Value cross-cutter under the chairmanship of the Director of Environment.</p>
<p>9. Reduce risk relating to the Council's tenant management and the property portfolio by establishing current levels of potential risk and environmental awareness (PM)</p>	<p>Council industrial tenants have been surveyed to assess levels of environmental risk and knowledge.</p> <p>An awareness course is planned for 03/04.</p> <p>A report on tenants and smallholdings, including information on NVZs went to Env Scrutiny.</p>
<p>10. Scope opportunities for integration of GEM into corporate performance management. (CPM)</p>	<p>The Guiding Principles Appraisal, based on the Herefordshire Plan, has been further refined through a series of workshops.</p> <p>Half day GEM training sessions for Managers' Forum ran for the first half of the year; over 100 managers attended.</p> <p>Over the winter 6 GEM Awareness sessions for Key Managers have attracted over 40 people.</p>

GEM Appendix B: *Performance on GEM targets due in 2002/3*

O	T	Target text	Lead Manager	Lead Officer	Due date	Progress	Completed	File ref
01	4	Run trials of in-situ recycling of road surfacing materials	S Oates	Div Surveyors	01/09/2002	2 trials run in Ledbury - initial impressions good. Evaluation in 2/03 then hope to extend	31/07/2002	In Situ Recycling Works (Clive Hall)
01	5	Complete follow up waste audit of council waste arisings	T Lindsey	L Garner	01/01/2003	Issued to Officers in Charge in conjunction with waste training in October 02. Analysis done and report written.	14/03/2003	Waste Audit Report (Leanne Garner)
01	6	Develop guidance/undertake training for managers and Officers in Charge on waste requirements	T Lindsay	L Garner	01/10/2002	Training for Officers in Charge of Buildings - 3 sessions ran in October	29/10/2002	Municipal Waste training (Leanne Garner)
01	7	Evaluate success of in situ recycling trials. If positive, consider inclusion of further retreading in 2003/4 works programme.	T Davies	C Hall	01/03/2003	Successful trial at in Ledbury at Mabels Furlong and Langlands. Expected to be included and increased in 03/04 programme for N & S divisions, subject to budget.	01/09/2002	Site files
02	1	Undertake broad risk assessments for depot and other sites where spill risk may be high to determine priorities	C Birks	A Terry	01/03/2003	Visits undertaken summer 02 and Nov 02. Recommendations were sent to Heads of Service and have now been actioned.	28/02/2003	
02	2	Map drainage arrangements at major car parks (over 120 spaces)	C Birks	A Terry	01/03/2003	Visits undertaken in Jan to establish risks and determine priorities.	02/02/2003	Survey completed by AT
02	3	Review facilities for salt storage	S Oates	T Davies	01/03/2003	Facilities reviewed to feed into WM section of Highway Maint Code of Practice due to go to Cabinet 19/3. A Winter Services Plan will set out action to be taken - target 2. 2 in 03/04 GEM	19/03/2003	Winter services file
02	4	Review lorry washing and interceptor arrangements at depots	M Thomas	R Stevens	01/06/2002		30/06/2002	Depot/Gen 13.0
02	5	Complete works at Kingsland Depot Kingsland depot (see also 2.5)	C Birks	A Terry	01/05/2002	Works to petrol interceptor completed. Further works to foul drainage see target 2,7 well. Septic tank improvements in budget for 03/04. (24/03)	31/12/2001	Site survey
03	1	Update emergency procedures to take account of revised guidance (issued by John Clarke Dec 01)		Officers in Charge	01/03/2003	Included as requirement in Property Management files (section2) & OICs briefed 6/02. Also checked in GEM and H&S site audits.	06/02/2003	
03	2	Issue existing outline plans to Officers in Charge for use in their Emergency	C Birks	A Ball	01/12/2002	Issued to Officers in Charge of operational buildings in Property Management folders.	02/07/2002	Property Management files
03	4	Develop use of PS01s to record environmental incidents and near misses	R Reed	J Clarke	01/08/2002	OICs and managers briefed but computerisation delayed. See also target 3.8 and 03/04 programme.		Now due 1/1/03
03	5	Integrate relevant GEM information into the loSH course for Officers in Charge and Heads of Service	R Reed	J Clarke	01/05/2002	Info not included - delayed till next year. See also target 3.7 and 3.1 in 03/04 programme.		Now due 1/6/03

O	T	Target text	Lead Manager	Lead Officer	Due date	Progress	Completed	File ref
03	8	Develop use of PS01s to record environmental incidents and near misses	R Read	J Clarke	01/01/2003	Managers and OICs briefed. Delays in getting Accident & Environmental Incident form available electronically - target 3.3 in 03/04 programme		
04	1	Review the 3 closed waste disposal sites for which the Council has currently known legal liability	A Tector	B Chartres	01/12/2002	Stretton Sugwas declared contaminated. Doward & Strangford studies complete (Strangford appendices await assembly).	14/03/2003	Contaminated Land Team files
04	3	Set up GIS system capable of storing, viewing and aiding with the interpretation of contaminated land data	A Tector	B Chartres	01/07/2002	Delay in sourcing widely compatible computer software. Now target 4.3 in 03/04 programme.		
04	5	Set up GIS system capable of storing, viewing and aiding with the interpretation of contaminated land data	A Tector	B Chartres	01/12/2002	Tests of proposed system underway (7/1). Now target 4.3 in 03/04 programme.		
05	1	Provide guidance on the priority environmental issues should be given in the procurement process and on what minimum criteria for environmental factors should be applied to contracts	M Rosenthal	S Chalk/Contracts Panel	01/12/2002	Draft paper tabled at Contracts Panel in June and Guidance agreed in Jan 03	08/01/2003	Contract Panel
05	4	Include environmental information in training held on contracts and procurement	M Rosenthal	S Chalk/Contracts Panel	01/03/2003	GEM slots included in Procurement training sessions (2) on 8/10/02	08/10/2002	
06	1	Run session for affected officers on forthcoming EU Strategic Environmental Impact Directive	M Rosenthal	K O Keefe/ T Marsh	01/12/2002	Session ran on 8 Jan 03 with Prof. Riki Therivel - 30 in house and 20 external bookings.	08/01/2003	
06	2	Monitor need for environmental training as a result of the SRD process	R Reed	SRD Co-ordinator/GE M Lead Officers	01/10/2002	Some Directorate Training planners have been aggregated by SRD reps but data capture incomplete. Now target 6.1 in 03/04 programme.		
06	4	Include 4 EMS related articles in Core News or similar		S Callaghan/T Marsh	01/03/2003	Articles regularly submitted and included.	12/02/2003	
06	5	Report to Environment Scrutiny on performance against GEM objectives and targets	S Gent	T Marsh	01/06/2002	Reported 6th June 2002	06/06/2002	Committee papers
06	8	Run 2 briefing sessions for Members on GEM responsibilities	S Gent	T Marsh	01/07/2002	23rd May and 20th June 2002 at Thorn	20/06/2002	ESU Training file

OT Target text**Lead Manager Lead Officer Due date Progress****Completed File ref**

07	1	Evaluate the first 6 months of data from consumption monitoring, report to members and consider response needed.	C Birks	Energy Technician	01/08/2002	Report to Env Scrutiny on 5/12 (delayed from 28/11/02)	05/12/2002	Committee papers
07	2	Actively seek 10% renewables in the new Street Lighting contract, depending on supply and price	D Powell	K Parry	01/05/2002	Actively sought with suppliers. Became target 7.9 - completed Nov 02.		
07	3	Organise BREEM visits to 4 high energy use properties and identify improvements	C Birks	Energy Technician	01/03/2003	Delayed due to unfilled vacancy. Now included within target 7.2 in 03/04 programme.		
07	4	Develop spread sheet for energy information for all operational properties to inform return to Government	C Birks	A Ball	01/07/2002	Part of AMP process	02/07/2002	Property information/energy data (Carrie White)
07	5	Identify worst performing buildings and make applications to the Council Initiative Fund	C Birks	Energy Technician	01/03/2003	Buildings being identified - delayed due to unfilled vacancy. Now included in target 7.2 in 03/04 programme.		
07	6	Establish a system for monitoring and evaluating water consumption to become operational for 2003/4	C Birks	Energy Technician	01/03/2003	Delayed due to unfilled post. Now target 7.3 in 03/04 programme.		
07	7	Make water meters more accessible, starting with major users	C Birks	Energy Technician	01/03/2003	Preferred approach now to arrange electronic reading. Delayed due to unfilled vacancy and negotiations with Welsh Water. See target 7.3 in 03/04 programme.		
07	8	Distribute cistern bags to reduce water use	C Birks	Energy Technician	01/03/2003	Informal distribution to Officers in Charge and schools via ESU and PS (20/8)	02/03/2003	
07	9	Actively seek 10% renewables in the new Street Lighting contract, depending on supply and price	D Powell	K Parry	01/11/2002	Secured and supplied from 1/11/02 to 31/3/04 (end of contract)	17/10/2002	Energy tender 2002
07	9	Actively seek 10% renewables in the new Street Lighting contract, depending on supply and price (continued from 7.2)	D Powell	K Parry	01/11/2002	Secured as from 1/11/02 to 31/3/04 (end of	17/10/2002	Energy Tender 2002
08	1	Undertake staff travel survey and analyse results.	J Colyer	R Ball	01/01/2003	To be carried forward by new Integrated Transport Officer. Now target 8.1 in 03/04 programme.		
08	2	Develop and adopt Staff Travel Plan	J Colyer	R Ball	01/01/2003	To be taken forward by new Integrated Transport Officer - target 8.2 in 03/04 programme.		
08	3	Ongoing. Report on business mileage sent to CXMT bimonthly.	S Gent	T Marsh/M Foster	01/03/2003	Ongoing procedure in place - quarterly reports sent to Tony Michael.		ESU/issue/transport
08	6	0% increase in staff business mileage	BVPI Golden Threads/ Resources		01/03/2003	Ten month figures show 1.3% increase overall. Directorate changes vary from -59% to +25%.		Payroll figures

O	T	Target text	Lead Manager	Lead Officer	Due date	Progress	Completed	File ref
08	7	Increase expenditure on public transport / cycling claimed by staff by 5%	BVPI Golden Threads /Resources	A Hext	01/03/2003	Ten month expenditure on all public transport & cycling up by 17%, cycling mileage up from 133 to 559 miles		Payroll figures
09	1	Identify major tenants on industrial sites, farms and retail/commercial sites	C Birks	T Marsh	01/09/2002		02/07/2002	Ind Estates data & Rotherwas data- Jenny Williams
09	2	Survey major tenants for current information on EMS, environmental policy, ISO 14001 etc and consider outcomes	C Birks	A Ball	01/12/2002	Survey out 100 tenants in Sept. Replies analysed and recommendations being circulated (7/1)	07/02/2003	ESU - tenant survey
09	3	Monitor and evaluate the environmental work on properties completed to date	C Birks	T Marsh	01/12/2002	Report on grey water and woodchip boiler schemes written. CB and AB now looking at feed in to future plans and future actions (7/1).	02/01/2003	Andy Ball
09	4	Overhaul Asset Management Plan and further integrate environment and	C Birks	A Ball	01/07/2002		02/07/2002	Asset Management Plan 2002
09	5	Extend brief of the rolling programme of condition surveys of Council buildings to include further environmental issues	C Birks	T Marsh	01/08/2002	Reference to GEM and requirements now included in Survey Scope section at 8.4	20/12/2002	Condition Survey Procedure (Andy Ball) para 8.4
10	1	Run training on use of Herefordshire Partnership Appraisal Tool, which includes environmental considerations	T Marsh	M Burton	01/11/2002	3 officer workshops ran in October	22/10/2002	ESU - Barry Simons
10	2	Run second series of GEM Training for Managers to look at links to performance and other Council processes	S Gent	T Marsh	01/03/2003	5 sessions ran in November & Jan, co-ordinated by Personnel and run by ESU.	20/11/2003	
10	3	Trial a report on environmental impacts using cost code information	D Keetch	D Edwards	01/07/2002	Report received from Jane Baines in CT	05/07/2002	ESU/HC/Gen info

HEREFORDSHIRE COUNCIL ENVIRONMENTAL POLICY

Herefordshire Council, as a unitary authority, is the principal local authority for Herefordshire. It is the largest single employer in the county, employing over 6,000 people. The authority provides and purchases services for the community, with the turnover expressed in business terms of some £200 million per year.

The Council recognises the need to protect the environment in which we live and work and use natural resources prudently across the whole of the services it provides. A sustainable environment is one of the key elements of 'The Herefordshire Plan', the partner regeneration process to which the Council is committed.

Herefordshire Council is committed to

- ◆ Demonstrable continual improvement of its environmental
- ◆ performance to minimise adverse effects on the environment
- ◆ Compliance with all relevant environmental legislation and regulations
- ◆ Using its influence to actively encourage responsible environmental practice by its suppliers & contractors, and raise awareness of these issues among the general public and partners

In particular it will:

- ◆ Prevent pollution and minimise waste from its own operations
- ◆ Make efficient use of natural resources, including energy
- ◆ Promote environmental awareness, understanding and capabilities among staff, suppliers and contractors
- ◆ Make this policy available to all staff, suppliers, contractors, partners, and the general public via induction training, notice boards, direct mail, libraries, web site, etc.
- ◆ Seek to ensure through the budget process that staff have the necessary resources and training to meet the requirements of this policy and the environmental management system
- ◆ Set formal objectives, for which named managers are responsible, to build improved environmental performance across the Council's activities
- ◆ Develop and maintain an environmental management system (EMS) for all its activities and services, seeking certification to ISO 14001
- ◆ Formally audit the EMS and then review its progress revising procedures, objectives and targets wherever necessary to improve on performance

Cllr C J Grover
Cabinet Member for the Environment

Neil Pringle
Chief Executive

20th June 2002

15 PARKING ENFORCEMENT IN HEREFORDSHIRE**Report By: Director of Environment****Wards Affected**

County-wide

Purpose

To receive a report on the first year of operation of the Decriminalised Parking Service.

Reasons

The decriminalised parking service has operated since 5th November 2001. Income for the year 2002/03 was below levels anticipated in the original business plan but was balanced by expenditure also being below forecast levels. It is likely that the small surplus will continue in 2003/04 with the projected increase in Penalty Charge Notice (PCN) issues but there is an increasing risk of a deficit thereafter. Future consideration needs to be given to options for addressing the risk of the deficit.

Considerations**Background**

1. A report on the performance of the Decriminalised Parking Service was considered by Cabinet on 27 March 2003. Cabinet agreed that:
 - (a) the Decriminalised Parking Service be continued;and
 - (b) options for developing the Parking Enforcement and Parking Strategies be considered in a further report as part of the preparation for the next Local Transport Plan.
2. Parking Enforcement in Herefordshire was “decriminalised” under provisions in the Road Traffic Act 1991 on 5th November 2001, thereby transferring the enforcement of parking, waiting and loading restrictions to the Council from the Police. The Council employees Parking Attendants who issue PCNs when infringements of restrictions are observed.
3. In successfully meeting this start date the following key stages were completed:
 - Research into the alternative means of service delivery and assessment of the most appropriate approach for Herefordshire.
 - Approval of the Council’s proposals by the Secretary of State.
 - Recruitment, training and deployment of 14 Parking Attendants supported by a

Further information on the subject of this report is available from
Stephen Oates, Head of Engineering and Transportation on (01432) 260780

team of Enforcement staff to administer recovery of the charges.

- Tendering for and installation of specialist database software and associated hardware for the recording and issuing of PCNs.
 - Publicity for the introduction of the service.
3. The Council's submission included provision for the introduction of wheel clamping and vehicle removal, (allowing for their introduction at a later date if required). The penalty charges and charge certificate charges, at £60 (discounted to £30 if paid within 14 days) and £90 respectively, are the maximum under current legislation.

Performance

4. The performance of the service during the financial year 2002/03 was as follows:

No of PCNs issued	21329 (average 410 per week)
No of payments received	16032
No of PCNs cancelled, written off (not collectable)	2830
No of PCNs outstanding	3084

The PCN issue rate broadly occurs as follows: Bromyard 2%, Hereford 65%, Kington 1%, Ledbury 7%, Leominster 9%, Ross on Wye 16%. If a PCN is not paid within 28 days of issue, or representations received, enforcement action is pursued through a series of standard stages. The current position is:

Notice to owner	6288 up to PCN issue date of 26 April 2003
Charge Certificates	2917 up to 27 February 2003
Debt registration	1391 for PCNs issued up to 14 December 2002
Referrals to bailiff (Jan 03)	400 for PCNs issued up to 20 July 2002

5. An appeals procedure includes the right to make representation to the National Parking Adjudication Service (NPAS). To date 55 appeals, 0.24% of the total PCN's issued, have been sent to NPAS and 55% were in the council's favour. This compares favourably with a national average of 0.28% and 40% respectively.
6. The day-to-day management of the service is strongly linked to identifying the location of restriction infringements and the prevention of infringements. This approach aims to support the Council's traffic management strategy and its associated issues such as road safety and economic well being of the county (De-criminalised parking is included in the LTP). Comments from the public, backed up by officer's own observations, confirms that the enforcement of restrictions has been effective in improving traffic flows and reducing the incidences of parking in an unsafe manner.

Issues

7. Since the start of the service the following issues have been tackled:
- A number of errors or omissions of lining and signing had been identified just prior to starting the service. These are now in the process of being corrected.
 - Enforcement has shown that some Traffic Regulation Orders are now inappropriate, have errors or are inconsistent with adjacent restrictions and need amending. These shortcomings are currently being logged and amendments prepared.
 - There are a number of matters that have needed attention relating to public understanding and perception of the service, its objectives and its powers. These

have been addressed through a range of measures that include: meetings with local representatives (town councils, chambers of commerce etc), an article in Herefordshire Matters, additional training for parking attendants and revised instructions to parking attendants.

- There have been a small number of incidents where parking attendants have (in varying degrees) been threatened. This has been managed by notification to the police, court proceedings leading to prosecutions, close liaison with parking attendants, discussions with the trade union representative and additional training.
8. Revisions have been made to the regular patrol routes to improve patrol efficiency and effectiveness. The PCN issue rate of 410 per week increased through the year but there is some evidence that increased targeting of patrols to increase enforcement was balanced by the public's greater awareness of the restrictions. This is both expected and desirable.
 9. NPAS has identified that there are benefits if all documentation relating to an appeal is issued to them in electronic form. There are significant operational advantages for Herefordshire from reductions in document handling and reduced errors. Together this would improve efficiency and effectiveness. This process, which requires an onsite survey and the creation of an improved database, is soon to be trialled in Ross on Wye.
 10. Residents' parking areas are being introduced at a number of locations in Hereford. This has increased the enforcement areas to be covered. There are proposals from the Government to change some elements of the Road Traffic Act 1991. This will have the effect of increasing the number of traffic regulations that parking attendants can enforce. In particular, it is anticipated that the Council will be given powers to enforce the prohibition on footway and verge parking within Hereford City.

Financial Considerations

11. A comparison of performance for 2002/03 projects a surplus of £10,000 on an estimated income from PCNs of £529,000. This compares to the original Business Plan forecasts of £11,000 surplus. Under the legislation governing decriminalised parking services, any surplus generated is ring-fenced for transportation related purposes. While costs are lower than anticipated (staffing levels were purposely limited while the service "bedded in"), the average PCN issue per attendant is approximately 7 per day over this financial year against an original expectation of 8 per day.
12. In practice, the long travelling distance between market towns has proved a greater factor than expected on the PCN issue rate. The deficiencies in signing and lining, partly attributable to many years of inadequate maintenance of street furniture, have made enforcement impossible in some areas until replacements have been provided and hence leading to the further detrimental effect on the issue rate.
13. While the trend, as previously indicated has been constant, there are signs that the PCN issue rate is beginning to increase (the average for the latter weeks of 2002/03 climbed to over 425 per week i.e. approximately 8 per day per attendant).
14. Payment by debit or credit card came into operation in December 2002. 7.8% of payments since then have been by one of these cards.
15. The penalty charges are nationally prescribed and do not increase annually with inflation. Instead, there tend to be periodic increases at intervals that may be 3 or 4

years apart. At current forecasts, the Parking Enforcement Service might be expected to move into deficit in 2004/05 as costs increase with inflation but income remains substantially fixed.

16. There are various ways of addressing this potential problem but it is too early at present to forecast the scale of a future deficit, if any. By 2004/05, there will have been a significant increase in income from Residents Parking Permit schemes in Hereford and waiting restriction reviews in Bromyard, Ledbury and Ross-on-Wye should have been completed.
17. Additionally there are effects of the full income stream becoming available as payments are received from the Debt Registration and Bailiff processes. Two parking attendant posts have recently been filled. These two posts will, together with the improvements on sign and lines, on current figures generate additional income of approximately £24,000 per annum. This increase in income will balance the projected short-term inflation increases noted above.
18. In these circumstances, it would be prudent to review the Council's parking strategy and enforcement policies as part of the preparation for the next Local Transport Plan. Cabinet agreed this recommendation.

Risk Management

There are some financial risks in the operation of a decriminalised parking service but the results so far indicate that these are being effectively contained. Any future expansion of the service into clamping and removal of vehicles would increase the risks and need careful consideration before introduction.

The financial performance of the service does not present a significant risk to the Council. There is, however, some risk than an over-emphasis on achievement of original financial forecasts could lead to some increase in public concern about the basic reasons for provision of the service.

Alternative Option 1

If the service were considered to be ineffective, the Council could seek its termination but it is not clear how this might be achieved. No Authority has yet ended such a Service and it is very unlikely that the Police would support the transfer to them of enforcement responsibilities. Government consent would be required.

Alternative Option 2

The Council could use the powers it has obtained to extend the service to include clamping and removal. On the basis of results so far, this is not recommended for the time being.

Recommendation

THAT the report be noted.

Background Papers

None identified.

16. ENVIRONMENT SCRUTINY COMMITTEE - WORK PROGRAMME 2003/04

Report By: Director of Environment

Wards

County -wide

Purpose

- 1 To consider the work programme for the Committee.

Background

- 2 Environment Scrutiny Committee on 27th March, 2003 considered a programme of work for the period to January 2004. The programme, as detailed below, was approved and recommended to Strategic Monitoring Committee. Strategic Monitoring Committee on 1st April, 2003 noted the programme.
- 3 The work programme incorporates a number of items which have been identified as requiring periodic monitoring and attention. It provides a basis for the Committee's work to be added to as required.
- 4 The Committee are invited to consider the proposed work programme for this Committee for the period to January 2004.

Date	Items
June 2003	<ul style="list-style-type: none"> • Sickness Absence • Capital Budget 2003/04 • Revenue Budget 2003/04 • Payment of Invoices Within 30 days • Best Value Reviews Relevant Stages • Best Value Reviews Improvement Plans • Performance Indicators • GEM Targets End of Year Report • Decriminalised Parking Scheme • Procurement of Contract Services • Procurement of Technical Consultancy Services
September 2003	<ul style="list-style-type: none"> • Sickness Absence • Capital Budget 2003/04 • Revenue Budget 2003/04 • Payment of Invoices Within 30 days • Best Value Reviews Relevant Stages • Best Value Reviews Improvement Plans • Performance Indicators • Kerbside Collection of Recyclables

Further information on the subject of this report is available from Graham Dunhill, Director of Environment on 01432 260041

November 2003	<ul style="list-style-type: none"> • Sickness Absence • Capital Budget 2003/04 • Revenue Budget 2003/04 • Payment of Invoices Within 30 days • Best Value Reviews Relevant Stages • Best Value Reviews Improvement Plans • Performance Indicators • GEM Targets Half-Yearly Progress Report • Lengthsman Scheme
January 2004	<ul style="list-style-type: none"> • Sickness Absence • Capital Budget 2003/04 • Revenue Budget 2003/04 • Payment of Invoices Within 30 days • Best Value Reviews Relevant Stages • Best Value Reviews Improvement Plans • Performance Indicators • Highway Maintenance

RECOMMENDATION

THAT the work programme be confirmed.

BACKGROUND PAPERS

- None identified.