

A G E N D A

Environment Scrutiny Committee

Date: **Friday, 26th September, 2003**

Time: **10.30 a.m.**

Place: **No 1 Committee Room, Shirehall,
Hereford**

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

For any further information please contact:

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**County of Herefordshire
District Council**

AGENDA

for the Meeting of the Environment Scrutiny Committee

To: Councillor J.H.R. Goodwin (Chairman)
Councillor W.L.S. Bowen (Vice-Chairman)

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

	Pages
1. APOLOGIES FOR ABSENCE	
To receive apologies for absence.	
2. NAMED SUBSTITUTES (IF ANY)	
To receive any details of Members nominated to attend the meeting in place of a Member of the Committee.	
3. DECLARATIONS OF INTEREST	
To receive any declarations of interest by Members in respect of items on the Agenda.	
4. MINUTES	1 - 8
To approve and sign the Minutes of the meeting held on 13th June, 2003	
5. HUMAN RESOURCES	9 - 14
To report on the sickness absence and other matters for the Environment Directorate.	
6. CAPITAL BUDGET MONITORING	15 - 18
To advise Members on the progress of the 2003/04 Capital Programme for Environment Areas within the overall context of the Herefordshire Council Capital Programme.	
7. ENVIRONMENT REVENUE BUDGET MONITORING	19 - 28
To advise members of Budget Monitoring the position for the Environment Programme Area budgets for the period to 31st July 2003.	
8. BEST VALUE REVIEWS - IMPLEMENTATION OF IMPROVEMENT PLANS	29 - 34
To report the exceptions of the programmed progress on the actions in the improvement plans resulting from the reviews of Public Rights of Way, Highway Maintenance and Public Conveniences.	

9. BEST VALUE REVIEW OF COMMERCIAL ENFORCEMENT PROGRESS REPORT	35 - 40
To consider the progress of the Commercial Enforcement Review.	
10. MONITORING OF 2003/2004 PERFORMANCE INDICATORS - APRIL 2003 TO JULY 2003	41 - 44
To update Members on progress made by the Environment Directorate for the four months April to July 2003 towards achieving all of the performance indicators / targets which appear in the Council's Performance Plan.	

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.
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- *IN CASE OF FIRE*

(no matter how small)

1. Sound the Alarm
2. Call the Fire Brigade
3. Fire party - attack the fire with appliances available.

- ***ON HEARING THE ALARM***

Leave the building by the nearest exit and proceed to assembly area on:

- ***GAOL STREET CAR PARK***

Section Heads will call the roll at the place of assembly.

MINUTES of the meeting of Environment Scrutiny Committee held at the Shirehall, Hereford on Friday, 13th June, 2003 at 10.30 a.m.

Present: Councillor J. H. R. Goodwin (Chairman)
Councillor W. L. S. Bowen (Vice-Chairman)

Councillors B. F. Ashton, Mrs A.E. Gray, K. G. Grumbley, B. Hunt, R. Mills,
J. W. Newman

In Attendance: Councillors P. J. Edwards (Cabinet Member – Environment, Planning & Waste Management), R. M. Wilson (Cabinet Member – Highways and Transportation).

1. CHAIRMAN AND VICE-CHAIRMAN

The Committee noted that Council had appointed Councillor J. H. R. Goodwin as Chairman and Councillor W. L. S. Bowen as Vice-Chairman.

The Chairman welcomed those present to the meeting and gave a brief outline of his perception of the role of scrutiny. He expressed the hope that members would be engaged and enthusiastic and that the work of the Committee would be to the benefit of the County.

2. APOLOGIES FOR ABSENCE

Apologies were received from Councillors G. W. Davis and T.W. Hunt.

3. NAMED SUBSTITUTES

Councillor B. Hunt substituted for Councillor T.W. Hunt.

4. DECLARATIONS OF INTEREST

No declarations of interest were made.

5. MINUTES

In relation to the minutes of 27th March, number 66 – Environment Revenue Budget Monitoring - the Head of Engineering and Transportation made a brief correction to the information reported concerning residents parking schemes. He reported that since July 2002 Local Authority Searches had included a set question relating to approved parking schemes. He further reported that schemes were required to be locally publicised.

RESOLVED: That subject to the above correction the Minutes of the meeting held on 19th March and 27th March, 2003, be approved as a correct record and signed by the Chairman.

6. SCRUTINY – ROLE AND TECHNIQUES

The Committee received a presentation on the role of scrutiny and the techniques that the Scrutiny Committees can use in their work.

The Policy Officer briefly described the background to scrutiny and outlined some of the key principles and risks to effective scrutiny. She advised in relation to questioning skills; the development of work programmes and highlighted the 10 steps to undertaking successful in-depth reviews. She further advised that some issues could be investigated by methods other than by formal Committee or Select Style Committee e.g. task and finish groups, presentations, briefings or by meeting in other venues. She summed up by directing members to a number of useful documents and websites.

The Chairman thanked the Policy Officer for the informative presentation.

RESOLVED: That the presentation be noted.

7. HUMAN RESOURCES

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

The Personnel Manager (Well-being) reported upon the absence statistics for the Directorate which covered the period 1st April 2002 to 31st March 2003. The appendix to the report indicated the number of people working in each division of the Directorate and the full time equivalent (FTE). The next column indicated the FTE days lost for each division followed by the average days lost per FTE. The appendix also indicated the number of FTE days lost for specific reasons and the number of jobs filled by people with disabilities.

The Committee discussed the statistics and noted that managers received more detailed reports to enable them to closely monitor their sections. It was noted that with a comparatively small number of staff in a section, one or two long-term sicknesses could greatly affect the overall statistics. The Committee further noted that the report to the November meeting would contain annualised figures and that these could be used for comparison with other authorities.

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

8. CAPITAL PROGRAMME

Members were informed of the latest position with regard to the Environment Capital Programme for 2003/04.

The Director of Environment reported that the total amount available for the Capital Programme was expected to be £10,451,720. However this would be subject to adjustment as part of the 2002/2003 final accounts process. Sums available to fund the Capital Programme from Basic Credit Approval (BCA) would all have to be spent and the invoices paid on or before 31st March, 2004. The Programme would inevitably change during the year as the sums allocated for individual schemes were reviewed and revised.

In the course of scrutinising the programme the following principal points were noted:

- The Director reported that the Rotherwas Access Road scheme had obtained planning consent and that the Roman Road scheme was awaiting an environmental assessment. Both schemes were on target.

- Income shown from private developers normally related to income derived from Section 106 agreements.
- In response to questions regarding 'Quiet Lanes', the Head of Engineering and Transportation reported upon an evaluation of potential pilot schemes in Herefordshire for which consultants 'Halcrow' were undertaking a survey. He advised that the principal of the scheme was to establish a network of lanes attractive to pedestrians, cyclists and horse-riders. Vehicular use would be discouraged but not prevented. Consequentially any scheme proposed was likely to involve an intensive consultation process and would probably cost more than the limited funding available.

RESOLVED: That the report on the Environment Capital Programme 2003/04 be noted.

9. ENVIRONMENT REVENUE BUDGET 2003/04

The Committee were informed of the latest position with regard to the Environment Revenue Budget for 2003/2004 following the formal approval of the Council's budget.

The Director of Environment and the Assistant County Treasurer reported that the Council had approved a budget of £21,878,000 for the Environment Programme area which included allocations for Central Support Services. The budget for 2003/04 would be adjusted to take account of any carry forward from 2002/03. In addition to the effect of inflation a number of additions had been made to the budget and these were listed in the report. The Environment budgets for 2003/04 were attached to the report at appendix 1. While the out-turn for the 2002/3 budget was awaited, it was expected that the target budget would be met.

The Committee debated the 2003/4 budget and in response to questions regarding waste management; research into other methods of disposal and village collection schemes the Director acknowledged that waste management and disposal was a large and complicated subject. He announced that the first in a series of member briefings would be organised on 'Best Practical Environmental Option' (BPEB) on Waste. This would cover the issues of planning and land use. The Director briefly described the current position regarding the Waste Management contract and commented that the consideration of other methods of waste disposal was ongoing. He reported that the Department of Environment, Food and Rural Affairs (DEFRA) had been unsupportive of the fall-back position of transporting waste to a new facility at Heathrow and consequently the fall-back position would be re-considered. He reported that while "bring sites" in villages were an important element of the collection process unfortunately due to the low volumes collected this could not be justified at the moment on cost grounds, particularly when compared to the cost of kerb-side collection in urban areas.

The Committee noted that Development Control fees were set nationally by government. The Chief Planning Services Officer reported that while the fees had recently risen by 14% and Herefordshire had benefited from an increase in planning applications, which had produced a reasonable income, this position could not be expected to continue.

The Director reported that Cabinet had endorsed a draft programme of improvement work in the planning area to be funded by the Planning Delivery Grant.

RESOLVED: That the report confirming the Environment Revenue Budget 2003/04 be noted.

10. PAYMENT OF UNDISPUTED INVOICES WITHIN 30 DAYS

The Committee considered the performance against this performance indicator during the financial year 2002/2003.

The Assistant County Treasurer (Accountancy & Exchequer Services) presented a report detailing the Directorate's performance in achieving the 100% government target. He reported that the annual percentage for Environment was 86.9% compared with 79.4% in 2001/02 but that the performance figures for the last 6 months of 2002/3 had each exceeded 92% with the exception of the Christmas period.

During debate on the level of performance against the target it was noted that payment of undisputed invoices had dropped during both Christmas and summer periods. This suggested that there was a personnel issue which needed investigation.

RESOLVED: That subject to the comment above the report be noted.

11. BEST VALUE REVIEW OF COMMERCIAL ENFORCEMENT – PROGRESS REPORT

The Committee considered progress in relation to the Commercial Enforcement Review and were invited to consider the member representation on the Challenge Panel for the review.

The Best Value Officer reported that the Stage 1 Report covering data collection had been approved in April 2002. Some progress had been made on collecting and analysing information from benchmarking and consultation activities. However, a delay had occurred in progressing the review. This had been due to a shift in priorities for officers on the review team who had been involved in the recent Comprehensive Performance Assessment (CPA) and EFQM Assessments, and activities relating to the rolling out of the modernisation agenda and Customer Relations Management (CRM) initiative. He reported that the review timetable had been revised with the Option Appraisal stage being scheduled for completion in time to report to the Committee in September 2003. Representation by members was sought on the challenge panel of the review team.

RESOLVED: That the report be noted and Councillor B.F. Ashton and Councillor R. Mills be appointed as the Committee representatives on the challenge panel of the review team.

12. 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, Highway Maintenance and Public Conveniences.

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

During discussion of the exceptions report the following principal comments were made:

- In relation to Development Control the Chief Planning Services Officer reported that budget aspects identified in the review had been restructured.

However, staff time sheets were being processed to enable a more detailed breakdown of costs between functions.

- Issues concerning Public Conveniences were progressing. Current consultation with Town Councils so far indicated little enthusiasm in relation to changes in operational aspects. The Director reported that the Improvement Plan had been drawn up and acknowledged that a further report on progress was required.
- The Committee noted that due to the impact of Foot and Mouth Disease a number of targets in relation to Public Rights of Way had not been met. However, the Head of Engineering and Transportation was confident that many of the outstanding issues would be addressed in the next few months.
- In response to questions on Highway Maintenance the Head of Engineering and Transportation reported that a number of new contracts or partnership agreements were being looked at which would introduce innovative methods of working. Progress with IT systems, for both Highways and Environmental Health, was part of a corporate process which would include information from other Directorates. Proposals by Ofgem concerning electricity connections were still awaited. A draft Street Lighting policy based on national policy, but incorporating local issues where possible, was in an early stage of consideration.
- It was suggested that in addition to monitoring performance indicators the Committee should also focus on results monitoring.

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

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

Members were updated 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 appeared 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 the following principal points:

- BV87 (and BV82a) On questioning whether this figure included Landfill Tax the Head of Environmental Health and Trading Standards reported that this was a difficult figure to compute due to other factors e.g. composting. However, the landfill tax was included in the Waste Contract PFI figures and would therefore be included in this indicator. The Director agreed that a way needed to be found to express the cost of waste collection to the public in a meaningful way e.g. cost per black bag.
- Local targets regarding Food and Health and Safety inspections – The Head of Environmental Health and Trading Standards reported that due to pressure from the Food Standards Agency resources had been focused on Food Standards Inspections, which, while inspections had been targeted, had resulted in a large volume of inspection work. This had had a detrimental

effect on Health and Safety inspections which also required an increased level of resourcing. He commented that the Service offered advice and training on these issues via the Herefordshire Business Partnership.

- BV109a – The Committee noted that due to the small number of applications, the target for determination of major industrial planning applications could be greatly affected by one application. Further improvements were expected following Cabinet's endorsement of the draft programme of improvement work to be funded by the Planning Delivery Grant.
- Responding to a comment on the percentage of planning applications invalid on receipt, the Chief Planning Services Officer reported that while covering a complicated subject, the information leaflet for applicants had been improved and she hoped that applicants would find the information clearer.
- BV 178 – The Head of Engineering and Transportation reported that the results were based on a sample survey which was considered to be representative of the 2,000 miles of Public Rights of Way in the County.
- BV 186a & BV 196b – the Assistant Treasurer reported that the out-turn expenditure figures were currently being compiled and, while not easy to calculate, the required figures would be known soon.

RESOLVED: That the exceptions monitoring report in relation to the 2002/2003 local and national performance indicators be noted subject to the members comments summarised above.

14. GEM PERFORMANCE

The Committee considered issues concerning GEM (Good Environmental Management) Performance.

The Environmental Sustainability Officer presented a report on the background and current position in relation to GEM. The system focused on the direct effects the Council had on the environment which were within its own immediate control. She highlighted the Council's Environmental Policy which covered all the authority's services, attached at appendix C to the report. The Council had done well in the fourth West Midland Environmental Index – achieving a score 20% higher than the average for Councils. External auditors had undertaken a half-year surveillance visit to audit the Council's continued adherence to the standards required by ISO 14001 arising from which six Corrective Action Requests (CARs) and observations had been made. She also referred to progress on previous Scrutiny Committee recommendations. The Report referred to a summary of progress on GEM objectives and targets during 2002/3 (appendix A) and the performance on GEM targets due in 2002/3 (Appendix B).

The Committee discussed the report and in response to a question on baseline statistics for energy usage by the Council, the Environmental Sustainability Officer reported that this was a Best Value Indicator and since the employment of an Energy Monitoring Technician the baseline data was more robust.

In response to questions regarding contaminated land management (Appendix A section 4), the Committee noted that a considerable amount of maintenance and control of the Stretton Sugwas site was needed. Officers were exploring the possible use of the methane gas, which was currently flared off.

RESOLVED: That the report on GEM Performance be noted.

15. PARKING ENFORCEMENT IN HEREFORDSHIRE

(The Chairman agreed to take this item as agenda item 14 - prior to the item on GEM Performance).

The Committee received a report on the first year of operation of the Decriminalised Parking Service.

The Head of Engineering and Transportation reported that income for the year 2002/03 was below levels anticipated in the original business plan but had been balanced by expenditure below forecast levels. It was likely that a small surplus - ring-fenced for transportation - may continue in 2003/4. However, with penalty charges being nationally prescribed, there was an increased risk of a deficit in future years, the possible management of which was described in the report.

The Director commented that since the Council had taken over the service there seemed to have been a reduced amount of disruption to traffic flow and less double parking. This improvement in traffic flow had also been noted in Ledbury.

Concern was expressed regarding possible public reaction to a deficit position for the service.

The Head of Engineering and Transportation reported upon the high levels of concern expressed in the Ross-on-Wye area which had been the subject of local meetings. Concern was now being raised in the Bromyard area which had possibly been aggravated by the recent loss of a local car park. He would be talking to local ward members about the situation in the near future.

RESOLVED: That the report be noted.

16. ENVIRONMENT SCRUTINY COMMITTEE – WORK PROGRAMME 2003/2004

The Committee considered its work programme.

The Director of Environment commented that while the work programme, detailed in the report, identified items requiring periodic monitoring and attention a number of substantial items had also been included. As discussed earlier in the meeting the subject of Waste Management would initially be covered by member briefings for all Councillors. Reports on other subjects would be presented as they became available. Depending on the subject these could be scrutinised by various methods as suggested earlier in the meeting (minute no 6 – Scrutiny Role and Techniques).

It was suggested that in addition to monitoring performance indicators the Committee should also focus on results monitoring. GEM issues were suggested as an item for possible further examination.

RESOLVED: That the report be noted and the Chairman and Vice-Chairman be authorised to review the work programme with the Director of Environment.

The meeting ended at 1.28 p.m.

CHAIRMAN

HUMAN RESOURCES

Report By: Personnel Manager, Well-being

NOT FOR DISCLOSURE CONFIDENTIAL

Wards Affected

None

Purpose

1. To report on the sickness absence and other matters for the Environment Directorate

Considerations

2. Attached at appendix 1 is the human resources report taken from the Computerised Human Resources Information System (CHRIS).
3. The report covers the financial year 16th August 2002 – 15th August 2003. The figures include all temporary and fixed term contract employees but do not include casuals. This means the numerator and denominator are different to BV PI 12 but hardly measurable
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 days lost compares well with last year and is slightly less than the current overall figure for the Council of 7.62 FTE days lost per employee
7. Below the chart are other statistics that show the breakdown and staff turnover etc.
8. The second page shows the reason for sickness absence and it can be seen that people are using stress as a reason for absence. The Occupational Health and Safety Committee are meeting on the 15th September to discuss ways of monitoring assessing and auditing stress throughout the Council.
9. Also shown on page 2 of the appendix is a breakdown of accidents by division over the last year. Attacks by animals affect all sections of the Directorate and perhaps this should be highlighted at future team meetings. Overall the Council is showing a remarkable low number of accidents where people take more than 3 days off work. Managers, supervisors and other employees should be congratulated that they are keeping themselves and others safe.
9. The directorate had no ill health retirements during the year.

Recommendation

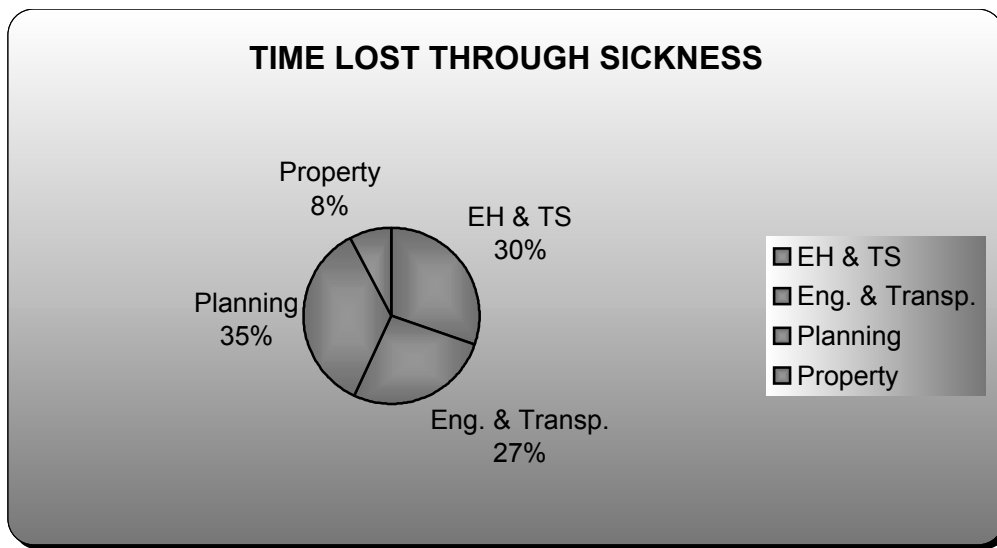
That the report is noted.

Further information on the subject of this report is available from (John Clarke) on 01432 260448

ENVIRONMENT DIRECTORATE

Division	Section	Perm. Employees	FTE Employees	Sickness FTE Days Lost	Ave days sickness lost per FTE
EH & TS	All sections including Director	114	106.91	884.22	8.27
Eng. & Transp.	All sections	149	132.10	777.25	5.88
Planning	All sections	121	108.44	1031	9.51
Property	All sections	53	50.81	231	4.55
Total		437	398.26	2923.47	7.34

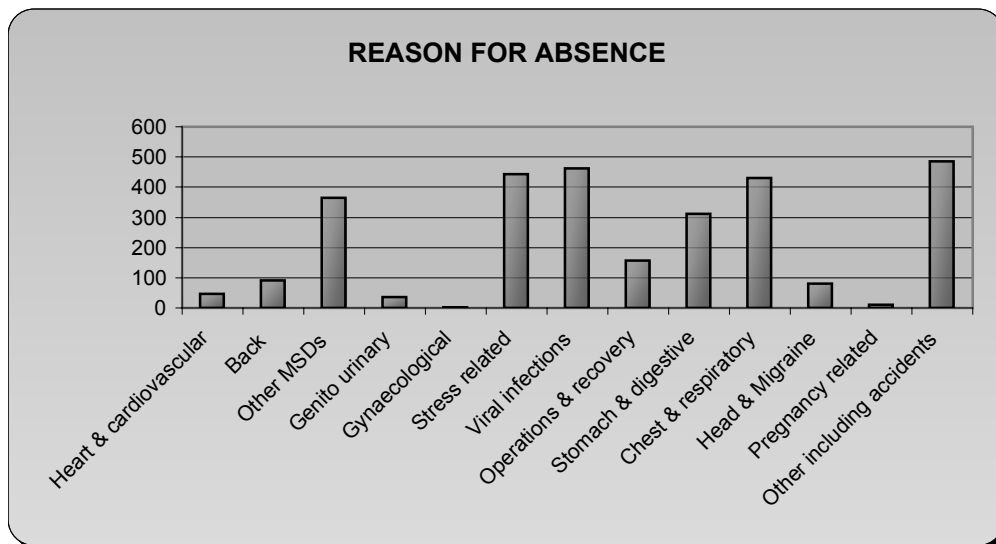
TIME LOST THROUGH SICKNESS



		Jobs filled by people with disabilities	Annual turnover	% Ethnic minorities	Accidents/incidents	Reportable accidents F2508 raised
EH & TS	All sections incl. Director	1.76%	3.50%	0.00%	10	
Eng. & Transp.	All sections	2.68%	10.74%	2.00%	5	2
Planning	All sections	0.00%	12.40%	0.80%	3	
Property	All sections	1.88%	9.43%	0.00%	3	
Total		1.60%	9.15%	0.92%	21	2

ENVIRONMENT DIRECTORATE

Absence Reason	EH & TS FTE days lost	ENG. & TRANSP. FTE Days lost	PLANNING FTE Days lost	PROPERTY FTE Days lost	DIR. TOTALS
Heart & cardiovascular	0	46	0	0	46
Back	53	19	15.5	3	90.5
Other MSDs	111	222.5	24.5	7.5	365.5
Genito urinary	0	22	15	0	37
Gynaecological	0	0.5	0	2	2.5
Stress related	30	21	388	4	443
Viral infections	79.22	128.75	196.5	57.5	461.97
Operations & recovery	76	11	54	16	157
Stomach & digestive	60	109	112	30.5	311.5
Chest & respiratory	168.5	97	107	58	430.5
Head & Migraine	28.5	15.5	34	3.5	81.5
Pregnancy related	9	0	1	0	10
Other including accidents	269	85	83.5	49	486.5
Total	884.22	777.25	1031	231	2923.47



ACCIDENT CAUSE	EH & TS	ENG. & TRANSP.	PLANNING	PROPERTY	DIR. TOTALS
Hit By A Moving Object	1	0	0	0	1
Hit By A Moving Vehicle	1	2	0	0	3
Injured By An Animal	2	1	1	1	5
Injured While MHO	1	0	0	0	1
Physically Assault	3	2	0	0	5
Slipped	0	0	2	0	2
Other causes	2	0	0	1	3
Struck something fixed	0	0	0	1	1
Total	10	5	3	3	21

CAPITAL BUDGET MONITORING**Report By: Director of the Environment****Purpose**

1. To advise Members on the progress of the 2003/04 Capital Programme for Environment Areas within the overall context of the Herefordshire Council Capital Programme.

Financial Implications

2. Capital Budgets for the Environment Programme Areas for 2003/04 are shown on an individual basis, with funding arrangements indicated in overall terms.

Considerations

3. The report has been largely based on the first round of capital monitoring, which involved an examination of all schemes at the end of July 2003. Care is being taken to ensure the forecast spend accurately reflects the expected spend in 2003/04. The overall spending position is being kept under careful review. An Environment General Capital Working Group has been set up to ensure any slippages are managed and no conditional funding is lost.
4. The actual spending against each scheme is shown as up to 2nd September 2003.
5. The total Capital Programme for 2003/04 shown in Appendix 1 totals £10,500,941.
6. The total shown in the previous report to the Committee for "other schemes" has now been allocated out to individual schemes. Changes to the funding have also been made including an increased call on the Capital Receipts reserve of £195,000 and an adjustment of £250,000 regarding the funding for the Low Floor Bus pilot as this funding was used to finance the 2002/03 Programme. This means that the overall funding available falls £55,000 to £10,500,941.
7. The changes to the scheme totals previously reported are as follows:

	Previously reported £	Present forecast £	Change £
Bus priority schemes	30,000	45,000	+15,000
Rotherwas Integrated Access	15,000	50,000	+35,000
Multi Modal Study	-	20,000	+20,000
Transport Strategy	-	75,000	+75,000
Rotherwas Access Road	200,000	250,000	+50,000
Rural Low Floor Bus Project	1,277,000	1,267,000	-10,000
Other Schemes total allocated out to individual schemes since the last meeting	240,000	-	-240,000
Net total of the adjustments			-55,000

8. The total spent to date is £2,726,033 or 26% as at 2nd September 2003. Almost all budgeted spend on roads and bridges is committed which would take the total spent or committed to date up to £6,103,819 or 59%. In addition amounts are in the process of being committed in respect of the remaining schemes.
9. The sum of £53,279 remains in the Capital Receipts Reserve for now for allocation to individual schemes. This total reflects the expected increased use of reserves in 2003/04 (£195,000) and the fact that the Red Meadow Capital Receipt is not now expected in 2003/04 (£450,000).
10. Possible future budget changes relate to the Ross Flood Alleviation scheme where funding is subject to final approval and the actual spend on bridge schemes may exceed its original budget. This will be reviewed again in the next round of capital monitoring during October.

RECOMMENDATION

THAT the report be noted.

BACKGROUND PAPERS

- None identified.

	Original budget for 2003/04	Revised Forecast for 2003/04	Spend as per Cedar	Unposted Recharges & Commitments	Total Spend or Committed to date	% of Budget Spent
Scheme	2003/04	at 1/07/03	at 2/09/03	at 1/07/03	2003/04	2003/04
	£	£	£	£	£	%
Non LTP:						
Safer Route to School						
Minor Highways Schemes			(33,594)		(33,594)	
Bye Street			25,475		25,475	
Sec 106 Agree - Friar St	37,630	37,630				0%
LPSA improving road safety	7,036	7,036				0%
LPSA improving road safety	96,054	96,054				0%
Countywide Safety Strategy:						
LTP - Review/Upgrade Speed limit signing	40,000	40,000	11,361		11,361	28%
LTP - Low cost Safety Schemes	150,000	150,000	23,883		23,883	16%
LTP - Traffic Calming	75,000	75,000				0%
LTP - Minor Safety Improvements	50,000	50,000	14,016		14,016	28%
LTP - Safety Cameras	10,000	10,000	9,200		9,200	92%
LTP - Village Speed limit reductions	10,000	10,000				0%
LTP - 20 mph Zones at Schools	100,000	100,000	(5,651)		(5,651)	-6%
LTP - Vehicle activated Signs	10,000	10,000				0%
Hereford Integrated Transport Strategy:						
LTP - Travel Awareness Campaign	15,000	15,000	15,000		15,000	100%
LTP - Bus Priority Schemes	30,000	45,000				0%
LTP - PTI - Bus	40,000	40,000				0%
LTP - PTI - Rail						
LTP - PTI 2000	10,000	10,000				0%
LTP - Passenger Waiting Facilities	25,000	25,000	13,474		13,474	54%
LTP - Park and Ride	19,000	19,000				0%
LTP - Cycle Network Development	70,000	70,000	5,463		5,463	8%
LTP - Safer Routes to Schools	150,000	150,000	5,661		5,661	4%
LTP - Safer Routes to Schools Training Support	10,000	10,000				0%
LTP - Pedestrian Crossing Improvements	5,000	5,000				0%
LTP - Pedestrian Route & Disabled Access Imps	25,000	25,000	5,254		5,254	21%
LTP - Rotherwas Integrated Access	15,000	50,000	4,164		4,164	8%
LTP - Monitoring	5,000	5,000	617		617	12%
LTP - Multi Modal Study		20,000	499		499	2%
LTP - WyeS Moves	5,000	5,000	5,000		5,000	100%
Rural Areas & Market Towns Int Trans Strategy:						
Transport Strategy		75,000				0%
LTP - Travel Awareness Campaign	5,000	5,000	5,000		5,000	100%
LTP - PTI - Rail	70,000	70,000				0%
LTP - Public Transport Information Access Points	5,000	5,000				0%
LTP - Passenger Waiting Facilities	40,000	40,000	2,030		2,030	5%
LTP - Network of Cycle Routes and Cycle Parking	88,000	88,000	1,498		1,498	2%
LTP - Pedestrian and Disabled Access Improvements	20,000	20,000	4,538		4,538	23%
LTP - Safer Routes to Schools	125,000	125,000	129,548		129,548	104%
LTP - Safer Routes to Schools Training Support	15,000	15,000				0%
LTP - Rural Footway Improvements	50,000	50,000	2,871		2,871	6%
LTP - Leominster Bus Station Improvements	180,000	180,000	1,532		1,532	1%
LTP - Quiet Lanes						
LTP - Monitoring	10,000	10,000				0%
Major Minor Schemes:						
LTP - Rotherwas Access Road	200,000	250,000	59,590		59,590	24%
LTP - Roman Road	800,000	800,000	47,182		47,182	6%
LTP - Rural Low floor Bus Project	1,277,000	1,267,000	9,052		9,052	1%
Bye St Toilets Ledbury			(27,732)		(27,732)	
LTP - Staff costs to be allocated over LTP schemes	301,000	301,000	161,113		161,113	54%

	Original budget for 2003/04	Revised Forecast for 2003/04	Spend as per Cedar	Unposted Recharges & Commitments	Total Spend or Committed to date	% of Budget Spent
Scheme	2003/04	at 1/07/03	at 2/09/03	at 1/07/03	2003/04	2003/04
	£	£	£	£	£	%
Capitalised Maintenance:						
Capitalised Maintenance of Principal Roads	910,000	910,000		910,000	910,000	100%
Capitalised Maintenance of Non-Principal Roads	3,090,000	3,090,000	1,379,580	1,710,420	3,090,000	100%
Footways - Footways	425,000	425,000	16,774		16,774	4%
Capitalised Ass'ment & Strength of Bridges	1,591,000	1,591,000	833,572	757,428	1,591,000	100%
Other schemes	240,000					
Gross Expenditure	10,451,720	10,396,720	2,725,971	3,377,848	6,103,819	59%
Year End Creditors b/fwd	104,221	104,221			104,221	
Year End Creditors c/fwd						
Expenditure to be Financed	10,555,941	10,500,941	2,725,971	3,377,848	6,208,040	59%
Financed By:	£	£	n/a	n/a	n/a	n/a
BCA	(9,821,000)	(9,821,000)				
Objective 2 Rotherwas Intergrated Access	(35,000)	(35,000)				
Objective 2 Rural Transport Strategy	(75,000)	(75,000)				
Objective 2 Rotherwas Access Road	(50,000)	(50,000)				
LPSA	(103,090)	(103,090)				
Advantage West Midlands Multi Modal Study	(20,000)	(20,000)				
Private Developers Bus Priority Scheme	(15,000)	(15,000)				
Capital Receipts Reserve	(118,952)	(303,952)				
Corporate Capital Receipts Reserve (op creditors)	(40,269)	(40,269)				
Section 106 Friar St	(37,630)	(37,630)				
Legion Way cont from other organisations						
Historic building grants						
Safety cameras						
Countryside Agency-Rural Low Floor Bus Pilot	(240,000)					
	(10,555,941)	(10,500,941)				
Capital Receipts Reserve Position:	£	£	n/a	n/a	n/a	n/a
B/Fwd as at 1 April	357,231	357,231				
Capital Receipts in year - expected	450,000					
Transfer from CCRR	40,269	40,269				
Capital Receipts applied	(159,221)	(344,221)				
C/Fwd as at 31 March	688,279	53,279				

Notes

1. Original Budget column shows scheme budgets as reported to the Scrutiny Committee on 13th June 2003.
2. Revised Forecast column shows the latest spending forecasts for each scheme.
3. Cedar is the Council's main financial system.

ENVIRONMENT REVENUE BUDGET MONITORING

Report By: DIRECTOR OF ENVIRONMENT

Purpose

1. To advise members of Budget Monitoring the position for the Environment Programme Area budgets for the period to 31st July 2003. The report discusses variations against budget at this stage in the year.

Financial Implications

2. It is expected that all budget variances will be contained within the overall 2003/04 revenue budget 2002/03 for Environment. Some pressure areas have been identified below but where necessary, management action will be taken to contain these pressures.

Considerations

3. The report on Budget Monitoring is attached at Appendix 1 for Members' consideration.
4. The overall Environment Budget for 2003/04 is £22,098,000 which is the budget notified to the last meeting of the Committee plus the carry forward of £220,000 from 2002/3.
5. The carry forward of £220,000 from 2002/03 has been allocated as follows: -

	£000	
Decriminalised parking	10	Any surplus on this service must be used for transport related purposes.
Licensing	10	
Road maintenance	200	
Total	220	

A large proportion of this underspending is allocated to road maintenance to reflect the priority given to this service and the additional allocations given for this purpose in 2003/04.

Environment General

6. The latest information suggests spending will be in line with the budget at present. There are three main pressure areas including the Travellers services budget, which was overspent in 2002/03. The Waste Collection contract is expected to be overspent because of the recent contract indexing although this is being offset by improved Trade Waste Income. Car parking excluding decriminalised parking is expected to overspend due to the ongoing cost of non-domestic rates. Management

action including possibly virements from other services will be necessary to contain these pressures.

Environment Regulatory

7. The spending on these services looks very much in line with the budget at present. It is hoped at present that budget pressures in respect of landfill and contaminated land and licensing can be contained within the overall budget.

Environment Planning

8. The only variation identified to date is additional development fee income of around £50,000. It is too early to say if this increased income will be maintained throughout the year. The report assures the Planning Development Grant of £320,000 will be spent during the year.

RECOMMENDATION

THAT the Revenue Budget Monitoring Report for 2003/04 be noted subject to any comments which members may wish to make.

BACKGROUND PAPERS

- None identified.

Appendix 1

Period 01-04 2003/4

<u>Page No.</u>		2003/2004 Budget £	Actuals to Period £	Budget to Period £	Variance for Period £	Estim. Out turn
1	Environment Regulatory	2,275,870	621,283	755,290	-134,008	2,275,000
2-4	Environment General	16,624,230	2,975,834	5,457,540	-2,481,707	16,624,000
5	Planning	2,150,700	497,265	686,567	-189,301	2,112,000
	Central Support Charges	1,047,200				1,047,200
		22,098,000	4,094,382	6,899,397	-2,805,016	22,058,200

Areas of Activity	2003/04 Budget £	Actuals to Period 4 £	Budget to Period 4 £	Variance to Period 4 £	Estimated Out-turn £
Environment Regulatory:					
Air Pollution	8,310	-25,430	2,770	-28,200	7,000
Landfill and Contaminated Land	251,270	61,954	83,757	-21,803	285,000
Water Pollution	52,750	11,758	17,583	-5,825	50,000
Pest Control	55,270	-2,857	18,423	-21,281	49,000
Dog Control	82,210	23,904	27,403	-3,500	80,000
Animal Health and Welfare	147,030	63,680	49,010	14,670	145,000
Licensing	10,560	-3,206	187	-3,393	19,000
Trading Standards	503,350	136,333	167,783	-31,450	485,000
SMSS Head of Env. Health/Trading Standards	294,220	74,738	98,073	-23,336	290,000
SMSS Commercial team	439,810	138,270	146,603	-8,334	425,000
SMSS Pollution Control	431,090	142,139	143,697	-1,558	440,000
Environment Regulatory:	2,275,870	621,283	755,290	-134,008	2,275,000

Areas of Activity	2003/04 Budget £	Actuals to Period 4 £	Budget to Period 4 £	Variance to Period 4 £	Estimated Out-turn £
<u>Environment General</u>					
Highways:					
Highways - Prof. & Engineering Staff	2,367,590	795,615	789,197	6,418	2,360,000
Highways Information Technology	104,510	0	0	0	105,000
Highways - Roads Maintenance	3,636,310	683,241	1,145,437	-462,195	3,636,000
Highways - NRSWA	-97,830	-45,103	-32,610	-12,493	-110,000
Highways - Winter Maintenance	534,820	4,114	178,273	-174,160	520,000
Highways - Drainage/Flood Alleviation	132,130	26,862	44,043	-17,182	130,000
Highways - Street Lighting	739,870	53,010	246,623	-193,614	740,000
Highways - Bridgeworks	63,700	-46,829	21,233	-68,063	75,000
Highways - Public Rights of Way	212,700	50,521	70,900	-20,379	215,000
Highways - Shopmobility	0	11,561	0	11,561	39,000
Highways- Car Parking	-1,082,410	-293,427	-360,803	67,376	-1,040,000
Highways- DeCrim. of Parking enforcement	12,950	-60,747	983	-61,730	-50,000
Highways-Licensing	-5,340	-11,508	-1,780	-9,728	-15,000

Areas of Activity	2003/04 Budget £	Actuals to Period 4 £	Budget to Period 4 £	Variance to Period 4 £	Estimated Out-turn £
Transportation:					
Transport - Prof. & Engineering Staff	703,270	247,087	234,423	12,663	680,000
Transport - Public Transport (incl. Rural)	773,190	83,412	337,407	-253,995	773,000
Transport - Design/Planning staff	53,070	-8,380	17,690	-26,070	50,000
Transport - Traffic management	102,090	32,673	34,030	-1,357	120,000
Transport - Road Safety	5,260	7,092	1,753	5,338	5,000
Transport - School Crossing Patrols	43,590	10,227	14,530	-4,303	36,000
Transport - Bus Stations	-13,100	-6,387	-4,367	-2,020	-17,000
Transport - Concessionary Travel	295,660	-2,076	98,553	-100,630	305,000
Transport - Searches	-1,530	3,277	-510	3,787	-2,000
Highways - S.38 Fees	-40,540	-58,318	-13,513	-44,804	-36,000

Waste Management/Other:								
Waste Collection (Domestic)	2,699,350	704,562	899,783	-195,222				2,830,000
Waste Collection (Trade)	-30,110	-216,447	-10,037	-206,410				-130,000
Waste Management	229,230	69,957	76,410	-6,453				245,000
Waste Disposal	3,825,100	823,226	1,275,033	-451,807				3,825,000
Recycling	164,300	64,555	54,767	9,789				164,000
Highways Cleansing	761,960	3,643	253,987	-250,344				765,000
Admin. Support Team	23,010	6,140	7,670	-1,530				20,000
Gypsy Sites	-1,530	19,383	-510	19,893				45,000
Cemeteries	114,530	16,374	38,177	-21,803				50,000
Crematorium	-166,860	-46,755	-55,620	8,865				-185,000
Public Conveniences	289,160	55,281	96,387	-41,105				300,000
Information Technology	176,130	0	0	0				176,000
Environment General:	<u>16,624,230</u>	<u>2,975,834</u>	<u>5,457,540</u>	<u>-2,481,707</u>				<u>16,624,000</u>

Planning Budget Monitoring Report

Analysis of Periods 1-4 2003/04

Areas of Activity	2003/04 Budget £	Actuals to Period 4 £	Budget to Period 4 £	Variance to Period 4 £	Estimated Out-turn £
Planning					
Building Control:					
Building Control Fees	-574,810	-193,481	-191,603	-1,878	-575,000
Building Control Staff	576,742	177,156	192,247	-15,092	577,000
Development Control:					
Development Control Fees	-830,187	-339,990	-276,729	-63,261	-870,000
Development Control Staff	1,384,966	461,178	461,655	-478	1,385,000
Forward Planning	414,618	131,715	138,206	-6,491	415,000
Conservation Grants	77,770	-42,959	25,923	-68,883	78,000
Conservation Management	546,148	181,348	182,049	-701	546,000
Management and Administration	282,514	81,998	94,172	-12,174	283,000
Information Technology	272,939	40,301	60,646	-20,345	273,000
Environment Planning:	<u>2,150,700</u>	<u>497,265</u>	<u>686,567</u>	<u>-189,301</u>	<u>2,112,000</u>
Totals - Environment:	<u>21,050,800</u>	<u>4,094,382</u>	<u>6,899,397</u>	<u>-2,805,016</u>	<u>21,011,000</u>

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 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	Indicator for Improvement
High	Develop the most effective method of service delivery	Assess various methods of delivering each of the individual Development Control functions. Assess against benchmark authorities who have previously externalised all or part of the Development Control function.	Identify detailed cost of individual services	Head of Service/ DC Manager	Dec 2002 June 2003	Timesheet exercise taking place Sept and Oct. to enable a cost of individual activities to be evaluated.	BV107 Cost of planning per head of population

PUBLIC CONVENIENCES

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress	Indicator for Improvement
		Negotiation of the operational aspects	In line with the new Jarvis Partnership and Directorate Restructure	S Oates	Start April 2003 complete April 2004	In line with the new Jarvis Partnership and Directorate Restructure	
High Priority – 2003/5	Improved provision of facilities	Refurbishment programme which will include survey of each PC site, determine level of provision and cost, consultation with local members, submit capital bid for the programme spread over 5 years	Westbury St, Leominster, will be picked up in 2003/4	HOS Property	Starting in 2003 and completed in 2007	In line with the new Jarvis Partnership and Directorate Restructure	Public perception indicator

Priority	Outcome	Action	Milestones	Officer(s)	By When	Progress	Indicator for Improvement
	Review of the Blackfriars Street and Cattle Market Facilities	Provision to be reviewed in light of ongoing development	Decision on provision	S Oates / C Birks	To be determined by the development of Hereford Market site	Awaiting decisions on the development of the Edgar St. Grid area.	
	Improved condition of facilities	New cleansing arrangements, to be negotiated as part of the new Jarvis Partnership	Dependant on facility type, operational hours, outcome focused, etc	S Oates	Start April 2003 complete April 2004	In line with the new Jarvis Partnership	
		Further explore Partnership arrangements	Including City/Town councils and local companies.		Ongoing	In line with the new Jarvis Partnership	

PUBLIC RIGHTS OF WAY

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress	Indicator for Improvement
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	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	Final draft strategy prepared and will be put before the Cabinet Member before going out to the new Access Forum as part of further consultation with the public. Initial research started on Enforcement Strategy.	BV178 Ease of use of Rights of Way

Priority	Outcome	Action	Comment	Officer(s)	By when	Progress	Indicator for Improvement
		An enforcement policy and strategy The creation of an Asset Register How to promote PROW					

HIGHWAY MAINTENANCE

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress	Indicator for Improvement
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 understanding of service standards and reporting mechanisms.	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.	Improved public perception PI

Priority	Improvement Area	Action	Targets and Outcomes	Officer(s)	Start Date	Programmed completion date	Progress	Indicator for Improvement
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]	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 proposals from the e-modernisation programme are being considered Works management systems have now been closely integrated with Herefordshire Jarvis Services to improve ordering/invoicing procedures	Improved public perception PI
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	2003/04 inspections are in hand and to programme according to structural transportation and highway maintenance needs.	

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.

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. At the previous Scrutiny Committee in June, Councillor Mills and Councillor Ashton were chosen to sit on the Challenge Panel in the review team.
4. Following a meeting with Councillor Mills it was concluded that Markets & Fairs does not sit with the rest of the services under this review so will therefore be considered to form part of the In-depth Scrutiny Review of Property instead.
5. A situation report outlining Commercial Enforcement and the issues facing it is attached as appendix 1.
6. Street Trading was to be kept within the scope of this review but it has also been included as part of a recent review of Economic Development which is the reason it was transferred from Economic Development to Markets and Fairs. It makes sense to ensure that the improvements relating to Street Trading made as part of the Economic Development have been successful rather than reviewing Street Trading again.
7. It was felt that much of the information collected from benchmarking and consultation activities was out of date and so more relevant information is being sought. The service has also moved on following last years assessments using the European Foundation for Quality Management (EFQM) Excellence Model. All of the staff have been given the opportunity to identify the Strengths, Weaknesses, Opportunities and Threats to the service, Division and Directorate.
8. There has been time pressure on officers during the process of externalising Herefordshire Commercial Services which has created a small delay. The need for more up to date information has meant that the Option Appraisal stage should be completed in time to report to Scrutiny Committee in November 2003. This would still allow the improvement plan to be formulated and progressed by the end of the year.

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

RECOMMENDATION

THAT the Committee note the report and comment on, where appropriate, the progress of the review.

BACKGROUND PAPERS

- None

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

COMMERCIAL ENFORCEMENT – SITUATION REPORT

BRIEF OVERVIEW OF FUNCTIONS

Environmental Health Commercial (EHC) – Food Safety, and Health and Safety

The service inspects food premises and certain categories of workplaces on a risk-assessed basis to check compliance with legislation. It investigates complaints regarding food, activities and premises in addition to cases of food-borne diseases

Trading Standards (TS)

The service encompasses both proactive enforcement and reactive responses to consumers and businesses in a wide area of work. This includes, Metrology (weights & measures), Consumer Safety, Fair Trading including prices, consumer credit and the descriptions of goods and services, Quality Standards, which includes the composition and labeling of food and animal feeding stuffs, Petroleum & Explosives licensing and the provision of a Consumer Advice Service.

Licensing (LIC)

The licensing unit issues 25 different types of licenses ranging from Public entertainments to Zoos. The licenses are processed on receiving the application and fee, if it fulfills all the legal and council requirements the license is issued. If there is a variation from policy a report is made to the regulatory committee for their consideration. In addition to issuing licenses the service enforces the Licensing legislation and breaches of the conditions.

Taxi Licensing (TLIC)

Carries out all statutory functions connected with hackney carriage / private hire licensing. This includes ensuring the propriety of all driver applicants, enforcing locally agreed terms and conditions, and dealing with complaints / concerns from members of the public.

The fitness for purpose of the vehicles, as set out by DVLA guidelines and local conditions, is carried out by Herefordshire Jarvis Services.

Street Trading

Street Trading is incorporated in Markets and Fairs. This includes the administration and enforcement of Street Trading/Day Trading consent licences countywide. Fly posting and Health and Safety advice to event groups.

HOW THE DIFFERENT STRANDS FIT TOGETHER

EHC, TS, and LIC are service areas within the Environmental Health and Trading Standards Division. TLIC is a service area within the Transport and Engineering Division.

LIC is predominantly an administrative function with inspection being undertaken by officers of EHC or Environmental Protection however the section does carry out enforcement action for contraventions of the licensing legislation or license conditions.

EHC and TS are principally enforcement-based Sections but with a large proportion of resource spent on advice, information and education. There are a number of registration and licensing activities contained within these Sections.

Until the acquisition of Street Trading, there was no enforcement element in Markets and Fairs.

TLIC is an administrative and enforcement/inspection service.

There is good and close liaison between officers in EHC, TS and LIC. A representative of EHC attends the Street Trading Panel

CHANGES SINCE THE FIRST STAGE REPORT

Environmental Health Commercial (EHC) – Food Safety, and Health and Safety

The Section continues to carry out the functions described previously. However, since changes to the charges associated with certain licences, there has been an increase in the amount of work carried out by the Section on behalf of the Licensing Section.

Trading Standards (TS)

One consequence of the Council's modernisation/eGovernment initiatives was the establishment of project groups to look at the delivery of key services particularly in Environmental Health and Trading Standards. For most of 2003 the Trading Standards Manager has worked away from his section on a 'secondment' basis as part of the Access to Services (ATS) now SIPs group. One of the Principal Trading Standards Officers has been managing the Section. The other PTSO is managing the Licensing Section. There has been no 'back filling' of posts. Increasing demands are being made upon the Consumer Advice Service with contacts rising year on year. Additional duties have been imposed by new legislation such as the Enterprise Act and the introduction of Enforcement Orders, the registration of feed mixers (Mill & Mix on Farm) resulting in increased administrative duties for registration, and additional inspection & sampling responsibilities. Changes in 'Age Restricted Sales' legislation incorporating the sale of alcohol to minors have also imposed additional burdens on the Service.

Licensing (LIC)

The PTSO is effectively involved full time in the management of this Section principally as a result of new Licensing Legislation that will result in the establishment of a new Liquor/Entertainment regime in the UK. But still has some involvement with setting up the Herefordshire Consumer Support network and is still a member of the Community Legal Service Partnership steering group.

A revised set of charges was introduced.

Taxi Licensing (TLIC)

None known.

Street Trading

In 2003, the Street Trading Consent/Enforcement function moved following the review of Economic Development.

OVERVIEW OF THE ISSUES FACING COMMERCIAL ENFORCEMENT

Increased demands placed upon the service – number of enquiries for Commercial Enforcement has increased (EHC, LIC, TS)

Increased pressure from Health and Safety Commission to undertake adequate enforcement – guidance issued in September 2001 is now being followed up by auditing etc. to ensure that enforcing authorities are devoting adequate resources to enforcement. (EHC)

Pressure from the Food Standards Agency to continually improve inspection levels – quarterly returns are closely monitored and the attainment of a 100% target is still relevant. (EHC, TS)

Need for a Service level agreement between Licensing and EHC – traditionally because LIC do not have their own inspectors, staff from elsewhere have carried out annual inspections and inspections in connection with occasional entertainment applications. Because of the need to carry out food and other related work, Licensing work has not been given the priority it deserves and in addition there has been no transfer of monies between LIC and EHC.(EHC, LIC)

Unfilled posts (EHC, TS, LIC)

Recruitment of suitably qualified officers – at some stage in the next year or so we will be faced with technical officers becoming EHOs and leaving the organisation – Because of the specific qualifications required the market for such officers is extremely limited with huge problems associated with recruitment– we have no trainee post in EHC. And therefore we are not developing our own replacements for technical staff who will leave/retire (EHC, TS) (National shortage of such staff).

Use of a common data sets/systems; document storage and retrieval – on-going issue that is improving but not yet completely sorted. Issues associated with databases used by LIC and their adequacy to cope with new licensing system.

DTI requirement to provide a Service Delivery Plan as part of the National Performance Framework (TS).

Registration and inspection of registered premises under feeding stuffs legislation.

No dedicated specialist 'in-house' IT Officer provision .

Accommodation – size, location, 'togetherness' – already cramped and certainly not allowing teams to be brought together or new staff accommodated.

PLANNED CHANGES FOR THE FUTURE

Additional temporary enforcement officer – permission currently being sought for an officer to undertake programmed inspection of H&S premises – we failed to achieve our target last year. (EHC)

Division-wide 'restructuring' (ALL)

eGovernment/modernisation – exploration of flexible working – these and other external stimuli will need to be worked through not individually but together – they will have an impact upon the ways we work (EHC)

MONITORING OF 2003/2004 PERFORMANCE INDICATORS – APRIL 2003 TO JULY 2003

Report By: Director of Environment

Wards Affected

County-wide

Purpose

1. To update Members on progress made by the Environment Directorate for the four months April to July 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 2002/3 and the targets for 2002/3 and 2003/4.

RECOMMENDATION

THAT the exceptions monitoring report in relation to the 2003/2004 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	Target 2002/2003	Actual Out-turn 2002/3	Target 2003/4	Performance Apr-Jul	Comments
	Strategic objective					
BV82a	Percentage of the total tonnage of household waste arisings which has been recycled	8.25%	10.33%	13.62%	11.34%	
BV82b	Percentage of the total tonnage of household waste arisings which has been composted	5%	5.12%	5.74%	7.69%	
	Fair access					
BV199	Local Street and Environment Cleanliness	New Indicator		36%		Information not yet available

Local

Ref	Target/Indicator	Target 2002/2003	Actual Out-turn 2002/3	Target 2003/4	Performance Apr-Jul	Comments
	Street cleaning quarterly cleanliness index – based on existing contract requirements	78.5%	Est. 75	80.33		Information not yet available
	Number of missed bins – all rounds (not including trade) based on 2 per round per week	46	27.51	46	29.66	
	% of days public conveniences facilities closed	2%	0.97%	0.87%		Information not yet available

ENGINEERING AND TRANSPORTATION

Local

Ref	Target/Indicator	Target 2002/2003	Actual Out-turn 2002/3	Target 2003/4	Performance Apr-Jul	Comments
	Number of Penalty Charge Notices issued – amended indicator	21,000	21,329	21,000	7,746	Increased effort from increasing staffing
	Number of Penalty Charge notice appeals cases "lost" at appeal	Baseline	0.24%	0.25%	0.08%	

Ref	Target/Indicator	Target 2002/2003	Actual Out-turn 2002/3	Target 2003/4	Performance Apr-Jul	Comments
	Street Lighting					
	The average length of time in repairing street light faults compared with the authorities policies and objectives	10 Days	3.49 days	4.5 days	3.68 days	Lower level of faults reported in summer

PLANNING

National: Best Value

Ref	Target/Indicator	Target 2002/2003	Actual Out-turn 2002/3	Target 2003/4	Performance Apr-Jul	Comments
	Cost/efficiency					
BV107	Planning cost per head of population	£11.70	£17.31	£19.69		The difference between the targets for 02/03 and 03/04 arises from a change in the basis on which the costs of the conservation services are allocated to the provision of the development control services.