

	<h2>Environment Committee</h2> <h3>14 July 2016</h3>
<p style="text-align: right;"><b>Title</b></p>	<p><b>Annual Performance Report – 2015/16</b></p>
<p><b>Report of</b></p>	<p>Comissioning Director for Environment</p>
<p><b>Wards</b></p>	<p>All</p>
<p><b>Status</b></p>	<p>Public</p>
<p><b>Urgent</b></p>	<p>No</p>
<p><b>Key</b></p>	<p>No</p>
<p><b>Enclosures</b></p>	<p>Appendix A: Environment Committee Commissioning Plan - Annual Performance Report 2015/16</p>
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<h2>Summary</h2>
<p>On 11 June 2015 the Environment Committee approved a five-year Commissioning Plan for the period 2015-20. The Commissioning Plan set out the Committee’s priorities and outcome measures for; parking, waste and recycling, parks and green spaces, street cleansing, cemetery and crematoria, highways and regulatory services. All Theme Committees agreed five-year Commissioning Plans.</p> <p>This report provides a review of the Environment Committee Commissioning Plan for 2015/16 (Appendix A), against the commissioning intentions and outcome measures.</p>

<h2>Recommendations</h2>
<ol style="list-style-type: none"> <li><b>That the Environment Committee note the contents and progress on the Environment Committee Commissioning Plan in 2015/16 (Appendix A).</b></li> </ol>

## 1. WHY THIS REPORT IS NEEDED

1.1 The **Environment Committee Commissioning Plan 2015-20** was approved in June 2015. It sets strategic priorities and outcome measures for parking, waste and recycling, parks and green spaces, street cleansing, cemetery and crematoria, highways and regulatory services – with targets to be refreshed annually. The strategic priorities are:

- Driving an increase in overall resident satisfaction with Barnet as a place to live to amongst the highest of any Outer London borough
- Increasing recycling rates and minimising tonnages collected
- Meaningful and ongoing engagement with residents across the borough around waste minimisation activity resulting in changing resident behaviour and high levels of satisfaction with the service
- With the help of residents protecting, conserving and enhancing green space and the leafy character of Barnet for current and future generations
- Supporting and improving the health and wellbeing of the population, by providing safe green spaces to play, participate in sports and physical activity, walk and cycle
- Delivering Cemeteries and Crematoria Services that are high quality and efficient, and respond to changing resident preferences in dealing with the deceased respectfully
- Ensuring that Highway services in the borough – including both roads and pavements – are maintained to a high quality, and that improvements in quality and capacity are focused on areas where highest growth is expected, and of highest strategic importance. Always focusing on safety in every aspect of service delivery
- Making Regulatory services high quality and efficient, whilst prioritising attention on key risks to health and safety, so that they do not impose unnecessary costs or burdens on businesses who want to grow or relocate to the borough.

## 2. Review of Commissioning Plan for 2015/16

2.1 Appendix A provides a review of the Commissioning Plan for 2015/16, against each of the commissioning intentions and outcome measures.

**21** commissioning intentions are included in the Commissioning Plan

- **71% (15)** are Green
- **29% (6)** are Green Amber.

**28** outcome measures (indicators) are included in the Commissioning Plan

- **61% (17)** are “on or above target” and
- **39% (11)** are “off target”.

**28** outcome measures have been given a Direction of Travel status:

- **60% (15)** have an “improved or maintained” DOT
- **40% (13)** have a “worsened” DOT.

### Parking

Driving and parking in London is a highly emotive subject, with the demands of the motorist to get to their destination quickly and parking easily competing

with need for better air quality, pedestrian safety, traffic control and a finite supply of parking spaces. Barnet's Parking Policy seeks to balance a number of these conflicting demands and priorities. The council's aims are to keep traffic moving, make roads safer, reduce air pollution, ensure as much as possible that there are adequate parking places available on the high street and that residents can park as near as possible to their homes.

- Resident **satisfaction with parking** (30%) has improved by 13 percentage points from 2012, but is still below the London Average. The complex nature of the service delivery model will be examined in 2016 to deliver further improvements in satisfaction. The Environment Committee has recently agreed an extension to the Enforcement Contract to enable work to take place across a number of North London authorities to look at this.
- Roll-out of the **electronic parking permit system** has been problematic, resulting in some residents being unable to renew or apply online. This has now been resolved and improvements made to the webpages to make it easier for residents to access information and complete transactions.

### **Waste and Recycling**

The waste sector as a whole continues to face a number of policy and cost challenges including the achievement of 50% recycling by 2020, potentially higher recycling targets for 2030 set by the EU, and the prospect of restrictions on the end disposal of certain waste types, for example landfill bans. The focus of the approach around waste and recycling is on enabling residents to change behaviours in relation to waste collection and disposal, to ensure food waste is minimised, recycling is maximised, and to reduce the total amount of waste produced by each household in the Borough to the lowest level possible. The waste service continues to work in partnership with the North London Waste Authority (as the statutory waste disposal authority) to ensure that a 'whole systems' approach is delivered in order to avoid 'cost shunting' between disposal and collection.

- Resident **satisfaction with refuse and recycling services** (78%) has improved by 2 percentage points from 2014. Satisfaction with recycling services (75%) is 9 percentage points above the London average; and satisfaction with refuse services (80%) is 11 percentage points above the London average.
- The **recycling rate** has dropped slightly to 37.95%; attributed to an overall reduction in food and garden waste recycling. An improvement plan has been put in place to encourage behaviour change and increase levels of recycling – and the **Recycling and Waste Strategy** has been approved by the Environment Committee on the 12 May 2016, following consultation with residents and Members.
- A policy and plan for the transformation of **commercial waste services** has been approved by the Environment Committee on 8 March 2016. This will provide opportunities for transformation and improve the offer to local businesses – and new policies, such as time-banded collections and compulsory commercial waste recycling, will be linked with environmental enforcement relating to business waste, to ensure all businesses deal with waste appropriately.

## **Parks and Green Spaces**

Parks and Open Spaces have a really positive impact on the quality of life of Barnet residents. However, it is too simplistic to assume this can be achieved without regular and targeted intervention that begins with a clear vision of what we want from our parks and open spaces and includes investment and proactive management of the asset.

- The **Parks and Open Spaces Strategy** has been approved by the Environment Committee on the 12 May 2016, following consultation with residents and Members. The strategy will enable the parks service to address strategic issues such as developing a stronger asset management approach for managing the buildings and facilities provided within the parks and open spaces, and attracting much needed new investment, which will help drive usage, improve utilisation across the parks service portfolio, and increase income opportunities.
- Nine locations for new **Outdoor Gyms** in parks have been identified, with three of these being delivered via regeneration projects. Of the remaining six, funding has been secured for three; and the other three will be delivered by Greenspaces. The locations have been selected to ensure that all Barnet residents are within a one mile walking distance of the facilities.

## **Street Cleansing**

Borough cleanliness remains an important priority for the council and Street Scene services given the role it plays in driving public satisfaction with the local environment. The way streets and other public spaces are cared for has an impact on every household within the borough, the success of businesses operating in the locality and the attraction of visitors to the area. The quality of the local environment, in particular the standard of street cleansing, is one of the main barometers used by the public to judge how well an area is being managed and its suitability as a place in which to live, work or visit.

- Satisfaction with **street cleaning** (52%) has remained lower than the London average (55%). A Street Scene enforcement policy and procedure has been agreed by Environment Committee on 8 March 2016. The Committee also agreed a six month pilot starting in June for issuing Fixed Penalty Notices in the main town centres. The council's overarching enforcement policy has been submitted to Policy and Resources Committee on 17 May 2016.
- An alternative approach for the annual **leaf clearance** for streets using in-house grounds maintenance resources has been trialled in 2015. The alternative approach was a success with the leaves cleared within the usual period and with no increase in complaints.

## **Cemetery and Crematoria**

Barnet strives to achieve the highest possible standards in meeting the needs of the bereaved in the delivery of cemetery and crematorium, and related services.

- In January 2016, the Hendon Cemetery and Crematorium went fully paperless with its Burial and Cremation Administration (BACAS) system. Bookings in hardcopy have now stopped and all deceased funerals and details are registered on the electronic system.

- Barnet has received positive feedback from a survey of Funeral Directors served by the Hendon Cemetery and Crematorium. Staff have been highly commended for the quality of the service, with 87% of respondents stating that the service met their needs either “very well or extremely well” and were “very satisfied” with the service.

### **Highways**

The Traffic and Development section is responsible for Parking Design, Traffic Schemes, Highways Planning, Development Control, Travel Planning, Road Safety Education and the Highway Maintenance programme. Work within the section is aimed at enhancing the quality of life for all within the Borough resulting in a safer, more attractive area to live, work and visit, and providing an improved quality of service.

- Challenges in Highways in relation to delivering the £15m Network Recovery Plan and complaints about **surface dressing**. A detailed action plan has been put in place to address problems with surface dressing – and prior to seeking approval for the planned maintenance work programme for 2016/17, ward Members were briefed on potential elements of the programme in each ward and feedback taken on board.
- High level of satisfaction with **street lighting** (71%), with a 2 percentage point improvement on 2014 and remaining on par with the London average.

### **Regulatory Services**

The service covers Environmental Health, Trading Standards and Licensing.

- The multi-agency Joint Tasking Group has been successfully re-launched in March 2016, creating a proactive multi-agency (Re, Community safety, London Fire Brigade and the police) response to issues within the borough.
- There has been a 16% increase in safety complaints to **Trading Standards** this year; with 20% of all complaints related to safety and in particular to electrical products. There has also been a 17% increase in complaints related to second hand car sales. Hotspot areas for rogue traders have been identified and resources targeted in this area. Posts have been made on social media about avoiding rogue traders, and talks have been held with vulnerable people – resulting in a 9% decrease in complaints made by residents in this area compared with last year.
- The **Licensing** team have continued to undertake successful out-of-hours visits in conjunction with the police; and premises are being dealt with to ensure they comply with licensing regulations.

## **2 REASONS FOR RECOMMENDATIONS**

- 2.1 A key element of effective strategic and financial management is for the council to have comprehensive business plans in place that ensure there is a clear strategy for addressing future challenges, particularly in the context of continuing budget and demand pressures (resulting from demographic and legislative changes), delivering local priorities and allocating resources effectively.

### **3 ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED**

- 3.1 There is no statutory duty to publish Committee Commissioning Plans but it is considered to be good practice to have comprehensive business plans in place for each Committee – which set out priorities and how progress will be measured – to ensure that the council’s vision for the future is clearly set out and transparent.

### **4 POST DECISION IMPLEMENTATION**

- 4.1 Any revisions to the Commissioning Plan will be communicated internally and with key stakeholders.

### **5 IMPLICATIONS OF DECISION**

#### **5.1 Corporate Priorities and Performance**

- 5.1.1 This report invites Members to note progress on the Commissioning Plan in 2015/16.

#### **5.2 Resources (Finance and Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

- 5.2.1 In addition to continuing budget reductions, demographic change and the resulting pressure on services pose a significant challenge to the council. The organisation is facing significant budget reductions at the same time as the population is increasing, particularly in the young and very old population groups.

- 5.2.2 The Commissioning Plan has been informed by the council’s Medium Term Financial Strategy, which sets out the need to make savings of £81m by 2020.

#### **5.3 Social Value**

- 5.3.1 The Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.

#### **5.4 Legal and Constitutional References**

- 5.4.1 All proposals emerging from the business planning process must be considered in terms of the council’s legal powers and obligations, including its overarching statutory duties such as the Public Sector Equality Duty.

- 5.4.2 The [council’s Constitution, in Part 15 Annex A, Responsibility for Functions, states](#) the functions of the Environment Committee, including:

(11) To receive reports on relevant performance information on Delivery Units providing services under the remit of the Committee.

## **5.5 Risk Management**

5.5.1 The council has an established approach to risk management. Key corporate risks are assessed regularly and reported to Performance and Contract Management Committee on a quarterly basis.

## **5.6 Equalities and Diversity**

5.6.1 The general duty on public bodies is set out in section 149 of the Equality Act 2010.

5.6.2 A public authority must, in the exercise of its functions, have due regard to the need to:

- a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

5.6.3 Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- a) Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- b) Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- c) Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

5.6.4 The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

5.6.5 Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice; and promote understanding.

5.6.6 Compliance with the duties in this section may involve treating some persons more favourably than others but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act.

5.6.7 The relevant protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

5.6.8 It also covers marriage and civil partnership with regard to eliminating discrimination.

5.6.9 In agreeing the Corporate Plan, the council is setting an updated strategic equalities objective and reiterating our commitment to delivering this. The strategic equalities objective is as follows:

- Citizens will be treated equally, with understanding and respect, and will have equal access to quality services which provide value to the tax payer.

## **5.7 Consultation and Engagement**

5.7.1 The original Corporate Plan and Commissioning Plans were informed by extensive consultation through the Budget and Business Planning report to Council (3 March 2015).

5.7.2 The consultation aimed to set a new approach to business planning and engagement by consulting on the combined package of the Corporate Plan, Commissioning Plans, and budget. In particular it aimed to:

- Create a stronger link between strategy, priorities and resources
- Place a stronger emphasis on commissioning as a driver of the business planning process.
- Focus on how the Council will use its resources to achieve its Commissioning Plans.

5.6.3 To allow for an eight week budget consultation, consultation began after Full Council on 17 December 2014 and concluded on 11 February 2015. Further consultation on the budget for 2016/17 has been undertaken following Policy and Resources Committee on 16 December 2015.

## **6 BACKGROUND PAPERS**

6.1 Environment Committee Commissioning Plan 2015-20.