



## Environment Committee

13 July 2017

<b>Title</b>	<b>Annual Performance Report – 2016/17</b>
<b>Report of</b>	Strategic Director for Environment
<b>Wards</b>	All
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Key</b>	No
<b>Enclosures</b>	Appendix A: Environment Committee Commissioning Plan - Annual Performance Report 2016/17
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### Summary

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; and highways and regulatory services. All Theme Committees agreed five-year Commissioning Plans.

This report provides a review of the Environment Committee Commissioning Plan 2016/17 addendum (Appendix A), against the commissioning intentions and outcome measures.

### Recommendations

1. That the Environment Committee note progress on the Environment Committee Commissioning Plan 2016/17 addendum (Appendix A).

## 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 Barnet 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, walk, cycle and participate in sports and physical activity.
- 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 Barnet – 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. Focusing always 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 Barnet.

## 2. Review of Commissioning Plan for 2016/17

2.1 Appendix A provides a review of the Environment Committee Commissioning Plan 2016/17 addendum, against each of the commissioning intentions and outcome measures.

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

- **72% (23)** are Green
- **22% (7)** are Green Amber.
- **3% (1)** are Red Amber
- **3% (1)** are Red

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

- **50% (12)** are “on or above target” and
- **50% (12)** are “off target”.

**23** outcome measures (indicators) have been given a Direction of Travel status:

- **39% (9)** have an “improved or maintained” DOT
- **61% (14)** 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 the 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 and to 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** (24%) has declined by six percentage points since last year and so is significantly lower than the London Average. The complex nature of the service delivery model will be examined in 2017 to deliver further improvements in satisfaction. A new enforcement contract will be procured in 2018 and offers the potential to improve service delivery in 2017/18 (the new contract will go live in November 2018).
- Roll-out of the **electronic parking permit system** has now completed and despite early issues the system is now working successfully and allows residents to apply for and renew permits online. Circa 24,000 residents benefit from this new system which is one of the first of its kind in London.

## Waste and Recycling

The waste sector as a whole continues to face a number of policy and cost challenges including the achievement of recycling 50% of municipal waste 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** (75%) has worsened by three percentage points from 2015/16. The resident satisfaction rating is 7% above the London average, but below the councils target of 80%.
- The **recycling rate** has increased slightly to 36.973%; attributed a decrease in residual waste within this quarter; although residual waste remains at a high level overall.
- The Environment Committee on 22 March 2017 approved the draft of the Barnet Waste Regulation 2017 for consultation. Once adopted these regulations will specify how, when and where recycling and waste containers should be placed for collection, as well as which containers should be used

and what should and should not go in the containers. The aim of the regulations is to improve the quality of the local environment and keep our high streets free of litter, fly-tipped material and bins.

### **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** was 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.
- The Parks and Open Spaces **capital investment programme** was agreed by Environment Committee in November 2016. A number of specific requests for inclusion in the capital programme were agreed by the June 2017 Policy and Resources Committee. Further requests for specific projects to be included in the future capital programme will be submitted to future meetings of the Environment and go to Policy and Resources Committee.
- The **Playing Pitch Strategy** has been approved by Environment Committee in March 2017 and subsequently signed off by Sport England. The strategy defines the playing pitch work streams that will be worked up with the relevant sporting National Governing Bodies.

### **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** (51%) has remained lower than the London average (55%) and fallen by one percentage point this year.
- A trial to increase **Street Scene enforcement** took place in 2016/17. The trial has proved successful and between July 2016 and March 2017 over 3,000 FPNs have been issued for Litter, Duty of Care Business Waste checks, fly tipping, and flyposting. Payment rate is 75%, and unpaid FPNs are being prosecuted. The most recent prosecutions resulted in a £200 fine, £200 costs, a £30 victim surcharge and a collection order, totalling £430 each.

## **Hendon Cemetery and Crematorium**

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.

- We have installed the Orbitus Audio Visual system to both of Hendon Cemetery & Crematorium Chapels. This allows Funeral Directors to pre-book funeral music, upload and display picture and video tributes. The system can operate such that if there is a very large congregation, the service can be broadcast between the two chapels and the Cloister area.
- Funerals can now be webcast via a private secure link to enable family and friends who are unable to travel or live abroad to witness the funeral.
- Proposals to scope work to the derelict Cemetery & Crematorium Gatehouse buildings have been approved and we are currently preparing proposals to include the following; Gatehouse, improve office facilities to include private consulting room(s) for the bereaved, café, and other ancillary services.
- Following the recent, permanent, closure of a nearby florist shop, we will be opening an onsite florist stall in partnership with a local supplier. We will also investigate the possibility of utilising the loft space within the Gatehouse to provide a “hub” or touchdown office for mobile workers engaged in the wider delivery of council services.
- Redevelopment of the grounds maintenance facilities to enhance the visual aspect of the cemetery and free up valuable burial space.
- Grave re-use was approved at Environment Committee in January 2017.
- A Mausoleum garden is to be built on land unsuitable for traditional burial. This will extend the life of the Cemetery and diversify the demographic wanting to use Hendon.
- A number of sites have been identified outside the Borough and one inside the Borough which may be suitable as a new cemetery. These are being evaluated against certain criteria; size, location, access, topography, availability, planning consent and need within that area.

## **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.

- A **Highways Service** Improvement Plan has been in place to improve progress on minor works and NRP 1 defects. The Highways Exor IT upgrade project is a key aspect of the Plan, which commenced in March 2017 and is expected to be delivered by the summer 2017.
- As part of the **Network Recovery Programme (NRP)**, 47 Footway and 50 Carriageway relay schemes have been completed comprising an estimated total area of 67,428 square metres of pavements and 91,512 square metres of carriageway. Resident satisfaction with the 2016/17 work has considerably improved and the council continues to receive positive comment on the work done.

- Satisfaction with **street lighting** (69%) remains high but has slightly reduced since last year however there has been no increase in correspondence.

### **Regulatory Services**

The service covers Environmental Health, Trading Standards and Licensing.

- The multi-agency **Joint Tasking Group** continues to be a success with dedicated projects launched around issues in Burnt Oak and Golders Green. Public Health now also regularly attend these meetings
- The Community Protection (**ASB**) **team** have been working closely with Green Spaces and other partners in relation to on going issues with illegal raves at Scratchwood.
- The **ASB team** are strongly supporting the Multi Agency Risk Assessment Conference (MARAC) and Joint Tasking Action Group (JTAG) ensuing where necessary appropriate action is taken.
- Areas **Trading Standards** focused upon in 2016/17, included letting agents and second hand car dealers. Both areas have seen a significant reduction in complaints following these projects
- **Trading Standards and electrical safety**: During a week of coordinated enforcement action, issues were found at 23% of premises visited. Issues related to cord sets, adaptors and travel plugs. There has been a reduction in safety complaints in 2016/17 evidenced
- **Trading standards, Licensing, ASB and noise** have utilised the LBB twitter account to try to educate residents. Tweets using the LBB twitter account have been made around licensing, noise nuisance, banking scams, distraction burglary, second hand car tyres, electrical product safety, and letting agents.
- The **Licensing** team have continued to undertake successful out-of-hours visits in conjunction with the police and a Closure Notice was served in March 2016 in conjunction with the **Noise team** relating to a premises with persistent nuisance issues. The **Licensing team** also instigated a review in relation to a premises persistently breaching its licence conditions. In general there has been a significant increase in the number of licensing reviews which is a reflection of the joint working between the **licensing team, the police, noise nuisance and trading standards**.
- Officers have continued to work on a reactive basis dealing with service requests relating to rough sleepers/encampments, public health, nuisance and anti-social behaviour issues as they occur, hitting over 96% of service standards. The Public Health and Nuisance Team have also proactively been referring relevant properties to the Empty Property Team and the HMO licensing Team. Officers have been trained to ensure that they are aware of the new Additional HMO licensing criteria.
- In February 2017 officers were involved in a cross agency operation organised by the Police in Burnt Oak looking at accumulations and public health issues. Officers continue to work closely with Street Scene, Refuse and Community Safety to ensure that the most effective solution is found.

## **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 2016/17.

### **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 2012 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 in December 2016.

## **6 BACKGROUND PAPERS**

6.1 Environment Committee Commissioning Plan 2015-20.

6.2 Environment Committee Commissioning Plan 2016/17 addendum