

Appendix A

Environment Committee Commissioning Plan - Annual Report 2016/17

The tables below provide an update on the Environment Committee Commissioning Plan for 2016/17 against each of the Commissioning Priorities:

- **Parks and Open Spaces** - attractive suburban parks that promote health and wellbeing, conserve the natural character of the area, and encourage economic growth.
- **Recycling and Waste** - high levels of resident satisfaction with waste and recycling services and a green and clean borough.
- **Street Cleaning** - low levels of littering compared with similar councils; resulting in high levels of resident satisfaction and a green and clean borough.
- **Roads and Transport** - a high quality, responsive, service that optimises travel times across the borough; and which is safe for users and reflects the growing nature of the borough.
- **Parking** - parking is an important service to residents and initiatives are in place to enable the parking service to fulfil its aims of keeping traffic moving, making roads safer, reducing air pollution, ensuring that there are adequate parking spaces on high streets and that residents can park as near as possible to their homes.
- **Regulatory Services** - effective, targeted, proportionate services that are easy to access and navigate by users. Breaches in regulatory services are effectively and efficiently enforced and costs recovered by the council. Regulatory services are directly contributing to public health and improved public safety.
- **Cemetery and Crematorium** - highest possible standards in meeting the needs of the bereaved safely – including administration, burial, cremation, memorial management, and ground maintenance and cremation memorial options.

PARKS AND OPEN SPACES			
Commissioning Intention	RAG	Commentary	Service
Look at how residents use parks and how they are likely to want to use them in the future, particularly as the density of housing in the borough increases	Green Amber	<p>The Parks and Open Spaces Strategy and capital programme was agreed by Environment Committee in May 2016 and November 2016 respectively. The key items for the capital programme will go onto Policy and Resources Committee for approval in June 2017. A series of other specific will go to Policy and Resources Committee for inclusion in the capital programme for 2017/18.</p> <p>Saving opportunities to Spring bedding, park locking and naturalisation of parks that impact less on service quality and provision for residents are being explored. .</p> <p>Income targets have been met for 2016/17, and Street Scene have been working with Estates to maximise income from park assets and two new mobile concessions for 2017 have been secured.</p> <p>The Bowls Management project has secured alternative delivery models with all of the existing clubs who are operating under the new models as of 1 April 2017. Formalisation of the arrangements via lease agreements and the completion of agreed works is underway.</p> <p>The Adopt a Place initiative has 13 active schemes, with 10 new schemes being implemented and more in development with community groups. Street Scene has been working with 25 active community groups in parks and open spaces.</p> <p>The Natural Capital Accounting assessment of the borough's parks has been completed and will assist in determining the prioritisation for investment and evidencing benefits delivered by external funding</p>	Street Scene
Deliver major Parks and Open Spaces developments supported through the regeneration programme, drawing on private sector investment as well as our own e.g. Montrose Playing Fields, Silk Stream Park and Clitterhouse Park	Green Amber	Service design input has been made to the Montrose Park and Silkstream parks improvement scheme, the replacement Copthall Leisure Centre scheme, the new Leisure Centre in Victoria Recreation Ground and the master planning of the surrounding park and the Heybourne Park improvement scheme.	Street Scene

Commissioning Intention	RAG	Commentary	Service
Consult on the Playing Pitch Strategy and develop schemes with national bodies and local interest groups	Green	The Playing Pitch Strategy has been approved by Environment Committee and Sport England in March 2017. The strategy will determine the other playing pitch work streams that will be worked up with the relevant sporting National Governing Bodies.	Env. Comm. Group

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT (From 2015/16)	Benchmarking
CPI	SS/S1 (RPS – Biannual)	Percentage of residents who are satisfied with parks and open spaces	Bigger is Better	Autumn 2016	72%	72% (G)	67%	Improving	London 68% (November 2014, Survey of Londoners)
SPI	SS/S2	Percentage of households which have used parks, playgrounds or open spaces in the last 12 months	Bigger is Better	Autumn 2016	86%	84% (G)	87%	Worsening	No benchmark available
SPI	SS/C10	Measure of return on investment of parks and open spaces through a natural capital	Bigger is Better	Apr 2016 - Mar 2017	Monitor	Not available	Not available	Not available	No benchmark available

RECYCLING AND WASTE			
Commissioning Intention	RAG	Commentary	Service
Recycle 50% of all waste by 2020	Red	<p>The recycling rate for 2015/16 was 36.83%. Barnet was ranked 9th for its 2015/16 performance with the majority of London Borough recycling rates having continued to stall or decrease during 2015/16¹. The latest quarterly data available (October – December 2016) shows a 0.17% increase in performance compared to the same period last year, mainly due to a decrease in residual waste within this quarter; although residual waste remains at a high level.</p> <p>Actions to bridge the gap between performance and targets have included expanding the dry recycling service at flats, implementing the contamination management plan, food waste recycling roadshows (in February/March 2017) and development of communications plans, including a focus on contamination. Further changes to the service offer, including policy changes, will be required to deliver a step change in performance.</p>	Street Scene
Focus efforts on 'hot spots' where the majority of waste for disposal comes from because recycling facilities are often not easily accessible, such as blocks of flats and commercial centres	Green Amber	<p>A further 488 flats sites across the borough have been given optimum recycling provision, including the roll out of new recycling provision to 320 flats sites</p> <p>New Fees and Charges have been introduced from April 2017 for recycling bins provided at new developments. The income from the sale of these will support the change from small 240/360 litre bins to 1100 litre bins at existing flats sites as appropriate. A trial carried out by Street Scene has showed that these larger bins have increased recycling.</p> <p>Work on the Barnet Waste Regulation took place in 2016/17, to enable consultation in May 2017 and adoption by Full Council in July 2017. The introduction of the regulations will go hand in hand with increase recycling opportunities for flats above shops in commercial centres.</p>	Street Scene

¹ 5 out of the 8 boroughs ranking above Barnet in 2015/16 operated a fortnightly refuse collection.

Commissioning Intention	RAG	Commentary	Service
Transform commercial waste service to offer all customers comprehensive recycling services	Green Amber	<p>In the Mill Hill Trial area Final notice has been given to businesses with bins permanently stored on the highway and the removal of these bins as well as the introduction of commercial recycling will take place as soon as preparations are complete in 2017/18</p> <p>Commercial waste documents, waste contracts and web content have all been redrafted and approved by HB Law. Street Scene has continued to focus on increasing sales and on promoting bagged waste collections to generate additional income.</p> <p>Promotional activities have continued, including publicising the commercial waste service in this year's business rates brochure and other media.</p> <p>Procurement of a commercial waste customer management system has become part of the specification for a Street Scene Data and Works Management System resulting in a delay. The planned system is needed to support the introduction of recycling, as well as enabling all current work streams to be managed more effectively.</p>	Street Scene
For those who fail to deal with their waste responsibly enforcement action will be taken to ensure fairness to all residents	Green	<p>In March 2016 Environment Committee approved a trial to increase street scene based enforcement through a third party supplier. This increased enforcement against street scene crime and was aimed at tackling those causing the issues and reduces the burden and impact on law abiding residents and businesses in the borough.</p> <p>This trial commenced in July 2016 following the Keep Barnet Clean communications Campaign</p> <p>The trial established the cost and benefits of Street Scene enforcement, the number and type of FPNs which can be issued, key areas FPNs can be issued, what the impact on street cleansing in the Borough was and what Public opinion is on the use of increased Street Scene enforcement'</p> <p>Between July 2016 and April 2017 over 3,000 FPNs were issued of these 2,433 were issued for litter, 241 business waste related issues and 39 for fly tipping.</p>	Env. Comm. Group
Work with the North London Waste Authority (NLWA) and the other six constituent boroughs in the delivery of new and replacement waste facilities	Green	<p>The council has continued to take an active role as a member of the NLWA, reviewing options and impact of the options for a new and replacement waste facilities</p>	Env. Comm. Group

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT (From 2015/16)	Benchmarking
CPI	SS/S3	Percentage of household waste sent for reuse, recycling and composting	Bigger is Better	Oct - Dec 2016	42%	36.73% (R)	36.55%	Improving	Rank 8 out of 27 London boroughs (Q3 2016/17, Waste Data Flow)
Performance has slightly improved from the same time last year (36.55%). This is mainly due to a decrease in kerbside collected residual waste.									
CPI	SS/S4 (RPS - Biannual)	Percentage of residents who are satisfied with refuse and recycling services ²	Bigger is Better	Autumn 2016	80%	75% (GA)	78%	Worsening	London 68% (November 2014, Survey of Londoners).
These services remain the highest rated council services. Street Scene will continue to provide a high quality service, whilst looking at any operational changes that could lead to an improvement in satisfaction									
SPI	SS/C1	Waste tonnage – residual per household	Smaller is Better	Oct – Dec 2016	590.85kg per HH	154.06kg per HH (RA)	162.49kk per HH	Improving	Rank 20 (27 of 33 boroughs) (Q3 2016/17, Waste Data Flow)
Residual waste bin capacity at houses remains high, with standard capacity being 240 litres per week, and a number of properties have in excess of this capacity 5 out of the 8 boroughs ranking above Barnet in 2015/16 operate a fortnightly refuse collection, which is a measure that supports recycling. A number of policy changes to drive a reduction of residual household waste are being assessed.									
SPI	SS/C2	Waste tonnage – recycling per household	Bigger is Better	Oct – Dec 2016	427.97kg per HH	89.42kg per HH (R)	93.59	Worsening	No benchmark available
The service has experienced an increase in contaminated loads and has designed a contamination plan to address this issue. The contamination plan is in place and there has been an improvement in contamination figures. The service will be launching a food waste recycling campaign this year to encourage and support residents to recycle food waste. 5 out of the 8 boroughs ranking above Barnet in 2015/16 operate a fortnightly refuse collection, which is a measure that supports recycling.									

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT (From 2015/16)	Benchmarking
CPI	SS/S8	Percentage of unacceptable levels of detritus	Smaller is Better	Apr 2016 - Mar 2017	9.00%	10.73% (R)	6.78%	Worsening	Rank 13 (out of 13 reporting boroughs) (Q3 2016/17, LAPS). Group average was 4.66%.
<p>Levels of detritus exceeded target at 10.73% and were higher than the same time last year. The levels of detritus has been due to the residual leaf fall in road channels and backlines that are scheduled to be cleaned as part of the residential cleansing programme, which at the time of survey was 60%, with completion at the end of March 2017. Street Scene will implement an additional deep cleanse to improve the standard of cleanliness across the borough with particular focus around parked cars and difficult access areas. An improved street cleansing model, due to commence in the summer, will deliver cleansing operations to areas of greatest need and footfall; and new technology and equipment will deliver more effective cleansing.</p>									
CPI	SS/S6 (RPS - Biannual)	Percentage of residents who are satisfied with street cleaning ²	Bigger is Better	Autumn 2016	58%	51% (RA)	52.0%	Worsening	London 55% (November 2014, Survey of Londoners)
<p>Although below target, satisfaction with street cleaning remains in line with previous survey results. Street Scene is working to improve performance by raising awareness through the Keep Barnet Clean campaign on street cleansing services and steps the council is taking to address littering and fly-tipping. It is expected that this activity should positively influence levels of satisfaction by the spring survey. This will be capitalised upon further with the implementation of the Street Cleansing model, which will focus cleansing operations in areas of greatest need and footfall whilst delivering more effective cleansing through improved methodologies and investment in new equipment.</p>									
SPI	CG/C15 (RPS - Biannual)	Percentage of residents who are concerned about litter/ dirt in streets (in top 3)	Smaller is Better	Autumn 2016	17%	14% (G)	17%	Improving	London 30% (November 2014, Survey of Londoners)

ROADS AND TRANSPORT			
Commissioning Intention	RAG	Commentary	Service
Develop a borough-wide Transport Strategy that will keep roads safe and well maintained while addressing congestion and air quality	Green Amber	The council is developing a sustainable transport strategy which will consider a range of Transport issues. The strategy is currently in its data gathering stage and is taking advantage of the rich datasets that are available from TfL and London Councils to inform the authority's overarching objectives in relation to transport.	Commissioning

Commissioning Intention	RAG	Commentary	Service
Invest in key junctions to improve traffic flows and safety for pedestrians	Green	Local Implementation Plan funding is available for the council to investigate key junctions to improve safety, improve journey times and to reduce congestion. The yearly work programme is agreed by the Environment Committee at the beginning of the year with the details of the individual schemes subject to consultation with ward Members and residents.	Re
Implement CPZs, emissions based parking permits and other charging mechanisms	Green	The council has now agreed new emission based permits which became operational from May 2017. In addition the council has Local Implementation Funding to implement new CPZs and review and review existing CPZs (amending where appropriate) borough wide.	Parking Client Team / Re
Develop radial routes across the borough, so residents can travel to town centres without using their cars	Green Amber	The council is developing a sustainable transport strategy which will consider a range of Transport issues, taking account the pace of new development in the borough and will include consideration for radial routes to link transport hubs, employment and leisure facilities	Commissioning
Invest in the highway network and focus on good value for money from a whole life costing approach	Green	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.	Re
Work with the public and private sector to improve accessibility to car clubs and electric vehicle charging points	Green	We have engaged with the market and have identified a preferred car club model which is now looking at suitable procurement routes to commission this. We have also secured funding for electric vehicle charging points	Commissioning
Improve facilities and infrastructure for cyclists and pedestrians	Green	The transport strategy will underpin the cycling and walking improvement plans. In the meantime officers continue to implement a range of cycling and pedestrian improvement schemes.	Commissioning

Commissioning Intention	RAG	Commentary	Service
Ensure the borough's infrastructure is protected by enforcement against developers who damage highways and footways.	Green	At the Environment Committee on the 15th March 2017, Members recommended the adoption of additional highway enforcement powers under Section 16 of the London Local Authorities and Transport for London Act 2003, to manage and enforce illegal vehicle crossings within the borough. A further report prepared for the Full Council was subsequently approved on 4th April 2017. Following this approval and necessary statutory consultation, these additional powers could now become effective during July 2017 and will simplify current management and enforcement of illegal crossovers. The new powers will allow the council to take preventative measures to minimise and mitigate damage to public highway reducing risk to residents. The March Environment committee also agreed a phased approach of limiting damage to footway as a result of work associated with development activities. Officers are in the process of implementing the recommendations of the report.	Re

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT (From 2015/16)	Benchmarking
CPI	CG/S11 (RPS - Biannual)	Percentage of residents who are satisfied with the repair of roads ²	Bigger is Better	Autumn 2016	35%	33% (G)	35%	Worsening	London 41% (November 2014, Survey of Londoners)
CPI	CG/S12 (RPS - Biannual)	Percentage of residents who are satisfied with the quality of pavements ²	Bigger is Better	Autumn 2016	35%	34% (G)	35%	Worsening	London 41% (November 2014, Survey of Londoners)
CPI	KPI 2.1 -2.3	Highways defects made safe within agreed timescale	Bigger is Better	Apr 2016 - Mar 2017	100%	FAIL (R)	97.3%	Unable to provide DOT	No benchmark available
Progress has been made to resolve issues with submission of performance data by the contractor. The contractor has submitted data for Quarter 4, which is being reviewed and will be sent back for further clarification as part of the validation process. Performance data for January to March should be available for reporting in Quarter 1.									
SPI	CG/C16 (RPS – Biannual)	Percentage of residents who are concerned about roads and pavements (in top 3)	Small is Better	Autumn 2016	27%	30% (G)	29%	Worsening	No benchmark available
SPI	PI/C6 (RPS – Biannual)	Percentage of residents who are satisfied with street lighting	Bigger is Better	Autumn 2016	72%	69% (G)	71%	Worsening	London 71% (November 2014, Survey of Londoners)

PARKING

Commissioning Intention	RAG	Commentary	Service
Continue to improve the Parking Database with online permit and PCN transactions	Green	<p>An additional band for parking permits has been introduced which caters for residents with 7 seat vehicles; Barnet proactively supports the reduction of motor vehicles within the borough, and as such has reduced the prices for these type of vehicles for families to use one vehicle rather than two.</p> <p>The new system successfully also installed new prices that are consistent with council policy to reduce air pollution in the borough by</p> <ul style="list-style-type: none"> Extended the green permit up to 110 gCo2 which see 1500 vehicles move from paying £30 to free of charge Introducing a new diesel surcharge Made the emission bands fairer by amending the bandings 	Parking & Infrastructure
Continue to monitor local traffic issues outside schools and junctions to keep traffic moving and vulnerable road users safe	Green	The moving traffic camera scheme has been rolled out to over 50 sites, and as such this has increased safety around schools ensuring that children are able to arrive/depart safely.	Parking & Infrastructure
Introduce transparent parking information, including details of the number of penalty notices issued in which locations and publish an annual report	Green	We have produced our second Parking Annual Report which details how we have performed over the last financial year. There are sections in this document on financial transparency, where the service needs to implement future improvements and enforcement levels. We have also published a great deal of data on the Open Barnet portal.	Parking and Infrastructure
Provide more effective and customer-focused web content making it easier for residents to perform parking transactions and find out information	Green	Our partners in CSG have commenced a project to improve parking web content. The parking client team has also fully digitised permit applications with all permits now being renewed electronically.	Parking and Infrastructure
Continue to improve services for disabled residents in terms of access to freedom passes and taxi cars whilst ensuring that we take a firm approach to Blue Badge fraud	Green	<p>A full review of the disabled persons freedom pass process continues with many customer process improvements now being implemented.</p> <p>We have increased the activity around Blue Badge fraud investigations and we will increase that based on the outcomes.</p>	Parking & Infrastructure

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT (From 2015/16)	Benchmarking
CPI	PI/S3 (RPS - Biannual)	Percentage of residents who are satisfied with parking services ²	Bigger is Better	Autumn 2016	33%	24% (R)	30%	Worsening	London 33% (November 2014, Survey of Londoners)

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT (From 2015/16)	Benchmarking
The service is working closely with partners to ensure that resident perception changes by improving responses to enquires, exploring feedback received from other channels and providing a more proactive service.									
SPI	PI/C3	Response processing in time	Bigger is Better	Apr 2016 – Mar 2017	99%	96.31% (GA)	99.87%	Worsening	No benchmark available
The service is working closely with partners to ensure that all correspondence is addressed in a timely manner and legislative timescales are not missed. On a monthly basis data is analysed and where a breach has occurred this is addressed with the relevant partner in line with contractual obligations.									
SPI	CG/C17 (RPS – Biannual)	Percentage of residents who are concerned about traffic congestion	Smaller is Better	Autumn 2016	18%	23% (RA)	26%	Improving	London 23% (November 2014, Survey of Londoners)
There has been an increase in the number of major works undertaken and also an increase in the number of regeneration / development work in some parts of the borough which would explain the perception that congestion is increasing.									

REGULATORY SERVICES			
Commissioning Intention	RAG	Commentary	Service
Continue to inspect the highest risk food businesses and new food businesses and work with operators to ensure standards are improved or maintained	Green	<p>All indicators for food hygiene and food standards inspections had met target by the end of year. This comprised 401 programmed higher risk hygiene inspections and 287 new business inspections for hygiene and standards. 73 higher risk food standards inspections were also completed within target.</p> <p>Of the 128 businesses that were rated 0 or 1 in the Food Hygiene Rating Scheme 125 (97.7%) were improved to a rating of 2 or above or received statutory notices within the target of six months.</p> <p>The Food Standards Agency completed a planned routine audit in May 2017 which focussed on the systems in place to ensure the effective planning, resourcing and monitoring of delivery of the food hygiene law enforcement service. The full results of the audit will be reported later in the year, but the auditors complemented the outcomes and targeting approach described above.</p>	Re

Commissioning Intention	RAG	Commentary	Service
Work with neighbouring boroughs to implement project plans under the Mayors Air Quality Fund	Green	<p>Two grant bids in Quarter 4 will help Barnet retain its “Cleaner Air Borough” status:</p> <ul style="list-style-type: none"> • £25,000 funding to conduct a feasibility study on Consolidated Procurement Deliveries. This aims to limit the number of HGV and LGV vehicles on the road and so reduce air pollution and congestion. The Study was been completed in May 2017 and submitted to TFL who are likely to fund the project. Re are seeking Corporate sponsorship of the project to ensure all Barnet’s stakeholders engage with the transforming the delivery of procured goods and services and for the new Council Building at Colindale which has restricted space for deliveries. • £60,000 funding to co-ordinate and train Dust Enforcement Officers to visit/assess 80 construction and demolition sites in four North London boroughs (Haringey, Enfield, Waltham Forest and Barnet) to reduce equipment emissions and dusty activities. 20 site visits will be conducted in Barnet to reduce equipment emissions and dusty activities. These are aimed at ensuring construction sites use up-to date clean technology for equipment such as JCB’s, generators and piling rigs and additionally registering these on the Greater London Authority (GLA) website to improve air quality and furthermore, reduce the environmental impact of development. The Project recruited an officer in January 2017 who has visited most of the large construction sites in Barnet and the regeneration areas to reduce emissions from plant and dust. 	Re

Commissioning Intention	RAG	Commentary	Service
Continue to investigate public health, noise, nuisance and anti-social behaviour service requests and work with interested parties to resolve problems	Green	<p>The Community Protection (ASB) team have been supporting the work of both the Joint Tasking Group (JTAG) and the Multi Agency Risk Assessment Committee (MARAC) .</p> <p>A total of nine Community Protection Notice warnings were issued. These continue to be a very successful form of preventative action. A total of 28 (add in BL) enforcement notices served.</p> <p>The noise team and the licensing team jointly served a closure notice on Guns and Smoke, Church Passage, High Barnet in relation to significant nuisance from the premises.</p> <p>The noise team and the licensing team worked together to review the premises licence for The Wallace, 1023 Finchley Road in relation to noise from music at the premises. The licence was revoked by the Sub Committee.</p> <p>The Community Protection team have been working closely with Green Spaces and other partners in relation to on going issues with illegal raves at scratchwood.</p> <p>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. Work has been undertaken with Thames water to try and streamline the process for dealing with misconnections in the borough where they have been identified as causing pollution to watercourses. In February 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.</p>	Re

Commissioning Intention	RAG	Commentary	Service
Continue to investigate serious complaints of unfair trading, fraud and consumer safety (Trading Standards)	Green	<p>The trading standards team remain 97% effective in their interventions in 2016/17 with only 3% of cases where the team investigated the matter resulting in a repeat complaint within 12 months.</p> <p>In 2016 trading standards successfully prosecuted Martin Marcus. He received a 4 and a half year sentence. Although the case was heard in early 2016 the sentence was passed in June 2016.</p> <p>Letting agent week of action: undertaken at the end of June. This resulted in a 100% compliance rate in relation to membership of redress scheme and fee information. Which is one of the highest compliance rates seen across London. This has also positively impacted on the numbers of complaint following the operation.</p>	Re

Commissioning Intention	RAG	Commentary	Service
Ensure that licensed premises meet the licensing objectives	Green	<p>The Licensing team remain 99% effective in their interventions in 2016/17 with only 1% of cases where the team investigated the matter resulting in a repeat complaint within 12 months.</p> <p>The noise team and the licensing team jointly served a closure notice on Guns and Smoke, Church Passage, High Barnet in relation to significant nuisance from the premises.</p> <p>The noise team and the licensing team worked together to review the premises licence for The Wallace, 1023 Finchley Road in relation to noise from music at the premises. The licence was revoked by the Sub Committee.</p> <p>Regular out of hours operations have taken place with both the police and the licensing team in attendance. These have been very effective and have evidenced many issues around non compliance with the licensing objectives</p> <p>Numerous action planning meetings have been held with licensed premises as a final opportunity for the premises to resolve their issues. These are jointly organised and attended by the police and the Licensing team. These are a highly effective way of dealing with issues around premises licences.</p> <p>Street Trading: In 2016 enforcement action was undertaken in relation to 34 premises. Furthermore the first 2 street trading prosecutions went to Court, with the defendants being pleading guilty. The first 68 premises in the borough have been designated for permanent street trading,</p>	Re

Commissioning Intention	RAG	Commentary	Service
Ensure that the Pest Treatment Service provides the highest standards of customer care and effective and reliable treatments at a fair and reasonable cost	Green	<p>The Pest Control Service has received high customer satisfaction response rates, and unlike many Pest Control Companies we aim to eradicate the pest problem rather than keep it under control. Bench marking has shown that we are highly competitive in terms of price. Re delivers over 1200 treatments per annum and has a number of commercial contracts with local businesses including West Hendon Estate for Barnet Homes. Re has an excellent track record in pest control and attains a high level of customer satisfaction. Our customer satisfaction survey between 1st April 2016 – 31st March 2017 demonstrated an overall satisfaction rate of 83%. Barnet Homes has praised us on the efficacy of our treatments and the quality of our advice and report writing. This has resulted in a £190k 3 year contract being awarded to undertake their pest control work.</p> <p>The service is ISO 9001, ISO 14001 & OHAS 18001 accredited.</p>	Re

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT (From 2015/16)	Benchmarking
CPI	EH01B	Compliance with Environmental Health Service Standards (Priority 1)	Bigger is Better	Apr 2016 – Mar 2017	100%	96.0% (R)	100.0%	Worsening	No benchmark available
SPI	EH01A	Compliance with Environmental Health Service Standards (Priority 2)	Bigger is Better	Apr 2016 – Mar 2017	95%	97.0% (G)	96.9%	Improving	No benchmark available
SPI	Re/S5 (Annual)	Customer satisfaction (Environmental Health)	Bigger is Better	Apr 2016 – Mar 2017	70%	Not available	Not available	Not available	No benchmark available
SPI	EH02D	Food sampling inspections	Bigger is Better	Apr 2016 – Mar 2017	100%	143% (G)	150%	Worsening	No benchmark available
SPI	Re/74 and Re/76	Appropriate response to statutory deadlines	Bigger is Better	Apr 2016 – Mar 2017	100%	100% (G)	100%	Same	No benchmark available

CEMETERY AND CREMATORIUM			
Commissioning Intention	RAG	Commentary	Service

Commissioning Intention	RAG	Commentary	Service
Implement the latest technology to meet the needs of the bereaved and ensure the funeral service offer is the best available locally	Green	<p>The Cemetery and Crematorium have moved away from paper based records keeping to the computerised Burial and Cremation Administration System (BACAS).</p> <p>We have installed the Orbitus Audio Visual system to both 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.</p> <p>We have the facility to webcast funerals via a private secure link to enable family and friends who are unable to travel or live abroad to witness the funeral.</p> <p>We are currently negotiating a contract to digitise all the historical cremation & burial records at Hendon Cemetery</p>	Re
Invest in the repair and modernisation of cemetery buildings to provide a modern and fit-for-purpose bereavement service office and associated facilities, including on-site catering facilities	Green	<p>The fee proposal to scope this work was approved in May 2017, and we are currently preparing proposals to include the following;</p> <p>Gatehouse, improve office facilities to include private consulting room(s) for the bereaved, café, and other ancillary services. Following the recent, permanent, closure of the 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.</p> <p>Grounds Maintenance facilities; the scope of the project includes the possible rebuilding of the grounds maintenance sheds on a small footprint. This will enhance the visual aspect of the cemetery and will free up valuable burial space.</p> <p>We have stopped the long standing historical problems of water ingress to the South Chapel. Both Chapels will be decorated.</p> <p>We have removed all identified asbestos from the Gatehouse, Office, Chapels, Public Toilets and Mess Facilities.</p> <p>Legionella prevention mitigation work is nearing completion.</p>	Re

Commissioning Intention	RAG	Commentary	Service
Investigate means to prolong the life of Hendon Cemetery and provide additional burial space locally	Green Amber	<p>All aspects of Grave re-use were approved at January Environment Committee</p> <p>We have procured a supplier of Mausolea to build a Mausoleum garden on land unsuitable for traditional burial. This will extend the life of the Cemetery and diversify the demographic wanting to use Hendon.</p> <p>We have identified a number of sites outside the Borough and one inside the Borough which may be suitable as a new cemetery. We are evaluating those sites against certain criteria; size, location, access, topography, availability, planning consent and need within that area.</p> <p>At least two of the sites already have planning consent to be a cemetery.</p>	Re

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT (From 2015/16)	Benchmarking
SPI	Re/C34	Meeting religious burial needs	Bigger is Better	Apr 2016 – Mar 2017	95%	100% (G)	100% (Jan-Mar 2015)	Same	No benchmark available
SPI	HC004	Charter for the bereaved	Bigger is Better	Apr 2016 – Mar 2017	Gold	Gold (G)	Gold	Same	No benchmark available

Key:**Activities**

RAG Rating	Description
Green	Action on track or met
Green Amber	Action delayed, Low Impact
Red Amber	Action delayed, Medium Impact
Red	Risk of Not Delivering Or High Impact

Indicators²

Ref	RAG Rating	Percentage of Targeted Improvement Achieved	
CPI = Corporate Plan Indicator for 2016/17	Green	100% or more	Target is met or exceeded
SPI = Commissioning Plan Indicator for 2016/17	Green Amber	>80% <100%	Target not met, but 80% or more of targeted improvement achieved
	Red Amber	>65% <80%	Target not met, but 65-80% of targeted improvement achieved
	Red	<65%	Target not met, and less than 65% of targeted improvement achieved

² A representative sample of 500 residents (adults, 18+) from across the London Borough of Barnet. Confidence intervals for a sample of 500 = +/-4.4% (i.e. if we surveyed the whole population we can be confident that the results would be the same +/- 4.4%). London data taken from Survey of Londoners 2014/15 (November 2014) - a representative random sample of approximately 1,000 adults in London. National data taken from LGA public poll on resident satisfaction (October 2016) – a representative random sample of approximately 1,000 British adults polled by telephone once a quarter.