

Public Document Pack



ENVIRONMENT & ECONOMY SELECT COMMITTEE

Date: Wednesday, 21 March 2018

Time: 6.00 pm,

Location: Shimkent Room - Daneshill House, Danestrete

Contact: Fungai Nyamukapa

Members: Councillors: M Downing (Chair), M Hurst (Vice-Chair), L Briscoe, R Broom, J Brown, L Chester, J Fraser, L Harrington, J Lloyd and A McGuinness

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES

To approve as a correct record the Minutes of the Environment and Economy Select Committee held on 16 January 2018.

Pages 3 – 6

3. ENVIRONMENT & ECONOMY SELECT COMMITTEE SCRUTINY WORK PROGRAMME 2018-19

To agree the Scrutiny Work Programme for the Select Committee for the new Municipal Year 2018-19.

Pages 7 – 26

4. EXECUTIVE MEMBER RESPONSE TO INDOOR MARKET SCRUTINY REVIEW

To consider the Executive Member response to the Indoor Market Scrutiny Review.

Pages 27 – 32

5. HERTFORDSHIRE WASTE PARTNERSHIP ANNUAL REPORT 2016/17

To note the contents of the Hertfordshire Waste Partnership Annual Report 2016/17.

6. URGENT PART 1 BUSINESS

To consider any Part 1 business accepted by the Chair as urgent.

7. EXCLUSION OF PUBLIC AND PRESS

To consider the following motions –

1. That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as described in paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

8. URGENT PART II BUSINESS

To consider any Part II business accepted by the Chair as urgent.

STEVENAGE BOROUGH COUNCIL

ENVIRONMENT & ECONOMY SELECT COMMITTEE MINUTES

Date: Monday 16 January 2018

Place: Shimkent Room, Daneshill House, Danestrete, Stevenage

Present: Councillors: M Downing (Chair), M Hurst (Vice-Chair), R Broom, J Brown, L Chester, J Fraser, A McGuinness and L Briscoe

Start and End Time: Start Time: 6:00 pm
End Time: 6:50 pm

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were received on behalf of Councillors J Lloyd CC and L Harrington. Cllr J Fraser apologised for lateness (Cllr Fraser joined the meeting at 6.30pm).

There were no declarations of interest.

2. MINUTES – 22 NOVEMBER 2017

It was **RESOLVED** that the Minutes of the meeting of the Environment & Economy Select Committee held on 22 November 2017, be approved as a correct record to be signed by the Chair.

3. FINAL REPORT AND RECOMMENDATIONS OF THE INDOOR MARKET REVIEW

The Garages & Markets Manager, Carlo Perricone provided an update on some of the issues raised in the report. Members were informed that retailers Boots and Wilkinson's had responded to the Council's request to enter into an agreement allowing access at the rear of the stores. Both retail chains had indicated that such an arrangement would not be in their favour and they would not be pursuing it. The Garages & Markets Manager informed Members that he had met with most of the traders to appraise them on the work of the MTA and some aspects of the review. The Garages & Markets team was working with the Town Centre Manager, Tina Benson, to include the indoor market in the planning of town centre events.

Members welcomed the report and suggested that paragraph 3.4.2 be re-phrased. The Garages & Markets Manager informed Members that the Council would continue to use a monthly newsletter for sharing information with market traders. Members were informed that a meeting had been scheduled to update all traders on the Indoor Market Review and to update

traders on the MTA committee. It was noted that not all stalls had shutters and there was no consistency in security arrangements. It was suggested that upgrades to stalls in the middle of the market could attract more traders and reduce the number of voids.

The Assistant Director Direct Services, Craig Miller informed the Committee that the report findings and recommendations would be incorporated into the Council's plan to improve market viability. The Assistant Director also indicated that the Council was working on setting clear parameters of its working relationship with traders and managing expectations.

It was moved and seconded that Long Term Recommendation 2 be deleted from the report because it would not be a sound use of Council resources. In opposing the motion, it was highlighted that the recommendation would provide easy access to the indoor market particularly for public transport users.

A vote on the proposed motion was taken. Four (4) Members voted against the motion, one (1) voted for the motion and there were two (2) abstentions. The motion was not carried.

The Chair concluded by thanking the Members and the Garages & Markets Manager for their work on the review and the Garages & Markets Manager's overall work on the indoor market.

It was **RESOLVED** that:

- (i) The report be noted
- (ii) The Scrutiny Officer amend paragraph 3.4.2 of the report and submit the amendments to the Chair for approval

4. FLOOD RISK MANAGEMENT

The Assistant Director (Planning & Regulation), Zayd Al-Jawad, informed the Committee that the report had been commissioned following Members' concerns about flooding in some parts of the town. The report was aimed at informing Members of the status of flood risk management in Stevenage and the need for further flood risk management work.

The report author, Debbie Horner (Senior Planning Officer), highlighted key issues in the report. Members were informed that flood hotspots had been identified and that Council was holding discussions with developers regarding flood risk management plans. The Senior Planning Officer indicated that developers were now required to consider the highest flood and environmental risk scenarios in development plans. There was a concern about brownfield sites in Stevenage. The Committee was informed that the Environment Agency had produced the Thames River Basin Management Plan, a strategic document looking at high level flood risk across the Thames basin. Following Hertfordshire County Council's Surface Water Management Plan assessment in November 2017, Stevenage would be considered in Phase 3 and an assessment would be carried out in

2019/20. A Level 2 Strategic Flood Risk Assessment (SFRA) was conducted on several sites in Stevenage. The Senior Planning Officer informed Members that flood risk assessment was now a requirement for all new developments. Members were informed that green roofs and walls, as a form of Sustainable urban Drainage System, could be incorporated into plans so as to reduce the risk of flooding and surface water runoff in urban areas.

The Executive Portfolio holder for Environment and Regeneration, Councillor John Gardner, welcomed the report and commended the co-operation of local authorities within the region. He acknowledged that, in general, there was clarity on the respective flood risk management responsibilities for Hertfordshire County Council and the town.

The Chair and Members welcomed the report. Members highlighted flood-prone sites in their wards, the rapid conversion of grass areas to concrete developed areas, planning application approvals for developments on water meadows and poor drainage close to highways. Members indicated that since it was a public document, the report should contain simple terminology, clear colour maps and less frequent use of acronyms. Members also sought clarification on the Rye Mead Water Cycle Review.

In response to Members, the Senior Planning Officer stated that the flood-prone sites that had been highlighted by Members had not been covered because the Strategic Flood Risk Assessment was carried out in areas earmarked for new developments. The Committee was informed that poor maintenance caused flooding in some sites that were close to highways. The Senior Planning Officer indicated that Rye Mead was near capacity and that the Council has discussed the issue with Thames Water.

The Assistant Director (Planning & Regulation) sought clarification on whether support was required in drafting a planning policy to support Sustainable Development Systems (SuDS).

It was **RESOLVED** that:

- (i) the report be noted
- (ii) the Committee endorse the analysis contained in the report and welcomed the co-operation with North and East Hertfordshire councils on this issue
- (iii) the report be commended to the Executive highlighting the need to address issues raised
- (iv) the report be forwarded to the Planning and Development Committee for reference
- (v) the report author provide Members with a glossary of terms used in the report
- (vi) The Assistant Director (Planning & Regulation) share with the Environment & Economy Select Committee and Planning and Development Committee a planning policy regarding support for

SuDS

5. URGENT PART I BUSINESS

None

6. EXCLUSION OF THE PRESS AND PUBLIC

Not required

7. URGENT PART II BUSINESS

None.

CHAIR

Meeting	ENVIRONMENT & ECONOMY SELECT COMMITTEE
Portfolio Area	Environment & Regeneration / Economy, Enterprise & Transport
Date	21 March 2018



ENVIRONMENT & ECONOMY SELECT COMMITTEE SCRUTINY WORK PROGRAMME 2018-19

Authors	Stephen Weaver 2332
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1 PURPOSE

- 1.1 To agree the Scrutiny Work Programme for the Select Committee for the new Municipal Year 2018-19.
- 1.2 To consider the issues raised by the Communities and Local Government Parliamentary Select Committee – Effectiveness of local authority overview and scrutiny committees.

2 RECOMMENDATIONS

- 2.1 That Scrutiny Members' feedback on ideas for improving Scrutiny (see section 4) including their response to the Parliamentary Select Committee into the effectiveness of local authority overview and scrutiny committees (see section 4.6), be noted.
- 2.2 That having considered ideas put forward by individual Members, and from the public (see section 5), the Committee determines the subject matters to be added to a 'long list' work programme of potential Scrutiny reviews items for 2018/2019.

- 2.3 That consideration is given to including in the work programme, specific monitoring or review of recommendations from previous studies (see section 6.2).
- 2.4 That the policy development work identified so far for the Committee (see section 7.1) be noted.

3 BACKGROUND

- 3.1 Scrutiny Committees are asked to draft their work programme ahead of the new Municipal year in order that work may begin as soon as the Committees are appointed at Annual Council. Any outstanding and unfinished studies, where applicable, might also need to be included.
- 3.2 During January and February 2018 Members provided feedback on the current Scrutiny activity and on ideas for the Work Programme for the 2018/19 Municipal Year.
- 3.3 When considering what work to undertake in the coming year, Members may wish to consider if the matter in question is of a cross-cutting nature and might lend itself to being considered jointly with another Select Committee.
- 3.4 Officers have also been requested to bring to the Committee's attention, policy development items that the Select Committee might be requested to consider and comment on before reports there are submitted to the Executive.
- 3.5 The Committee may also consider whether specific time should be allocated for monitoring or review of recommendations of previous studies. It is recognised that there is a limited dedicated officer resource for the scrutiny work of three Scrutiny Committees and therefore it is important to ensure that work plans are in place in order that the call on those resources and on each Committee's time on all its activities are prioritised and evenly spread across the year.

4 MEMBERS' IDEAS FOR IMPROVING SCRUTINY

- 4.1 In January 2018, all Members of the Council's Scrutiny Committees were emailed a survey to gauge views of the Scrutiny work undertaken and ideas for future studies. The following summary is based on the 10 replies received from the 22 Members who are on one or more of the Council's Scrutiny Committees.
- 4.2 Members were asked to comment on current scrutiny activity and any issues that could be addressed to improve the current arrangements. Members provided challenge around the following areas:
 - 4.2.1 Have a better range of witnesses (x2) - "I always think that it would be helpful to have a better range of witnesses, especially external, but appreciate this can be difficult to secure." and "More external witnesses and real life case studies."

- 4.2.2 Have more comprehensive responses from Portfolio Holders – “Better, more comprehensive responses from Portfolio Holders - Officers input during and after scrutiny has been of an excellent nature.”
- 4.2.3 Monitoring recommendations – “Revisiting all of the topics within a certain timeframe, as I know for example at least one of the recommendations has not been implemented for the Locality Budgets.”
- 4.2.4 Late submission of papers – “Scrutiny Members need time and resources to do the job properly. It is no good providing papers at the last moment.”
- 4.2.5 Revise Members taking lead roles on reviews – “We need to revise the intention where Members are given individual areas to cover within a scrutiny.”
- 4.2.6 Introduce debriefing sessions – “Introduce debriefing sessions following evidence gathering (which can be shorter meetings to discuss and digest information together).”
- 4.2.7 Scheduling of meetings – “Officers could do with being informed of known information about Members holidays and commitments prior to their setting.”
- 4.2.8 Happy with the Service – “Pretty excellent service already”
- 4.3 Members have also previously provided feedback following Scrutiny Member Training, this included the following points:
 - The scrutiny process must be more Member-led and Members must take greater ownership
 - There must be time made available to engage in scrutiny investigations and information gathering. Time committed must be utilised efficiently
 - Members need to work on prioritisation
 - Members need to work on identifying sources of verbal and written evidence and assessing the value of them.
 - Members should review decisions post implementation
 - Members must feel able to challenge evidence presented
 - Any papers, reports and evidence must be presented in a timely way
Members can say that they won’t consider issues presented late
- 4.4 As part of the 2018 Members’ Survey, Members have provided the following comment and suggestions for Scrutiny Member Training:
 - 4.4.1 Scrutiny Public Opinion Survey – “I would like to explore setting out a survey in which to collect public opinion – where relevant parties can respond to relevant questions relating to the scrutiny topic, the data from which can be used to supplement scrutiny findings”
 - 4.4.2 Improved evidence taking and questioning.
- 4.5 Annual Centre for Public Scrutiny Conference
 - 4.5.1 The Scrutiny Officer and Councillor Jim Brown attended the annual Centre for Public Scrutiny Conference, where the following challenges were raised:

- 4.5.2 There was a strong emphasis on pre-decision policy development work with Scrutiny Committees, so to this end Stevenage is moving in the right direction with an increased emphasis on this.
- 4.5.3 Engaging the public in Scrutiny and in Policy Development is a challenge to all authorities and using digital platforms to achieve this is being pioneered by some authorities. Increased and meaningful public engagement can reduce the number of complaints
- 4.5.4 Challenging private partners who run services for local authorities is difficult but vital work which Members need to be prepared to do as they are protecting the public purse.
- 4.6 CLG Parliamentary Select Committee review into effectiveness of local authority overview and scrutiny committees
- 4.6.1 As part of the Members' Survey, Members were invited to consider the report and recommendations of the Communities and Local Government Parliamentary Select Committee review of the "Effectiveness of local authority overview and scrutiny committees." The summary and recommendations of the Parliamentary Select Committee are appended to this report - from this Members raised the following issues:
- 4.6.2 "At Stevenage Borough Council, Chairs of Committees are given independent license to select scrutiny items – including those given by members of the public. We are not guided by the Executive either in any informal way or any formal way.
- The scrutiny work that has happened and policy development work undertaken has led to positive changes to council policy and kept expectations of services high.
- The scrutiny practice at SBC has led to external witnesses giving evidence against officer testimony, which has given rise to evidence based recommendations and Committee has been able to identify issues with existing policy."
- 4.6.3 "I tend to agree with Party Politics and Organisational Culture – Point 4. Scrutiny Committees should report to Full Council, then the Executive to respond back to Full Council. Point 5 and 6 we do anyway. I tend to agree with points 7 and 8, though I think that the Chairs should be opposition Members. Accessing information - As far as I am aware, we receive all the information we require. We do points 12 and 13. Resources – Point 14, might be worth looking into. Point 15 – I think we do this. Point 16 – Might be worth looking into Member training and skills – we get training and can always ask for more. The role of the public – We engage with the public when necessary – not sure about digital engagement. Point 19 – We do this, but maybe more – hence my request – Stevenage Bus Service."
- 4.6.4 "In principle, I agree with all the recommendations, of these the standouts are:
- That Executive Members should attend meetings of scrutiny committees only when invited to do so as witnesses and to answer questions from the committee. – "This would lead to greater independence of scrutiny committees"

That there is great merit in exploring ways of enhancing the independence and legitimacy of scrutiny chairs such as a secret ballot of non-executive councillors. This “would allow greater involvement of back bench Councillors in the forming of scrutiny committees and give further independence from the Executive.”

There should be a greater parity of esteem between scrutiny and the Executive, and committees should have the same access to the expertise and time of senior officers and the Chief Executive as their Executive counterparts. Councils should be required to publish a summary of resources allocated to scrutiny, using expenditure on executive support as a comparator. – “I would hope by publishing expenditure, the right amount of scrutiny resource could be secured. My personal feelings are that scrutiny and its officers in all councils in England are a Cinderella service, undermanned and under-funded.”

Scrutiny committees must be able to monitor and scrutinise the services provided to residents. This includes services provided by public bodies and those provided by commercial organisations. Committees should be able to access information and require attendance at meetings from service providers.

- 4.6.5 Personally, I agree that it is inappropriate for scrutiny chairs to be appointed by the Executive.
- Scrutiny members need time and resources to do the job properly. It is no good providing papers at the last moment.
 - I wonder if in smallish second-tier authorities it is worth revisiting whether the scrutiny model is better or whether a policy committee model would be more effective and engage members more. Where 29/30 members are not portfolio holders there can be a perception that scrutiny is to keep them busy but they can’t actually change anything.
 - Members on scrutiny should certainly not be “whipped.” We cannot know in advance what our questions might be as they can be prompted by presentations and remarks by others.
 - Here and generally, who actually does policy development for planning?

5. MEMBERS’ AND RESIDENTS’ IDEAS FOR FUTURE SCRUTINY REVIEWS

5.1 **Scrutiny Members' Suggestions for Future Scrutiny Review Items**

- 5.1.1 The following issues have been raised by Members as potential Scrutiny review items. The Chair met with the Strategic Director and the Assistant Directors to provide a brief commentary on these issues which are detailed below:
- 5.1.2 The District Plan linked to Regeneration – “We need to keep an eye on the district plan; SG1 (town centre regeneration including public transport provision and accessibility on foot and by cycle); Stevenage station including the fifth platform.”
- Officer Comment: A national Planning Policy Framework is due to be published by the government this year which officers would welcome an opportunity to hold a discussion with Members on the implications of this. As such it would cross over the E&E Select Committee and the Overview and Scrutiny Committee. There could also be scope to involve Members of the Planning Committee in this discussion.
- 5.1.3 Monitoring of the Indoor Market review and linked to regeneration – “The indoor market review is complete but we need an Executive response including whether the market features in plans for the future town centre.”
- Officer Comment: This issue is due to be brought back to the Committee to receive the Executive Member response to the review in March 2018.
- 5.1.4 Review of Fairlands Valley Park Facilities linked to SLL – “We should pick up the review of Fairlands Valley Park including the relationship with SLL; opening times and availability of facilities of toilets plus repairing the bandstand (or installing a traditional round band stand at the same or a different location).”
- Officer Comment: A scrutiny focus on Fairlands Valley Park and the facilities that serve it would be welcomed by officers, this could pick up on the issues that Members have raised previously including the toilet facilities and the current use and plan for this important open space and facility.
- 5.1.5 Asset Management Strategy – “One of the committees needs to keep an eye on the asset management review.”
- Officer Comment: The Asset Management Strategy is still at an early stage with a Member group developing this over the next few months, so scrutiny involvement would need to be considered when there are more concrete proposals to consider.
- 5.1.6 Public Toilets – “The more general review of toilets seems to have ground to a halt?”
- Officer Comment: This issue was scrutinised by Members recently and it was felt that there was nothing further to add on this at the current time. The Community Toilet scheme was not appropriate for Stevenage and it was considered that the provision in the town centre and in the neighbourhoods was currently adequate.
- 5.1.7 Locally economy. “All sorts of things on sustainability; proportion of people living and working in the Borough (including compared with others and

historically); comparison on average incomes for those working in the Borough and those living in the Borough; have we got the balance right in providing housing and allowing the conversion of employment sites into housing developer opportunities?”

Officer Comment: The current Business Technology Centre (Business Incubation and office space facility) was up for renewal in 2019 so officers were beginning to look at the current outputs and contract management agreement so would welcome Member input in early autumn 2018 (September/October) taking into consideration the work that Members previously undertook when they reviewed the BTC. This was considered suitable for a one-off meeting.

5.1.8 Success or otherwise of highways liaison meetings with HCC.

Officer Comment: A new Highways Liaison Meeting is being arranged by the County Council. Prior to these meetings officers of SBC and HCC will meet before the liaison meeting to agree understanding on issues before meeting with Members.

5.1.9 Progress with the draft cycling strategy (dated May 2017). “Possibly as part of one of those responses to the two cycleway inspections.”

Officer Comment: There is a draft Cycle Strategy but this has been delegated to the Executive Member for Economy, Enterprise and Transport and the Assistant Director, Planning and Regulatory, to progress as part of the Local Plan. This work could be shared in a one-off session with Members as part of the Local Plan.

5.1.10 Issues around licences to occupy – “Issues around licences to occupy and issues in obtaining”

Officer Comment: The Assistant Director, Stevenage Direct Services, is looking at making this process more streamlined than the current bureaucratic process which is focused on protecting the Council from potential legal problems but does not encourage community participation. A presentation on this work can be provided.

5.1.11 Use of council amenities such as sports field pavilions etc. and licence to occupy. - “Greater freedoms for local resident’s community group to take over running of these facilities.”

Officer Comment: Linked to 5.1.10 above.

5.1.12 Play area provision/outdoor space & sports provision (x2) – “Parks and Green Areas. Ensuring we make the most of these areas in terms of areas for exercise in the open, to support wellbeing and ensuring biodiversity and that areas are well maintained.”

Officer Comment: This could be linked to 5.1.20 Neighbourhood Maintenance but would recommend this is an item for future years as this work to deliver the strategy is only part way through its delivery.

5.1.13 Trees – overgrown etc. - “Review whether the policy on trees meets the expectation of the public. Reason: Numerous issues have arisen where the council policy means that an overbearing tree, near to a property is being left because reasons are found not to cut it’s height despite the tree causing

misery to a resident. The policy where SBC states that a tree causing total block of light to a property is causing misery for residents and needs to be changed. Trees need to be kept in check and within legal height restrictions.”

Officer Comment: This could be brought to Members as a piece of Policy Work of Street Scene and Grounds Maintenance covering the statutory responsibilities and the services resources.

5.1.14 Recycling – “managing overspill and flytipping (Oval)”

Officer Comment: The Business Unit Review will address these issues and could be brought to Members as a presentation covering recycling and the local neighbourhood recycling sites. One focussed meeting on this late in 2018-19 would be welcomed.

5.1.15 Waste and Recycling Contracts

Officer Comment: Linked to 5.1.14 above.

5.1.16 Parking management and enforcement in Stevenage

Officer Comment: Officers are currently looking at this and could provide a session with Members as Policy Development.

5.1.17 Neighbourhood Wardens

Officer Comment: Officers would need to know more about this from the Member who raised this issue.

5.1.18 Working towards a zero carbon future

Officer Comment: Officers would need to know more about this from the Member who raised this issue.

5.1.19 Traffic Congestion within the town and on the approaches to the A1 - “How are the plans for widening of the A1 developing, and can part time lights assist in breaking down traffic?”

Officer Comment: This could be addressed at the new Highways Liaison meetings.

5.1.20 Open Spaces -specifically facilities at Fairlands Valley Park – (This item was agreed in last year’s work programme)

Officer Comment: Linked to the item above at 5.1.4

5.1.21 Neighbourhood Maintenance – (This item was agreed in last year’s work programme but deferred until 2018-19)

Officer Comment: If Members decided to do this work it could be done jointly with Community Select Committee.

5.2 Issues Raised by the Public

5.2.1 “Something needs to be done about the bin men. Not collecting some of the bins when there is nothing wrong with the contents, and the rubbish they leave blowing around the streets. It attracts wildlife and rats. (The resident was sent a reply to this specific issue and was sent a link to the previous review that was undertaken into this issue)

- 5.2.2 “I don’t know if this is something you deal with but the dog mess all over the street around Shephall is revolting” (The resident was sent a link to the previous review that was undertaken into this issue)
- 5.2.3 “pot holes and pavements” (The resident was informed that this is a matter for the County Council and was invited to raise this with their County Councillor)
- 5.3 Members are asked to consider, which of the above items they wish to include in their work programme and which approach they favour to review the items, based on those suggested at paragraphs 4.2.1 and 4.2.8, including a more in-depth review or a one-off discussion item?
- 5.4 Members should note that whatever issues they agree to be scrutinised as a main review item would be subject to a full scoping process and subsequently a scoping document would need to be agreed by the Committee at a future meeting. Other items, which can be addressed by a briefing and discussion item, may not require a full scoping document.
- 5.5 Work Programme Schedule for 2018/19
- 5.5.1 When the Scrutiny Work Programme is agreed by the Community Select Committee, the Scrutiny Officer will, using the agreed dates for generic Select Committee meetings in the Calendar of Meetings, draw together a work programme schedule for the 2018/19 Municipal Year, including scrutiny review meetings, monitoring of previous reviews selected by Members and policy development meetings, which will be circulated to Members, and electronic diary invites will be sent to all Community Select Committee Members.
- 5.6 Alignment of Scrutiny with the Strategic Leadership Team
- 5.6.1 It is important that the three Scrutiny Committees (Overview and Scrutiny Committee, Community Select Committee and the Environment and Economy Select Committee) are aligned to the Strategic Leadership Team (SLT). As such, the following Scrutiny Committees are covered by the relevant nine Assistant Directors and SLT areas:
- 5.6.2 Customer – Community Select Committee:
Assistant Director for Housing and Investment (Jaine Cresser) and the Assistant Director for Communities and Neighbourhoods (Rob Gregory)
- 5.6.3 Place – Environment and Economy Select Committee:
Assistant Director for Direct Services (Craig Miller), Assistant Director for Regeneration (Pat Lewis), Assistant Director for Housing Development (Ash Ahmed) and Assistant Director for Planning and Regulatory (Zayd Al-Jawad)
- 5.6.4 Transformation and Support – Overview and Scrutiny Committee:
Assistant Director for Corporate Services and Transformation (Richard Protheroe), Assistant Director for Finance and Estates (Clare Fletcher) and Assistant Director for Corporate Projects, Customer Services and Technology (Clare Watson)
- 5.6.5 Role of the Assistant Directors and Scrutiny

- 5.6.6 The Assistant Directors will take a leadership role in assisting and supporting the relevant Scrutiny Committees and specific reviews that align to their area of expertise. The Assistant Directors will support each review through its various stages, from scoping of reviews, attending Chair and Vice-Chair briefings and offering support to the Scrutiny Officer in providing written and oral evidence for reviews as well as identifying 'Critical Friends' and other review witnesses. The Assistant Directors will liaise with the relevant Executive Portfolio Holder(s) and the Senior Leadership Team (CE and Assistant CE's, Scott Crudgington, Matt Partridge & Tom Pike).
- 5.6.7 Strategic Director, Matt Partridge from the Senior Leadership Team has overall responsibility for the Scrutiny function, deputised by Strategic Director Tom Pike.

6. MONITORING REVIEW OF RECOMMENDATIONS

- 6.1 The Committee may consider there is a need to undertake some follow-up work on recommendations arising from previous studies. It may be considered sufficient to simply request update briefings from the relevant Assistant Directors to be circulated to Members at appropriate intervals. However, if the Committee requires more detailed consideration or examination of the progress of previous recommendations, this should be factored into its work programme.
- 6.2 Reports within the remit of this Committee that have been issued over the last five years and also those that have been revisited within the last five years are as follows:
- Refuse & Recycling (Completed January 2014)
 - Maintenance of Trees, Hedges and Shrub beds (Completed February 2015, revisited October 2016)
 - Briefing on the Green Travel Plan – Action Plan (Revisited with officer briefing September 2014, October 2015 and again in November 2016)
 - Briefing on Cleansing of Children's Play Areas (January 2015)
 - Inward Investment Opportunities & Business Support (Completed June 2012 and revisited in February 2015)
 - Training & Employment Opportunities for Young People (Completed February 2013 and revisited in December 2014)
 - Business Technology Centre Review (Completed January 2016, update to Exec response July 2016)
 - Briefing on Fly Tipping, Littering & Environmental Law (January 2016)
 - Allotments (Completed January 2017), Executive Member response July 2017.
 - Briefing on Open Spaces (September 2016)
 - Briefing & site visit report on Underpasses (September 2016 and updated November 2016)
 - Briefing on the Provision of Public Toilets (October 2016 & to be revisited March 2017)

- Revisit to Recommendations and agreed actions from the Review of Environmental Campaigns & Fixed Penalty Notices (Dog Fouling) (October 2016)
- Flood Risk Management Policy (January 2018)
- Bus services (November 2017)

7. POLICY DEVELOPMENT WORK FOR 2018/2019

7.1 Following consultation with the Assistant Directors for Stevenage Direct Services, Craig Miller, Regeneration, Pat Lewis, Housing Development, Ash Ahmed and Planning & Regulatory, Zayd Al-Jawad, the following matters have been identified for potential Policy Development to be undertaken with the Portfolio Holders for Environment & Regeneration and Economy, Enterprise and Transport during the Municipal Year for 2018/2019:

7.1.1 Issues that have been highlighted by the Assistant Directors include:

- Waste exceptions for refuse collections
- Recycling
- Grounds Maintenance
- Parking Management
- BTC Contract Renewal
- Bus Interchange (subject to the delivery of Town Centre Regeneration)

7.2 Any further issues that the Assistant Directors can give notice of for Policy Development work in 2018/19 will be updated at the meeting.

7.3 In line with organising meeting dates to deliver the Committee's work programme, as detailed at Section 5.5.1, dates for the above Policy Development items will be scheduled into Members' diaries once the relevant Assistant Directors confirm when Scrutiny Members can undertake this work, ahead of consideration by the Executive. If any further matters are identified by officers, Members will be notified and a meeting invitation sent to Members in due course. These meetings will be informal Policy meetings Chaired by the relevant Executive Portfolio Holder and supported by the relevant Assistant Director.

8. IMPLICATIONS

8.1 Financial Implications

8.1.1 There are no direct financial implications arising from the recommendations in this report.

8.1.2 A small budget of £2,500 is held to support the work of the Select Committees in their research and study.

8.2 Legal Implications

8.2.1 The role of Overview and Scrutiny Committees is set out in the Local Government Act 2000. The recommendations made in this report are to facilitate the Committees to fully undertake this role.

8.3 Equalities and Diversity Implications

- 8.3.1 There are no direct Equalities and Diversity implications arising from the recommendations in this report. Specific equalities and diversity implications are considered during each scrutiny review.

BACKGROUND DOCUMENTS

- BD1 Submissions from Councillors and the Public.

APPENDICES

Appendix - CLG Parliamentary Select Committee report and recommendations – Effectiveness of local overview and scrutiny committees

Communities and Local Government Committee Parliamentary Select Committee Review – Effectiveness of local authority overview and scrutiny committees

Scrutiny Members have been invited to provide their own response and a corporate response will be produced and incorporated into the Constitutional Issues report to Annual Council in May.

The report covers the following areas (SBC may not need to respond to every area as some are not relevant to district council's):

- 1 The role of Scrutiny
- 2 Party politics and organisational culture
- 3 Accessing information
- 4 Resources
- 5 Members training and skills
- 6 The role of the public
- 7 Scrutinising public services provided by external bodies
- 8 Scrutiny in combined authorities

Conclusions and Recommendations of the Parliamentary Select Committee are from page 42 – follow the link

[Recommendations of CLG Select Committee](#)

Summary

Overview and scrutiny committees were introduced by the Local Government Act 2000 and were tasked with acting as a counterweight to the increased centralised power of the new executive arrangements. Whilst some authorities were not covered by the changes brought in by the Act, the Leader and Cabinet system is the predominant model of governance in English local authorities. However, since the Localism Act 2011, councils have had the option of reverting to the committee system of governance. Some authorities that have chosen to do so have expressed dissatisfaction with the new executive arrangements, including concern at the limited effectiveness of scrutiny. Noting these concerns, and that there has not been a comprehensive assessment of how scrutiny committees operate, we decided to conduct this inquiry. The terms of reference placed an emphasis on considering factors such as the ability of committees to hold decision-makers to account, the impact of party

politics on scrutiny, resourcing of committees and the ability of council scrutiny committees to have oversight of services delivered by external organisations.

We have found that the most significant factor in determining whether or not scrutiny committees are effective is the organisational culture of a particular council. Having a positive culture where it is universally recognised that scrutiny can play a productive part in the decision-making process is vital and such an approach is common in all of the examples of effective scrutiny that we identified. Senior councillors from both the administration and the opposition, and senior council officers, have a responsibility to set the tone and create an environment that welcomes constructive challenge and democratic accountability. When this does not happen and individuals seek to marginalise scrutiny, there is a risk of damaging the council's reputation, and missing opportunities to use scrutiny to improve service outcomes. In extreme cases, ineffective scrutiny can contribute to severe service failures.

Our inquiry has identified a number of ways that establishing a positive culture can be made easier. For example, in many authorities, there is no parity of esteem between the executive and scrutiny functions, with a common perception among both members and officers being that the former is more important than the latter. We argue that this relationship should be more balanced and that in order to do so, scrutiny should have a greater independence from the executive. One way that this can be achieved is to change the lines of accountability, with scrutiny committees reporting to Full Council meetings, rather than the executive. We also consider how scrutiny committee chairs might have greater independence in order to dispel any suggestion that they are influenced by partisan motivations. Whilst we believe that there are many effective and impartial scrutiny chairs working across the country, we are concerned that how chairs are appointed can have the potential to contribute to lessening the independence and legitimacy of the scrutiny process.

Organisational culture also impacts upon another important aspect of effective scrutiny: access of committees to the information they need to carry out their work.

We heard about committees submitting Freedom of Information requests to their own authorities and of officers seeking to withhold information to blunt scrutiny's effectiveness. We believe that there is no justification for such practices, that doing so is in conflict with the principles of democratic accountability, and only serves to prevent

scrutiny committees from contributing to service improvement. We have particular concerns regarding the overzealous classification of information as being commercially sensitive.

We also considered the provision of staff support to committees. Whilst ensuring that sufficient resources are in place is of course important, we note that if there is a culture within the council of directors not valuing scrutiny, then focussing on staff numbers will not have an impact. We are concerned that in too many authorities, supporting the executive is the over-riding priority, despite the fact that in a time of limited resources, scrutiny's role is more important than ever. We also consider the skills needed to support scrutiny committees, and note that many officers combine their support of scrutiny with other functions such as clerking committees or executive support. It is apparent that there are many officers working in scrutiny that have the required skills, and some are able to combine them with the different skill set required to be efficient and accurate committee clerks. However, we heard too many examples of officers working on scrutiny who did not possess the necessary skills. Decisions relating to the resourcing of scrutiny often reflect the profile that the function has within an authority. The Localism Act 2011 created a requirement for all upper tier authorities to create a statutory role of designated lead scrutiny officer to promote scrutiny across the organisation. We have found that the statutory scrutiny officer role has proven to be largely ineffective as the profile of the role does not remotely reflect the importance of other local authority statutory roles. We believe that the statutory scrutiny officer position needs to be significantly strengthened and should be a requirement for all authorities.

We believe that scrutiny committees are ideally placed and have a democratic mandate to review any public services in their area. However, we have found that there can sometimes be a conflict between commercial and democratic interests, with commercial providers not always recognising that they have entered into a contract with a democratic organisation with a necessity for public oversight.

We believe that scrutiny's powers in this area need to be strengthened to at least match the powers it has to scrutinise local health bodies. We also call on councils to consider at what point to involve scrutiny when it is conducting a major procurement exercise. It is imperative that council executives involve scrutiny at a time when contracts are still being developed, so that all parties understand that the service will still have democratic oversight despite being delivered by a commercial entity.

We also heard about the public oversight of Local Economic Partnerships (LEPs), and have significant concerns. that public scrutiny of LEPs seems to be the exception rather than rule. Therefore, we recommend that upper tier councils, and combined authorities where appropriate, should be able to monitor the performance and effectiveness of LEPs through their scrutiny committees.

We recognise that the mayoral combined authorities are in their infancy, but given the significance of organisational culture in effective scrutiny, it is important that we included them in our inquiry to ensure that the correct tone is set from the outset. We are therefore concerned by the evidence we heard about an apparent secondary role for scrutiny in combined authorities. Mayors are responsible for delivering services and improvements for millions of residents, but oversight of their performance is currently hindered by limited resources. We therefore call on the Government to ensure that funding is available for this purpose. We also argue that when agreeing further devolution deals and creating executive mayors, the Government must make it clear that scrutiny is a fundamental part of any deal and must be adequately resourced and supported.

Conclusions and recommendations

The role of scrutiny

1. *We therefore recommend that the guidance issued to councils by DCLG on overview and scrutiny committees is revised and reissued to take account of scrutiny's evolving role. (Paragraph 12)*
2. *We call on the Local Government Association to consider how it can best provide a mechanism for the sharing of innovation and best practice across the scrutiny sector to enable committees to learn from one another. We recognise that how scrutiny committees operate is a matter of local discretion, but urge local authorities to take note of the findings of this report and consider their approach. (Paragraph 13)*

Party politics and organisational culture

3. However, all responsible council leaderships should recognise the potential added value that scrutiny can bring, and heed the lessons of high profile failures of scrutiny such as those in Mid Staffordshire and Rotherham. (Paragraph 19)
4. *To reflect scrutiny's independent voice and role as a voice for the community, we believe that scrutiny committees should report to Full Council rather than the executive and call on the Government to make this clear in revised and reissued guidance. When scrutiny committees publish formal recommendations and conclusions, these should be considered by a meeting of the Full Council, with the executive response reported to a subsequent Full Council within two months. (Paragraph 23)*
5. We believe that executive members should attend meetings of scrutiny committees only when invited to do so as witnesses and to answer questions from the committee. Any greater involvement by the executive, especially sitting at the committee table with the committee, risks unnecessary politicisation of meetings and can reduce the effectiveness of scrutiny by diminishing the role of scrutiny members. *We therefore recommend that DCLG strengthens the guidance to councils to promote political impartiality and preserve the distinction between scrutiny and the executive. (Paragraph 25)*
6. It is vital that the role of scrutiny chair is respected and viewed by all as being a key part of the decision-making process, rather than as a form of political patronage. (Paragraph 27)
7. We believe that there are many effective and impartial scrutiny chairs working across the country, but we are concerned that how chairs are appointed has the potential to contribute to lessening the independence of scrutiny committees and weakening the legitimacy of the scrutiny process. Even if impropriety does not occur, we believe that an insufficient distance between executive and scrutiny can create a perception of impropriety. (Paragraph 30)

8. We believe that there is great merit in exploring ways of enhancing the independence and legitimacy of scrutiny chairs such as a secret ballot of non-executive councillors. However, we are wary of proposing that it be imposed upon authorities by government.
-

We therefore recommend that DCLG works with the LGA and CfPS to identify willing councils to take part in a pilot scheme where the impact of elected chairs on scrutiny's effectiveness can be monitored and its merits considered. (Paragraph 35)

Accessing information

9. Scrutiny committees that are seeking information should never need to be 'determined' to view information held by its own authority, and there is no justification for a committee having to resort to using Freedom of Information powers to access the information that it needs, especially from its own organisation. There are too many examples of councils being uncooperative and obstructive. (Paragraph 37)
10. Councils should be reminded that there should always be an assumption of transparency wherever possible, and that councillors scrutinising services need access to all financial and performance information held by the authority. (Paragraph 41)
11. We do not believe that there should be any restrictions on scrutiny members' access to information based on commercial sensitivity issues. Limiting rights of access to items already under consideration for scrutiny limits committees' ability to identify issues that might warrant further investigation in future, and reinforces scrutiny's subservience to the executive. *Current legislation effectively requires scrutiny councillors to establish that they have a 'need to know' in order to access confidential or exempt information, with many councils interpreting this as not automatically including scrutiny committees. We believe that scrutiny committees should be seen as having an automatic need to know, and that the Government should make this clear through revised guidance. (Paragraph 42)*
12. *We note that few committees make regular use of external experts and call on councils to seek to engage local academics, and encourage universities to play a greater role in local scrutiny. (Paragraph 45)*

13. We commend such examples of committees engaging with service users when forming their understanding of a given subject, and encourage scrutiny committees across the country to consider how the information they receive from officers can be complemented and contrasted by the views and experiences of service users. (Paragraph 47)

Resources

14. We acknowledge that scrutiny resources have diminished in light of wider local authority reductions. However, it is imperative that scrutiny committees have access to independent and impartial policy advice that is as free from executive influence as possible. We are concerned that in too many councils, supporting the executive is the over-riding priority, with little regard for the scrutiny function. This is despite the fact that at a time of limited resources, scrutiny's role is more important than ever. (Paragraph 61)

44 Effectiveness of local authority overview and scrutiny committees

15. *We therefore call on the Government to place a strong priority in revised and reissued guidance to local authorities that scrutiny committees must be supported by officers that can operate with independence and provide impartial advice to scrutiny councillors. There should be a greater parity of esteem between scrutiny and the executive, and committees should have the same access to the expertise and time of senior officers and the chief executive as their cabinet counterparts. Councils should be required to publish a summary of resources allocated to scrutiny, using expenditure on executive support as a comparator. We also call on councils to consider carefully their resourcing of scrutiny committees and to satisfy themselves that they are sufficiently supported by people with the right skills and experience.* (Paragraph 62)
16. *We recommend that the Government extend the requirement of a Statutory Scrutiny Officer to all councils and specify that the post-holder should have a seniority and profile of equivalence to the council's corporate management team. To give greater prominence to the role, Statutory Scrutiny Officers should also be required to make regular reports to Full Council on the state of scrutiny, including identifying any areas of weakness that require improvement and the work carried out by the Statutory Scrutiny Officer to rectify them.* (Paragraph 65)

Member training and skills

17. It is incumbent upon councils to ensure that scrutiny members have enough prior subject knowledge to prevent meetings becoming information exchanges at the expense of thorough scrutiny. Listening and questioning skills are essential, as well as the capacity to constructively critique the executive rather than following party lines. *In the absence of DCLG monitoring, we are not satisfied that the training provided by the LGA and its partners always meets the needs of scrutiny councillors, and call on the Department to put monitoring systems in place and consider whether the support to committees needs to be reviewed and refreshed. We invite the Department to write to us in a year's time detailing its assessment of the value for money of its investment in the LGA and on the wider effectiveness of local authority scrutiny committees.* (Paragraph 76)

The role of the public

18. *The Government should promote the role of the public in scrutiny in revised and reissued guidance to authorities, and encourage council leaderships to allocate sufficient resources to enable it to happen. Councils should also take note of the issues discussed elsewhere in this report regarding raising the profile and prominence of the scrutiny process, and in so doing encourage more members of the public to participate in local scrutiny. Consideration also need to be given to the role of digital engagement, and we believe that local authorities should commit time and resources to effective digital engagement strategies. The LGA should also consider how it can best share examples of best practise of digital engagement to the wider sector.* (Paragraph 82)

Scrutinising public services provided by external bodies

19. *Scrutiny committees must be able to monitor and scrutinise the services provided to residents. This includes services provided by public bodies and those provided by*
20. *In light of our concerns regarding public oversight of LEPs, we call on the Government to make clear how these organisations are to have democratic, and publicly visible, oversight. We recommend that upper tier councils, and combined authorities where appropriate, should be able to monitor the performance and effectiveness of LEPs through their scrutiny committees. In line with other public bodies, scrutiny committees should be able to require LEPs to provide information and attend committee meetings as required.* (Paragraph 96)

Scrutiny in combined authorities

21. *We are concerned that effective scrutiny of the Metro Mayors will be hindered by under-resourcing, and call on the Government to commit more funding for this purpose. When agreeing further devolution deals and creating executive mayors, the Government must make clear that scrutiny is a fundamental part of any deal and that it must be adequately resourced and supported.* (Paragraph 104)

Executive Member Response To Indoor Market Scrutiny Review

Date Recommendations agreed by Environment & Economy Select Committee:

Environment & Economy Select Committee, Tuesday 16 January 2018
(circulated Friday 19 January 2018)

Date responses should be made by:

Executive responses on behalf of the Executive Portfolio Holder for Resources should be received by Monday 19 March 2018

Recommendations:

Executive Response:

PRINCIPAL RECOMMENDATION - That officers be requested to engage an external company to carry out market research in order to find out what kind of market offer is required by the Town longer-term.

Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller

The council understands the purpose of this recommendation and has retrieved a quote to undertake such works already. This quote was particularly expensive and efforts are currently being made to find a more cost effective option.

We are conscious that the timing needs to be right for this work to ensure it not only encompasses the impacts of the challenges within

	<p><i>the retail sector generally and the needs of existing residents, but also encapsulates the impacts and needs associated with new resident groups emerging in the town centre due to the current and future regeneration developments.</i></p> <p><i>The council will of course take the learnings from site visits undertaken during the course of this scrutiny process to help inform future decisions and direction.</i></p>
<p>SHORT TERM RECOMMENDATION 1 - That officers revisit this issue with the shops to see what incentives would be required to restore access to the multi-storey car park as this would significantly improve the potential footfall of the market and would also restore a much needed pedestrian route to and from the car park to the town centre.</p> <p>Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller</p>	<p><i>Conversations are ongoing with the retailers in question. To date there has been no appetite to reinstate these access routes. Officers will continue to pursue this option and review the incentives that are being offered to encourage agreement.</i></p>
<p>SHORT TERM RECOMMENDATION 2 - If the Market is not moving venue as part of the Town Centre Regeneration Plans, then the Council should look at improving the fabric of the building including upgrading the quality of the pitches by replacing the fascia and shutters (with a uniform replacement roller blind or more expensive metal shutters).</p> <p>Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller</p>	<p><i>Officers are currently appraising potential options to improve the market building and fabric of the building. This work will be incorporated into a business plan with actions in the individual annual action plans as appropriate.</i></p> <p><i>The council's regeneration plans include actions to enhance the external facades of the indoor market building.</i></p>
<p>SHORT TERM RECOMMENDATION 3 - That officers look at incentives for Market Traders to keep to the opening trading times and days. Members would recommend that the Garages and Market Manager discuss with the MTA altering the current rules of incentives and disincentives to Market Traders to see</p>	<p><i>The council will seek to ensure consistency in opening hours across all stalls within the market to maximise the attraction and offer to customers. The council will take appropriate and proportionate action where trading hours are not being observed and as such compromises efforts to attract footfall and custom.</i></p>

<p>if this issue can be improved.</p> <p>Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller</p>	
<p><u>SHORT TERM RECOMMENDATION 4</u> - That the Executive Portfolio Holder for Resources discusses with officers in Finance and the Car Parks Manager the options open to varying the parking charges. Members are aware that work is ongoing with the budget process regarding parking options, and would therefore recommend that all await the outcome of those proposals beyond the initial MSCP 30 minute trial that has been taking place this year, before making any further recommendations on this issue.</p> <p>Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller</p>	<p><i>The council will be facilitating nine free parking sessions in 2018/19 that align with indoor market or town centre events to encourage footfall. The council has also implemented the reduced price 30 minute parking pilot from 24 April 2017 to facilitate “pop-in” visits to the market</i></p> <p><i>Officers are currently working on a parking strategy for the Borough. This work will incorporate consideration of the relationship between parking tariffs and footfall within the indoor market and the town centre more generally.</i></p>
<p><u>SHORT TERM RECOMMENDATION 5</u> - That officers discuss with the Town Centre Manager ways to further enhance and incorporate the Indoor Market with Town Centre events that are organised by the Town Centre Manger.</p> <p>Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller</p>	<p><i>The Town Centre Manager is currently finalising the 2018 programme of events for the town centre. The programme and events are being connected to the Indoor Market wherever possible; it also includes specific market focussed events such as “Love your local market” and “Celebrating 45 years of Stevenage Indoor Market. Nine free parking sessions are proposed between April and December that align with town centre events.</i></p> <p><i>The council has purchased a marquee for the Market Traders Association to use in the Town Centre area to promote the Indoor Market. Officers have also facilitated free of charge pitch licences for this.</i></p>
<p><u>SHORT TERM RECOMMENDATION 6</u> - That officers discuss with the MTA ways to encourage a wider diversity of traders available in the Market.</p>	<p><i>Unfortunately the Market Traders Association has dissolved since the committee made this recommendation. Officers are currently drafting the 2018/19 business plan for the Indoor Market. An action within this</i></p>

Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller	<i>plan will be to draft a tenancy strategy that seeks to identify and target particular sectors of the business market to encourage new traders and enhance the existing offer.</i>
<u>SHORT TERM RECOMMENDATION 7</u> – That officers consider a staggered rent for new traders.	<i>The business plan referenced at recommendation six will incorporate initiatives and incentives to encourage new traders. The council currently offers subsidised rents for the first six months for new traders to encourage take up. The business plan will consider further options such as shorter leases and staggered rents as suggested.</i>
Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller	
<u>SHORT TERM RECOMMENDATION 8</u> – That officers approach other traders from different markets or other settings. Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller	<i>Officers continually review best practice and liaise with the industry bodies (National Association of British Market Authorities (NABMA) and also with the National Market Traders Federation (NMTF)) to ensure we keep appraised of new ideas and innovative solutions.</i>
<u>SHORT TERM RECOMMENDATION 9</u> – That officers further promote other uses of void spaces and to casual traders.	<i>Officers are currently considering options for alternative uses of void spaces. Options will range from decorating the void space to improve the look and feel to promoting use for local arts projects etc. This work will be encapsulated within the annual business plan.</i>
Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller	
<u>LONG TERM RECOMMENDATION 1</u> - That options for a future alternative location for the indoor market be included in the town centre regeneration plans.	<i>Officers will continue to consider and review alternative options with regeneration colleagues.</i>
Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller	
<u>LONG TERM RECOMMENDATION 2</u> – (i) That the Executive Portfolio Holder for Resources discuss with officers the possibility of a future acquisition of the freehold for a suitable town square retail building creating an arcade linking the town centre square with the Indoor Market entrance; (ii) If an arcade link to the Indoor Market is not viable either because of the building configurations or for financial reasons, then the	<i>Unfortunately, this is not considered a viable option at this time. The principle of creating access to the market via an arcade is understood, however there is concern that the introduction of further stalls in this area would introduce further external competition to the traders located within the market building.</i> <i>An alternative location for a smaller reconfigured indoor market has not</i>

<p>purchase of a smaller retail site with footfall from the town centre be considered for a smaller reconfigured market with a focus on business start-ups in conjunction with an outdoor market offer in the regenerated Town Centre.</p> <p>Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller</p>	<p><i>been identified or considered viable at this point.</i></p>
<p><u>LONG TERM RECOMMENDATION 3</u> – That officers consider approaching an independent company to administrate the market on a commercial basis for the Council</p> <p>Action: Garages & Markets Manager Carlo Perricone / AD Craig Miller</p>	<p><i>The council is committed to operating the Indoor Market and the efforts to maintain the viability of this operation. The council will keep an open mind to this option and will review its applicability in the future. It is however not considered an option at this point.</i></p>

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Briefing Note

Subject: Hertfordshire Waste Partnership Annual Report 2016/17
Author: Craig Miller – Assistant Director, Stevenage Direct Services
Date: 05 March 2018

1.0 Purpose

- 1.1 To present the Hertfordshire Waste Partnership Annual Report to the Environment & Economy Select Committee, and provide members with a summary of the work completed by the partnership in 2016/17.

2.0 Recommendations

- 2.1 That members note the contents of the Hertfordshire Waste Partnership Annual Report 2016/17.

3.0 Background

- 3.1 The Hertfordshire Waste Partnership (HWP) was formed in 1992 and brought together the ten borough and district councils in their capacity as waste collection authorities and the county council as the waste disposal authority. There are 50 similar partnerships across the UK.
- 3.2 The partnership is overseen by the HWP member group which is made up of elected councillors from each partner authority. Cllr John Gardner, Deputy Leader and Portfolio Holder for Environment & Regeneration is Stevenage Borough Council's representative on the group. The member group is supported by two senior officer groups - the Directors group and the Heads of Waste group.
- 3.3 The HWP has no authority over individual services but instead considers matters of strategic importance and opportunities for joint working. The partnership makes recommendations about long-term development of waste services in pursuit of targets detailed in the joint Municipal Waste Management Strategy and the objectives and principles detailed in the Hertfordshire Waste Partnership Agreement signed in January 2012.

4.0 Hertfordshire Waste Partnership headlines - 2016/17

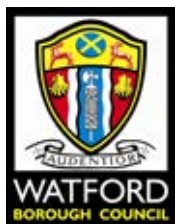
- 4.1 Collectively the HWP dealt with approximately 512,000 tonnes of local authority collected waste during 2016/17.
- 4.2 The partnership considered a number of strategic issues during 2016/17, most notably an initial assessment of the impact of Brexit and what it could mean from Hertfordshire's Waste Management Services.
- 4.3 Waste Aware is the public face of the HWP and is the brand used for the partnerships education and awareness activity to encourage changes in waste behaviours. The 2016/16 Waste Aware campaign began with the launch of a series of waste electrical and electronic equipment take back events across Hertfordshire. Funded by £91,000 of innovation fund monies from the Department for Business, Innovation & Skills, the scheme delivered 14 events from April to October and collected over 59 tonnes of electrical items.
- 4.4 Waste Aware placed particular focus on the use of social media during 2016/17 in view of the increasing use of platforms such as Twitter and Facebook by residents. Social media allows for

greater versatility and responsiveness in communicating with residents e.g. messages relating to disruption to services or impacts of severe weather can be distributed quickly and adapted as situations change.

- 4.5 The HWP provides access for new and expectant parents to a real nappy scheme with a view to reducing the amount of disposable nappies that are sent to landfill. Approximately 30 applications were received from Stevenage parents during 2016/17.
- 4.6 The HWP assumed responsibility for the Hertfordshire Fly Tipping Group in 2016 due to the connection with waste and environmental services already covered by the group. The aim of the group is to reduce and prevent fly tipping across Hertfordshire by bringing all relevant agencies and partners together. The group seeks to adopt a consistent and strategic approach across the region that supports frontline enforcement activity.
- 4.7 The annual report confirms details of the end destinations for the waste collected within the County. For Stevenage, this information relates to all general waste and paper collected. All other recyclable materials (plastic, cans and glass etc.) are managed and sent direct for processing by the Borough council.
- 4.8 An electronic copy of the annual report is appended to this note for members information and provides greater detail on the points raised above.
- 5.0 **Further Information**
- 5.1 Requests for further information or any queries relating to any item within the report should be directed to Craig Miller, Assistant Director, Stevenage Direct Services – craig.miller@stevenage.gov.uk or 01438 242587.

Hertfordshire Waste Partnership

Annual Report – 2016/17





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Foreword



Cllr Terry Hone
(Chairman)

Executive Member for
Community Safety & Waste
Management
Hertfordshire County Council



Cllr Helen Bromley
(Vice Chairman)

Executive Member for
Environment
Welwyn Hatfield Borough
Council

During 2016/17 the Hertfordshire Waste Partnership achieved further improvements in performance as a result of ongoing changes to waste and recycling services provided by a number of the Partner Authorities. These included alterations to kerbside recycling services for dry recyclates and organic wastes as well as changes at the Household Waste Recycling Centres.

3

As result by March 2017 the HWP's overall recycling rate (including re-use and composting) had risen to **52.2%** the highest ever achieved by the Partnership. In addition the full year effect of a number of interim waste disposal contracts, which see unrecycled residual wastes sent to energy recovery, also saw the HWP's overall recovery rate increase to **88.5%** compared to the **81.4%** achieved during 2015/16.

This means that out of every 100 tonnes of household waste produced in Hertfordshire **only 11½ tonnes** was sent to landfill with the rest re-used, recycled, composted or processed to produce energy thereby contributing to the nation's energy needs.

Whilst these further improvements are to be welcomed the HWP is also grappling with a range of significant risks ranging from ongoing reductions in Government funding; to the potential impacts of Brexit including especially how this may impact on the ability to trade recyclables in the global market place; to an expansion of the Partnership's remit which has seen it take on responsibility for co-ordinating the County's response to the menace of fly tipping.

As always we hope you enjoy reading our annual report and would encourage you to feedback and comment on any aspect of the work undertaken by the HWP...see page 33 for contact details.

Hertfordshire Waste Partnership – Annual Report 2016/17

1. Background

The Hertfordshire Waste Partnership, (HWP) was formed in 1992 bringing together the ten borough and district councils in their capacity as waste collection authorities and the county council as the waste disposal authority (herein referred to as the 'Partners') and is one of 50 such partnerships throughout the UK.

Collectively, the HWP dealt with approximately 512,000 tonnes of local authority collected waste during 2016/17 at a cost of approximately £82.47 million. Of this £43.1 million was spent on waste treatment and disposal with the remainder spent on collection services.

The Partnership is overseen by the HWP Member group which is made up of elected councillors from each of the Partners who hold the relevant portfolio for waste management. The Member group is supported by two senior officer groups - the Directors group and the Heads of Waste group.

The HWP has no authority over individual services and instead considers matters of strategic importance and opportunities for joint working. It makes recommendations about the long-term development of waste services in pursuit of targets detailed in the 2007 Joint Municipal Waste Management Strategy, objectives and principles detailed in the Hertfordshire Waste Partnership Agreement signed in January 2012 and in response to legislative changes. The HWP unit is jointly funded by the Partners and employs a Partnership Development Manager and a WasteAware Co-ordinator.

WasteAware is the public face of the HWP and concentrates on changing 'waste behaviour' by focusing on the 4Rs, reduction, re-use, recycling and recovery. With particular emphasis on actions before waste is generated the HWP hopes to reduce the amount of waste that needs to be recycled or disposed of.



2. Summary

2.1 Performance 'At a glance' (green represents improvement, red indicates deterioration)

Boroughs & Districts	2015/16	2016/17	Change	Trend
Dry recycling	97,112	102,358	5,246	↑
Re-use	307	255	-52	↓
Composting	108,671	113,087	4,416	↑
Residual waste	219,869	209,092	-10,777	↓
Total...	425,959	424,792	-1,167	↓
Combined Borough Recycling Rate	48.4%	50.8%	2.4%	↑

County Council	2015/16	2016/17	Change	Trend
Dry recycling	33,378	33,377	-1	↓
Re-use	998	1,168	170	↑
Composting	8,123	7,931	-192	↓
Residual waste	25,103	27,403	2,300	↑
Total...	67,602	69,879	2,277	↑
Household Waste Recycling Centre Recycling Rate	62.9%	60.8%	-2.1%	↓

HWP Totals	2015/16	2016/17	Change	Trend
Dry recycling	130,490	135,735	5,245	↑
Re-use	1,305	1,423	118	↑
Composting	116,794	121,018	4,224	↑
Residual waste – EfW	153,131	179,586	26,455	↑
Residual waste – landfill	87,962	52,907	-35,055	↓
Residual waste – other	2,722	3,890	1168	↑
Non Compostable Wastes	1,155	112	-1,043	↓
Total...	493,559	494,671	1,112	↑
HWP overall recycling rate	50.4%	52.2%	1.8%	↑
HWP landfill diversion rate	81.4%	88.5%	7.1%	↑

2.2 Waste Minimisation

The HWP recognised some time ago that the need to minimise / reduce waste long term would be key in measuring the impact of waste reduction messages and other behavioural change activity funded by the partners. For this reason each year the

HWP tracks total waste per household. Long term success measured by this indicator is overall waste levels falling with an increasing percentage recycled. Table 1 below looks at total waste per household over the last seven years.

Table 1: Total household wastes (kilograms per household)

Year	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	H W P
2016/17	923	895	889	904	872	868	861	907	859	821	145	1,024
2015/16	907	895	910	912	875	869	886	927	858	871	141	1,031
2014/15	930	887	906	920	866	869	890	950	855	931	157	1,055
2013/14	919	898	902	923	856	877	857	953	845	962	158	1,056
2012/13	925	898	888	898	869	865	842	929	828	930	125	1,013
2011/12	957	912	913	946	894	874	846	975	861	955	151	1,063
2010/11	951	901	907	926	901	879	861	948	843	1028	149	1,062

source: WasteDataFlow – includes updated figures for previous years where available)

Table 1 shows that total household waste declined in 7 out of the 11 partner authorities during 2016/17 with increases in 3 and no change in 1 authority. However, importantly collectively total household waste per household declined again during 2016/17 to its second lowest level in the last seven years. Reductions were particularly evident in East Herts, Stevenage, Three Rivers and Welwyn Hatfield.

Whilst such reductions per household are to be welcomed, longer term the HWP has to plan for the projected increase in the number of households across the County as a whole. Since the 2015/16 annual report the official number of households has increased by 4270. Similar increases over the next two decades will be equivalent to waste arisings for an entire new district underlining the importance of taking difficult decisions to ensure the County's waste management infrastructure and services are fit for purpose going forward.

2.3 Recycling & Composting

The percentage of household waste recycled (including composting) is a national indicator which the community recognise as a measurement of success and one which features heavily in national and European statistics when it comes to judging the efficacy of regional and national waste management strategies.

Under this context 2016/17 saw all but one of the HWP's partner authorities improve overall levels of recycling with significant increases noted in St Albans and Welwyn Hatfield. In July 2016 St Albans implemented significant

changes to their kerbside waste and recycling services which, in common with a number of other Hertfordshire Authorities, saw the provision of smaller 180 litre bins for residual waste together with a new weekly food waste collection service as well as an enhanced service for mixed dry recyclables.

These changes resulted in St Albans showing the biggest improvement in recycling performance during 2016/17 with the full year effect likely to push St Albans to 60%+ recycling by March 2018.

Table 2: Changes in recycling and composting 2016/17

Authority	2015/16	2016/17	Change
Broxbourne	40.3%	41.1%	+0.8%
Dacorum	49.1%	51.1%	+1.9%
East Herts	48.6%	51.2%	+2.6%
Hertsmere	42.1%	43.4%	+1.6%
North Herts	57.6%	58.9%	+1.3%
St Albans	52.2%	57.5%	+5.4%
Stevenage	39.4%	39.8%	+0.4%
Three Rivers	59.4%	61.9%	+2.5%
Watford	40.1%	42.9%	+2.8%
Wel / Hat	48.5%	53.0%	+4.5%
Herts CC	62.8%	60.8%	-2.4%
HWP	50.4%	52.2%	+1.8%

(source: Hertfordshire Waste Partnership)

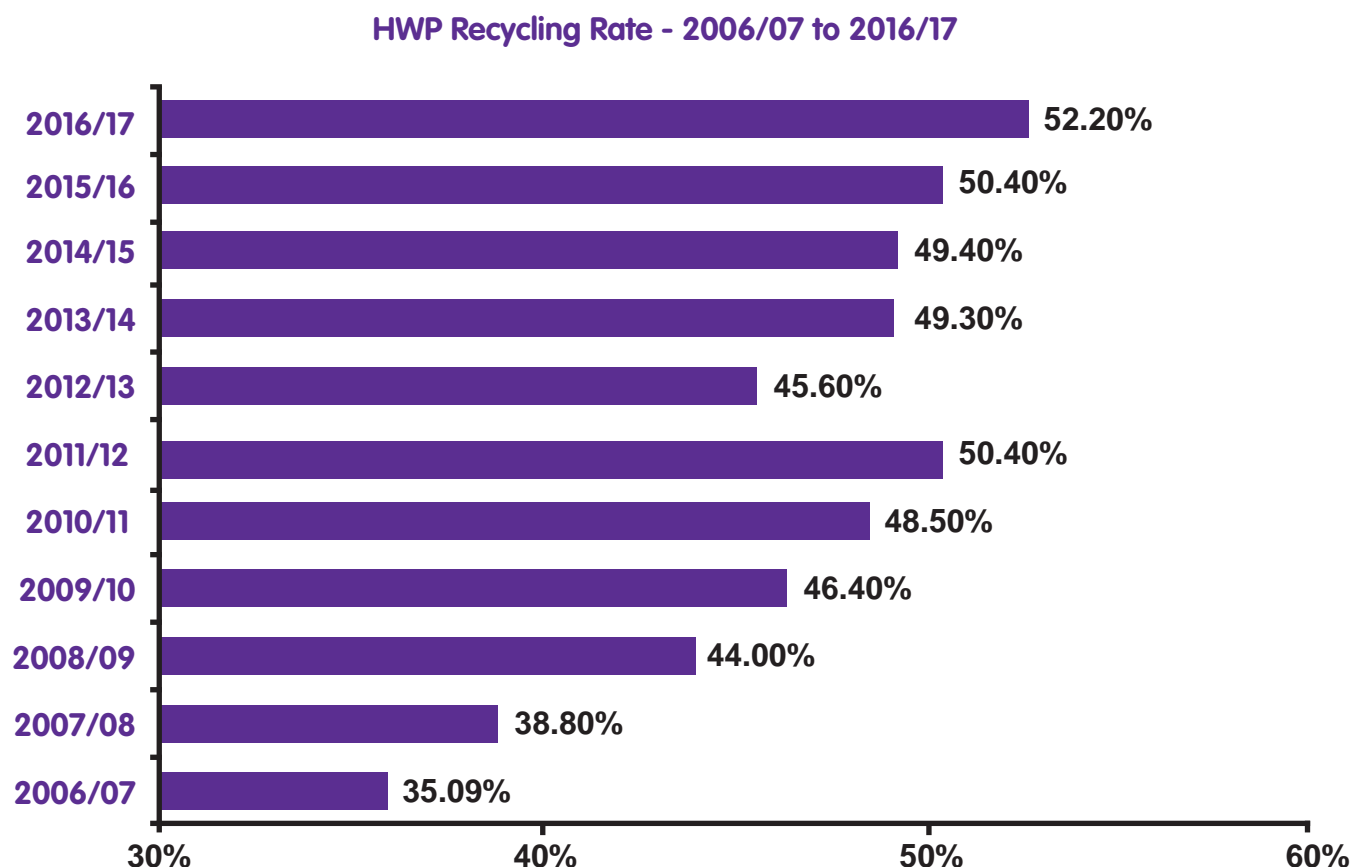
Based on the current national reporting framework the impact of these changes is noted in the updated table and graph below with the overall HWP recycling performance now increasing for the fourth year in a row rising to the highest ever achieved by the Partnership.

Table 3: Partner Authority and HWP recycling percentages

Year	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	HWP
2016/17	41.1	51.1	51.2	43.4	58.9	57.5	39.8	61.9	42.9	53.0	60.8	52.2
2015/16	40.3	49.1	48.4	42.1	57.6	52.2	39.4	59.4	40.1	48.5	62.8	50.4
2014/15	35.0	46.3	49.5	43.3	58.5	50.4	38.2	63.2	41.7	48.0	57.5	49.4
2013/14	35.0	46.2	48.5	43.2	57.3	47.7	37.4	62.4	40.6	46.6	61.2	49.3
2012/13	34.3	46.8	46.6	40.5	47.3	41.6	36.8	62.0	39.7	43.8	53.0	45.5
2011/12	39.6	46.7	48.4	46.7	49.5	48.3	40.0	60.5	41.2	49.9	67.9	50.4

(source: WasteDataFlow – includes updated figures for previous years where available)

The same data from a HWP perspective can be seen in the graph below:



2.4 Residual Waste

Economic growth, which the UK continues to enjoy, normally sees growth in residual wastes. However, in 2016/17 Hertfordshire saw a continuation of recent trends with a further drop in the amount of residual waste per household collected by the Boroughs and Districts.

Residual household waste is now at its lowest level for the last seven years and for the first time went below 450 kilograms per household. There were particularly significant reductions in East Herts, St Albans, Three Rivers and Welwyn Hatfield.

Table 4: Residual waste per household (kgs)

Year	Broxbourne	Dacorum	East Herts	Hertsmere	North Herts	St Albans	Stevenage	Three Rivers	Watford	Wel / Hat	Herts CC	H W P	WCA Average
2016/17	544	438	434	512	358	369	519	346	491	386	57	489.68	440
2015/16	541	455	467	528	371	416	534	377	514	449	52	511.75	465
2014/15	604	476	458	522	359	431	550	350	499	484	67	534.47	473
2013/14	597	483	465	524	367	459	536	358	502	514	60	535.67	480
2012/13	608	477	474	535	458	505	532	353	500	523	47	542.33	496
2011/12	578	486	471	504	451	451	508	385	506	478	49	528.64	482
2010/11	578	471	469	533	450	438	524	466	504	653	46	548.39	509

(source: WasteDataFlow – includes updated figures for previous years where available)

The reduction in residual waste per household translates into a drop in annual tonnage of over 8400 tonnes. At an average cost of £96.79 per tonne (2016/17) this equates to savings in the region of £813,000 which neither have to be raised from Council Tax or potentially diverted from other services.

Looking at this another way 8400 tonnes spread evenly across Hertfordshire's 482,960 households equates to a reduction of only 17.4kgs per household per annum. This underlines the immense value in households across the County making small simple changes that together can have a very significant impact on the cost of managing the County's household waste.

2.5 Diversion from landfill

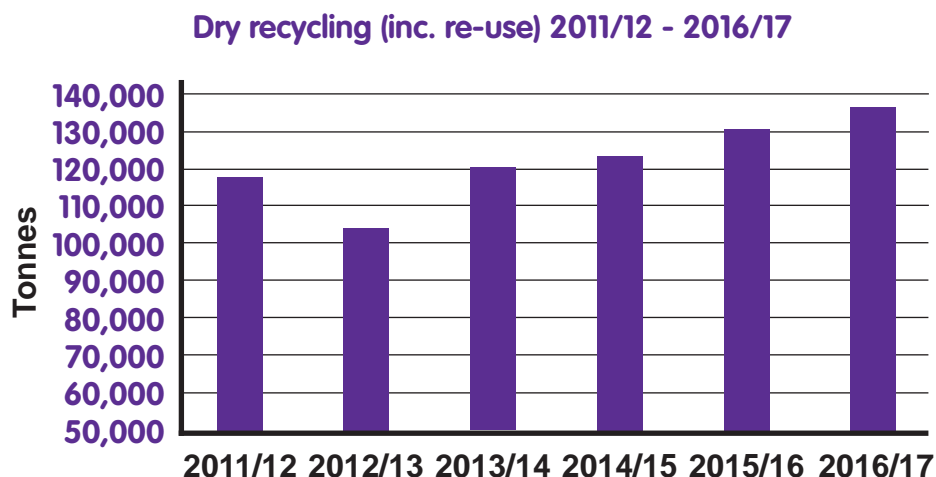
In addition to recycling and composting the Partnership also makes extensive use of a number of 'out-of-county' energy from waste plants ranging from Edmonton, North London to Ardley in Oxfordshire.

2016/17 saw the full year impact of the interim waste disposal contracts initiated in 2015/16 which delivered further increases in the amount of residual waste sent to energy recovery as noted below:

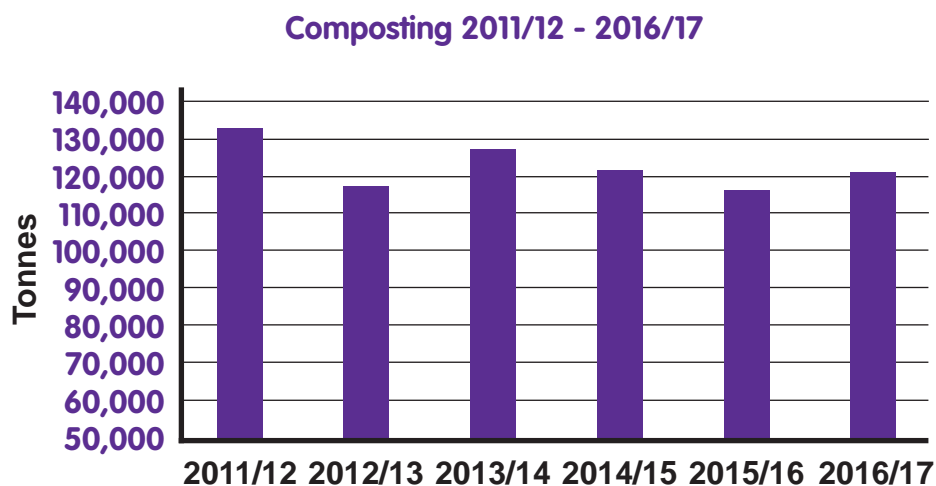
Table 5: Diversion from landfill

Tonnes	2015/16	2016/17	Change
Recycled	130,490	135,735	+5,245
Composted	116,794	121,018	+118
Re-used	1,305	1,423	+4,224
Energy recovery	153,131	179,586	+26,455
Landfill	87,962	52,907	-35,055
Residual waste (other)	2,722	3,890	1,168
Non-compostables	1,155	112	-1,043
Totals...	493,559	494,671	1,112
Landfill diversion rate	81.4%	88.5%	7.1%

(source: Hertfordshire Waste Partnership)

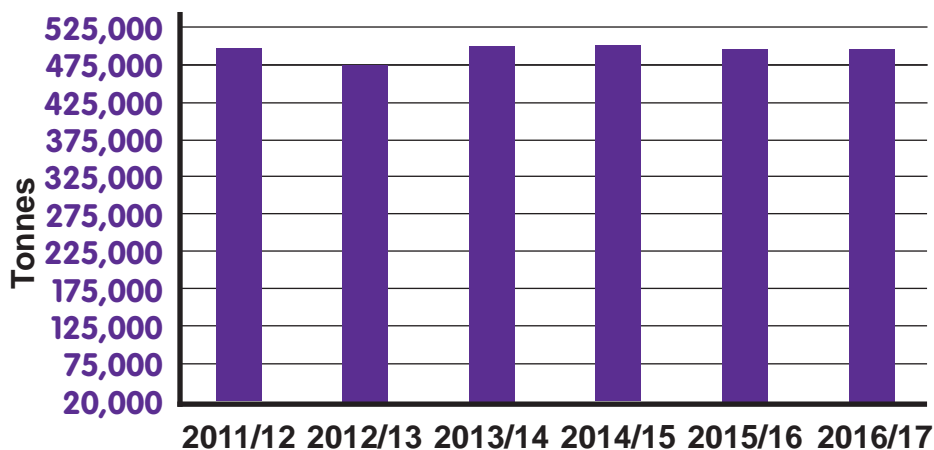


2016/17 continued the trend of recent years with a steady increase in the tonnage of dry recyclables collected for reprocessing. The new St Albans service implemented in July 2016 along with gains in most other HWP Partner Authorities resulted in over 5200 tonnes of additional material being collected. However, anecdotal evidence indicates there is still significant dry recyclables in Hertfordshire's residual waste stream needlessly being sent to either energy recovery or landfill.



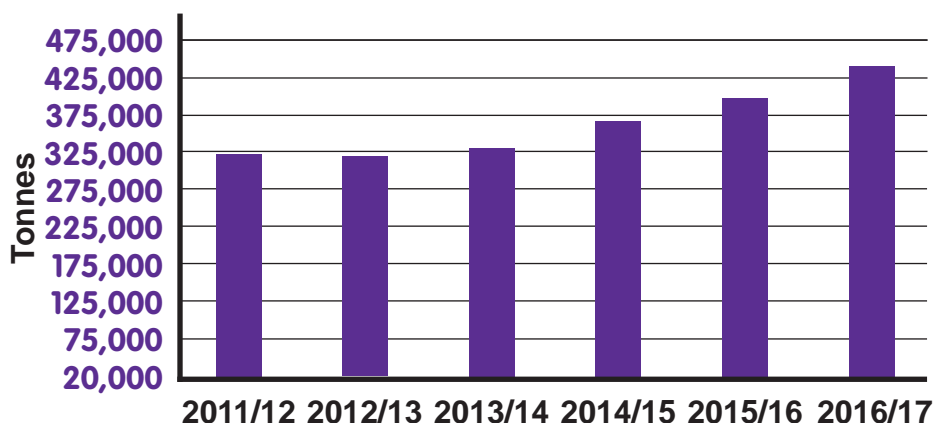
During 2016/17, and reflective of the weather conditions experienced, the amount of organic material (garden waste and food waste) increased. This is especially significant as 2016/17 also saw Three Rivers become Hertfordshire's first Partner Authority to charge for the collection of garden wastes. Two more Hertfordshire Authorities have since followed suit (see 3.1).

Total household waste 2011/12 - 2016/17



As noted above whilst total household waste per household declined, overall tonnages were slightly up on 2015/16 increasing from 493,559 tonnes during to 494,671 tonnes during 2016/17. It should be remembered that these numbers also include tonnages re-used, recycled, composted and recovered. However, they also represent significant net cost to the tax payer underlining the need for an increasing focus on preventing waste in the first place.

Diversion from landfill 2011/12 - 2016/17



In addition to the HWP achieving its highest ever recycling rate 2016/17 also saw further significant increases in the amount of non-recycled residual waste sent for energy recovery; 87,962 tonnes compared to 52,907 tonnes during 2015/16. Together with recycling (135,735 tonnes) and composting (121,018 tonnes) this means that the HWP's overall recovery rate rose to 88.5%. Going forward the HWP needs to focus on diverting as much as possible to recycling and composting.

3. Highlights – 2016/17

3.1 Three Rivers – chargeable garden waste collections

As part of the public sector waste management services provided by Hertfordshire's local authorities are not immune to the impact of on-going reductions in Central Government funding. Yet at the same time the HWP's Partner Authorities are still expected to contribute to national and European waste targets that have to be achieved by 2020.

During 2016/17 these opposing pressures resulted in Three Rivers District Council becoming Hertfordshire's first local authority to introduce charges for the collection of garden waste, having previously implemented separate weekly collections for fully commingled dry recyclables and food wastes.

Having previously consulted with residents, in July 2016, the Authority implemented a £35 per annum charge for the fortnightly collection of garden wastes, discounted in the first year. Although not universally supported, the Three Rivers subscription service has ultimately proved popular with 74% of the applicable households subscribing during 2016/17.

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One of the important factors behind the success of the implementation was a decision by Three Rivers not to remove bins from non-subscribers straight away. Instead by leaving bins in situ residents were given the chance to explore alternative options for dealing with the garden waste. These ranged from home composting to use of their local HWRC. As such residents were able to form a judgement with respect to the relative merits, convenience and costs associated with each choice with a significant number ultimately deciding to participate in the new service. Consequently Three Rivers experienced a number of 'follow up' surges in the number of residents joining the new service.

As a result of these changes the loss of garden waste tonnage during 2016/17 was minimal with the Authority still sending 10,690 tonnes of garden waste to composting compared to 10,995 tonnes during 2015/16, a reduction of only 2.85%. This potentially indicates that the majority of garden wastes recycled by an individual Authority are likely to come from only 40% – 50% of households. This idea will be further tested when quarter 1 results for 2017/18 become available for Broxbourne and Welwyn Hatfield who implemented similar subscription services in April 2017.



Three Rivers new chargeable garden waste service has proved very popular whilst also delivering significant savings for the Authority

3.2 St Albans – a new waste, recycling and street cleansing service

One of the strengths of the Hertfordshire Waste Partnership is the ability of Partner Authorities to pursue individual approaches to delivering locally agreed recycling targets in excess of current national and European targets.

In 2016/17 this included St Albans City & District Council letting a new contract for waste, recycling and street cleansing services. Although St Albans was already one of the HWP's higher performing partner

authorities their new contract is predicated on bringing forward plans to achieve 60% recycling.

As such following extensive pre-tender research and as well as consultation with residents the new service prioritised recycling and composting over residual waste collection as demonstrated in the graphic below:

Variant Option C (Recommended Option)



A sack/reusable bag/box collection service will be offered at properties currently unable to accommodate wheeled bins.

St Albans new waste and recycling service including smaller bins for residual waste, partially commingled dry recyclables plus a dedicated weekly service for food waste.

Specifically the approach involved reducing the size of the residual waste collection receptacle to 180 litres per fortnight whilst providing a brand new weekly collection service for food waste thus addressing major concerns by residents with respect to food waste needing to be collected weekly. At the same time the collection service for dry recyclables was simplified into a partially commingled system with cans, plastics and glass collected in one stream and paper and card in the other. The new approach resulted in the following changes in 2016/17.

Table 6 - Quarterly changes in 2016/17 compared to 2015/16

Waste stream	Qtr 1	Qtr 2	Qtr 3	Qtr 4	2016/17
Residual waste	+138	-660	-1295	-824	-2641
Dry Recycling	-58	-122	+818	+297	+935
Organics	+97	+532	+795	+579	+2004

3.3 Scrutiny of Hertfordshire Waste Partnership

As noted previously the HWP is a Partnership with 11 local authority Partners including Hertfordshire's Boroughs and Districts in their capacity as waste collection authorities and the County Council in its capacity as Hertfordshire's Waste Disposal Authority.

Together as a 'waste partnership' during 2016/17 the HWP spent £82.47 million providing waste collection, processing and disposal services to the residents of Hertfordshire. In turn as one would expect, with a level of expenditure only surpassed by services such as education and social services, the County's 'waste budget' comes under regular scrutiny from both inside and outside the HWP. 2016/17 was no exception with the County Council's Overview & Scrutiny Committee (OSC) electing to undertake its own review of the HWP.

Specifically the aim of the review was to understand and test the current service delivery model for waste management under the context of current and future challenges. To do this the OSC posed a number of specific questions with evidence sought from the Partner Authorities at both officer and Members levels. In addition a number of external stakeholders were also invited to give evidence and included organisations such as the Environmental Services Association as well as Improvement East which is part of the Local Government Association. In recognising the progress made by the HWP the OSC noted that for the most part waste management services provided by individual authorities were still being developed in isolation resulting in the potential for joint procurement, efficiencies, savings and the upwards equalisation of standards through joint working being lost. Consequently the OSC concluded that the HWP has not sufficiently evolved and therefore was missing opportunities to deliver better services based on whole service cost thinking.



Independent scrutiny of the HWP is always welcome

Specifically the OSC noted:

- There are undoubtedly barriers to overcome to ensure more effective working. As such the OSC suggested a commitment from all the HWP authorities to develop a fresh approach based on pursuing net overall savings for the Hertfordshire taxpayer.
- The OSC were not aware that shared contracts could be sufficiently flexible to respond to the local priorities of the participating authorities. Members regarded this as a key finding of the scrutiny.
- The OSC noted that the HWP had developed a number of joint working initiatives and suggested that these should be developed into case studies to assist partners think through options for future arrangements.

However, the OSC also noted that difficult decisions would require solid Member support to carry them through. General concern was expressed that previous reviews were not embraced by the HWP and the information was not adequately shared with Members outside of the Partnership. It was therefore difficult for local members to challenge existing arrangements without clear and impartial information. In light of the findings the review also recommended that the Herts Leaders Group consider enhancing the role and structure of the HWP Member Group to formalise their involvement in all future procurement and management activity linked to the provision of waste collection, recycling and disposal services.

3.4 Supporting Hertfordshire Fire & Rescue and the Firefighters Charity

In early 2013 the HWP was asked to review the operation of a textile bank network operated by the Firefighters Charity that was raising money from textiles recycled at a number of fire stations across the County.

At the time the review concluded that the income derived could be significantly increased if their operation was integrated into the HWP's existing textile consortium which provides textile recycling banks at approximately 140 sites across the County. The new arrangements were implemented in April 2013. By the end of March 2017 the total amount of money raised over the preceding 4 years had risen to over **£20,000** and as of August 2017 had risen to over **£23,000**.

The Firefighters Charity was originally formed during the Second World War to support the bereaved families of firefighters who had died during the Blitz. In 2015/16 the Charity supported 5,107 individuals – three per cent more than in 2014/15. This figure is rising year on year and the Charity is committed to supporting as many beneficiaries as it possibly can at its centres and within local communities across the UK. However, in order to do this it is essential that their income each year – from voluntary donations and fundraising – matches the cost of delivering the vital services the Charity provides. For those wishing to help you can recycle your unwanted clothes and textiles at the following fire stations:



Firefighters Charity representative, Mr Kevin Biles, receiving a cheque for £20,000 from Commander Steve Holton Hertfordshire Fire & Rescue with FRS colleagues from Baldock & Letchworth

- Baldock & Letchworth
- Bishops Stortford
- Borehamwood
- Hatfield
- Hemel Hempstead
- Hitchin
- Potters Bar
- Redbourn
- Rickmansworth
- St Albans
- Ware
- Watford
- Welwyn
- Welwyn Garden City
- Tring

3.5 Brexit – what could this mean for Hertfordshire's Waste Management Services

The vast majority of the rules and regulations that govern the UK's waste management operations originate in the European Union.

In addition to basic requirements concerning protection of the public health most relevant to the services provided by the HWP's Partner Authorities are European laws and directives concerning waste, recycling, composting, recovery and disposal. These legislative drivers have resulted in the adoption of stringent targets for reducing reliance on landfill as well as improving recycling.

Against this backdrop and in common with their European counterparts, through the 2000s, the UK's local authorities put together new waste strategies which showed how they intended to address targets arising from the legislation. In response, and supported by mechanisms such as the private finance initiative and landfill tax escalator, the UK's waste management sector invested heavily in new facilities ranging from composting plants to materials recycling facilities to energy from waste plants. Such developments helped the UK to start moving from its historic over reliance on landfill. As illustrated in section 2 of this report the HWP rose to the challenge and 2016/17 posted its best ever results with respect to recycling at 52.2% compared to an UK / EU target of 50% by 2020, which in turn contributed to an overall landfill diversion rate of 88.5%, again the best ever achieved by the HWP.

However, with the UK due to leave the EU the Partnership is currently working with other UK, waste partnerships as well as various technical and professional bodies to both understand and influence what the UK government intends to put in place as a framework which will give the sector the confidence to channel further significant investment in pursuit of improving environmental performance.

Key among the sectors considerations will be what influence and impact the EU's Circular Economy Directive might have on the UK, especially as part of any Brexit deal linked to a longer term trading relationship.

The need for transition from historical and wasteful linear economic models towards more circular constructs is a principle now well understood. As such whilst wide ranging with respect to its potential implications, it is anticipated that the EU's Circular Economy Directive could result in significant new targets for recycling in general, and more specifically food waste and litter.

The Directive has and continues to be the subject of significant debate in both European Council and separately the European Parliament. Both institutions have reached different perspectives with respect to what the final Directive should include.

Consequently in line with the normal EU legislative process both are now engaged in the trilogue stage which will result in the differing positions being reconciled prior to a final Directive emerging towards the end of 2017. Taking the above into account the UK Government expects formal adoption by 2018. Following adoption by the EU, and of course subject to the impact of Brexit, transposition is anticipated to take up to 2 years



Brexit is presenting difficult challenges for the UK's waste management sector

Therefore remembering that there are range of unknowns to potentially deal with Table 7 below summarises the key potential targets and what this could mean for the Partnership and the services provided to Hertfordshire's residents:

Table 7 - EU Circular Economy Directive – summary of main issues

Circular Economy Directive (CED)	HWP Commentary
1. 60% - 70% recycling target by 2030	<p>The European Council and European Parliament have suggested new recycling targets ranging from 60% to 70% by 2030; with the Parliament favouring the higher end of the scale. It would also appear that the targets will continue to be weight based despite a number of stakeholders suggesting the need for carbon based targets.</p> <p>The CED is also supposed to finally resolve long standing issues with respect to how EU Member states calculate recycling rates. 4 methods are currently used across the EU with 2 based on municipal waste and 2 based on household waste. Which method is finally chosen could have a significant impact on the levels of recycling reported.</p> <p>Subject to the final targets, method of calculation, and relative to the HWP's performance in 2016/17 the CED could require new initiatives to capture between 38,000 – 88,000 tonnes of additional waste for recycling and composting (baseline 2016/17).</p> <p>To achieve such targets the HWP's Partner Authorities would need to consider developments such as smaller bins for residual waste emphasising the need to prevent waste in the first place; comprehensive weekly recycling services; and separately weekly collections for food waste.</p>
2. Reducing landfill to 10% by 2030	<p>In 2016/17, through its extensive recycling, composting and energy from waste programmes the HWP diverted 88.5% of household waste from landfill. Therefore ostensibly a 10% landfill target by 2030 should not present much of an issue for the Partnership as a whole.</p> <p>However, in addition to the HWP's current and extensive range of recycling and composting services the Partnership's current use of energy from waste is based on a number of interim contracts using facilities based outside the County. As such it is no means certain whether or not capacity could be secured long term should the County Council's plans for an 'in-County' solution not come to fruition.</p>
3. Separate collection of 'bio-waste' by 2020	<p>On average 30% of the average residual waste bin in Hertfordshire is food waste. At current prices this is costing tax payers in excess of £6.5 million per annum to dispose of compared to lower cost alternatives that can contribute to both energy generation needs as well as landfill diversion.</p> <p>With similar issues across most of the EU the CED is being seen as an opportunity to tackle this by introducing new requirements for the introduction of bio waste collection services and could result in a statutory requirement to provide dedicated food waste collections.</p>

3.6 Broxbourne - new separate weekly food waste collection service

One of Broxbourne's corporate objectives is to reduce residual waste and divert more waste to recycling. In keeping with this aim, in March 2017 the Authority introduced separate weekly food waste collections as part of its core kerbside service provision.

Residual tonnages significantly reduced following a change to the waste service in October 2015, whereby 180 litre black wheeled bins were introduced on a fortnightly collection frequency replacing a weekly sack collection service. At the same time residents were issued with an additional 55 litre recycling box for mixed paper and cardboard recycling. The kerbside offer now includes:

Week 1: Food waste (from a 23 litre caddy), paper and cardboard, plastics and cans and mixed glass (from three 55 litre kerbside boxes) and residual waste (from a 180 litre wheeled bin).

Week 2: Food waste (from a 23 litre caddy) and green waste collection (from a 240 litre wheeled bin - chargeable service).

Broxbourne improved the waste collection service it offers which is available to 32,000 of its residents in 2016/17 by introducing a weekly food waste collection service. Food waste is collected in a 23 litre brown kerbside caddy. It was initially anticipated that at least 2,000 tonnes of recyclable food waste per annum would be collected however this target is being exceeded at the time of writing.



Broxbourne's new food waste collection service in operation

It is projected over 2,000 tonnes of Broxbourne's food waste will be processed at Agrivert's Anaerobic Digestion plant in Colney Heath, Hertfordshire. The methane gas produced from the food waste will power on-site generators to feed electricity into the National Grid. Combined with food waste from other councils, this process will generate enough green electricity to meet the needs of 6,000 households. The process also creates a nutrient rich fertiliser which will be used by local farmers in Hertfordshire. The full weekly service commenced on 3 April 2017 and after circa six months of



Broxbourne is now one of 4 Hertfordshire Authorities to provide dedicated weekly collections for food waste

weekly food waste collections 1,485 tonnes of food waste has been collected which is an average of circa 60 tonnes per week.

From April 2017, Broxbourne will introduce an annual charge for its green waste collection service. In accordance with Controlled Waste Regulations 2012 (Schedule 1;(4)) the Council is not obliged to offer a free service for the collection of green waste. However, rather than withdrawing the

green waste collection service, the Council has decided to follow the example of many other authorities and will offer residents the opportunity to pay a small charge for the service. Residents who do not wish to use the service can, home compost, or take their green waste to one of the Household Waste Recycling Centres in the Borough (Turnford or Hoddesdon) free of charge.

4. WasteAware Campaign – 2016/17

4.1 Waste Electrical & Electronic Equipment – take back events

2016/17 began with the launch of a series of waste electrical and electronic equipment (WEEE) take back events across Hertfordshire. The initiative was made possible as a result of a successful bid to a special innovation fund setup by the Department for Business, Innovation & Skills to test different ways to re-use and recycle WEEE. The bid, involving both Hertfordshire and Cambridgeshire County Councils as well as the boroughs and districts from both areas, resulted in an award of £91,000.

The first step was the creation of a joint project team made up of officers from each of the 17 Partner Authorities working together to organise a series of take back events that had to be co-ordinated across both areas.

These were supported by relevant communications material, promotional activity and equipment. 14 events were held across Hertfordshire from April to October, collecting over 59 tonnes of electrical items.

Cambridgeshire held a total of 6 events collecting over 9 tonnes.

Residents attending events were pleased to be able to bring their unwanted WEEE to a location that was more convenient to them and many requested that they become a regular event. The inclusion of re-use for working items also appeared to be a motivating factor for a number of residents.

Ultimately some events were more successful than others. It was noted that more than one factor appeared to influence the success of the events such as proximity to a Household Waste Recycling Centre or events held in more rural locations. The vagaries of the British weather also impacted on a number of events.



**Electrical
reuse and
recycling event**



**Bring along anything
with a plug or battery**

such as washing machines,
TVs, laptops and hair dryers.

Items can be broken or in
working condition and will
either be reused or recycled
where possible.



**Contact us for
more details:**

- 0300 1234 051
- wasteaware@hertfordshire.gov.uk
- www.wasteaware.org.uk

One of the promotional posters used to promote the WEEE take back events

Out of the 68 tonnes collected just over 1 tonne was successfully repaired and reused. Whilst this was much lower than expected, analysis showed that the majority of items brought by residents were obsolete, broken, in poor condition or did not come up to modern safety standards meaning that reuse was not viable in the majority of cases.

However, on a more positive note a selection of reused items including Dyson vacuum cleaners, televisions and steam irons were donated to two charities operating in Hertfordshire. These included FReSch in Welwyn Garden City and Nine Lives in Rickmansworth. The two charities, both furniture recycling schemes, sell good quality second hand furniture and electrical items. This includes to customers on means tested benefits who receive a discount which hugely helps people who are struggling financially to obtain the furniture and electrical items they need at low cost.



Cllr Richard Thake, Chairman of the HWP during 2016/17 at one of the take back events in Hemel Hempstead

Going forward social media will be the main avenue for raising awareness on prevention and recycling of WEEE particularly at key times of the year such as in November (Black Friday) and January when residents might be getting rid of items following the festive season.

4.2 Schools WEEE Collections

The free collections for Hertfordshire schools, offered through our partner organisation European Waste Platform (ERP) continued to be extremely popular during 2016/17. In association with ERP, WasteAware, which is the public face of the HWP, arranged for anything with a plug or battery to be collected free of charge from schools in Hertfordshire; so long as there were 10 or more items offered for collection.

Over the 6 years that collections have taken place 40,822 items have been collected totalling 321.15 tonnes which is the same weight as just over 26 route master buses! In September 2016 alone, 115 schools booked collections, with a total of 4090 electrical items collected weighing in at 28.42 tonnes: a 14.43% increase on the amount collected when the event was last run in March 2015.

This suggests schools are becoming more familiar with the items accepted through these collections and wish to take advantage of something that could otherwise result in significant waste disposal costs being incurred. At the time of writing a change in funding criteria outside the control of the HWP has resulted in the scheme being put on hold whilst the Partnership explores alternative ways to deliver the initiative.

4.3 HWP Social Media

Recognising the increasing growth of social media 2016/17 saw more emphasis placed on utilising and experimenting with HWP social media platforms. Followers and 'likes' of both our Facebook page and Twitter account continued to grow throughout the year as a result of boosting posts, competitions, piggy backing off national campaigns and establishing improved links with community groups and borough and district councils.

The table overleaf summarises activity of the HWP's Facebook and Twitter feeds during 2016/17 with the 'reach' of both platforms being particularly important. The HWP's use of social media is becoming increasingly more sophisticated as it adapts to target specific audiences and locations through boosted posts as well as techniques such as 'web seeding'.

Table 6: HWP Social Media – Reach & Engagement

	Facebook			Twitter		
	Reach	Engaged	End of Month 'Likes'	Reach	Engaged	End of Month 'Follows'
April	8,725	258	253 (+33)	13,900	300	1480 (+11)
May	1,407	91	272 (19)	8,943	309	1487 (+7)
June	986	57	273 (+1)	8,625	322	1507 (+20)
July	1,119	96	276 (+3)	4,189	153	1512 (+5)
August	1,148	85	281 (+5)	4,534	174	1516 (+4)
September	768	46	282 (1)	2,427	161	1527 (+11)
October	1,269	99	293 (+11)	4,578	342	1532 (+5)
November	1,615	138	296 (+3)	25,400	613	1551 (+19)
December	14,125	588	388 (+92)	33,100	815	1562 (+11)
January	3,837	167	391 (+3)	9,573	427	1577 (+15)
February	7,369	347	409 (+18)	6,386	9	1586 (+9)
March	12,746	422	424 (+15)	17,600	360	1588 (+2)
TOTAL	55,114	2,394	424 (+204)	139,255	3,985	1588 (119)

Whilst the results show increases in the reach across both Facebook and Twitter compared to the previous year, at 37% and 27% respectively, Facebook has been the more successful with a 58% increase in 'likes' of the page.

Even though the HWP has more followers on Twitter it is worth noting, that as the 'average life' of a 'Tweet' is 20 minutes, this platform is more appropriate for short sharp

messages designed for the 'here and now' such as providing important information such as changes to collection services during inclement weather to disruption at the Household Waste Recycling Centres. Facebook is used for longer lasting messages and therefore is more appropriate for engagement and delivery of campaigns

The Facebooks reach, engagement and 'likes' increases seen in April, December,



Social media is a vital part of the HWP's communications toolkit.

February and March are as a result of using paid boosting and links to national weeks / themes. Likewise, competitions / giveaways are a notable success for 2016/17 providing a vehicle for followers to engage with our messages and take action - total reach for all three competitions run for Christmas, Valentines Day and National Book Week was 19,111 gaining a total of 75 new likes on the page, equating to 36% of the total of new page likes for the year. Levels of engagement (measured by, likes, post clicks, shares and comments) rose by 30% on Facebook since last year demonstrating that our followers are increasingly responding and reacting to our messages. Increased engagement leads to wider reach and greater impact. Competitions / giveaways are also a useful tool for obtaining new content ideas and using entries / suggestions for posts as shown below.



Social media has become a crucial aspect of any campaign, especially as it is cheaper and provides better value for money than other more traditional methods. It is an invaluable tool in targeting campaigns at specific audiences which are trackable. It also invites engagement in a more informal way which reflects a channel shift in how our residents access information, contact us and give feedback. Whilst this is a positive development it brings with it added pressures on resources, and at times, is a challenge in managing resident's expectations.

The fact that there are around 36 million Facebook users and over 14 million Twitter users in the UK means that social media must continue to be integrated into all future campaigns. The HWP will continue to expand and innovate in its use of social media during 2017/18 by providing engaging content.

The HWP supporting the Great British Spring Clean

4.4 Real Nappies

The real nappy starter kit launched in 2015 continues to be popular for new and expectant parents with 2016/17 seeing a 30% rise in applications. Across the same period claims for the real nappy reward have reduced by 40%.

This highlights the relative ease of applying for a kit with promotional materials that are geared towards the starter kit encouraging prospective parents to 'try before you buy'. The real nappy claim on the other hand is designed as a thank you for those who have already bought real nappies.

Table 8

	Real nappy reward claims	Starter Kit	Total
2011/12	208	n/a	208
2012/13	199	n/a	199
2013/14	198	n/a	198
2014/15	201	n/a	201
2015/16	131	229	360
2016/17	78	310	388

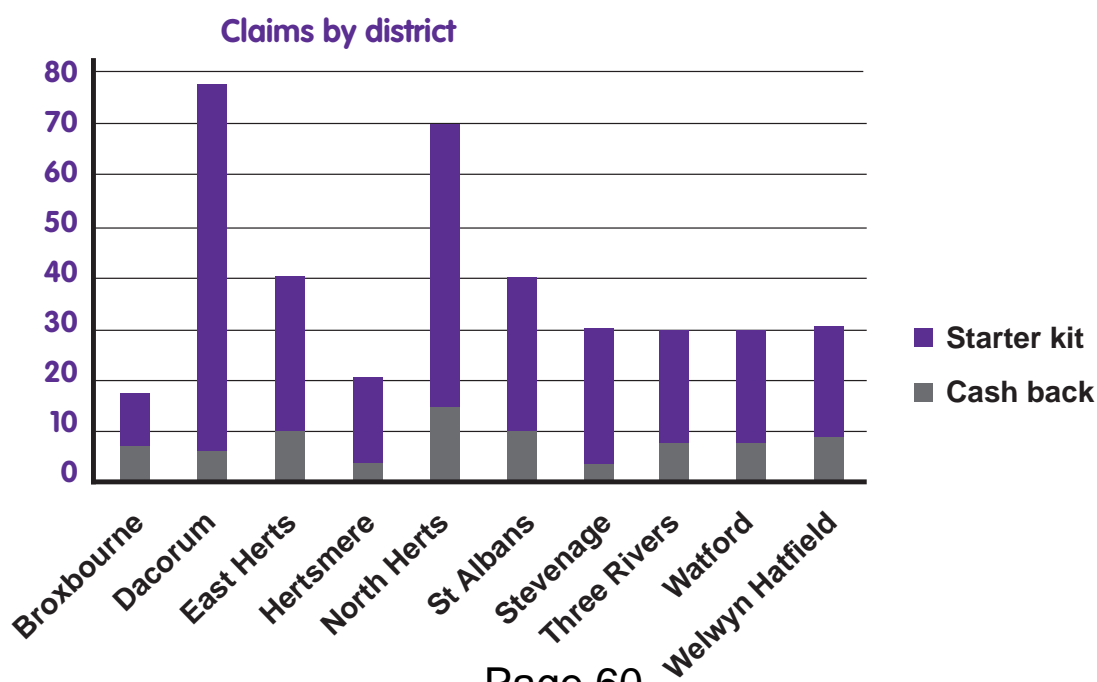
Applications vary from district to district, with applications largely dependent on how pro-active local promotion is. The highest number of applications were received from

Dacorum and North Herts with 77 and 70 applications respectively. North Herts has an active nappy library and Dacorum is proactive in promotion of the scheme with appropriate target groups such as pregnancy yoga classes.

Although the number of applicants for the starter kit has increased, it was recognised during 2016/17, that a survey would be useful for feedback and evaluation of the scheme as well as help to inform future communications.

Significantly the results from the survey revealed that over half of respondents had been considering using real nappies with the starter kit ultimately convincing them to try. This is a significant number of families, who without the starter kit, may have ended up using disposables.

In addition twice as many considered real nappies during pregnancy, than those who considered it after the baby was born. Many said they were using real nappies in conjunction with disposables and some said they had given up as they were struggling with washing. The survey was a useful exercise with the results being used during 2017/18 to:



- Target promotions to pregnancy groups and classes to promote real nappies before birth.
- Use Facebook to target demographics with eco interests that fit with the use of real nappies such as breast feeding, Doula's, pregnancy yoga, baby slings, baby massage, and those involved in National Childbirth Trust activities.
- Promote the message that using real nappies does not have to be an all or

nothing choice; instead using disposables when out and about for convenience and real nappies at home but also emphasising each time you chose real nappies its saves waste from landfill.

- Improve sign posting to those who need advice.
- Carry out a review of the scheme including research into other options such as offering vouchers.

4.5 School Education Visits

As part of the County Council's Household Waste Recycling Centre contract, the service provider Amey PLC provides an education officer tasked with visiting schools across Hertfordshire to discuss issues related to recycling and the wider environment.

During 2016/17 37 such visits took place delivering whole school assemblies and class workshops on waste education. Children are taught about the value of resources and how they can do their bit by carrying out the 3 R's - reducing, reusing and recycling. The workshops are hands on and interactive and children are encouraged to carry on their recycling expertise into the home, as well as recycling what they can at school.




A primary school visit by Amey's education officer

4.6 WasteAware at the Herts County Show


Topical as ever, 2016/17 saw food waste gaining coverage nationally with companies such as Tesco and Sainsbury's and TV celebrities such as Hugh Fearnley-Whittingstall helping to increase the profile and impact of food waste reduction messages.

Utilising this momentum, Love Food Hate Waste (LFHW) messages formed the theme and backdrop for the WasteAware stand at the 2016/17 county show stall providing interaction with the public through a bean bag throwing game, survey and LFHW giveaways including rice scoops, spaghetti measurers and a magnetic shopping list


Planning meals helps save money and reduce food waste	
Meal Planner	Shopping List
M	
T	
W	
T	
F	
S	
S	



WasteAware
Hertfordshire Partnership
Reduce Reuse Recycle Recover
www.wasteaware.org.uk



LOVE FOOD
hate waste
For help and advice on planning, portion sizes, storage, leftover recipes and more, visit:
www.lovefoodhatewaste.co.uk



Space reserved for pen

The HWPs combined meal planner and shopping list is magnetised for sticking on your fridge

EVERY Tea Bag Counts



If every household in Hertfordshire recycled just **ONE** tea bag per week we could divert over **350 tonnes** from disposal each year, saving at least **£20,000** of council taxpayers' money!

Your old tea bags could power the kettle for your next cuppa



Collected food waste is recycled into energy for our homes and fertiliser for crops

Recycle ALL your food waste!

www.wasteaware.org.uk
 0300 1234 051



 WasteAware



WasteAware
 Hertfordshire Partnership
 Reduce Reuse Recycle Recover

2016/17's Every Tea Bag counts campaign. Small changes make a big difference

and meal planner. The giveaways were particularly popular and designed to help residents actively engage with these messages and make changes in their routines at home.

Whilst food waste prevention messages remain a priority, statistics published by WRAP during 2016/17 highlighted that 7.3 million tonnes of food from households was still being thrown away with only 0.5 million tonnes recycled. This, coupled with the statistics taken from a Hertfordshire wide compositional analysis carried out in May 2015, that showed over 30% of the contents of residual bins being food waste, made it clear that food waste recycling had

to be tackled. Launched with an advert in the November edition of Horizons the campaign focussed on an 'Every Tea Bag' counts message recognising that even small amounts of food waste can make a difference, this was supported by posts on social media and a campaign page on the WasteAware website.

Although engagement with these messages achieved good results the group started to consider a broader scope to the campaign to cover a range of messages and assets that could be used locally to promote food waste recycling – more about this in next year's review!

5. Fly Tipping in Hertfordshire

5.1. The Hertfordshire Fly Tipping Group

By early 2016 the issue of fly tipping had been firmly re-established as a key priority for both national and local government. As a consequence the HWP Member Board, which consists of the Cabinet Members with responsibility for waste management services and the wider environment in each of the Partner Authorities, agreed that the HWP should assume responsibility for the Hertfordshire Fly Tipping Group (FTG).

The aim of the FTG, which meets quarterly, is to reduce and prevent fly tipping across Hertfordshire by bringing all relevant agencies together. It seeks to adopt an approach which is both strategic whilst also supporting frontline enforcement action against fly tippers

The Group's objectives are:

- To provide a policy forum for development and review of fly tipping issues.
- To ensure there are clear reporting processes between local authorities, housing authorities, the Police and the Hertfordshire Fire and Rescue Service.
- To encourage private land owners to report fly tipping to their local authority.
- To encourage timely, accurate and appropriate information sharing between partners tackling fly tipping.

- To ensure good communication between agencies to progress investigations in a timely manner.
- To co-ordinate opportunities to capture and analyse data to inform problem profiling and strategic needs assessments.
- To initiate and support opportunities for joint agency operations.
- Sharing and co-ordinating crime prevention opportunities.
- Assisting in sharing good practice and national updates.
- To develop and maintain a media plan for the FTG to raise awareness of the problem, to promote the initiatives and successful prosecutions, to reassure the public that the crime of fly-tipping is being addressed and to act as a deterrent to perpetrators.

The Group is facilitated and chaired by the HWP's Partnership Development Manager and includes Hertfordshire's borough and district councils, the county council, the Hertfordshire Constabulary, the Office of the Police & Crime Commissioner, Hertfordshire Fire & Rescue, the Environment Agency, the National Farmers Union and M25 Connect. The group is also regularly supported by Keep Britain Tidy.

5.2 Fly Tipping in numbers

During 2015/16 there were 14,710 reported instances of fly tipping in Hertfordshire. By the end of 2016/17 this number had grown to 15,216. However, whilst portrayals in the media give the impression that fly tipping is as a result of deliberate actions by rogue traders, which do of course take place; approximately two thirds of the fly tipping across the County is actually domestic in nature and stems from actions taken by

individuals who mostly do not consider what they are doing to be fly tipping.

Table 9 below shows reported fly tipping numbers in Hertfordshire from the last 3 years broken down into nationally set reporting categories which have been analysed in percentage terms to reflect their contribution to each year's total:

Table 9 – Fly Tipping

	2014/15	2015/16	2016/17
Animal Carcass	0.32%	0.12%	0.04%
Green	3.70%	2.85%	2.58%
Vehicle Parts	0.81%	0.97%	0.85%
White goods	4.59%	6.35%	6.72%
Other electrical	1.73%	2.13%	2.07%
Tyres	3.04%	1.29%	1.19%
Asbestos	0.93%	0.54%	0.41%
Clinical	0.14%	0.05%	0.04%
Constr / Demo / Exc	10.50%	9.68%	8.91%
Black bags – commercial	0.75%	0.45%	1.14%
Black bags – household	17.15%	18.80%	17.30%
Chemical drums, oil, fuel	0.49%	0.41%	0.51%
Other household waste	45.13%	49.55%	50.81%
Other commercial waste	3.04%	2.81%	2.16%
Other (unidentified)	7.67%	4.02%	5.26%
Total percentage	100.0%	100.0%	100.0%
Total number of incidents	12,481	14,716	15,216
Total domestic	62.29%	68.35%	68.11%

Taking the numbers noted above and the fact that 60% – 70% of the annual totals are shown to be domestic in nature indicates that the majority of fly tipping takes place when domestic waste ‘leaks’ from established waste management systems including domestic refuse collections, bulky household waste collections or Household Waste Recycling Centres.

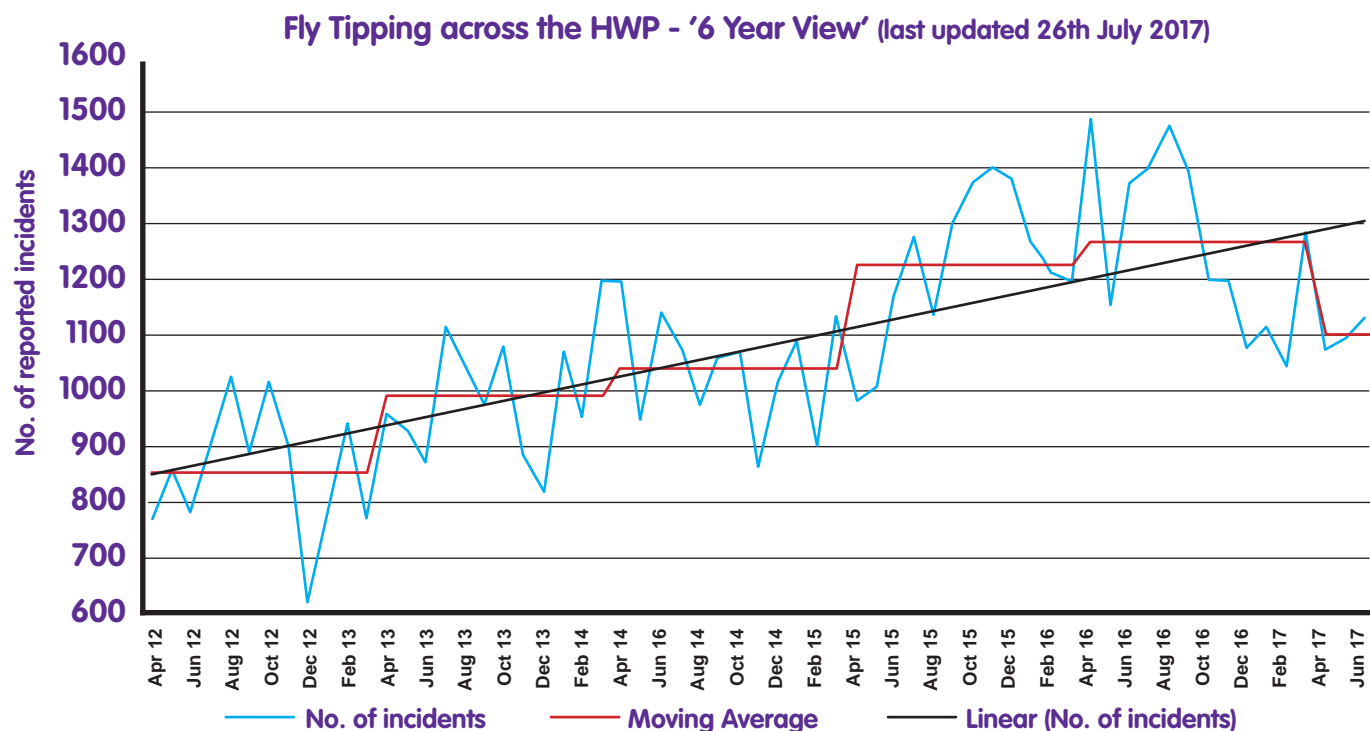
In response to this towards the end of 2016/17 the HWP’s Partner Authorities in association with Keep Britain Tidy initiated a research project to examine why fly tipping takes place by looking at people’s ‘waste behaviours’ and contributing factors that explain the numbers being recorded. Once finalised the research should then lead to a second project that will concentrate on identifying appropriate interventions to prevent such behaviours taking place in the first place.

5.3. The Historic Trend

In common with the rest of the UK, borough and district councils in Hertfordshire have a duty to deal with fly tipping. This includes the submission of monthly reports to the Government’s Wastedataflow database. These reports break down fly tipping numbers into type and size.

However, no such reporting requirements exist for fly tipping on private land. Such incidents can be included in the borough and district submissions, but only if private landowners are able to provide the relevant information. Therefore the most accurate record we have of fly tipping in Hertfordshire

are the numbers submitted by the boroughs and districts. Based on these the historic picture in Hertfordshire is shown below:



The graph shows recorded fly tipping incidents from April 2012 to June 2017. Whilst the long term linear trend reflects an increase in numbers there has been an encouraging start to 2017/18 with fly tipping reports significantly below the numbers recorded in 2016. In fact in the 9 months from October 2016 to June 2017 fly tipping reduced in all but 1 month. Further analysis will be included in next year's annual report.

5.4. Working with Hertfordshire's Police & Crime Commissioner

Since the introduction of the National Crime Recording guidelines the Constabulary has seen an increase in the number of crimes recorded for fly tip offences, particularly in some areas. The Police and Crime Commissioner's Police and Crime Plan highlights fly tipping as one of the '*... challenges that blight rural communities...*' and at least one local policing team has fly tipping as a local priority.

However, even though the FTG is now part of the wider Hertfordshire Waste Partnership it has no dedicated revenue funding or full time staff to facilitate the work of the group. Instead the work of the group is carried out by individuals from a range of organisations who recognise the value of working together to address a county wide problem.

This Partnership approach has been recognised by Hertfordshire's Police & Crime Commissioner (PCC) as a potential delivery mechanism for channelling new investment to tackle fly tipping. This has meant support for initiatives that otherwise had no alternative means of funding.

Following discussions in early 2016 working with the PCC's office as well as the Hertfordshire Constabulary a total of £82,261 of funding was provided to the FTG which then attracted £33,000 of match funding from the boroughs and districts. The money was channelled into a series of projects designed to enhancing the County's overall approach to fly tipping as shown in Table 10 below:

Table 10: PCC funded fly tipping projects in 2016/17

	Project Total	Description
Broxbourne	£40,000	CCTV Cameras at NRC hotspots
East Herts (1)	£20,440	Crime Not To Care campaign
East Herts (2)	£3,995	CCTV cameras
Hertsmere & St Albans	£1,000	Low light ANPR CCTV Camera
North Herts	£28,837	Enforcement Academy
Three Rivers (1)	£1,847	Awareness Campaign
Three Rivers (2)	£14,066	Enforcement capability – hand held devices
Welwyn Hatfield	£5,256	Hard landscaping to prevent fly tipping
Sub total...	£115,441	

(source: Hertfordshire Fly Tipping Group)

The projects noted above range from the purchase of new equipment; to the funding of new local awareness / behavioural change programs; through to a bespoke training for environmental enforcement officers to improve the quality of enforcement action. Further funding from the PCC's office has been secured during 2017/18 and will be reported on next year.



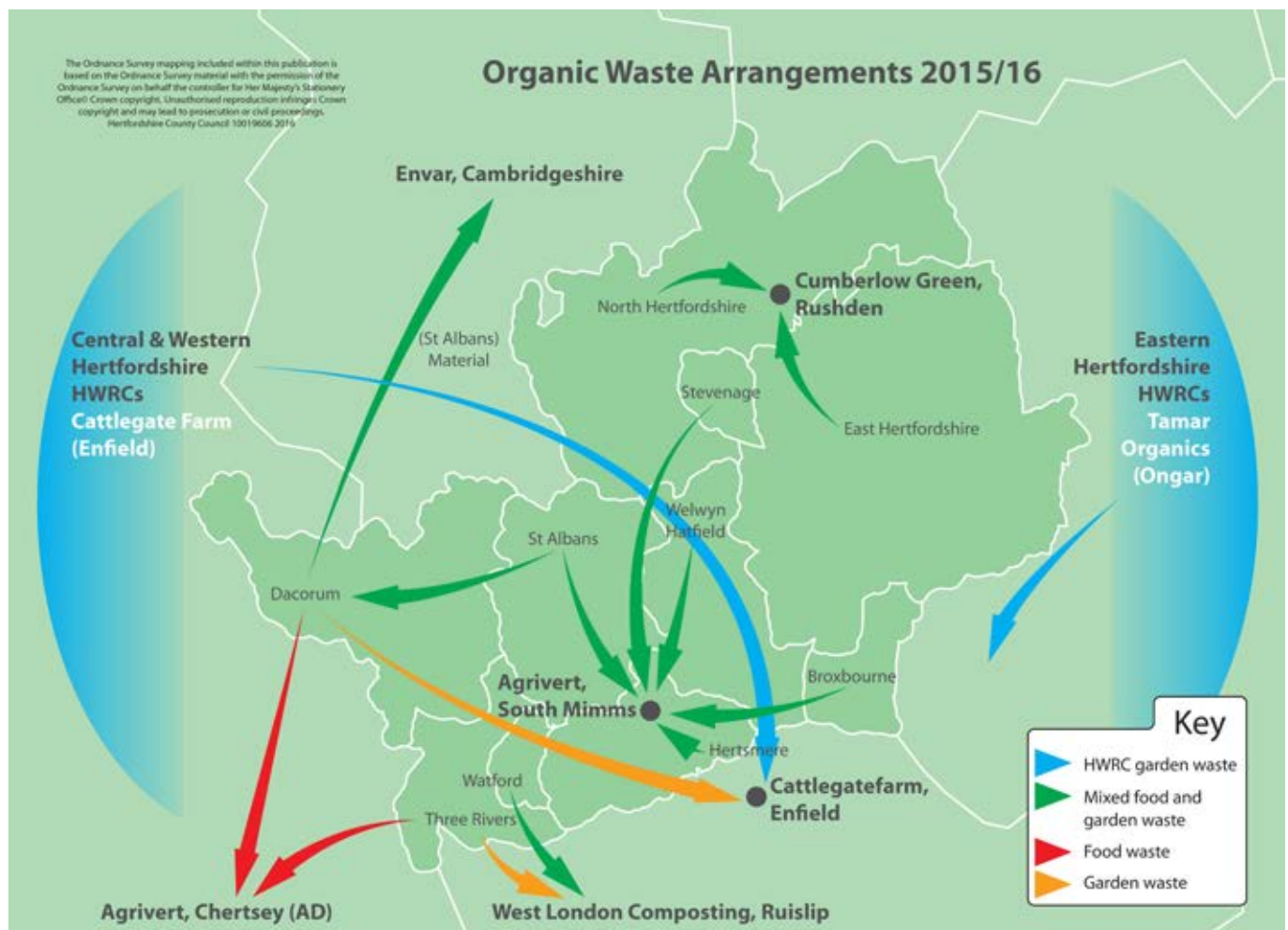
6. End Destinations – where does our waste go?

6.1 Summary

Whilst the HWP continues to utilise both national and international markets for its dry recyclables 2016/17 was about consolidation of the Partnership's organic and residual waste streams. This allowed the HWP to increase the use of energy recovery facilities for non-recycled residual wastes as well as stream line organic waste flows to make sure more material was composted closer to Hertfordshire therefore reducing transportation costs and associated environmental impacts.

6.2 Organic Waste

Building on developments started last year 2016/17 saw separate food wastes from Dacorum and Three Rivers, which originally were going to an anaerobic digestion facility (AD) in Chertsey, redirected to the 'in-County AD' at Coursers Farm near St Albans. This latest addition to the range of facilities used by the HWP began operations in late 2016 with additional tonnages from new separate food wastes collections in St Albans and Broxbourne. As such the Coursers Farm plant represents an important strategic development for the Partnership.



Consolidation and new 'routes' for separate food waste were key themes in 2016/17.

In addition to these changes, via a sub letting arrangement, garden wastes from Dacorum and St Albans, which had previously been sent to Envar near Huntingdon in Cambridgeshire, were redirected to the Cattergate Farm composting site in Enfield. Whilst this is still outside the County

boundary it is much closer to where the organic waste arises. In turn, together with a number of forth coming contractual changes, this sets the Partnership up for further consolidation of the organic waste stream going forward.

6.3 Residual Waste

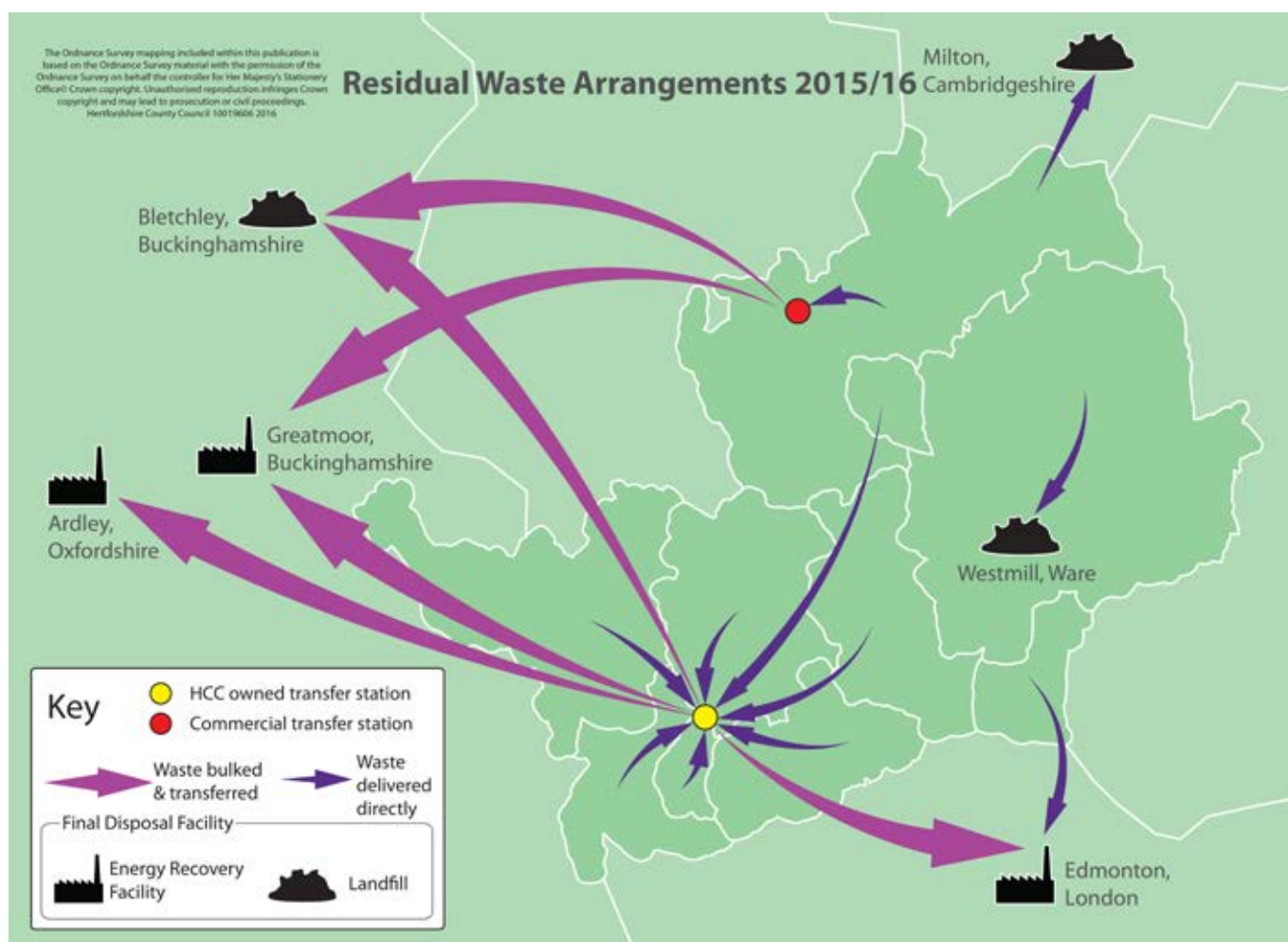
2016/17 was a continuation of the previous 12 months with the Partnership increasing the amount of non-recycled residual waste diverted from landfill into one of a number of existing energy from waste facilities used by the Partnership.

These changes in combination with the HWP's recycling and composting programmes resulted in overall diversion rising to 88.5%. This level of performance exceeds not only existing national and European targets for landfill reduction but also puts the Partnership in a good position to achieve new targets currently being considered as part of the EU's Circular Economy Directive, the targets from which may still apply to the UK as part of any Brexit deal. Whilst the HWP achieved its highest ever diversion from landfill during 2016/17 the map shown above also highlights the

Partnership's reliance on the use of 'out-of-county' solutions.

However, the contracts for each of the energy from waste facilities shown above are due to come to an end in the next few years and it is by no means certain that similar levels of capacity will be available in the future.

This underlines the need for Hertfordshire to develop its own long term energy recovery solution to not only address the current need but also with one eye on dealing with the substantial levels of residual waste already existing with respect to Hertfordshire's commercial and industrial sector as well as the thousands of new households due to be built across the county in years to come.



The majority of the HWP's residual waste is processed at plants outside the County

6.4 Recycling

Last year's annual report noted that the HWP's dry recyclables are sent to reprocessing plants both here in the UK and abroad to international destinations including Europe and the Far East. The situation in 2016/17 is much the same with HWP materials continuing to be traded both on national and international markets.

Of key concern going forward will be the impact of Brexit as well as related issues such as relative strength of the pound to other major currencies that underpin the international trade in both virgin commodities and secondary raw materials.

At the same time the HWP is also mindful that a number of the major developing nations are reaching the stage where they

are starting to source more secondary materials from domestic markets as they develop their own national recycling programmes. The logical progression of this trend will likely see a reduction in demand for secondary materials from international sources such as the UK.

As a result we can expect more turbulence in the market place as international trade adjusts to the new reality. However, at the same time such developments may lead to longer term opportunities to 'repatriate' the processing of dry recyclables in support of UK manufacturing; especially if supported by appropriate macro- economic policies from central government with a view to supporting a large scale move towards the circular economy.



7. So far in 2017/18...

In common with previous years change is a constant theme with a number of important issues and projects being addressed so far in 2017/18...



At the start of the 2017/18 the HWP initiated reviews of the Alternative Financial Model and Transport Subsidy payments. Both are important funding mechanisms which support borough and district waste and recycling operations. Both reviews are due to conclude by March 2018 and may have significant implications.



In August 2017 Keep Britain Tidy published their final report from a research project that looked at why people in Hertfordshire fly tip. The findings from the report show that a significant proportion of the incidents logged each month could be avoided if residents had a better understanding of their responsibilities under the Duty of Care. The findings are now being used to design interventions to tackle this major source of flying tipping



2017/18 saw the culmination of 2 years of work with East Herts and North Herts 'going to out to tender' for Hertfordshire's first joint waste, recycling and street cleansing contract. The joint service, which is due to commence in May 2018, is set to generate significant savings for the tax payer.



2017/18 will also hopefully see significant developments in the plan for long term waste disposal needs to deal with non-recycled residual wastes. Veolia's planning application for an energy from waste facility at Rye House in Broxbourne is due to be considered by the County Council's Development Committee towards the end of 2017. If planning permission is granted the new facility could be operational by 2021.



In early 2017/18 and in common with a growing number of local authorities across the Country two more Hertfordshire Authorities, Broxbourne and Welwyn Hatfield implemented charges for the collection of garden waste. Broxbourne also implemented a new weekly service for food waste. This means that 3 of Hertfordshire's Partner Authorities have now implemented charges for garden waste. A number of authorities also now charge for the provision of second garden waste bins.

8. How to contact us

If you have any questions about this report or any other matter relating to the Hertfordshire Waste Partnership please contact us via:-

Tel	01992 556150
Email	duncan.jones@hertfordshire.gov.uk
Web	www.wasteaware.org.uk
Facebook	www.facebook.com/WasteAwarePartnership
Youtube	www.youtube.com/HertsWasteAware
Twitter	@HertsWasteAware

Alternatively you can write to:

**Mr Duncan Jones – Partnership Development Manager
Hertfordshire Waste Partnership
c/o Waste Management Unit
Ground Floor – North East Block
County Hall
Pegs Lane
Hertford, SG13 8DN**

9. Co-Authors

The 2016/17 Annual Report co-authors include:

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- Ms Ruth Young – Contract Monitoring Officer / WasteAware Co-ordinator, Watford & HWP
- Ms Jennie Probert – Environmental Strategy Manager, Three Rivers District Council
- Mr Joe Tavernier – Waste, Street Scene & Markets Manager, St Albans District Council
- Mr Kevin Basford – Interim Environmental Services Manager, Stevenage Borough Council
- Ms Clare Haworth – Waste Management Project Officer, Hertfordshire County Council
- Mr Mark Simpkins – Contract Delivery Manager, Hertfordshire County Council
- Mr James Holt – Waste Manager Contract Development, Hertfordshire County Council

10. Glossary

Action Plan(s)	refers to the action plan published as part of the 2007 Joint Municipal Waste Management Strategy for Hertfordshire;
Anaerobic Digestion	is a collection of processes by which microorganisms break down biodegradable material in the absence of oxygen. The process is used for industrial or domestic purposes to manage waste and/or to produce fuels.
Composting	means a biological process in which biodegradable wastes, such as garden and food wastes, are decomposed in the presence of air to produce compost or soil conditioner;
Disposal	means any waste management operation serving or carrying out the final treatment and disposal of waste;
EPA	means the Environmental Protection Act 1990;
Food Waste	biodegradable waste derived from food materials typically consisting of cooked and uncooked fruit and vegetables, meat and fish scraps, excess or spoiled prepared food, and other discards from domestic kitchens;
Green Waste	biodegradable waste such as green catering waste (i.e. raw fruit and vegetables), vegetation and plant matter (includes trimmings, leaves, shrubs, plants, grass, and trees etc.) from household gardens, local authority parks and gardens, and commercial landscaping;
Household Waste	as defined in the Controlled Waste Regulations 1992 and includes wastes from household collection rounds, street cleansing, bulky household waste collections, household hazardous waste and clinical waste;
Hertfordshire Waste Partnership Agreement/ HWP	means the agreement signed by the county Council and the 10 boroughs and districts in January 2012.
HWP	means the Hertfordshire Waste Partnership which includes Hertfordshire County Council as the waste disposal authority and the 10 district and borough waste collection authorities;
HWRCs	Household Waste Recycling Centres;
HWRS	Household Waste Recycling Service;

In Vessel Composting	generally describes a group of methods that which confine the composting materials within a building, container, or vessel. In-vessel composting systems can consist of metal or plastic tanks or concrete bunkers in which air flow and temperature can be controlled, using the principles of a “bioreactor”. Generally the air circulation is metered in via buried tubes that allow fresh air to be injected under pressure, with the exhaust being extracted through a biofilter, with temperature and moisture conditions monitored using probes in the mass to allow maintenance of optimum aerobic decomposition conditions.
Joint Municipal Waste Management Strategy/ JMWMS	means the Joint Municipal Waste Management Strategy for Hertfordshire agreed by the Partners in 2007;
Landfill	a landfill (also known as a tip, dump, rubbish dump or dumping ground) is a site for the disposal of waste materials by burial and is the oldest form of waste treatment;
Local Government Association	the LGA works with councils to support, promote and improve local government. It is a politically-led, cross-party organisation that works on behalf of councils to ensure local government has a strong, credible voice with national government;
Materials Recycling Facility	a materials recycling facility is a specialized plant that receives, separates and prepares recyclable materials for marketing to end-users;
Member (Councillor)	an elected Member from one of the HWP’s partner authorities;
Open Windrow Composting	is the production of compost by piling organic matter or biodegradable waste, such as animal manure and crop residues, in long rows (windrows). This method is suited to producing large volumes of compost. These rows are generally turned to improve porosity and oxygen content, mix in or remove moisture, and redistribute cooler and hotter portions of the pile. Windrow composting is a commonly used farm scale composting method.
Organic Waste	Food waste and / or green waste collected by the WCAs pursuant to section 45 of the EPA;
Partner(s) or Party	means a party or partners to the Hertfordshire Waste Partnership Agreement;
Peer Review	a process to evaluate the work of an organisation or individual conducted by one or more people of relevant competence.

Recovery	means (i) the recovery of waste by means of recycling or, re-use or any other process with a view to extracting secondary raw materials; or (ii) the use of waste as a source of energy;
Recycling	means the collection and separation of selected materials and subsequent processing to produce marketable products;
Reduce	means the reduction of waste at source, by understanding and changing processes to reduce and prevent waste;
Residual Waste	waste other than that collected for re-use, composting or recycling;
Re-Use	the use of waste items for their original or for another purpose without reprocessing;
Revised Waste Framework Directive	means EU Directive 2008/98/EC which sets a framework for waste management in the EU, promoting both reuse and recycling, including energy recovery as a recovery activity within the revised waste hierarchy;
Waste Collection Authority or WCA	means a waste collection authority pursuant to section 30(3)(a) of the EPA;
WasteDataFlow	means the online “WasteDataFlow” scheme established by the Department for Environment Food & Rural Affairs for the collation of the information returns (www.wastedataflow.org);
Waste Disposal Authority or WDA	means a waste disposal authority pursuant to section 30(2)(a) of the EPA;
Waste Resources Action Programme or WRAP	WRAP is a registered charity. It works with businesses, individuals and communities to achieve a circular economy through helping them reduce waste, develop sustainable products and use resources in an efficient way.