

Environment and Sustainability Committee

Thursday 15 March 2018 at 7.30pm

**Council Chamber
Runnymede Civic Centre, Addlestone**

Members of the Committee

Councillors J J Wilson (Chairman), Mrs G Warner (Vice-Chairman), T J F E Gracey, Mrs M T Harnden, D J Knight, M T Kusneraitis, Mrs Y P Lay, P I Roberts, Miss J K Sohi and M L Willingale.

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee, but may speak only with the permission of the Chairman of the Committee, if they are not a member of this Committee.

AGENDA

Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Mrs C Holehouse, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425628). (Email: carol.holehouse@runnymede.gov.uk).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on www.runnymede.gov.uk.

4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.

5) **Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings**

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chairman is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area.

The Chairman will make the final decision on all matters of dispute in regard to the use of social media audio-recording, photography and filming in the Committee meeting.

LIST OF MATTERS FOR CONSIDERATION
PART I

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PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection

a) Exempt Information

(No reports to be considered under this heading)

(b) Confidential Information

(No reports to be considered under this heading)

1. **FIRE PRECAUTIONS**

The Chairman will read the Fire Precautions, which set out the procedures to be followed in the event of fire or other emergency.

2. **NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP**

3. **MINUTES**

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 18 January 2018. The Minutes of this meeting were included in the March 2018 Council Minute Book.

4. **APOLOGIES FOR ABSENCE**

5. **DECLARATIONS OF INTEREST**

If Members have an interest in an item, please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Democratic Services Officer at the start of the meeting. A supply of the form will also be available from the Democratic Services Officer at meetings.

Members are reminded that a non pecuniary interest includes their appointment by the Council as the Council's representative to an outside body and that this should be declared as should their membership of an outside body in their private capacity as a director, trustee, committee member or in another position of influence thereon.

Members who have previously declared interests, which are recorded in the Minutes to be considered at this meeting, need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have interest becomes the subject of debate, in which event the Member must leave the room if the interest is a disclosable pecuniary interest or if the interest could reasonably be regarded as so significant to prejudice the Member's judgement of the public interest.

6. **ENVIRONMENTAL SERVICES BUSINESS PLAN 2018/19 (ENVIRONMENTAL SERVICES)**

Synopsis of report:

This report informs Members of the progress made against last year's Environmental Services Business Plan and provides a summary of this year's Environment Services Business Plan for approval.

Recommendation:

Members approve the 2018/19 Environmental Services Business Centre Plan.

1. **Context of report**

1.1 A corporate-wide Performance Management Framework (PMF) has been established to assist Members and Officers with the decision making process. The

general purpose of the PMF is to bring about improvements and/or take remedial action in the event of service or financial challenges.

- 1.2 To complement the PMF, a Business Planning Cycle has also been introduced. This cycle involves each Corporate Director or Head/'Head of' completing an annual Business Centre/Team Plan which sets out for the forthcoming year: key drivers/influences, objectives, performance/activity indicators, the links to the Corporate Business Plan 2016-2020 for the teams/function under their responsibility, by utilising a standard corporate template.

2. **Report**

- 2.1 The full Environmental Services Business Centre/Team Plan is attached in **Appendix 'A'**. A summary is provided below.

2.2 **Purpose of the Business Centre**

- 2.2.1 Environmental Services is a multi-disciplinary business centre covering a range of services including Environmental Health and Licensing, Direct Services Organisation (DSO), Building Services, Engineering Services and Parking Services

2.3 **Key Performance/Activity Indicators and achievements in 2017/18**

- 2.3.1 The key performance/activity indicators and achievements in 2017/18 by the Environmental Services Business Centre are laid out in the appended Business Centre Plan and the previous year's Plan. In addition to the statutory and daily output of the Business Centre, key achievements have included:

- Delivered the new environmental enforcement contract for anti-social behaviour and environmental protection with Kingdom Environmental Services
- Rolled out new in-cab technology and management systems for the DSO fleet
- Deliver a new public car park at Memorial Gardens, Virginia Water

2.4 **Key areas for improvement and work for 2018/19**

- 2.4.1 Reflecting back on the 2017/18, the key areas for improvement and the key tasks for 2018/19 by the Environmental Services Business Centre are:

- Complete the relevant stages of the DSO review to ensure the existing service is delivering the optimal value for money and service
- Commence new environmental maintenance contracts
- Enhanced collaborative work for Environmental Services staff associated with Government preference for expansion at Heathrow Airport

2.5 **Key drivers/influences and Objectives**

- 2.5.1 The key drivers/influences impacting on the Environmental Services Business Centre and the objectives to deliver them in 2018/19 are laid out in the appended Business Centre Plan

3. **Policy framework implications**

3.1 This Plan supports the achievement of all themes in the Corporate Business Plan

4. **Resource implications**

4.1 Relevant additional growth proposals are included in the Business Centre Plan and have been included in the Medium Term Financial Strategy. Further relevant reports to Corporate Management Committee and this Committee will be brought forward to deliver these as necessary.

5. **Conclusion**

5.1 Members are asked to approve the 2018/19 Environmental Services Business Centre Plan.

(To Resolve)

Background papers

None

7. **CHANGES IN GARDEN WASTE SERVICES (ENVIRONMENTAL SERVICES)**

Synopsis of report:

To inform Members and give endorsement of changes within the garden waste service to include soft enforcement of garden waste found in residual bins and proactively promote three ways to correctly dispose of residents garden waste, including our own in-house garden waste service.

Recommendation:

To authorise the use of soft enforcement in respect of garden waste placed in residual bins and, where found, to educate the correct disposal method for garden waste by promoting our garden waste service, taking garden waste to a recycling centre or home composting. This to be carried out as a pilot to wider useage, and delivered within existing budgets.

1. **Context of report**

1.1 Runnymede launched their garden waste service in 2004 and in this time this service has slowly but consistently built in popularity until today we service approximately 7000 customers providing a fortnightly garden waste service 12 months of the year.

- 1.2 However, when Runnymede compares their resident participation with other Boroughs there is a definite shortfall in our participating residents compared to that of other Councils.
- 1.3 Both Spelthorne and Surrey Heath, which are comparable Boroughs to Runnymede, both have approximately 3000 more garden waste subscribers and hence have a greater income stream compared to Runnymede and a higher recycling rate.
- 1.4 There is no clear reason why Runnymede is failing to attract more garden waste business, however Surrey Heath do have smaller residual bins (180l compared to our 240l) and Spelthorne do have a substantial enforcement team.
- 1.5 Currently Runnymede utilises one full time crew and a refuse collection vehicle (RCV) one week (A) and a second crew and RCV on Thursday and Friday of week (B).
- 1.6 Runnymede have already invested time and money into promoting the garden waste service via leaflets to all households and promotion on bin tags in the past and there is now a need for a more dedicated push to increase our garden waste subscriptions and fall in line with neighbouring Councils.
- 1.7 Currently Surrey Waste Partnership (SWP) are running a garden waste campaign and Runnymede is participating by using artwork on our dustcarts and on garden waste bin tags **Appendix 'B'**.
- 1.8 This report recommends using a seconded member of staff to work in front of a refuse crew, checking residual waste bins for garden waste and where found tagging the bin with an educational bin hook. This will inform the resident of the correct method for disposing of garden waste. A follow up letter will then be sent to the resident enforcing the educational tag.

2 **Report**

- 2.1 The opportunity to combine a firmer enforcement approach with the ongoing education and information work undertaken in respect of Green Waste has been discussed with the Waste Members Working Group and endorsed. A full process to deliver this scheme across the Borough would however have a financial impact, especially in the first year of operation, prior to a likely increase in customer uptake. This pilot scheme therefore has been conceived to run within existing budgets. Depending on the information this pilot scheme provides and the migration of garden waste from residual bin to the garden waste service, this work should be expanded to include all of the Borough and a further report will be brought to Committee in due course, including any necessary onward recommendations to Corporate Management Committee in respect of revenue implications.
- 2.2 From April 2018 a post within the team would be reassigned to monitor the amount of garden waste found in residual bins. It is intended to take an existing member of the refuse team, who have vast amounts of experience within the waste industry, and second them into this role. Agency staff would be used to cover the seconded staff member from existing budgets.
- 2.3 The garden waste officer would work in front of the targeted refuse round and “pull” the bins to check the weights of the bin. If a bin fails the “pull” test the bags will be quickly checked for the presence of garden waste. There will be no spillage issues as all refuse waste is presented in sealed bags.

- 2.4 Wherever garden waste is found in a bin a tag will be issued informing the resident that garden waste was found in the bin and giving them three different ways to dispose of this waste. A note will be made on the Bartec system by the garden waste officer and a letter generated informing the resident that garden waste should not be placed within the residual waste bin and reiterating the three options available.
- 2.5 The three options the resident has to dispose of garden waste will be; using the garden waste scheme, having a composter in their garden or taking their garden waste to their local recycling centre.
- 2.6 When a residual bin is found containing garden waste and the garden waste officer has tagged the bin, the bin will still be emptied in the first instance by the crew. A letter will also be sent to the resident reminding them of the correct method of disposing of garden waste.
- 2.7 Should the same resident continue to place garden waste in their bin the crew will reject the bin until the next scheduled collection and as long as the garden waste has been removed. The procedure mirrors the current approach used in the past for contamination of Recycling bins. A second tag is currently being designed to inform the resident on why the residual bin was rejected.
- 2.8 On the recycling week when no monitoring is conducted, the officer can deliver the garden waste bins to ensure that minimal waiting time is incurred from ordering a garden waste service to receiving the bin. Should the existing publicity budget allow, roadshows may also be arranged and potential door knocking to promote garden waste services.
- 2.9 This pilot scheme is not only to encourage residents to recycle their garden waste but to also collect data on how much garden waste is being placed into our residual waste stream and how successful our tags are in educating residents to change their behaviour.
- 2.10 The data gleaned from this work will inform the Council as to whether further education/enforcement is needed to divert garden waste from the residual bin into the potential garden waste service, which in turn would generate income for the Council and increase our recycling rate.

3. Resource implications

- 3.1 No additional resources will be needed to carry out this pilot scheme.

4 Legal implications

- 4.1 The proposal for 'soft enforcement' through bin checking, providing information and warning and, ultimately rejection of the residual bin for collection, is in accordance with our Joint Waste Management Strategy and represents a development of the Council's current, informal, policy-based approach.
- 4.2 Under section 46 of the Environmental Protection Act 1990, an authority may serve notices on occupiers requiring them to place household waste in specified receptacles for collection and recycling and by subsection (4) a person who fails to comply with the notified requirements commits a summary offence. Section 47ZA allows the authority to deal with such an offence by serving of a fixed penalty notice ('FPN'). If the Council wanted to adopt a formal enforcement process, serving individual or

universal notices and using FPNs it would be the subject of a further committee report.

5. Conclusions

- 5.1 Members are asked to approve the use of a soft enforcement approach as described, to complement the education and information provided, to encourage the correct disposal of garden waste.

(To Resolve)

Background papers

Surrey Waste Partnership Garden waste communications and engagement plan 2018

8. ENVIRONMENTAL MAINTENANCE (VERGE CUTTING) INTER AUTHORITY AGREEMENT (ENVIRONMENTAL SERVICES)

Synopsis of report:

To inform Members of an offer from Spelthorne Borough Council to carry out highways verge cutting in Runnymede.

Recommendation(s):

- (i) Enter into an Inter Authority Agreement with Spelthorne BC for an initial period of 2 years to fulfil our obligations under the Agency Agreement with Surrey County Council for highways verge cutting.**
- (ii) Extend our contract with Environmental Husbandry Ltd for weed control for 2 years from 1 April 2018.**

1. Context of report

- 1.1 At the meeting of Environment and Sustainability Committee on 22 June 2017 Members were asked to consider the level of service they wish to maintain in the Borough following Surrey County Council's decision to reduce the environmental maintenance budget by 36%. A reduction in funding would have resulted in the number of urban cuts being reduced to 4 from the 7 achieved in the previous year.
- 1.2 At the meeting of Corporate Management Committee in June 2017 Members approved a supplementary revenue estimate of £57,200 to subsidise the reduced SCC funding in order to maintain or hopefully improve on previous standards.
- 1.3 There are still details in the Agency Agreement with SCC to be finalised which have now been provided to Runnymede in a draft 4 year agency agreement but with the grass season rapidly approaching Runnymede urgently needs to have

arrangements in place.

2 Report

- 2.1 For the past 4 years the highways verge cutting has been carried out under a contract with Grasstex Ltd. and the weed control by Environmental Husbandry Ltd.
- 2.2 Grasstex have offered to continue providing the service for a 4.7% increase and Environmental Husbandry at no increase in cost.
- 2.3 While the standard of verge cutting in the past has been on par with other contractors the standard constantly failed to meet the expectations of our residents.
- 2.4 Spelthorne BC has recently taken their grounds maintenance back in-house and for many years now cut their own highways verges under an Agency agreement with Surrey CC. Runnymede's DSO Manager often meets with his counterpart at Spelthorne to discuss operational issues and from one of these meetings an opportunity for joint working has been identified.
- 2.5 An attractive offer has been submitted by Spelthorne which officers feel would provide a greatly enhanced service within existing budgets for the verge cutting elements of the proposed environmental maintenance Agency agreement. A draft Agency agreement has been provided on 20 February 2018 with some specification details however full details and the final agreement are not available at the time of writing this report and there is now insufficient time to retender the weed control we have no option other than extend the weed control contract with Environmental Husbandry Ltd which would be a contract extension under the existing contract.
- 2.6 For the sum of £110,000 per year Spelthorne would supply a 3 man crew, vehicles & equipment for 12 months of the year to cover litter picking before grass cutting, strimming and blowing on a 4 week cycle between March & October 2018 (during the heavy growing season they would schedule 5 weeks so as not to fall behind).
- 2.7 The crew would remain static in Runnymede for 12 months of the year and would provide leaf clearance on the highway verges out of grass cutting season.
- 2.8 The cost would also include a side-arm tractor to flail St Peters Way on 3 separate nights in the year (arrangements for lane closures to be managed and co-ordinated by Runnymede, with street cleansing also to be provided by Runnymede on these closures). No other costs have been associated with lane closures for high speed roads other than provision of staff for cutting, strimming and blowing.
- 2.9 Extra costs for sickness/absence/holidays has not been allowed for as this would create an extra £9k of costs. However given that the team would be working mainly on a 4 week cycle Spelthorne are of the view that any slippage due to holidays can be managed easily. Should long term sickness/absence occur this would be managed appropriately and missing operational staff would be replaced at Spelthorne's expense.
- 2.10 The annual sum of £110,000 makes provision for a supervisor to monitor progress and standards. This supervisor would also be available to discuss particular concerns with the appropriate Runnymede manager.

- 2.11 Spelthorne carried out a trial cut during October 2017 and officers were pleased with the standard.
- 2.12 To avoid confusion with our residents Spelthorne's vehicle used in Runnymede will display both logos and the words 'working in partnership'
- 2.13 Members may also note that Runnymede's grounds maintenance contract, covering landscaping works in open spaces of the Borough under the control of the Green Spaces team and Community Services Committee expires at the end of December 2019. This interim arrangement with Spelthorne BC will provide Runnymede with options for potential additional joint working in future. Further consideration of this would be the subject of an additional report for Members consideration.

3. Resource implications

- 3.1 The proposed annual sum for Spelthorne Borough Council, £110,000, in combination with the £18,541 needed for weed spraying with Environmental Husbandry Ltd, will exceed the budget allowed for through the payment from the County Council and the additional provision of £57,200 subsidy by RBC authorised by the Corporate Management Committee. The shortfall in budget will be met from existing resources, reassigning available budgets for leaf clearance and street cleansing; as the new inter-agency agreement will meet those needs.
- 3.2 Included within the proposed arrangement with Spelthorne is supervision which will free up time currently spent by Runnymede's DSO Supervisors who in the past have had to spend more time dealing with contractors often based some distance from the Borough.
- 3.3 The provision of litter picking ahead of the grass cutting should enable saving to be achieved on temporary staffing employed for street cleansing.

4. Legal implications

- 4.1 If Members give their approval, then the arrangement for verge cutting will be the subject of a partnership agreement for, initially, two years with Spelthorne Borough Council. The agreement with Environmental Husbandry Ltd for weed control includes an option for the authority to extend the duration beyond the original term by a further period of two years, to 31 March 2020, which will be exercised.

5. Conclusions

- 5.1 There is little doubt that the proposed arrangement with Spelthorne will not only provide a better standard of cut but also improve the litter situation in the more rural parts of the Borough. Having a team permanently working in the Borough will also allow us to react more quickly to customer complaints, deal more effectively with leaf clearance and other overgrown vegetation service requests. Officers recommend that the inter-agency agreement is made and the current weed spraying contract extended.

(To resolve)

Background papers

None

9. **MINUTES OF MEMBER WORKING GROUP ON RECYCLING AND REFUSE SERVICES – 25 JANUARY 2018 (ENVIRONMENTAL SERVICES)**

To note the Minutes of the meeting held on 25 January 2018 **Appendix ‘C’**

(For information)

10. **EXCLUSION OF PRESS AND PUBLIC**

If the Committee is minded to consider any of the foregoing reports in private it is:

OFFICERS' RECOMMENDATION that –

the press and public be excluded from the meeting during discussion of the following reports under Section 100A(4) of the Local Government Act 1972 on the grounds that the reports in question would be likely to involve disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A of the Act.

(To resolve)

PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection

a) Exempt Information

(No reports to be considered under this heading)

b) Confidential Information

(No reports to be considered under this heading)

ENVIRONMENT AND SUSTAINABILITY COMMITTEE

15 MARCH 2018

APPENDICES

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Environmental Services Business Centre/Team Plan 2018/2019

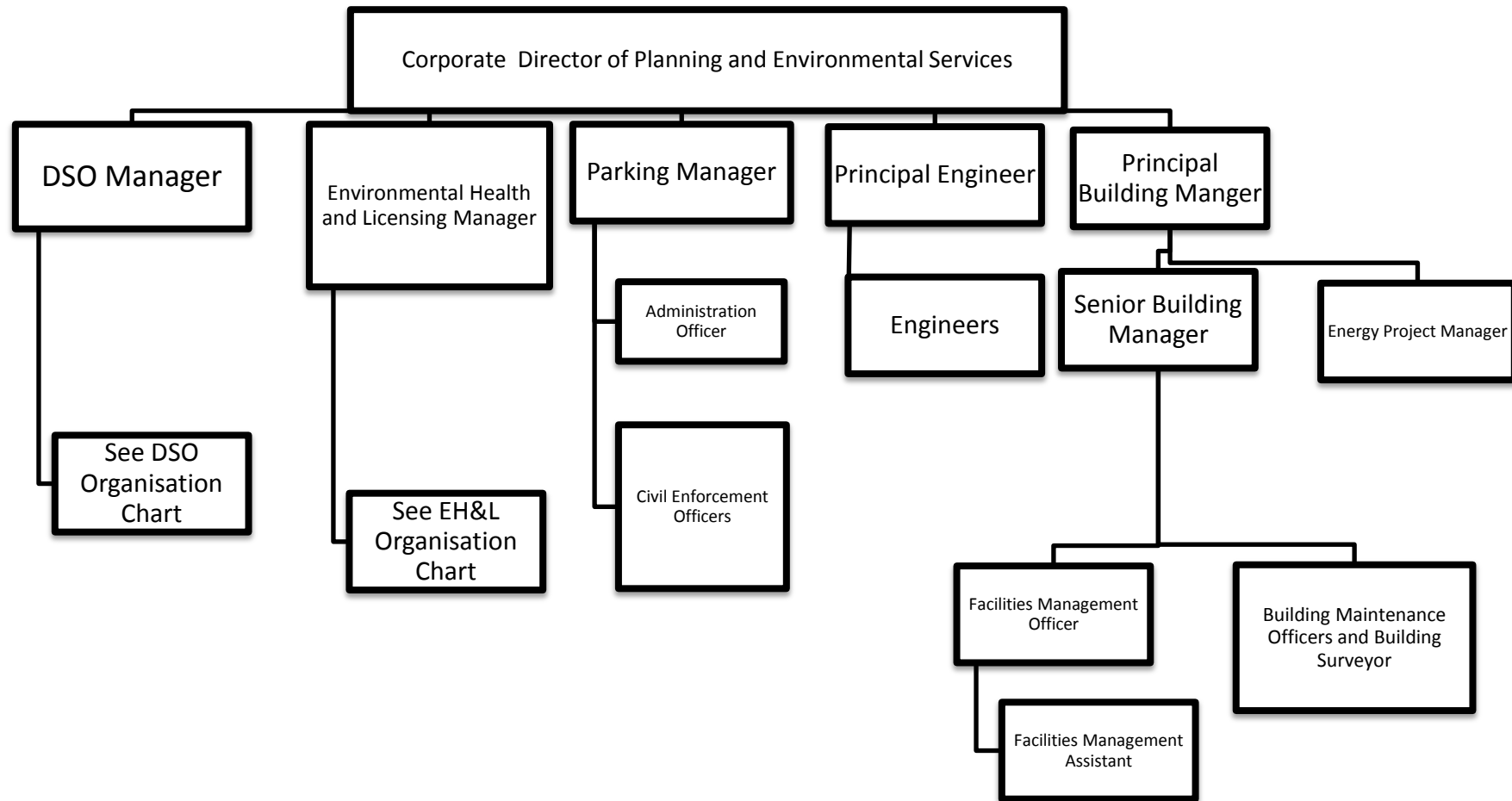
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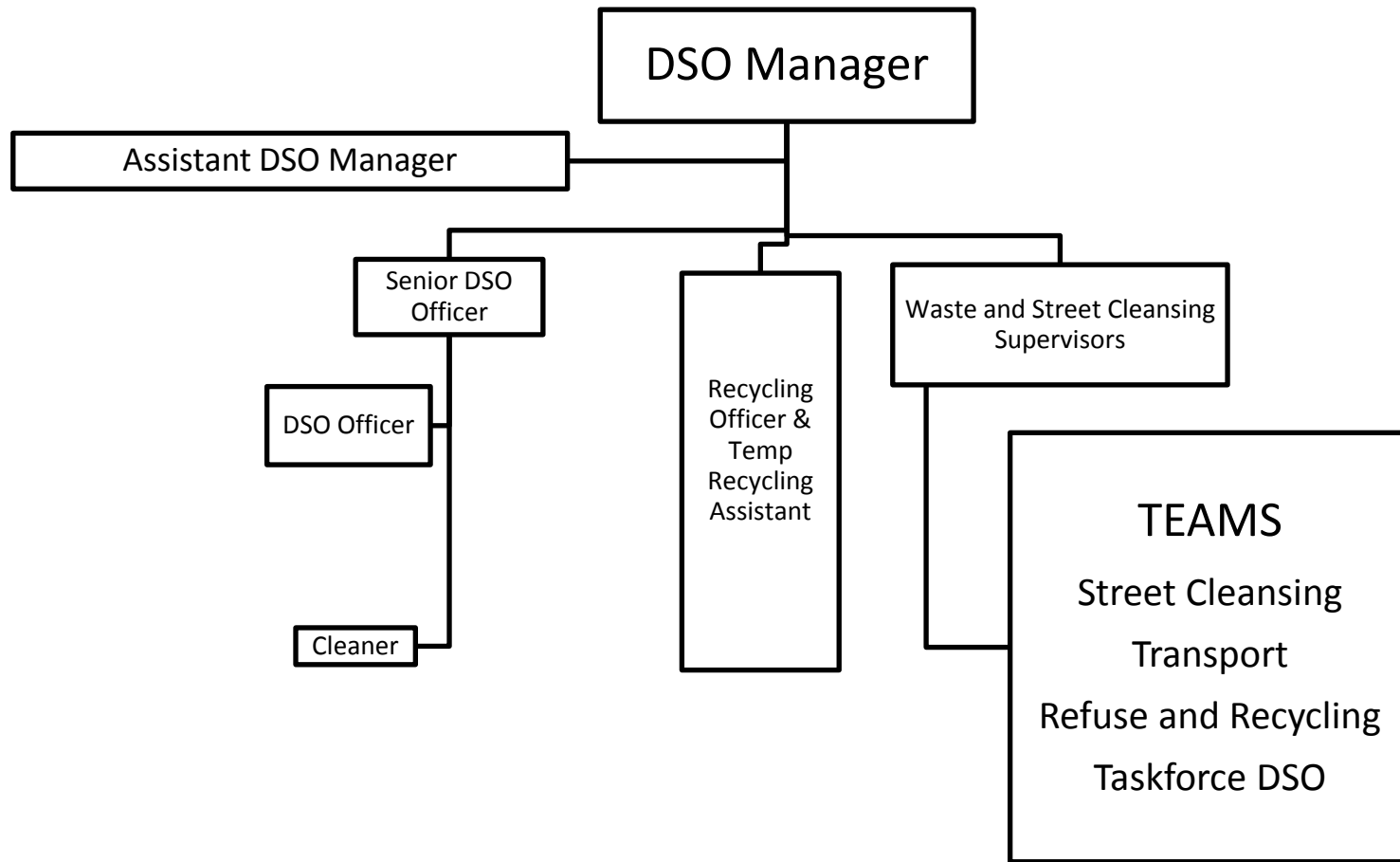
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Date: 13/02/2018
Version No: 1.0
Status: Draft

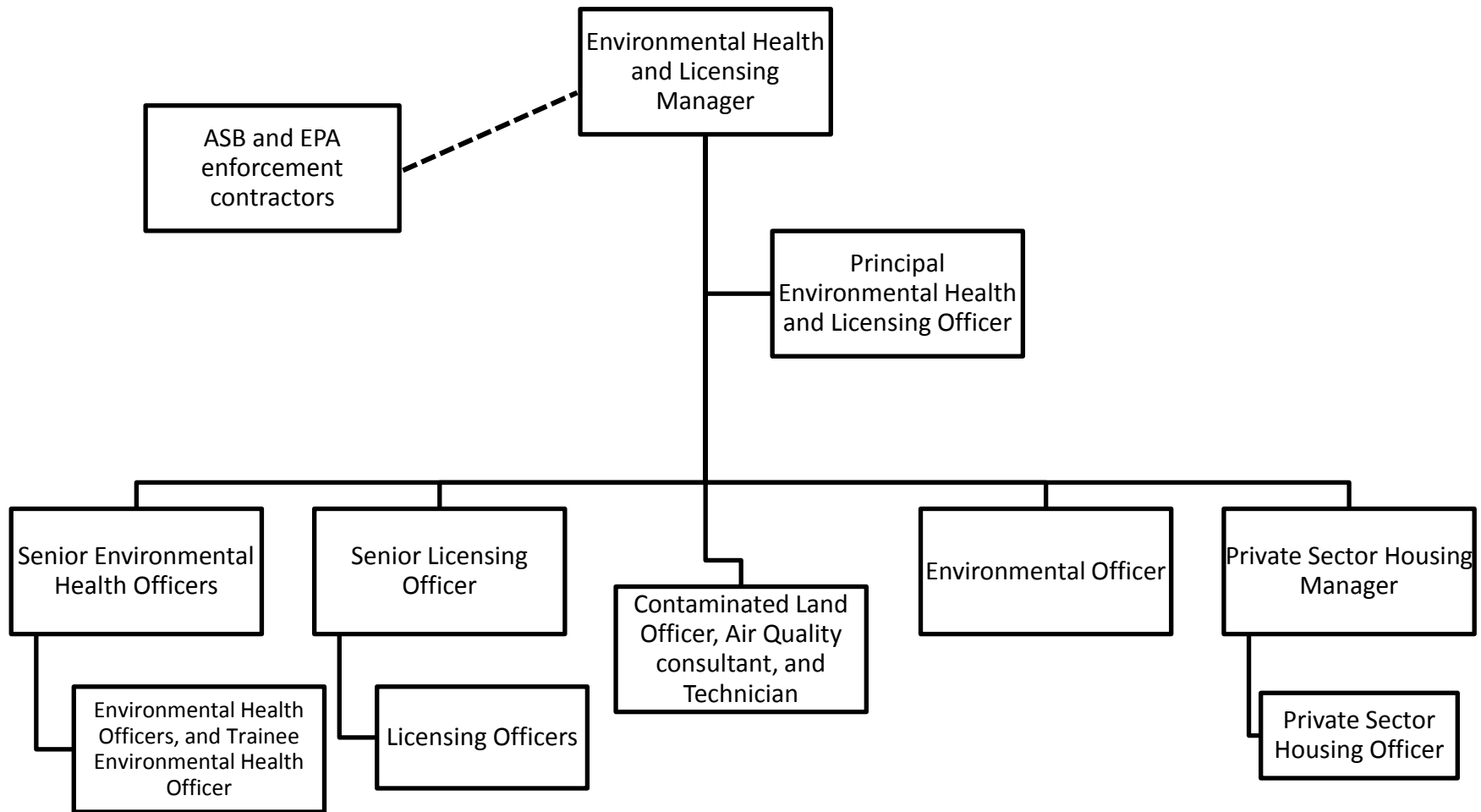
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Section 1: Environmental Services Business Centre structure:







Committee(s):

Environment and Sustainability

Corporate Management

Licensing

Regulatory

Housing (for Private Sector Housing)

Community Services (for Anti-social Behaviour)

Section 2: Environmental Services Business Centre overview

Environmental Services Business Centre

Environmental Services is a multi-disciplinary business centre covering a range of services including Environmental Health and Licensing, Direct Services Organisation (DSO), Building Services, Engineering Services and Parking Services

Environmental Health and Licensing

Environmental Health and Licensing covers a number of areas, Commercial, Residential, Private Sector Housing, Environmental Crime and Licensing.

Commercial – enforcement of legislation relating to Food Safety in commercial premises such as restaurants and cafes, Health and Safety and Environmental Protection, smoking free commercial businesses, dealing with Private Water Supplies, Infectious Diseases and Animal Licensing.

Residential – enforcement of legislation relating to Air Pollution, Environmental Protection, Pest and Dog Control, Noise in residential premises, Caravan Site Licensing, Park homes and Contaminated Land matters, public health licensing of tattooists, acupuncturist and skin piercers..

Private Sector Housing – enforcement and administration licensing of houses in multiple occupation (HMOs) and housing standards in the private sector

Environmental Crime – enforcement of legislation relating to fly-tipping, abandoned vehicles, waste, and anti-social behaviour

Licensing – enforcement and administration of alcohol, personal and related licences, gambling licences and taxi licensing.

Staff

1 x Environmental Health and Licensing Manager
1 x Principal Environmental Health and Licensing
4 x Senior Environmental Health Officers
1 x Environmental Health Officer (Trainee)
1 x Environmental Health Technician
1 x Environmental Officer
1 x Contaminated Land Officer
1 x Senior Licensing Officer
0.67fte x Licensing Officers
1 x Licensing administrator
1 x Private Sector Housing Manager
1 x Private Sector Housing Officer

Key service statistics

No of food premises = 790

No of H&S = 1694

No of smoke free premises 2274

No of licensed caravan sites = 36

No of industrial/pollution permits = 34
No. of Animal boarding/breeding, pet shops and riding establishments licenses = 23
No. of Skin piercing, acupuncture and tattoo licenses = 168
No. of licensed HMOs = 95
No. of Betting shop premises licences = 12
No. of Family entertainment centres licensed = 1
No. of Club Gaming permits = 11
No. of Lottery Licences = 51
No of premises/club licences = 273
No of premises gaming permits = 32
No. of Private Hire Operators = 21
No of taxi drivers licensed = 221
No of taxis licensed = 194

Request for service/complaints 2017/18 = 1716 (excluding licensing but including abandoned vehicles)
No of enforcement notices served 2017/18 = 26
No of enforcement notices served by contractors June – Dec 2107 = 1500

Abandoned Vehicles

No. of vehicles investigated 2016/17 = 205
No. of vehicles removed/scrapped 2016/17 = 21

Direct Services Organisation (DSO)

The DSO operates the Council's Recycling and Waste Collection and Street Cleansing Services and a number of other related services from the Council's Ford Road Depot in Chertsey.

The main Waste Collection services include the collection of mixed recycling, food and garden waste, household, trade and clinical waste and bulky household items and the management of recycling bring sites.

Street Cleansing includes street sweeping and litter picking and the removal of fly tips and fly posters from public highways and land. Associated services include the removal of graffiti from public facing highway and other property, the maintenance of public lighting on Borough Housing land, parks, open spaces and car parks and the maintenance of CCTV cameras operated by the Council's Safer Runnymede service.

The DSO also has teams that carry out the maintenance of drainage and sewers and watercourses, minor civil engineering works, Borough Housing void clearance, elections support, winter maintenance on Borough property and the opening and cleaning of public toilets.

The DSO also manages a scheme for the sponsorship of highway roundabouts and an agency agreement with SCC for highway verge and hedge maintenance and weed control.

The DSO has a key role in providing resources and equipment in the event of civil emergencies and operates Chertsey Depot, which provides a base for all of the DSO operated services, the Council's Parking Services team, Community buses and community meals vehicles and the Council's emergency store. The Depot also contains a workshop for the servicing and maintenance of the Council's operational vehicles.

Key service statistics 2017:

Recycling

Tonnes of recycling collected per year:-

Mixed recyclables (Kerbside) = 7,300

Food waste = 2,400

Green waste = 2,700

No of green waste customers = 6,980

Refuse

Tonnes of waste collected per year:-

Domestic = 13,500

Trade = 1,860

Special collections = 0

Street Cleansing

No. of litter bins = 660

No. of dog bins – 320

Fly tips removed per year = 500

Graffiti

No. of instances of graffiti removed per year = 25

Staff

Direct Services Manager (1)

Deputy Direct Services Manager (1)

Waste and Street Cleansing Supervisors (3)

Senior DSO Officer (1)

DSO Officer (1)

Transport Manager (1) (shared with Spelthorne B C) (full time replacement due to start Q1 18/19)

Depot /Transport Assistant (1)

Recycling Officer (1)

Street Cleansing staff (20)

Recycling and Refuse staff (29)

Taskforce (2)

Electrician (0.4)

Office Cleaner (0.3)

Building Services

The Building Services Team manages the maintenance of Runnymede and Spelthorne Borough Council's corporate buildings and facilities.

The team is responsible for managing the repair, maintenance and improvement of the two Council's corporate buildings through a range of building services including:-

- Facilities Management
- Condition surveys
- Planned and reactive repairs
- Refurbishment and improvements
- Fire safety improvements
- Works and service contracts
- Asbestos and Legionella control management
- Energy management and sustainability (Runnymede only)
- Legislative compliance and advice

Staff

Principal Building Manager

Senior Building Manager

Energy and Sustainability Manager

Energy Management Assistant

Building Surveyor

2 x Building Maintenance Officers

1 x Facilities Management Officer

1 x Facilities Management Assistant

Annual Budgets: RBC - £461,000; SBC - £867,000 plus project work and Commercial Property maintenance.

Engineering Services

The Engineering Services team provides a local land drainage service to identify, design and implement land drainage schemes that alleviate the risk of flooding and liaises with the Environment Agency in carrying out their land drainage functions. The team also liaises with Thames Water in improving sewage management in the Borough and advises Planners on the drainage provision for planning applications.

The team's engineers design and supervise the construction of projects such as town centre environmental improvements and provide engineering support and technical advice for other Council services. It manages the maintenance of street furniture (bus shelters and benches) and manages street naming and numbering within the Borough.

Key business centre statistics 17/18

No. of Street nameplates = 3,270

No. of seats = 121

No. of bus shelters = 94

Staff (3)

Principal Engineer

1 x Engineer

1 x Vacant Engineer

Parking Services

The Parking Services team operates, manages and carries out enforcement in the Council's off street car parks and also carries out on street parking enforcement under an agency agreement on behalf of Surrey County Council.

The team deals with challenges, representations and appeals relating to Penalty Charge Notices (PCNs) and with complaints and correspondence in relation to parking matters.

The team liaises with SCC on parking policy and issues within the Borough .

Staff (5)

Parking Manager

Parking Administration Officer

3.5 FTE Civil Enforcement Officers

Key business centre statistics

15 pay and display car parks (1,537 spaces)

10 free car parks (313 spaces)

Number of Penalty Charge Notices (PCN) issued per year:-

On street per year - 4408 (2016/17)

Off street per year - 2810 (2016/17)

Car Parks 2016/17 Gross expenditure £384,770 Gross Income £726,429. Surplus £341,429.

On Street enforcement 2016/17 Gross expenditure £138,249 Gross Income £142,685 Surplus £4,436

Section 3: Key drivers/influences for the Business Centre/Team

Environmental Health and Licensing

Drivers and influences		
Internal drivers/influences		
Key corporate drivers/influences	Key drivers/influences of any business centre strategies/key documents	
<ul style="list-style-type: none"> The Corporate Business Plan is trying to achieve against the following themes: <ul style="list-style-type: none"> Supporting Local People Enhancing Our Environment Improving Our Economy Organisational Development Corporate Key Performance Indicators. There is a need to increase income generation to offset growing costs and loss of government grants. 	<ul style="list-style-type: none"> Food Safety Service Plan Air Quality Strategy Contaminated Land Strategy Environmental Services Enforcement Policy. Licensing Policy Gambling Policy Private Sector Housing Enforcement Policy. Private Sector Housing Renewal Strategy. 	
External drivers/influences		
Key community/consultation drivers/influences	Key partner's / supplier's drivers/influences	National key drivers/influences
<ul style="list-style-type: none"> Food Standards Agency Health and Safety Executive Department for Environment, Farming and Rural Affairs (Defra) Gambling Commission Home Office Public Health England Environment Agency 	<ul style="list-style-type: none"> Surrey Borough and District Councils Health Protection Agency Surrey County Council Central Government Agencies Surrey Police Chartered Institute of Environmental Health (CIEH) 	<ul style="list-style-type: none"> Regulate enforcement expectations and delivery of services. Regulatory minimum service standards. Submission of statutory returns

DSO

Drivers and influences		
Internal drivers/influences		
Key corporate drivers/influences	Key drivers/influences of any business centre strategies/key documents	
<ul style="list-style-type: none"> • The Corporate Business Plan is trying to achieve against the following themes: <ul style="list-style-type: none"> - Supporting Local People - Enhancing Our Environment - Improving Our Economy - Organisational Development • Corporate Key Performance Indicators. • There is a need to increase income generation to offset growing costs and loss of government grants. 	<ul style="list-style-type: none"> • SWP and SCC targets for increasing domestic recycling • RBC KPI's for recycling and refuse collection and street cleansing • EPA standards for street cleansing 	
External drivers/influences		
Key community/consultation drivers/influences	Key partner's / supplier's drivers/influences	National key drivers/influences
<ul style="list-style-type: none"> • Consultation with trade waste customers to establish demand for trade recycling service • Consultation with schools to establish demand for recycling food waste 	<ul style="list-style-type: none"> • Surrey Waste Partnership • Surrey County Council as Waste Disposal Authority • Surrey County Council as Highway Authority • Environmental Protection Act 1990 • Changes in Government Legislations eg treatment of road sweepings • Biffa and Surrey Heath for disposal of dry recycling materials • Collier Environmental Services for disposal of garden waste • Heil Europe Ltd for servicing of transport fleet 	<ul style="list-style-type: none"> • Cleaner Neighbourhoods and Environment Act 2005 • Environmental Protection Act 2009 • EU Waste Framework Directive • The Waste (England and Wales) Regulations 2012 • Environmental Permitting (England and Wales) Regulation 2010 • Hazardous Waste Regulations • Landfill Directive • End of Life Vehicles (ELVs) Regulation 2003 • Environment Act 1995 • Waste Minimisation Act 1998 • The Health and Safety at Work Act 1974 • Vehicle and Operator Services Agency

Building Services

Drivers and influences		
Internal drivers/influences		
Key corporate drivers/influences	Key drivers/influences of any business centre strategies/key documents	
<ul style="list-style-type: none"> • The Corporate Business Plan is trying to achieve against the following themes: <ul style="list-style-type: none"> - Supporting Local People - Enhancing Our Environment - Improving Our Economy - Organisational Development • Corporate Key Performance Indicators. • There is a need to increase income generation to offset growing costs and loss of government grants. 	<p>Management of Asbestos, Legionella, Fire Risk – to improve and safeguard the health and well-being of the public, Council staff and their families</p> <p>Structural maintenance of all Council's operational buildings</p> <p style="color: red;">RBC Commercial Services are currently expanding the Council's portfolio of Commercial buildings which includes the Addlestone One development. It is not clear at present the extent of additional work associated with commercial property assets.</p>	
External drivers/influences		
Key community/consultation drivers/influences (if applicable)	Key partner's / supplier's drivers/influences	National key drivers/influences
	<ul style="list-style-type: none"> • Partnership with Spelthorne BC on Asset Maintenance – SBC striving to improve their efficiency saving while meeting stated maintenance objectives • Operational targets for services operated from buildings managed by Building Services (E.g. Leisure Centres, Halls etc.) 	<ul style="list-style-type: none"> • Statutory maintenance requirements • Housing and Planning Act 2016 • Fuel Poverty Strategy for England 2015 • Energy Act 2011 • Climate Change Act 2008

Engineering Services

Drivers and influences		
Internal drivers/influences		
Key corporate drivers/influences	Key drivers/influences/documents	
<ul style="list-style-type: none"> • The Corporate Business Plan is trying to achieve against the following themes: <ul style="list-style-type: none"> - Supporting Local People - Enhancing Our Environment - Improving Our Economy - Organisational Development • Corporate Key Performance Indicators. • There is a need to increase income generation to offset growing costs and loss of government grants. 		
External drivers/influences		
Key community/consultation drivers/influences (if applicable)	Key partner's / supplier's drivers/influences (if applicable)	National key drivers/influences
	Runnymede Flood Forum Environment Agency Surrey County Council Surrey Borough and District Councils	Public Health Act 1925 (for street naming and name plates) Town and Improvement Clauses Act 1847 (for numbering of properties)

Parking Services

Drivers and influences		
Internal drivers/influences		
<p style="text-align: center;">Key corporate drivers/influences</p> <ul style="list-style-type: none"> • The Corporate Business Plan is trying to achieve against the following themes: <ul style="list-style-type: none"> - Supporting Local People - Enhancing Our Environment - Improving Our Economy - Organisational Development • Corporate Key Performance Indicators. • There is a need to increase income generation to offset growing costs and loss of government grants. 	<p style="text-align: center;">Key drivers/influences of any business centre strategies/key documents</p> <ul style="list-style-type: none"> • Corporate Business Plan objective of Enhancing our Environment. Less congestion through parking enforcement resulting in improved air quality. • Corporate Key Performance Indicators. Number of Penalty Charge Notices issued per Civil Enforcement Officer per hour Increasing On Street PCN income and reducing operating costs to break even 	
External drivers/influences		
<p style="text-align: center;">Key community/consultation drivers/influences (if applicable)</p>	<p style="text-align: center;">Key partner's / supplier's/ drivers/influences</p> <ul style="list-style-type: none"> • SCC Local Transport Plan Parking Strategy • SCC/RBC Agency Agreement for On Street Parking Enforcement 	<p style="text-align: center;">National key drivers/influences</p> <p>Department for Transport (DfT) National and Local Polices for coordinating on and off street parking</p>

Section 4: Team/function (non-project) objectives and delivery tables

Team or function: Environmental Health and Licensing				
Objective	Outcome(s)	Completion/review date	Resources	Risk reference
<p>EHL1 To administrate and enforce wide ranging environmental health related legislation.</p>	To ensure RBC meets is statutory duties.	Continuous review	<p>Key focus of the Environmental Health, licensing and Private Sector Housing staff.</p> <p>Lead Officer: Peter Burke Environmental Health and Licensing Manager</p>	See Risk Chapter
<p>EHL2 Continuous Implementation of National Food Hygiene Rating Scheme (FHRS)</p> <p>ESvii KPI The FHRS is national scheme that provides consumers with information about hygiene standards in food business establishments at the time they are inspected to check compliance with legal requirements on food hygiene</p>	To have all food premises within the RBC area inspected and rated under the scheme and for those ratings to be published on the Food Standards Agency national database.	<p>Completed in accordance with the FSA Food Law Code of Practice and the RBC Food Service Plan.</p> <p>Centrally reported to the FSA on a Yearly basis. Reviewed annually</p>	<p>Key focus of the Environmental Health Commercial team</p> <p>Lead Officer: Peter Burke Environmental Health and Licensing Manager</p> <p>Staffing resources from within the Environmental Health Commercial team</p> <p>Additional Resources from Legal Services team as necessary</p>	

<p>EHL3 Maintain RBC's compliance with the National Air Quality Plan and manage air quality in the two RBC Air Quality Management Areas (AQMA).</p>	<p>To ensure RBC meets its statutory duties in submitting Air Quality Assessments to central government in respect of the RBC AQMAs.</p> <p>Together with any additional action using the RBC Air Quality Action Plan following review of any updates to the National Air Quality Plan</p>	<p>Yearly submission due April 2019.</p> <p>Air Quality Action Plan reviewed in light of changes to National Plan when necessary.</p>	<p>Key focus of the Environmental Health Commercial team</p> <p>Lead Officer: Peter Burke Environmental Health and Licensing Manager</p> <p>Additional Resources through contracted Air Quality Officer</p>	<p>See Risk Chapter</p>
<p>EHL4 Running and administration of the RBC Taxi Forum.</p>	<p>To provide a mechanism outside of the formal licensing system for taxi drivers and operators to engage with licensing officials on policy and licensing issues.</p>	<p>Forum meets three times per year.</p>	<p>Key focus of the Licencing team</p> <p>Lead Officers: Taxi Licensing Officers</p>	
<p>EHL5 Delivery of ASB and environmental enforcement initiative.</p>	<p>Trial and evaluation of active enforcement of littering and dog control legislation across the Borough utilising external contractors</p>	<p>Completion and review June 2018</p>	<p>Lead Officer: Peter Burke Environmental Health and Licensing Manager</p> <p>External contactor</p>	

EHL6 Regulation of Houses in Multiple Occupation (HMO).	To ensure all applicable HMO are licensed and meeting legal standards.	HMO numbers expected to quadruple with new legislation requirements from 2018. Administration aspects of additional HMO to be completed by and reviewed by April 2019.	Key focus of the Private Sector Housing Team. Lead Officer: Kuda Zireva Private Sector Housing Manager.	
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Team or function: Parking Services				
Objective	Outcome(s)	Completion/review date	Resources	Risk reference
PAR 1: Production of annual off street parking charges review.	1) Production of report with recommendations for Environment and Sustainability Committee 2) Implementation of Committee decisions in relation to charges.	Completion and submission of report to Director of Environmental and Planning Services by 31/10/18 for Meeting on 22/11/18 (TBC) Implementation of any charges at earliest possible date in 2019 subject to availability of contractors.	Parking Services Manager Parking Services Manager/ Administration officer External Signing and machine engineers.	See Risk Chapter
PAR 2: Production of report in relation to Off Street Parking Enforcement for PATROL (Parking and Traffic Regulations Outside London)	Production of report and publishing it on PATROL and RBC web sites.	1 st October 2018	Parking Services Manager	
PAR 3: Ensure parking enforcement carried out to highest quality standards	Ensuring high quality of PCN issued for parking contraventions by measuring the number cancelled due to errors by the Enforcement Staff as a proportion of total issued.	This is an objective set as part of the individual enforcement officer's annual appraisal process. Measurement during annual appraisal and review	Parking Services Manger Debt Management System reports	

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Team or function: Building Services				
Objective	Outcome(s)	Completion/review date	Resources	Risk reference
BS1 Maintenance and Survey of Runnymede and Spelthorne Borough Council corporate properties	Continue to efficiently and effectively manage the maintenance of Runnymede and Spelthorne Borough Council corporate properties.	Rolling maintenance programme 2018/19 = year 3 of 5 year plan. Full stock condition surveys to start April 2019 for RBC and SBC. Completion by June 2020.	Key focus of the Building Services Team Lead Officer: Richard Webb Principal Building Manager Staffing resources from within the Building Services team	See Risk chapter
BS2 Additional property consultancy and improvement projects for Spelthorne B C MOVED TO NEW SECTION 5 - PROJECTS	Carry out income generating property improvements for Spelthorne BC	Carry out property improvements as required for operational efficiency or enhancement.	Key focus of the Building Services Team Lead Officer: Richard Webb Principal Building Manager Staffing resources from within the Building Services team	
BS2 Support Site logistics of Main Contractor of the Addlestone ONE development	Ensure Civic Centre remains fully operational throughout adjacent construction	Liaison with project management team and main contractor. Estimated completion date May 2018	Key focus of the Building Services Team Lead Officer: Richard Webb Principal Building Manager Staffing resources from within the Building Services team in particular Facilities Management Officer	

<p>BS3 Support the delivery and integration of a CHP/DHN within the Addlestone ONE development</p> <p>ESvii KPI</p>	<p>Introduce value for money district heating network or combined heat and power to support the new assets and current civic centre</p>	<p>Liaison with project management team and main contractor. Final connection to DHN May 2018.</p>	<p>Key focus of the Energy Management Team</p> <p>Lead Officer: Richard Webb Principal Building Manager</p> <p>Staffing resources from within the Building Services team in particular Energy and Sustainability Manager</p>	
<p>BS4 Investigate opportunities for Service delivery to newly acquired corporate property for the Addlestone ONE development</p>	<p>Identify income generation opportunities for services for new assets</p> <p>[Additional information awaited from Commercial Services to inform Outcome and Actions – TBC]</p>	<p>Data and cooperation needed from Commercial Services and Property team</p> <p>[Additional information awaited from Commercial Services to inform Outcome and Actions – TBC]</p>	<p>Key focus of the Building Services Team</p> <p>Lead Officer: Richard Webb Principal Building Manager</p> <p>Staffing resources from within the Building Services team</p> <p>Resources from the Commercial Services team and Legal Services team</p> <p>[Additional information awaited from Commercial Services to inform Resource implications TBC]</p>	

<p>BS5 To increase awareness of energy efficiency opportunities through a range of means at the Council's disposal</p>	<p>The Council will become more energy efficient and therefore more sustainable in its activities.</p>	<p>As directed within Section 210 of The Housing and Planning Act 2016 to improve the efficiency and contribution to sustainability of buildings that are part of the authority's estate by:</p> <p>http://www.legislation.gov.uk/ukpga/2016/22/section/210/enacted</p>	<p>Lead Officer: Verena Boxall Energy & Sustainability Manager</p> <p>Additional resources from communications team, legal services, planning services, environmental services and commercial services as necessary</p>	
<p>BS6 Promotion of energy conservation measures that the authority considers practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential properties in its area.</p>	<p>To conform with the requirements of the Fuel Poverty Regulations removing residents from fuel poverty where practicable.</p>	<p>Local authorities will be required to identify practicable and cost-effective measures likely to result in significant energy reduction in all residential accommodation in their area and report under HECA covered under The Fuel Poverty Regulations (England) 2014</p> <p>https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/581598/HECA_Guidance_2017.pdf</p> <p>http://www.legislation.gov.uk/uksi/2014/3220/contents/made</p>	<p>Lead Officer: Verena Boxall Energy & Sustainability Manager</p> <p>Additional resources from communications team, legal services, housing department as necessary</p>	

Team or function: Direct Services Organisation (DSO)				
Objective	Outcome(s)	Completion/review date	Resources	Risk reference
DSO1 Increase Recycling Rate to 47% by end of Q4 ES2 KPI	Improved Recycling Rates to increase recycling credits and reduce costs.	Target for completion by end of year (Q4)	Key focus of the DSO Team Lead Officer: Dave Steadman DSO Manager and Recycling Officer Staffing resources from within the DSO team, in particular Recycling Officer Additional Resources from Communications team as necessary	See Risk chapter
DSO2 Increase Trade Refuse customers to 570 ES6 KPI	Identification of cost effective ways to increase income generating services	Target for completion by end of year (Q4)	Key focus of the DSO Team Lead Officer: Dave Steadman DSO Manager Staffing resources from within the DSO team,	
DSO3 Increase Green Waste customers to 8,000 (+1,000) Supports ES2 KPI	Identification of cost effective ways to increase income generating services	Target for completion by end of year (Q4)	Key focus of the DSO Team Lead Officer: Cathy Knubly - Deputy DSO Manager Staffing resources from within the DSO team,	

Team or function: Engineering Services				
Objective	Outcome(s)	Completion/review date	Resources	Risk reference
ENG1: To support the delivery of the River Thames Scheme	Ensure there is a partnership approach to the delivery of the scheme.	Officers to sit on the relevant working groups and implement any agreed actions to meet the milestone date of June 2018.	Lead Officer: Ian Maguire, Corporate Director of Planning & Environmental Services Additional staffing resources from within the Engineering Section	See Risk chapter
ENG3: To support corporate projects with civil, municipal and drainage engineering support	To support corporate objectives for place making	Ongoing work	Lead Officer: John Godden, Principal Engineer Additional staffing resources from within the Engineering Section	
ENG4: To respond to 100% of consultations associated within planning applications within 21 days	To support the Planning Service and provide drainage and associated advice	Ongoing work	Lead Officer: John Godden, Principal Engineer Additional staffing resources from within the Engineering Section	

Section 5: Environmental Services Business Centre/Team's projects

Project name	Does the project have a PID?	Associated objectives (if there is no PID)	Outcomes (if there is no PID) <i>If there are some outcomes which will be delivered after 18/19 then these should be included here but clearly identified separately.</i>	Completion date (if there is no PID)	Project budget excluding fixed costs e.g. salaries (if there is no PID)	Risk reference (if there is no PID/ separate risk register)
On Street Parking Enforcement Service Review Engaging with Spelthorne and Elmbridge Borough Councils over the development of integrated methods to deliver parking services over the Boroughs.	No	1. Identification and comparison of existing systems and parking operations within the three Councils. 2. Identifying joint working opportunities and savings 3. Presentation of proposals for approval by SMT and Committee	Implementation of any new agreed working practices	April 2020	Within current resources	
BS1 Project Management	No	BS2 To provide additional property consultancy work to project manage improvement projects for Spelthorne B C	To create additional income from the Spelthorne Asset Maintenance Partnership	Numerous small projects completed as requested by SBC.	None	
BS6 Energy Management and Sustainability	Due 2018	Investment grade proposals on existing commercial properties to identify energy saving	Reduce energy consumption and annual energy costs. Identify lifetime	2023 following five-year Carbon	Not yet identified	

		projects. Potential to include SBC to tie-in with Asset Management Programme partnership	savings to include reduction in maintenance costs on assets and lifecycle of assets	Management Programme		
BS7 Tackling of domestic fuel poverty. Promotion of energy saving measures across all tenures	No	Promoting ECO2t and ECO Flex to September 2018. Consultation on ECO3 Summer 2018	Decrease Fuel Poverty for the borough. Bring all rented properties where practicable up to EPC rating by 1 st April 2020	April 2020	None	
DSO4 DSO Review	Yes					
ENG1 To support the delivery of the River Thames Scheme	No	Provide technical local support to the RTS national infrastructure project	Support the delivery of the scheme through milestones (primarily June 2018)	June 2018	n/a	
ENG2 Complete Engineering Service succession plan/service review	No	To produce a formal succession plan in preparation of the retirement of the existing Principal Engineer and any associated changes to the service	To be completed by the end of year (Q4)	March 2019	n/a	

Section 6: Environmental Services Business Centre/Team's anticipated growth

Description	Linked objective/project	Amount requested for the financial year	Business case completed? (Not always relevant – if unsure CE to determine)	Request approved?
Building Services: RBC Property portfolio is expanding to provide income stream and will require building maintenance services.	Additional resources may be required to manage property maintenance.	£30 to £60k	Yes	Included in MTFS – Corporate Management Committee approval to be sought during the year
Environmental Health and Licensing (Public Sector housing): Regulation of Houses in Multiple Occupation (HMO) is anticipated to increase with HMO numbers expected to quadruple with new legislation requirements from 2018. Administration aspects of additional HMO to be completed by and reviewed by April 2019.	To ensure all applicable HMO are licensed and meeting legal standards.	Unknown until new guidance is published	No	No

Section 7: Environmental Services Business Centre/Team's performance indicators

Performance Indicator	Target					Actual					Current status	Trend
	Q1 (Apr-June)	Q2 (Jul-Sept)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	Full year (Apr-Mar)	Q1 (Apr-June)	Q2 (Jul-Sept)	Q3 (Oct-Dec)	Q4 (Jan-Mar)	Full year (Apr-Mar)		
Number of formal complaints related to the Business Centre/Team.	0	0	0	0	0							
Number of decisions investigated by the ombudsman requiring a remedy by the Council.	0	0	0	0	0							
ES1: Residual household waste per household (kg)	115	115	115	115	460							
ES2: Percentage of household waste sent for re-use, recycling and composting (%)	47%	47%	47%	47%	47%							
ES3: Number of missed bin collection complaints (Managed through DSO review project)	500	500	500	500	2000							
ES4: Number of street cleansing complaints (overflowing litterbins, overflowing dog bins, and general litter/detritus complaints) (Managed through DSO review project)	Activity Indicator				600							

ES5: Number of parking Penalty Charge Notices issued	Activity Indicator				8000							
ES6: Number of trade refuse customers	570	570	570	570	570							
ESvii: Percentage of food establishments in the borough achieving level 3 or above ratings under the National Food Hygiene Rating Scheme (%)					94%							
ESviii: Carbon emissions from local authority operations (measured in tonnes of CO2e)					?							
ESix: Number of fly-tipping incidents	Activity Indicator				n/a							
ESx: Income from car parking charges	Activity Indicator				n/a							

Section 8: Summary of the **Environmental Services** Business Centre/Team's contribution to Corporate Business Plan themes

Corporate Vision	Please see final vision agreed at SMT (attached).			
Priority	Supporting Local People	Enhancing Our Environment	Improving Our Economy	<i>Organisational development</i>
Non-project objectives	EHL1 Continuous Implementation of National Food Hygiene Rating Scheme (FHRS) <ul style="list-style-type: none"> • ESvii 94% of food establishments in the borough achieving level 3 or above ratings under the National Food Hygiene Rating Scheme 			
	EHL2 Maintain RBC's compliance with the National Air Quality Plan and manage air quality in the two RBC Air Quality Management Areas (AQMA).			
	EHL3 Running and administration of the RBC Taxi Forum.			
	EHL4 Delivery of ASB and environmental enforcement initiative			
	EHL5 Regulation of Houses in Multiple Occupation (HMO).			
	DSO1 Increase Recycling Rate to 47% by end of Q4			

	DSO2 Increase Trade Refuse customers to 570
	DSO3 Increase Green Waste customers to 8,000 (+1,000)
	BS1 Maintenance and Survey of Runnymede and Spelthorne Borough Council corporate properties
	BS2 Additional property consultancy and improvement projects for Spelthorne B C
	BS3 Support Site logistics of Main Contractor of the Addlestone ONE development
	BS4 Support the delivery and integration of a CHP/DHN within the Addlestone ONE development ESvii Reduce Carbon emissions from local authority operations (measured in tonnes of CO2e)
	BS5 Investigate opportunities for Service delivery to the Addlestone ONE development [Additional information awaited from Commercial Services to inform Objectives – TBC]
	ENG1: To support the delivery of the River Thames Scheme
	ENG3: To support corporate projects with civil, municipal and drainage engineering support

	ENG4: To respond to 100% of consultations associated within planning applications within 21 days
	PAR1 Production of annual off street parking charges review.
	PAR2 Production of report in relation to Off Street Parking Enforcement for PATROL (Parking and Traffic Regulations Outside London)
	PAR3 Ensure parking enforcement carried out to highest quality and ethical standards

Project name or project objectives (list individually if different objectives relate to different themes)				On Street Parking Enforcement Service Review Engaging with Spelthorne and Elmbridge Borough Councils over the development of integrated methods to deliver parking services over the Boroughs.
		BS1 Project Management		
	BS6 Energy Management and Sustainability			
	BS7 Tackling of domestic fuel poverty. Promotion of energy saving measures across all tenures			

	DSO4 DSO Review project		
			ENG2 Complete Engineering Service succession plan/service review

Section 9: Environmental Services Business Centre/Team's risk management (excluding project risks with separate PID/risk register)

Ref *	Issue	Consequences	Impact area <i>Life and limb Reputational Financial Legal Other</i>	Probability	Impact**	Risk Rating	Control Measure(s)	Probability *** <i>(Post control measures)</i>	Impact*** <i>(Post control measures)</i>	Rating <i>(Post control)</i>	Owner
Environmental Health and Licensing											
EHL1, 2,6	Staff unable to attend work for any reason (severe weather, sickness)	Unable to provide full range of the services	Would lead to delays with potential life and limb, operational, reputational, financial or legal impacts	3	4	12	Train staff in other areas to cover absences	3	3	9	PB
Direct Services Organisation (DSO)											
DSO1	Staff unable to attend work for any reason (severe weather, sickness)	Unable to provide full range of the services	Would lead to delays with potential life and limb, operational, reputational, financial or legal impacts	3	4	12	Contingency plans to identify priorities	3	3	9	SF
DSO2	Highways Environm'nt'l Maintenance Agreement with SCC ends	RBC no longer has control of the standard of highway environmental maintenance	Would lead to possible reputational and financial, impacts	2	2	4	SCC assurance for term of agreement	2	1	2	SF
DSO4	SCC removes	Extra cost for RBC in	Would lead to possible	3	2	6	None available	3	2	6	SF

	financial support for graffiti removal from highway assets	operating the service.	reputational and financial, impacts								
Building Services											
BS1	Staff unable to attend work for any reason (severe weather, sickness)	Unable to provide full range of the services	Would lead to delays with potential operational, reputational, financial or legal impacts	3	3	9	Small team. Difficult to have more staff trained	3	3	9	SF
BS2	Partnership with Spelthorne ends	Staff surplus to RBC requirements	Would lead to delays with potential reputational, financial or legal impacts	3	4	12	Unable to mitigate with certainty	3	4	12	SF
BS3	Prolonged power cut at or other shut down of Civic Centre	RBC, Police and SCC unable to operate essential services	Would lead to delays with potential life and limb, operational, reputational, financial or legal impacts	3	4	12	Maintain generator. Identify buildings for relocation of staff	3	3	9	SF
BS4	CWGC removes financial support for Coopers Hill public toilets Coopers	Additional RBC funding required	Additional funding required totalling £2,000.	3	2	6	Contingency provision in budget	3	1	3	SF

Engineering Services											
ES1	Staff unable to attend work for any reason (severe weather, sickness)	Unable to provide full range of the services	Would lead to delays with potential reputational, financial or legal impacts	3	3	9	Unable to mitigate	3	3	9	SF
Parking Services											
PS1	Staff unable to attend work for any reason (severe weather, sickness)	Unable to provide adequate car park and on-street enforcement. On street potentially leading to increased traffic congestion	Would lead to delays with potential reputational, financial or legal impacts	3	3	9	Other team members trained to cover some areas. Use of agency or temporary CEO's to cover prolonged absence.	3	2	6	IM
PS2	Small team with reliance on single individuals for key areas of work.	Unable to provide service if key staff are absent	Delay. Potential financial, reputational	3	3	9	In the absence of the Parking Manager the Parking Assistant can deal with some routine issues. Prioritising.	3	2	6	IM
PS3	Prolonged loss of power to computer systems	CEO's unable to issue PCN's and admin staff unable to process them	Would lead to legal, financial, reputational, operational impacts and possibly	3	3	9	Relocate computers	3	2	6	IM

			leading to increased traffic congestion due to lack of enforcement								
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Risk matrix

LIKELIHOOD (A)	Certain 5	5	10	15	20	25
	Probable 4	4	8	12	16	20
	Possible 3	3	6	9	12	15
	Unlikely 2	2	4	6	8	10
	Highly unlikely 1	1	2	3	4	5
		Negligible 1	Small 2	Noticeable 3	Serious + Significant 4	Critical + Considerable 5
IMPACT (B)						

Green = Low risk, Amber 9 = Medium risk, Amber 10 –12 high risk, Red = High risk

Likelihood of Occurrence (A)	Severity of Impact (B)
1 – Highly unlikely to happen	1 – Negligible impact
2 – Unlikely to happen	2 – Only a small effect
3 – Possibly will happen	3 – Noticeable effect
4 – Probably will happen	4 – Serious problem with significant impact
5 – Certain to happen	5 – Critical issue and considerable impact



Recycling your garden waste in Runnymede is as easy as:

- 1 Subscribe to our garden waste collection service
- 2 Take it to your local community recycling centre
- 3 Compost it at home

Runnymede.gov.uk/gardenwaste
01932 838383

Garden waste should not be disposed of in your rubbish bin.

It's easy to recycle your garden waste by using our fortnightly collection service or by taking it to your nearest tip.

Our fortnightly collection is an annual subscription service, please phone us for prices or check on our website.

Garden waste can also be recycled at any Community Recycling Centre.

Alternatively you can buy a discounted compost bin from getcomposting.com and recycle at home.

Runnymede.gov.uk/gardenwaste
01932 838383

This bin contains garden waste.

Bins with garden waste in them cannot be emptied as part of your fortnightly rubbish collection.

You will need to remove the garden waste before we return on your next scheduled collection date.

Runnymede.gov.uk/gardenwaste
01932 838383

Recycling your garden waste in Runnymede is as easy as:

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- 3 Compost it at home

Runnymede.gov.uk/gardenwaste
01932 838383

Runnymede BOROUGH COUNCIL | recycle for Surrey

Recycling your garden waste in Runnymede is as easy as

- 1 Subscribe to our garden waste collection service
- 2 Take it to your local community recycling centre
- 3 Compost it at home

Remember that garden waste can't go in your rubbish bin!

For more information on how you can recycle your garden waste visit Runnymede.gov.uk/gardenwaste

01932 838383

Hanger 1. 2pp. 100x425

Hanger 2. 2pp. 100x425

Leaflet. 2pp. 148.5x210 (A5)

Member Working Group on Recycling and Refuse Services**Held on 25 January 2018****2.00pm Members Room****Present:**

Councillor Elaine Gill (EG) (Chair)
 Councillor Gill Warner (GW)
 Councillor Margaret Harnden (MH)

Dave Stedman (DS) - DSO Manager
 Cathy Knubley (CS) – Assistant DSO Manager
 Peter Burke (PB) – Environmental Health and Licensing Manager
 Ian Maguire (IM) – Corporate Head of Planning and Environmental Services

Apologies:

Councillor Jonathan Wilson (JW)
 Councillor Linda Gilham (LG)

C.C:

Councillor Pat Roberts (PR)
 Councillor Iftikhar Chaudhri (IC)
 Councillor Tom Gracey (TG)
 Bernard Fleckney

Graffiti

DS discussed an increased graffiti problem currently being experienced in the Borough. The meeting asked what could be done as a means of enforcement work and PB stated that over 18's could be issued with a CPN, however younger offenders can be difficult to deal with. IM discussed the possibility of expanding our current enforcement work carried out by Kingdom when the contract is retendered so that issues such as graffiti could be covered under the FPN scheme. This work falls under the remit of the Community Services Committee and CS to make Chris Hunt aware of the situation for further actioning.

St Judes Road

PB detailed the work that had been recently done with regard to bins being left on the pavement. Enforcement work has taken place with letters being sent to all relevant households requesting bins be placed back onto the property after collection. Some households do have private land directly outside the house and are entitled to keep their bins there. There may be a need for more policy work to take the enforcement further if needed. This monitoring and enforcement has been very time consuming and no further work is planned for this area.

In cab technology and back office system

DS discussed the attached notes. Members were invited to see Bartec in action at the Depot.

DSO review

IM discussed the ongoing monthly review which is looking at all functions carried out by the DSO. Interviews will be held on Thursday 8 February for the new Transport Manager.

There has been an agreement to increase drivers pay over the next two years to ensure that the DSO can secure experienced drivers in a very competitive local market. It is envisaged that the drivers posts

will be over-resourced to create a reduction in agency staff who are difficult to source and sometimes do not match up with full time drivers experience and skill levels. All existing and new drivers will be expected to take on increased H&S responsibilities along with the new in-cab technology. Retention should also improve.

There are several papers going up to the E&S Committee:

- Proposed changes in green waste service
- Proposed changes in grounds maintenance provision
- Proposed changes in street cleansing services

The overall object of the review is to place the DSO in a sustainable model and then to benchmark against JWS.

By the next meeting IM will provide a gant chart of progress and areas of work covered by the review.

Fleet Management

As stated interviews for the full time Fleet Manager's post will be held on the 8 February. The vehicle capital budget has been approved for the next 3 years and a report needs to be written detailing which vehicles are going to be purchased in which year.

DS has negotiated a 2 year extension with the current vehicle maintenance supplier at a very favourable labour rate.

Street Cleansing update

A paper will be sent to E&S advising a trial change in street cleansing. The Borough will be split into 3 zones and provided a dedicated driver and one team. It is planned that each area will also receive a dedicated compact sweeper over time as the DSO does not yet have a third sweeper budget approved yet. The proposal will need to have a container stored somewhere in Egham to contain bulked sweeper waste and avoid the mechanical sweepers travelling repeatedly to Charlton Lane.

The additional operative, with vehicle, working a late shift is working well and receiving good feedback.

Cllr Warner asked if dog bins could be washed. DS to look at this.

It is being suggested that Spelthorne cut our grass verges this year as they have brought their service back in-house and have the plant and vehicles. A report is going to E&S for approval. IM reminded the meeting that grounds maintenance was still the function of SCC.

Update on Surrey Waste Partnership

China has enforced new legislation stopping the shipping of recyclables. This has created potential recycling surpluses and whilst all materials is the responsibility of SCC to dispose of, it is likely to put more pressure on the waste collection authority to produce clean, uncontaminated recycling material to the disposal site.

Recycling of nappies is being discussed as a new type of recycling material, however an investment of approximately 500k would be needed and there is little appetite from the D&B's to take this forward.

Bird flu has been reported in the Netherlands and now in small areas of the UK. Environment Agency has sent an updated policy for reporting dead water fowl and this will be followed when needed by the DSO.

At the last Officers group the 2015/16 Wastedata flow results were discussed. Whilst the overall rate of recycling has increased from the previous year, the data showed that dry mixed recycling showed no

growth. The two areas that had increased and hence increased the overall recycling percentage was food and garden waste.

AOB

Cllr MH discussed some gullies being blocked due to leaf and detritus. DS explained that some of our mechanical sweepers are at the end of their life expectancy and had large amounts of down time. CK suggested that any road details could be emailed to her and she would discuss them with the street cleansing supervisor.

Date of next meeting

5 April 2018
2pm
Members Room