

A meeting of the **OVERVIEW AND SCRUTINY PANEL (ECONOMY AND GROWTH)** will be held in **CIVIC SUITE 0.1A, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON, CAMBS, PE29 3TN** on **TUESDAY, 12 APRIL 2016** at **7:00 PM** and you are requested to attend for the transaction of the following business:-

**Contact
(01480)**

APOLOGIES

1. MINUTES (Pages 5 - 10)

To approve as a correct record the Minutes of the meeting held on 8th March 2016.

**A Green
388008**

2. MEMBERS' INTERESTS

To receive from Members declarations as to disclosable pecuniary and other interests in relation to any Agenda item.

3. NOTICE OF KEY EXECUTIVE DECISIONS (Pages 11 - 14)

A copy of the current Notice of Key Executive Decisions is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**M Sage
388007**

4. WASTE SERVICE - SERVICE SPECIFICATION (Pages 15 - 46)

The Panel is to receive a report on a Service Specification for the Waste Service.

**A Merrick
388635**

5. STREET SCENE SERVICE SCOPING REPORT (Pages 47 - 58)

The Interim Head of Operations is to present a scoping report on the creation of an Integrated Street Scene Service.

**A Merrick
388635**

6. WORK PLAN STUDIES (Pages 59 - 60)

To consider the work programmes of the Communities and Customers and Finance and Performance Overview and Scrutiny Panels.

**A Green
388008**

7. OVERVIEW AND SCRUTINY PROGRESS (Pages 61 - 64)

To consider a report on the Panel's activities.

**A Green
388008**

Dated this 4 day of April 2016



Head of Paid Service

Notes

1. Disclosable Pecuniary Interests

- (1) *Members are required to declare any disclosable pecuniary interests and unless you have obtained dispensation, cannot discuss or vote on the matter at the meeting and must also leave the room whilst the matter is being debated or voted on.*
- (2) *A Member has a disclosable pecuniary interest if it -*
 - (a) *relates to you, or*
 - (b) *is an interest of -*
 - (i) *your spouse or civil partner; or*
 - (ii) *a person with whom you are living as husband and wife; or*
 - (iii) *a person with whom you are living as if you were civil partners*

and you are aware that the other person has the interest.
- (3) *Disclosable pecuniary interests includes -*
 - (a) *any employment or profession carried out for profit or gain;*
 - (b) *any financial benefit received by the Member in respect of expenses incurred carrying out his or her duties as a Member (except from the Council);*
 - (c) *any current contracts with the Council;*
 - (d) *any beneficial interest in land/property within the Council's area;*
 - (e) *any licence for a month or longer to occupy land in the Council's area;*
 - (f) *any tenancy where the Council is landlord and the Member (or person in (2)(b) above) has a beneficial interest; or*
 - (g) *a beneficial interest (above the specified level) in the shares of any body which has a place of business or land in the Council's area.*

Non-Statutory Disclosable Interests

- (4) *If a Member has a non-statutory disclosable interest then you are required to declare that interest, but may remain to discuss and vote providing you do not breach the overall Nolan principles.*
- (5) *A Member has a non-statutory disclosable interest where -*
 - (a) *a decision in relation to the business being considered might reasonably be regarded as affecting the well-being or financial standing of you or a member of your family or a person with whom you have a close association to a greater extent than it would affect the majority of the council tax payers, rate payers or inhabitants of the ward or electoral area for which you have been elected or otherwise of the authority's administrative area, or*
 - (b) *it relates to or is likely to affect a disclosable pecuniary interest, but in respect of a member of your family (other than specified in (2)(b) above) or a person with whom you have a close association, or*
 - (c) *it relates to or is likely to affect any body –*
 - (i) *exercising functions of a public nature; or*
 - (ii) *directed to charitable purposes; or*
 - (iii) *one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a Member or in a position of control or management.*

and that interest is not a disclosable pecuniary interest.

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Please contact Mr Adam Green, Democratic Services Officer (Scrutiny), Tel No. 01480 388008/e-mail Adam.Green@huntingdonshire.gov.uk if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Committee/Panel.

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the District Council's website – www.huntingdonshire.gov.uk (*under Councils and Democracy*).

If you would like a translation of Agenda/Minutes/Reports or would like a large text version or an audio version please contact the Elections & Democratic Services Manager and we will try to accommodate your needs.

Emergency Procedure

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit.

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HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (ECONOMY AND GROWTH) held in Civic Suite 0.1A, Pathfinder House, St Mary's Street, Huntingdon, Cambs, PE29 3TN on Tuesday, 8th March 2016.

PRESENT: Councillor T D Sanderson – Chairman.

Councillors Mrs B E Boddington, J W Davies, Mrs A Dickinson, D A Giles, S Greenall, P Kadewere, K D Wainwright and R J West.

APOLOGIES: Apologies for absence from the meeting were submitted on behalf of Councillors I C Bates, B S Chapman and I D Gardener.

IN ATTENDANCE: Councillors R C Carter and D B Dew.

23. MINUTES

The minutes of the meeting of the Panel held on 9th February 2016 were approved as a correct record and signed by the Chairman.

24. MEMBERS' INTERESTS

No declarations of interest were received.

25. NOTICE OF KEY EXECUTIVE DECISIONS

The Panel received and noted the current Notice of Key Executive Decisions (a copy of which is appended in the Minute Book) which has been prepared by the Executive Leader for the period 1st March 2016 to 30th June 2016.

26. CORPORATE PLAN

With the aid of a report by the Corporate Team Manager (a copy of which is appended in the Minute Book) the Corporate Plan was presented to the Panel. Members were informed that the Corporate Plan is updated every two years. The Plan is strongly linked with the Service Plans and it aims to give Overview and Scrutiny the ability to hold Portfolio Holders to account.

Whilst giving feedback upon the Corporate Plan a Member emphasised that it is important to include open spaces within the Plan as it reinforces the Council's commitment to open spaces as there had been issues in the past.

The point of 'reduce incidences of littering' underneath the Enabling Communities Section had been noted as being difficult to measure by the Overview and Scrutiny Panel (Finance and Performance) however the Panel thought the action was important and it should be kept in. In response Members were informed that the issue was whether the action showed a reduction of litter or just a reduction of

complaints.

Following a Member's insistence of including an action of reducing fly posting and graffiti, the Panel were advised that one of the measures included is the National Indicator 195 which measures the reduction of fly posting and graffiti as well as litter.

Members would like the point of 'prevent homelessness where possible by helping households either remain in their current home or find alternative housing' within the Enabling Communities Section to include within a reasonable distance from key services as the Panel had concluded that the current location for temporary accommodation for homeless people is too far away from any amenities.

In response to a question relating to graffiti and how the Council are working with the Police. The Panel were informed that the Council would remove offensive graffiti within 24 hours and non-offensive graffiti within 48 hours. The Council are committed to working with Cambridgeshire Constabulary in bringing about prosecutions for graffiti.

The Panel was informed that the action concerning business rates supporting local businesses underneath the Sustainable Growth Section was not finalised when the report was written. Members thought that using business rates to support local businesses was what the Council should be doing to unlock growth however were not sure on whether this should be supporting new businesses in the area or the growth of existing local businesses.

The Panel thought that accelerate business growth and investment underneath the Sustainable Growth Section was crucial for the Council and should remain in the Corporate Plan.

Members questioned the influence the Council has in regards to the Local Enterprise Partnership however the Panel were informed that the influence comes as a result of the inclusion of the Executive Leader on the LEP board.

A question was raised in regards to the action of 'HDC to develop our own apprenticeship scheme' underneath the Sustainable Growth Section and why the Council are not developing an apprenticeship scheme with the regional college. In response Members were informed that it is the aim of the Council to have a scheme run in-house.

In response to the suggestion of developing an action on assisting first time buyers who are priced out of the local property market due to property developers buying properties to rent out, the Panel was informed that the Housing Strategy would contain the details of the Council's objectives in respect to housing.

Following a question regarding the action point of 'introduce measures to reduce energy costs in One Leisure' underneath the Efficient and Effective Council Section, the Panel was informed that an analysis on energy saving had been carried out, the business case would be produced and the actions implemented.

Members emphasised that the action of 'affordability and value for money are at the core of the Council's decision making processes' underneath the Efficient and Effective Council Section is an important action to roll out to every employee within the Council.

The Panel were acquainted with the idea of amending the measure of 'number of missed bins per 100,000 households' within the Efficient and Effective Council section to a measure which resolved the issue of missed bins. Members were supportive of a more customer focused measure.

In regards to the measure of maximising recycling underneath the Efficient and Effective Council Section Members were informed that the measure would be amended to focus on reducing waste as was deemed a more meaningful target.

A Member has stated that they would like the measure of 'staff sickness days lost per full time employee (reduce to 9 days per person)' underneath the Efficient and Effective Council reduced further as they thought that this was too high. The Panel were informed that according to the Chartered Institute for Personnel and Development (CIPD) the public sector average is 9 days and this was why the target was chosen.

Following the discussion the Panel was informed that the Council has a sickness rate of between 11 and 12 days however this is adversely affected by long term sickness absence. Members thought splitting the measure between long term and short term sickness would give a better reflection of sickness within the Council.

The Panel were advised of the option to include a measure of paying local suppliers within 10 working days however Members felt that as long as the Council has a reputation for paying invoices within 30 days and that suppliers are happy with the arrangement then there is little point or benefit of committing to pay invoices within 10 days.

A Member noted that the Overview and Scrutiny Panel (Communities and Customers) was informed that the A1 and A428 was not included within the action of 'continue to provide active input into the delivery stage of the A14 to deliver the specific requirements of the Council' underneath the Sustainable Growth Section because the schemes would not be at the delivery stage within the lifetime of the Corporate Plan. Despite this the Member would still like their inclusion as it would reinforce the Council's commitment to those schemes.

(At 7.02pm, during the discussion on this item, Councillor P Kadewere entered the meeting).

(At 7.34pm, during the discussion on this item, Councillor D B Dew left the meeting).

(At 7.35pm, during the discussion on this item, Councillor D B Dew returned to the meeting).

27. LOCAL PLAN TO 2036 PROGRESS REPORT

With the aid of a report by the Head of Development (a copy of which

is appended in the Minute Book) the Local Plan To 2036 Progress Report was presented to the Panel. Members had been informed that the Environment Agency's Strategic Flood Risk Assessment had progressed however the County Council's Strategic Transport Study had not progressed.

In regards to the Strategic Transport Study the Panel was informed that the Cambridge Sub-Regional Model (CSRM) traffic model was flawed and requires revalidation which won't be complete until the end of May and that in turn would put the submission of the Local Plan back to summer 2017.

Members noted that there will be an earmarked fund for the development of the Local Plan but were advised that the money is existing money.

Following a question on the County Council contribution towards the costs of developing the Local Plan Members were informed that the County Council would fund the work they would undertake but no additional funding would be offered.

When discussing the road infrastructure the Panel was informed that the Council would be looking beyond the A1 and A428. In regards to the A141 Members were advised that there is a requirement for the A141 to be upgraded regardless of whether Wyton gets developed or not.

Concerns were raised in relation to the human resources available to the department to carry out work on the Local Plan however the Panel were informed that there is a plan in place to acquire the resources needed.

Following a question on what is required by the Government by early 2017; Members were advised that the Council is still unsure what is meant by having a written Local Plan by early 2017.

Four potential development scenarios have been produced to be tested using the CSRM however the Panel will not make a preference until they have been tested.

The Panel are content with the overall progress on the Local Plan but were concerned that the CSRM was not correct. Members approved the earmarking of funds for the development of the Local Plan.

28. LOCAL DEVELOPMENT SCHEME

With the aid of a report by the Head of Development (a copy of which is appended in the Minute Book) the Local Development Scheme was presented to the Panel. Members were informed that the scheme was being developed for two reasons. The first was for legal compliance and the second was that the Council's report produced each December could be produced against an up to date Local Development Scheme.

Comments were raised in regards to the environmental assessment. Members were informed that the environmental assessment is completed early in the Neighbourhood Plan process and that the St

Neots Neighbourhood Plan had an environmental assessment.

The Panel recommended to Cabinet that the new Local Development Scheme (March 2016) be approved and commence on 24th March 2016.

29. GODMANCHESTER AND ST NEOTS NEEDS ANALYSIS OF OPEN SPACE AND PLAY FACILITIES

With the aid of a report by the Interim Head of Operations (a copy of which is appended in the Minute Book) the Godmanchester and St Neots Needs Analysis of Open Space and Play Facilities was received by the Panel. Members were informed that provision in both towns is sufficient with the exception of parks and allotments.

In regards to Godmanchester, the Panel were advised that provision is good and the Bearscroft Farm development will further enhance provision. With respect to the development of open space and play facilities Members were informed that the Council has a schedule of projects ready to be funded by new developments.

A Member has expressed concern that allotments could look unsightly and highlighted a specific allotment area in The Stukeleys that could be used as a model when such developments faced residential complaints about untidiness.

In relation to St Neots, the Panel were informed that there is a good level of provision with the exception of allotments and community gardens. Members were advised that there is a scheme to provide allotments within the green space between the A1 and the west of Eaton Socon. The Panel noted that Officers would explore the effective use of Council owned land for the needs that have been identified. Members thought the allotment scheme in St Neots would be a good use of land.

30. UPDATE ON THE IMPLEMENTATION OF OPEN SPACE AND PLAY FACILITIES FUNDED FROM SECTION 106 CONTRIBUTIONS

With the aid of a report by the Interim Head of Operations (a copy of which is appended in the Minute Book) an update on the Implementation of Open Space and Play Facilities Funded from Section 106 (S106) Contributions was presented to the Panel. The update explains how the S106 are being dealt with and the aim is to present regular updates to the Panel with the inclusion of the Community Infrastructure Levy.

In response to a question regarding St Neots S106 monies Members were informed that with the exception of the monies from Loves Farm the S106 money is ready to spend. The Town Council would need to contact the Council with proposed schemes so that the money could be released.

Following a question regarding the process Members were informed that the needs analysis identifies a need, the Town or Parish Council would speak to manufacturers, the Town or Parish Council would submit a proposal to the Council with complete costings and then the

Council would release the money for the scheme.

The Panel positively received the update and thought that the inclusion of the Community Infrastructure Levy would be useful. Members were informed that an electronic copy of the update would be circulated to all Members.

31. WORK PLAN STUDIES

The Panel received and noted a report by the Democratic Services Officer (Scrutiny) (a copy of which is appended in the Minute Book) which contained details of studies being undertaken by the Overview and Scrutiny Panels for Communities and Customers and Finance and Performance. Members were informed that the Voluntary Sector Grant Funding Working Group would not be reviewing the Community Chest arrangements.

The Panel was informed that the Registered Social Providers Working Group would remain within the remit of the Communities and Customers Panel. Members were acquainted with the work of the Working Group including the study on 29th February 2016.

(At 8.39pm, during the discussion on this item, Councillors R C Carter and D B Dew left the meeting).

32. OVERVIEW AND SCRUTINY PROGRESS

With the aid of a report by the Democratic Services Officer (Scrutiny) (a copy of which is appended in the Minute Book) the Panel reviewed the progress of its activities since the last meeting. Members were informed that the Corporate Enforcement Policy would be entered onto the Work Programme.

Chairman

NOTICE OF KEY EXECUTIVE DECISIONS INCLUDING THOSE TO BE CONSIDERED IN PRIVATE

Prepared by Councillor J D Ablewhite Ms Melanie Sage
Date of Publication: 23 March 2016
For Period: 1 April 2016 to 31 July 2016

Membership of the Cabinet is as follows:-

Councillor J D Ablewhite	- Executive Leader of the Council	3 Pettis Road St. Ives Huntingdon PE27 6SR Tel: 01480 466941 E-mail: Jason.Ablewhite@huntingdonshire.gov.uk
Councillor R C Carter	- Executive Councillor for Operations & Environment	5 The Paddock Bluntisham Huntingdon PE28 3NR Tel: 07986 325637 E-mail: Robin.Carter@huntingdonshire.gov.uk
Councillor S Cawley	- Executive Councillor for Organisational Change & Development	6 Levers Water Huntingdon PE29 6TH Tel: 01480 435188 E-mail: Stephen.Cawley@huntingdonshire.gov.uk
Councillor D B Dew	- Executive Councillor for Strategic Planning & Housing	4 Weir Road Hemingford Grey Huntingdon PE28 9EH Tel: 01480 469814 E-mail: Douglas.Dew@huntingdonshire.gov.uk

Councillor J A Gray - Executive Councillor for Resources	Vine Cottage 2 Station Row Catworth Huntingdon PE28 0PE Tel: 01480 861941 E-mail: Jonathan.Gray@huntingdonshire.gov.uk
Councillor R Harrison - Executive Councillor for Strategic Economic Development & Legal	55 Bushmead Road Eaton Socon St Neots PE19 8GC Tel: 01480 406664 Email: Roger.Harrison@huntingdonshire.gov.uk
Councillor R Howe - Deputy Executive Leader of the Council with responsibility for Commercial Activities	The Old Barn High Street Upwood Huntingdon PE26 2QE Tel: 01487 814393 E-mail: Robin.Howe@huntingdonshire.gov.uk
Councillor D M Tysoe - Executive Councillor for Customer Services 12	Grove Cottage Maltings Lane Ellington Huntingdon PE28 OAA Tel: 01480 388310 E-mail: Darren.Tysoe@huntingdonshire.gov.uk

Notice is hereby given of:

- Key decisions that will be taken by the Cabinet (or other decision maker)
- Confidential or exempt executive decisions that will be taken in a meeting from which the public will be excluded (for whole or part).

A notice/agenda together with reports and supporting documents for each meeting will be published at least five working days before the date of the meeting. In order to enquire about the availability of documents and subject to any restrictions on their disclosure, copies may be requested by contacting the Democratic Services Team on 01480 388169 or E-mail Democratic.Services@huntingdonshire.gov.uk. Agendas may be accessed electronically at www.huntingdonshire.gov.uk.

Formal notice is hereby given under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that, where indicated part of the meetings listed in this notice will be held in private because the agenda and reports for the meeting will contain confidential or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. See the relevant paragraphs below.

Any person who wishes to make representations to the decision maker about a decision which is to be made or wishes to object to an item being considered in private may do so by emailing Democratic.Services@huntingdonshire.gov.uk or by contacting the Democratic Services Team. If representations are received at least eight working days before the date of the meeting, they will be published with the agenda together with a statement of the District Council's response. Any representations received after this time will be verbally reported and considered at the meeting.

Paragraphs of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) (Reason for the report to be considered in private)

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the Financial and Business Affairs of any particular person (including the Authority holding that information)
4. Information relating to any consultations or negotiations or contemplated consultations or negotiations in connection with any labour relations that are arising between the Authority or a Minister of the Crown and employees of or office holders under the Authority
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
6. Information which reveals that the Authority proposes:-
 - (a) To give under any announcement a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an Order or Direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Huntingdonshire District Council
 Pathfinder House
 St Mary's Street
 Huntingdon PE29 3TN.

- Notes:- (i) Additions changes from the previous Forward Plan are annotated ***
 (ii) Part II confidential items which will be considered in private are annotated ## and shown in italic.

3 Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Shared Services Joint Groups Terms of Reference and Business Plans (ICT, Legal and Building Control)	Cabinet	21 Apr 2016		Ms Julie Slatter, Corporate Director (Services) Tel No. 01480 388001 email: Julie.Slatter@huntingdonshire.gov.uk		J Ablewhite S Cawley D Tysoe R Harrison D Dew	Finance and Performance
Waste Service - Service Specification	Cabinet	21 Apr 2016		Alistair Merrick, Interim Head of Operations Tel No. 01480 388635 email:Alistair.Merrick@huntingdonshire.gov.uk		R Carter	Economy and Growth

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Reasons for the report to be considered in private	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Creation of the Integrated Street Scene Service	Cabinet	21 Apr 2016		Alistair Merrick, Interim Head of Operations Tel No. 01480 388635 email: Alistair.Merrick@huntingdonshire.gov.uk		R Carter	Economy and Growth
Housing Strategy 2016 - 2020 ***	Cabinet	16 Jun 2016		Jo Emmerton, Housing Strategy Manager Tel No. 01480 388203 email: Jo.Emmerton@huntingdonshire.gov.uk		D Dew	Communities and Customers
Community Chest Grant Aid Awards 2016/17 ***	Grants	30 Jun 2016		Chris Stopford, Head of Community Services Tel No. 01480 388280 or email Chris.Stopford@huntingdonshire.gov.uk		J Gray R Harrison	Communities and Customers

**Public
Key Decision - Yes**

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter:	Waste Service - Service Specification.
Meeting/Date:	Overview and Scrutiny Panel (Economy & Growth) – 14 April 2016 Cabinet - 21 April 2016
Executive Portfolio:	Councillor Robin Carter – Executive Councillor for Operations & the Environment
Report by:	Alistair Merrick – Interim Head of Service (Operations)
Ward(s) affected:	All

Executive Summary:

1. The report provides the opportunity for the Panel to scrutinise the draft Waste Management Service Specification before it is submitted to the Cabinet for endorsement. This document is largely concerned with service delivery requirements and enhancing the service provided to the customer and it has been developed to deliver the Council's existing policies for Waste Management.
2. The Service Specification that has been developed to better direct the waste management activities delivered by the Operations Service and to make service delivery arrangements and standards more transparent for residents. This better direction will improve the quality of service delivery with an improved customer focus as required by the Council's Corporate Plan and Customer Services Strategy; and the delivery efficiencies required by the Council's Medium Term Financial Strategy. The service availability details and delivery arrangements will form the core information on the Council's Website regarding the Waste Service provided by the Council.
3. Along with the grounds maintenance service and the street cleansing service, the waste services delivered by the Council are the most visible services delivered by the Council and impacts directly on residents and business in the District.
4. The scope of the Waste Management Service provided by the Council is includes all the doorstep collection services, specialist collection services and the trade waste service.
5. The core hours for the delivery of services going forward will be 06.30 to 15.00 for collection services and 17.00 for administrative matters; this constitutes the guarantee to the residents of when services will be available.
6. Active independent monitoring of the Waste Service is being introduced which is done to a prescribed format and the results measured against the annual

performance targets set for the service. It is this auditing that will benchmark the quality of services being delivered against the targets set in the Corporate Plan and the Annual Service Plan. This introduces a higher level of accountability for the managers within the Waste Service.

7. When endorsed the service availability detail, service delivery requirements and standards will be published on the Council's website so that residents have immediate access to the core information regarding the waste service provided by the Council.

Recommendation(s):

1. The Overview & Scrutiny Panel are invited to make comments that will be included in the report to Cabinet seeking the endorsement of the Waste Management Service Specification and also help with the finalisation of the service specification.

1. PURPOSE

- 1.1 The report provides the Panel with the opportunity to scrutinise the Waste Management Service Specification before it is adopted.

2. BACKGROUND

- 2.1 The Service Specification that has been developed to better direct the waste management activities delivered by the Operations Service and to make service delivery arrangements and standards more transparent for residents. This better direction will improve the quality of service delivery with an improved customer focus as required by the Council's Corporate Plan and Customer Services Strategy; and the delivery efficiencies required by the Council's Medium Term Financial Strategy. The service availability details and delivery arrangements will form the core information on the Council's Website regarding the Waste Service provided by the Council.
- 2.2 Along with the grounds maintenance service and the street cleansing service, the waste services delivered by the Council are the most visible services delivered by the Council and impacts directly on residents and business in the District in terms of their sense of well-being in respect to Huntingdonshire.
- 2.3 The scope of the Waste Management Service provided by the Council is as follows:
- (i) Domestic Waste Collection Service;
 - (ii) Dry Recyclable Waste Collection Service;
 - (iii) Garden Waste Collection Service;
 - (iv) Bulky Household Waste Collection Service;
 - (v) Cement Bonded Asbestos Waste Service;
 - (vi) Clinical Waste Collection Service;
 - (vii) Provision and Management of Textile Recycling Banks;
 - (viii) Trade Waste Collection Service.

3. OPTIONS CONSIDERED/ANALYSIS

- 3.1 Following a full review of the current services delivered it was confirmed that the service had been operating outside of an adopted service specification consequently the Waste Management Service Specification attached as Appendix 1 to this report has been developed. The review work has included evaluation of all the current service delivery arrangements and standards against best industry practice. Previously this core information has not been available and it is essential to enable effective and efficient deployment of resources and transparency of service delivery arrangements for service users.

- 3.2 The core hours for the delivery of services going forward will be 06.30 to 15.00 for collection services and 17.00 for administrative matters; this constitutes the guarantee to the residents of when services will be available.
- 3.3 Active independent monitoring of the Waste Service is being introduced which is done to a prescribed format and the results measured against the annual performance targets set for the service. It is this auditing that will benchmark the quality of services being delivered against the targets set in the Corporate Plan and the Annual Service Plan. This introduces a higher level of accountability for the managers with the Waste Service.
- 3.4 When endorsed the service availability detail, service delivery requirements and standards will be published on the Council's website so that residents have immediate access to the core information regarding the waste management services provided by the Council.

4. COMMENTS OF OVERVIEW & SCRUTINY PANEL

- 4.1 Comments of the Panel will be included in the future report to the Cabinet seeking endorsement of this service specification.

5. KEY IMPACTS/RISKS AND HOW THESE WILL BE ADDRESSED

- 5.1 The Waste Management Service Specification will bring a new direction for the service and ensure the arrangements for the delivery of the service are transparent for residents and that performance can be benchmarked going forward to meet the targets set in the Corporate Plan and Annual Service Plan. This will enable the Council to better evidence it is delivering a value for money services.

6. WHAT ACTIONS WILL BE TAKEN/TIMETABLE FOR IMPLEMENTATION

- 6.1 During 2016/17 the resources within the Waste Service that deliver the services across the District will be fundamentally realigned against the proposed service delivery arrangements and standards but also to delivery substantial efficiencies required by the Council's Medium Term Financial Strategy. Consequently after endorsement by the Cabinet of the Waste Management Service Specification will be immediately used to drive the reconfiguration of the Waste Service.

7. LINK TO THE CORPORATE PLAN

- 7.1 The policy will contribute to the Corporate Plan as follows:
- a) Enhancing fundamentally the built and green environment of the District.
 - b) Operations becoming much more business-like and efficient in the way it delivers safe services.
 - c) Realignment of the Waste Service against the principles and requirements of the Council's Customer Services Strategy.

8. CONSULTATION

- 8.1 The service improvement plan adopted by the Operations Service includes a structure of on-going consultation with residents and service users; these will be used to test the appropriateness of the service delivery arrangements from the users' perspective. The performance monitoring results will also be published to evidence to residents that specified service standards are being delivered.

9. LEGAL IMPLICATIONS

- 9.1 The Waste Management Service Specification has been drafted to fully comply with all relevant legislation.

10. RESOURCE IMPLICATIONS

- 10.1 The Waste Management Service Specification has been developed within existing resources. The implementation of the service specification will be within the existing resources profile of the Operations Service set out in the Council's Medium Term Financial Strategy.

11. OTHER IMPLICATIONS

- 11.1 The Waste Management Service Specification seeks to ensure the delivery of an appropriate and equitable balance in the provision of the service across the District.

12. REASONS FOR THE RECOMMENDED DECISIONS

- 12.1 The scrutinising of the Waste Management Service Specification gives the Panel the opportunity to influence the final document submitted to the Cabinet for endorsement.
- 12.2 To provide clear direction and performance standards through the service specification for the future delivery of the service.

13. LIST OF APPENDICES INCLUDED

- 13.1 Appendix 1: The Waste Service - Service Specification.

BACKGROUND PAPERS

Review of Waste Policies – Approved Cabinet on 17 March 2016.

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SERVICE SPECIFICATION - WASTE SERVICE

PARTS

- (i) Domestic Waste Collection Service
- (ii) Dry Recyclable Waste Collection Service
- (iii) Garden Waste Collection Service
- (iv) Bulky Household Waste Collection Service
- (v) Cement Bonded Asbestos Waste Service
- (vi) Clinical Waste Collection Service
- (vii) Provision and Management of Textile Recycling Banks
- (viii) Trade Waste Collection Service
- (ix) Annual Communications Strategy

PART (I) – DOMESTIC WASTE COLLECTION SERVICE

1. DEFINITIONS

1.1 For the purposes of this Service Specification, the following terms shall have the following meanings:

Terms	Meaning
“Authority’s Call Centre”	Means the corporate call centre provided by the Authority for the residents of the Huntingdonshire.
“Domestic Property”	Means a property that is a building or self-contained part of a building which is used wholly for the purposes of living accommodation.
"Domestic Waste"	Means waste from a Domestic Property that results solely from residential activities in that property.
"Domestic Waste Collection Service"	Means the collection and disposal of Domestic Waste from all individual Domestic Properties within Huntingdonshire.
“Exemption List”	Means Domestic Properties where the Waste Service is required to collect waste from the point of storage (i.e. the place where the waste is normally kept by the occupier) and return the waste container to the normal point of storage after emptying.
“Missed Domestic Bin”	Means a bin or sack that has been reported to the Authority’s Call Centre and/or the Business Support Team in Operations as not having been emptied on the designated day of collection in accordance with this Part (i) of this Service Specification.

2. DOMESTIC REFUSE COLLECTION SERVICE

2.1. The Waste Service shall deploy resource to deliver the specified Key Result Areas and Outputs as the same are detailed below:-

Key Result Areas	Outputs
Management, administration and operation of a Domestic Waste Collection Service	<ul style="list-style-type: none"> • Provide sufficient numbers of trained and qualified staff to successfully carry out the Domestic Waste Collection Service. • Provide sufficient transport resources to carry out collection and haulage of all Domestic Waste collected to final disposal points.
Increase customer satisfaction levels in respect of the Domestic Waste Collection Service.	<ul style="list-style-type: none"> • Achievement of set satisfaction levels for the Financial Year - in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.

Service Specification - Waste Service (i)

Key Result Areas	Outputs
Establish the number and location of disabled people or residents with mobility restrictions who are incapable of presenting their waste containers for collection.	<ul style="list-style-type: none"> • Establish the number and location of disabled people and residents with mobility restrictions to develop a service delivery plan to provide an equitable service.
Review and update the Exemption List on a monthly frequency.	<ul style="list-style-type: none"> • An up to date Exemption List to be presented to the Authority for approval by 31 December each year.

- 2.2. The Waste Service shall be required to collect all Domestic Waste by means of wheeled bins, supplemented by large capacity bins, and paper/plastic sacks from all Domestic Properties within the boundaries of the Huntingdonshire or neighbouring local authorities on a weekly basis and deliver the collected Domestic Waste to approved disposal points as agreed with the Head of Service (Operations).
- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and also be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Domestic Waste Collection Service.
- 2.4. The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Domestic Waste Collection Service are at all times properly and sufficiently qualified, experienced and instructed with regard to:
- The task or tasks such person has to perform;
 - All relevant provisions of this Service Specification;
 - All relevant Law relating to the provision of the Domestic Waste Collection Service;
 - The need to maintain the highest standards of courtesy and consideration;
 - The need to carry out their duties in an orderly manner as may be practicable;
 - All relevant Health and Safety procedures.
- 2.5. The Waste Service shall not commence the Domestic Waste Collection Service prior to 06.30hrs or extend the operation beyond 18.00hrs without the consent of the Head of Service (Operations).
- 2.6. The Waste Service shall not collect Domestic Waste on Saturdays or Sundays unless approved by the Head of Service (Operations).
- 2.7. The Waste Service shall provide the Domestic Waste Collection Service on each day of each Financial Year, provided that it will not be required to collect Domestic Waste on 25 December, 26 December and 1 January each year.
- 2.8. The Waste Service shall collect Domestic Waste from each Domestic Property on a designated day each week.

Service Specification - Waste Service (i)

- 2.9. The Waste Service is required to empty all wheeled bins, large capacity bins, paper and plastic sacks positioned by residents on the boundary of their property with the highway (i.e. boundary of premise nearest to or on the highway) and to return empty containers to their original location without creating unnecessary obstruction.
- 2.10. The Waste Service shall maintain and update in accordance with the Council's policies, the Exemption List where the Waste Service is required to collect the wheeled bin, large capacity bins, paper and plastic from the point of storage (i.e. the place where the wheeled bin, large capacity bin, paper or plastic sack is normally kept by the occupier) and to return the waste container to the normal point of storage after emptying.
- 2.11. The Waste Service shall collect Domestic Waste from communal bin cupboards, compounds or designated waste storage areas for flats or similar developments.
- 2.12. The Waste Service shall only remove Domestic Waste contained within the wheeled bin, large capacity bin, paper and plastic sack where the lids of the bins shall be sufficiently closed such as to meet safety standards.
- 2.13. If the Waste Service judges that the waste container contains non-domestic or heavy garden refuse and the emptying of the waste container may cause damage to the vehicle(s) or loss of the container etc, the Waste Service shall notify the resident of the reasons why the container was not emptied at the time of collection. The Waste Service shall specify the action to be taken by the occupier to ensure that the extraneous materials are removed in order that the container can be emptied at the next normal collection.
- 2.14. For Domestic Properties receiving collections via paper or plastic bags, the Waste Service shall deliver to each such property using this system of collection, sufficient quantities of bags to store domestic refuse normally produced at that property between each scheduled collection visit.
- 2.15. The Waste Service shall leave bags referred to in paragraph 2.14 in a secure and convenient place for the occupier, but not push through or leave bags in letterbox openings.
- 2.16. The Waste Service shall ensure collection of Domestic Waste takes place within eight hours of refuse being pulled out to the highway by residents of the Domestic Properties.
- 2.17. The Waste Service shall collect reported Missed Domestic Bins within 48 hours of the business day as follows:-
- Reported before 15.00 on a Monday – to be collected by 15.00 on the following Wednesday;
 - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Thursday;
 - Reported before 15.00 on a Wednesday – to be collected by 15.00 on the following Friday;
 - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Monday;
 - Reported before 15.00 on a Friday – to be collected by 15.00 on the following Tuesday.
- 2.18. The Waste Service shall maintain records and provide regular reports in relation to Missed Domestic Bins to the Head of Service (Operations).

Service Specification - Waste Service (i)

- 2.19 The Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment shall set a tolerance in respect of Missed Domestic Bins for each Financial Year. This tolerance is the percentage of bins to be collected as part of the Domestic Waste Collection Service which may be Missed Domestic Bins before remedial action and performance management measures will be implemented by the Head of Service (Operations).
- 2.20. The Waste Service shall manage, maintain and update a system and data base for the replacement of damaged or lost containers for the purpose of providing the Domestic Waste Collection Service.
- 2.21. The Waste Service shall remove any spillage arising during the collection of Domestic Waste immediately.
- 2.22 The Waste Service shall ensure the Domestic Service complements other Services provided by the Waste Service.

PART (II) – DRY RECYCLABLE WASTE COLLECTION SERVICE

1. DEFINITIONS

1.1 For the purposes of this Part (II) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
“Authority’s Call Centre”	Has the meaning given to it in Part (i) of this Service Specification.
“Domestic Property”	Has the meaning given to it in Part (i) of this Specification Document.
"Dry Recyclable Waste"	Means Domestic Waste (as the same is defined in Part (i) of this Service Specification) from a Domestic Property that is suitable for recycling, to include newspapers and magazines, glass bottles and jars, ferrous and non – ferrous cans.
"Dry Recyclable Waste Collection Service"	Means the collection and disposal of Dry Recyclable Waste from individual Domestic Properties.
“Exemption List”	Has the meaning given to it in Part (i) of this Service Specification.
“Missed Recycling Bin”	Means a bin that has been reported to the Call Centre and/or the Help Business Support Team as not having been emptied on the designated fortnightly day of collection in accordance with this Part (ii) of this Service Specification.

2. DRY RECYCLABLE COLLECTION SERVICE

2.1 The Waste Service shall deploy resource as to deliver specified Key Result Areas and Outputs as the same are detailed below:-

Key Result Areas	Outputs
Management, administration and operation of a Dry Recyclable Waste Collection Service	<ul style="list-style-type: none"> • Provide sufficient numbers of trained and qualified staff to successfully carry out the Dry Recyclable Waste Collection Service. • Sufficient transport resources to carry out collection and haulage of Dry Recyclable Waste collected and delivered to final disposal points.
Increase Dry Recycling Rates	Achieve the following rates:- <ul style="list-style-type: none"> • 2016/17 - X%; • 2017/18 – X%.

Service Specification - Waste Service (ii)

Key Result Areas	Outputs
	<ul style="list-style-type: none"> 2018/19 – X%
Increase customer satisfaction levels in respect of recycling	<ul style="list-style-type: none"> Achieve the levels set out in the adopted Annual Service Plan – Customer Satisfaction with the Waste Service – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.
Raise profile of recycling in Authority services through provision of appropriate facilities	<ul style="list-style-type: none"> Contribution to overall increase in Recycling Rate – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.
Establish number and location of disabled or residents with mobility restrictions who are incapable of presenting their waste containers for collection.	<ul style="list-style-type: none"> Establish number and location in order to develop plan to provide an equitable service.
Review the Exemption List and update on a monthly frequency	<ul style="list-style-type: none"> An up to date Exemption List to be presented to the Authority for approval by 31 March each year.

- 2.2 The Waste Service shall be required to separate and collect Dry Recyclable Waste presented in 140/240 litre blue wheeled bins from Domestic Properties within the boundaries of Huntingdonshire or neighbouring local authorities and deliver the collected Dry Recyclable Waste to approved disposal points as agreed with the Head of Service (Operations).
- 2.3 The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and also be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Dry Recyclable Waste Collection Service.
- 2.4 The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Dry Recyclable Waste Collection Service are at all times properly and sufficiently qualified, experienced and instructed with regard to:
- The task or tasks such person has to perform;
 - All relevant provisions of this Service Specification;
 - All relevant Law relating to the provision of the Dry Recyclable Waste Collection Service;
 - The need to maintain the highest standards of courtesy and consideration;
 - The need to carry out their duties in an orderly manner as may be practicable;

Service Specification - Waste Service (ii)

- All relevant Health and Safety procedures.
- 2.5 The Waste Service shall not commence the Dry Recyclable Waste Collection Service prior to 06.30hrs or extend the operation beyond 18.00hrs without the consent of the Head of Service (Operations).
- 2.6 The Waste Service shall not collect Dry Recyclable Waste on Saturdays or Sundays unless approved by the Head of Service (Operations).
- 2.7 The Waste Service will provide the Dry Recyclable Waste Collection Service on each day of the Contract Year, provided that it will not be required to collect Dry Recyclable Waste on 25 December, 26 December and 1 January each year.
- 2.8 The Waste Service shall collect Dry Recyclable Waste from each Domestic Property taking part in the scheme on the same day each fortnight.
- 2.9 The Waste Service is required to empty all 140/240 litre blue wheeled bins positioned by residents on the boundary of their property (i.e. edge of premise nearest to the point of emptying) or on the highway and to return empty containers to their original location, without creating unnecessary obstruction.
- 2.10 The Waste Service shall maintain and update in accordance with the Head of Service (Operations)'s policies, the Exemption List where the Waste Service is required to collect the 240 litre blue wheeled bins from the point of storage (i.e. the place where the blue wheeled bin is normally kept by the occupier) and to return the waste container to the normal point of storage after emptying.
- 2.11 If the Waste Service judges that the Dry Waste Recyclable Bin contains non-recyclable materials then the Waste Service shall notify the resident of the reasons why the container was not emptied at the time of collection. The Waste Service shall specify the action to be taken by the occupier to ensure the non-recyclable materials are removed in order that the container can be emptied at the next collection.
- 2.12 The Waste Service shall ensure collection of Dry Recyclable Waste takes place within eight hours of refuse being placed on the highway by the residents of the Domestic Properties.
- 2.13 The Waste Service shall collect reported Missed Recycling Bins as follows:-
- Reported before 15.00 on a Monday – to be collected by 15.00 on the following Wednesday;
 - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Thursday;
 - Reported before 15.00 on a Wednesday – to be collected by 15.00 on the following Friday;
 - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Monday;
 - Reported before 15.00 on a Friday – to be collected by 15.00 on the following Tuesday.

Service Specification - Waste Service (ii)

- 2.14 The Waste Service shall maintain records and provide regular reports in relation to Missed Recycling bins to the Head of Service (Operations).
- 2.15 The Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment shall agree a tolerance in respect of Missed Recycling Bins for each Financial Year. This tolerance is the percentage of bins to be collected as part of the Domestic Waste Collection Service which may be Missed Recycling Bins before remedial action and performance management measures will be implemented by the Head of Service (Operations).
- 2.16 The Waste Service shall manage, maintain and update a system and data base for the delivery of new, the replacement of damaged or lost 140/240 litre blue wheeled bins for the purpose of providing the Dry Recyclable Waste Collection Service. This will include the provision and delivery of a leaflet detailing collection details and approved materials for collection.
- 2.17 The Waste Service shall remove any spillage arising during the operation immediately.
- 2.18 The Waste Service shall operate a monitoring system for the measurement of the Dry Recyclables Collection Service to confirm on a daily basis the tonnage of each material collected per round.
- 2.19 The Waste Service shall ensure the Dry Recyclable Waste Collection Service complements other Services provided by the Waste Service.

PART (III) - GARDEN WASTE COLLECTION SERVICE

1. DEFINITIONS

1.1 For the purposes of this Part (III) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
“Head of Service (Operations)’s Call Centre”	Has the meaning given to it in Part (i) of this Service Specification.
“Domestic Property”	Has the meaning given to it in Part (i) of this Service Specification.
"Domestic Waste"	Has the meaning given to it in Part (i) of this Service Specification.
"Garden Waste"	Means Domestic Waste from a Domestic Property that is suitable for composing, to include, grass cuttings, hedge trimmings, leaves, twigs, cut flowers, plants, weeds, bark, woody green waste up to six inches in diameter and windfall.
"Garden Waste Collection Service"	Means the collection and disposal of Garden Waste from individual Domestic Properties.
“Exemption List”	Has the meaning given to it in Part (i) of this Service Specification.
“Missed Garden Bins”	Means a bin that has been reported to the Head of Service (Operations)’s Call Centre and/or the Business Support Team as not having been emptied on the designated weekly day of collection in accordance with this Part (iii) of this Service Specification.

2. GARDEN WASTE COLLECTION SERVICE

2.1. The Waste Service shall deploy resource to deliver service specified Key Result Areas and Outputs as the same are detailed below:-

Key Result Areas	Outputs
Management, administration and operation of a Garden Waste Collection Service	<ul style="list-style-type: none"> Sufficient numbers of trained and qualified staff to successfully carry out the Garden Waste Collection Service. Sufficient transport resources to carry out collection and haulage of Garden Waste to final disposal points.
Increase composting rates	Achieve the following rates as set out in BVPI82b:- <ul style="list-style-type: none"> 2016/17 - X%;

Service Specification - Waste Service (iii)

Key Result Areas	Outputs
	<ul style="list-style-type: none"> • 2017/18 – X%. • 2018/19 – X%
Increase customer satisfaction levels in respect of recycling	<ul style="list-style-type: none"> • Achieve the levels set out in the adopted Annual Service Plan – Customer Satisfaction with the Waste Service – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.
Raise profile of recycling in Head of Service (Operations) services through provision of appropriate facilities	<ul style="list-style-type: none"> • Contribution to overall increase in Recycling Rate – in compliance with the set target for the Financial Year pursuant to the Annual Service Plan.
Establish number and location of disabled residents or residents with mobility restrictions who are incapable of presenting their waste containers for collection.	<ul style="list-style-type: none"> • Establish number and location in order to develop plan to provide an equitable service.
Review the Exemption List and update on a monthly frequency	<ul style="list-style-type: none"> • An up to date Exemption List to be presented to the Head of Service (Operations) for approval by 31 March each year.

- 2.2. The Waste Service shall be required to collect Garden Waste presented in 240 litre green wheeled bins from Domestic Properties within the boundaries of Huntingdonshire or neighbouring local authorities on a fortnightly basis and deliver the collected Garden Waste to approved disposal points as agreed with the Head of Service (Operations).
- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and also be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Garden Waste Collection Service.
- 2.4. The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Garden Waste Collection Service are at all times properly and sufficiently qualified, experienced and instructed with regard to:
- The task or tasks such person has to perform;
 - All relevant provisions of this Service Specification;
 - All relevant Law relating to the provision of the Garden Waste Collection Service;
 - The need to maintain the highest standards of courtesy and consideration;
 - The need to carry out their duties in an orderly manner as may be practicable;

Service Specification - Waste Service (iii)

- All relevant Health and Safety procedures.
- 2.5. The Waste Service shall not commence the Garden Waste Collection Service prior to 06.30hrs or extend the operation beyond 18.00hrs without the consent of the Head of Service (Operations).
 - 2.6. The Waste Service shall not collect Garden Waste on Saturdays or Sundays unless approved by the Head of Service (Operations).
 - 2.7. The Waste Service will provide the Garden Waste Collection Service on each day of the Contract Year, provided that it will not be required to collect Garden Waste 25 December, 26 December and 1 January each year.
 - 2.8. The Waste Service shall collect Garden Waste from each Domestic Property taking part in the scheme on the same day each fortnight.
 - 2.9. The Waste Service is required to empty all 240 litre wheeled bins positioned by residents on the boundary of their property (i.e. edge of premise nearest to the point of emptying) or on the highway and to return empty containers to their original location, without creating unnecessary obstruction.
 - 2.10. The Waste Service shall maintain and update in accordance with the Head of Service (Operations)'s policies, the Exemption List where the Waste Service is required to collect the 240 litre green wheeled bins from the point of storage (i.e. the place where the 240 litre green wheeled bin is normally kept by the occupier) and to return the waste container to the normal point of storage after emptying.
 - 2.11. If the Waste Service judges that the Garden Waste bin contains contaminated or non-recyclable materials then the Waste Service shall notify the resident of the reasons why the container was not emptied at the time of collection. The Waste Service shall specify the action to be taken by the occupier to ensure the contaminated or non-recyclable materials are removed in order that the container can be emptied at the next collection.
 - 2.12. The Waste Service shall ensure collection of Garden Waste takes place within eight hours of waste being pulled out to the highway by the residents of the Domestic Properties.
 - 2.13. The Waste Service shall collect reported Missed Garden Bins as follows:-
 - Reported before 15.00 on a Monday – to be collected by 15.00 on the following Wednesday;
 - Reported before 15.00 on a Tuesday – to be collected by 15.00 on the following Thursday;
 - Reported before 15.00 on a Wednesday – to be collected by 15.00 on the following Friday;
 - Reported before 15.00 on a Thursday – to be collected by 15.00 on the following Monday;
 - Reported before 15.00 on a Friday – to be collected by 15.00 on the following Monday.

Service Specification - Waste Service (iii)

- 2.14. The Waste Service shall maintain records and provide regular reports in relation to Missed Garden Bins to the Head of Service (Operations).
- 2.15 The Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment shall agree a tolerance in respect of Missed Garden Bins for each Contract Year. This tolerance is the percentage of bins to be collected as part of the Domestic Waste Collection Service which may be Missed Garden Bins before remedial action and performance management measures will be implemented by the Head of Service (Operations).
- 2.16 The Waste Service shall manage, maintain and update a system and data base for the delivery of new, the replacement of damaged or lost containers for the purpose of providing the Garden Waste Collection Service. This will include the provision and delivery of a leaflet detailing collection details and approved materials for collection.
- 2.17 The Waste Service shall remove any spillage arising during the operation immediately.
- 2.18 The Waste Service shall provide a monitoring system for the measurement of the Garden Waste Collection Service to confirm on a daily basis tonnage of material collected per round.
- 2.19 The Waste Service shall ensure the Garden Waste Collection Service complements other Services provided by the Waste Service.

PART (IV) - BULKY HOUSEHOLD WASTE COLLECTION SERVICE

1. DEFINITIONS

1.1 For the purposes of this Part (IV) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
“Head of Service (Operations)’s Call Centre”	Has the meaning given to it in Part (i) of this Service Specification.
"Bulky Household Waste"	Means large and/or extraneous items from Domestic Properties (as the same are defined in Part (i) of this Service Specification), (including, without limitation, furniture, kitchen items and other household items) but it excludes builders rubble, construction material, garden waste or house clearances.
"Bulky Household Waste Collection Service"	Means the special collection and disposal of Bulky Household Waste from individual Domestic Properties following the residents of such properties having pre-booked the service.
“Domestic Properties”	Has the meaning given to it in Part (i) of this Service Specification.

2. BULKY HOUSEHOLD WASTE COLLECTION SERVICE

2.1. The Waste Service shall deploy such resources as to deliver the Key Result Area and Outputs as the same are detailed below:

Key Result Areas	Outputs
Management, administration and operation of a Bulky Household Waste Collection Service	<ul style="list-style-type: none"> • Provide sufficient numbers of trained and qualified staff to successfully carry out the Bulky Household Waste Collection Service. • Provide sufficient transport resources to carry out collection and haulage of Bulky Household Waste collected to final disposal points.

2.2. The Waste Service shall be required to collect and dispose of Bulky Household Waste from individual Domestic Properties within the boundaries of Huntingdonshire after the residents have pre-booked and paid for the Bulky Household Waste Collection Service. Requests for such service will be made through the Call Centre and payments will be made by the residents to the business Support Team.

2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and also be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Bulky Household Waste Collection Service.

Service Specification - Waste Service (iv)

- 2.4. The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Bulky Household Waste Collection Service are at all times properly and sufficiently qualified, experienced and instructed with regard to:
- The task or tasks such person has to perform;
 - All relevant provisions of this Service Specification;
 - All relevant Law relating to the provision of the Bulky Household Waste Collection Service;
 - The need to maintain the highest standards of courtesy and consideration;
 - The need to carry out their duties in an orderly manner as may be practicable;
 - All relevant Health and Safety procedures.
- 2.5. The Waste Service shall develop and operate a computerised administration system for managing the Bulky Household Waste Collection Service requests received from the Call Centre.
- 2.6. Within 10 (ten) Business Days of receiving a service request from the Call Centre the Waste Service shall provide the customer with a specific calendar date on which the collection of their Bulky Household Waste will take place.
- 2.7. The Waste Service shall complete the collection of Bulky Household Waste in accordance with calendar dates notified to customers.
- 2.8. Items collected shall be delivered to final disposal points agreed with the Head of Service (Operations).
- 2.9. The Waste Service shall agree with the Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment a schedule of charges to be charged to the customers by the Waste Service for the Bulky Household Waste Collection Service in February each year for implementation in April each year.
- 2.10. The Waste Service shall ensure the Bulky Household Waste Collection Service complements other Services provided by the Waste Service.

PART (V) – CEMENT BONDED ASBESTOS WASTE SERVICE

1. DEFINITIONS

1.1 For the purposes of this Part (V) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
“Head of Service (Operations)’s Call Centre”	Has the meaning given to it in Part (i) of this Service Specification.
“Cement Bonded Asbestos Waste”	Means asbestos waste of the following profile: <ul style="list-style-type: none"> • Asbestos cement roofs; • Asbestos cement wall and ceiling cladding; • Asbestos down pipes and gutters; • Asbestos cement flues; • Asbestos promenade tiles (used in walkways).
“Cement Bonded Asbestos Waste Service”	Means the provision of grey disposal sacks on request, confirmation of a disposal site to be used (including the customers preferred date and time for disposal) and the provision of a unique disposal code to authorise the disposal.
“Domestic Properties”	Has the meaning given to it in Part (i) of this Service Specification.

2. CEMENT BONDED ASBESTOS WASTE SERVICE

2.1. The Waste Service shall deploy such resources as to deliver the Key Result Area and Outputs as the same are detailed below:

Key Result Areas	Outputs
Management and administration of a Cement Bonded Asbestos Waste Service	<ul style="list-style-type: none"> • Provide sufficient numbers of trained and qualified staff to successfully carry out the Cement Bonded Asbestos Waste Service.

2.3. The Waste Service shall be required through the Business Support Team to:

- Handle requests for the Cement Bonded Asbestos Waste Service, including seeking proof of residency to confirm eligibility for the service.
- Confirm the number of specialist grey disposal sacks to be provided (up to a maximum of 9 within a 6 month period).
- Confirm the site for the disposal of the cement based asbestos, including the customers preferred date and time for disposal).
- Confirm the customer’s vehicle make, model and registration for the vehicle to be used for the disposal.
- Provide a unique code to authorise the disposal which shall be written on each grey disposal sack provided.

Service Specification - Waste Service (v)

- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and also be aware of all relevant codes of practice, Guidance and statutory instruments relating to the delivery of the Cement Bonded Asbestos Waste Service.
- 2.4. The Waste Service shall ensure that all staff employed in the Business Support Team and involved in the provision of the Cement Bonded Asbestos Waste Service are at all times properly and sufficiently trained, experienced and instructed with regard to:
- The task or tasks such person has to perform;
 - All relevant provisions of this Service Specification;
 - All relevant Law relating to the provision of the Cement Bonded Asbestos Waste Service;
 - The need to maintain the highest standards of courtesy and consideration;
 - The need to carry out their duties in an orderly manner as may be practicable;
 - All relevant Health and Safety procedures.
- 2.5. The Waste Service through the Business Support Team shall develop and operate a computerised administration system for managing the Cement Bonded Asbestos Waste Service requests received from the Call Centre. The Head of Service (Operations) on request shall be given access to this system.
- 2.6. Within 10 (ten) Business Days of receiving a service request from the Call Centre the Waste Service shall provide the customer with a specific calendar date on which the grey disposal sacks can be collected.
- 2.7. The Waste Service shall in accordance with calendar dates notified to customers:
- Handle requests for the Cement Bonded Asbestos Waste Service, including seeking proof of residency to confirm eligibility for the service.
 - Confirm the number of specialist grey disposal sacks to be provided (up to a maximum of 9 within a 6 month period).
 - Confirm the site for the disposal of the cement based asbestos, including the customers preferred date and time for disposal).
 - Confirm the customer's vehicle make, model and registration for the vehicle to be used for the disposal.
 - Provide a unique code to authorise the disposal which shall be written on each grey disposal sack provided.
- 2.8. The Waste Service shall ensure at all times that sufficient grey disposal sacks are in store and available to residents to facilitate the collection of their Cement Bonded Asbestos Waste.
- 2.9. The Waste Service shall ensure the Cement Bonded Asbestos Waste Service complements other Services provided by the Waste Service.

PART (VI) - CLINICAL WASTE COLLECTION SERVICE

1. DEFINITIONS

1.1 For the purposes of this Part (VI) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
“Head of Service (Operations)’s Call Centre”	Has the meaning given to it in Part (i) of this Service Specification.
“Clinical Waste”	Means dialysis waste only.
“Clinical Waste Collection Service”	Means the special collection and disposal service from individual Domestic Properties of Clinical Waste following the residents of the properties having pre-booked the service through the relevant Clinical Commissioning Group.
“Clinical Commissioning Group”	NHS organisations set up by the Health and Social Care Act 2010 to organise the delivery of NHS services in England.
“Domestic Properties”	Has the meaning given to it in Part (i) of this Service Specification.

2. CLINICAL WASTE COLLECTION SERVICE

2.1. The Waste Service shall deploy such resources as to deliver the Key Result Areas and Outputs as the same as below:

Key Result Areas	Outputs
Management, administration and operation of a Clinical Waste Collection Service	<ul style="list-style-type: none"> • Provide sufficient numbers of trained and qualified staff to successfully carry out the Clinical Waste Collection Service. • Provide sufficient transport resources to carry out collection and haulage of Clinical Waste collected to final disposal points.

2.2. The Waste Service shall be required to collect and dispose of Clinical Waste from individual Domestic Properties within the boundaries of Huntingdonshire after the residents having pre-booked the Clinical Waste Collection Service through their relevant Clinical Commissioning Group. Requests for such service will be made through the Call Centre and then shall be approved by the relevant Clinical Commissioning Group.

Service Specification - Waste Service (vi)

- 2.3. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and also be aware of all related codes of practice, Guidance and statutory instruments relating to the delivery of the Clinical Waste Collection Service.
- 2.4. The Waste Service shall ensure that all staff employed by the Waste Service in the provision of the Clinical Waste Collection Service are at all times properly and sufficiently qualified, experienced and instructed with regard to:
- The task or tasks such person has to perform;
 - All relevant provisions of this Service Specification;
 - All relevant Law relating to the provision of the Clinical Waste Collection Service;
 - The need to maintain the highest standards of courtesy and consideration;
 - The need to carry out their duties in an orderly manner as may be practicable;
 - All relevant Health and Safety procedures.
- 2.5. The Waste Service through the Business Support Team shall develop and operate a computerised administration system for managing the Clinical Waste Collection Service.
- 2.6. With 10 (ten) Business Days of receiving a confirmation from the relevant Clinical Commissioning Group to provide the service the Waste Service shall provide the customer with a specific calendar date on which the collection of their Clinical Waste will take place.
- 2.7. The Waste Service shall complete the collection of Clinical Waste in accordance with calendar dates notified to customers.
- 2.8. The Waste Service shall be delivered to final disposal points agreed with the Head of Service (Operations).
- 2.9. The Waste Service shall possess a current Waste Carriers Licence in accordance with the Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991.
- 2.10. The Waste Service shall ensure that any relevant transfers shall be fully documented in the form of a Waste Transfer Note in accordance with the Environmental Protection (Duty of Care) Regulations, 1991 and the Code of Practice on the Duty of Care.
- 2.11. The Waste Service shall ensure the Clinical Waste Collection Service compliments other Services provided by the Waste Service.

PART (VII) – PROVISION AND MANAGEMENT OF TEXTILE RECYCLING BANKS

1. DEFINITIONS

1.1 For the purposes of this Part (VII) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
“Recycling Banks”	Means purpose built containers placed at strategic locations throughout the Huntingdonshire for the recycling of textiles from a Domestic Properties.
“Textiles”	Means bedding (sheets, blankets, duvets and pillow cases) and clothes and other cloth items.
“Domestic Property”	Has the meaning given to it in Part (i) of this Service Specification.
“Domestic Waste”	Has the meaning given to it in Part (i) of this Service Specification.

2. TEXTILE RECYCLING BANKS

2.1. The Waste Service shall procure and manage Textile Recycling Bans at 21 strategic locations confirmed with the Head of Service (Operations) to deliver the specified Key Result Areas and Outputs as detailed below:-

Key Result Areas	Outputs
Management and administration and of Textile Recycling Banks across Huntingdonshire.	<ul style="list-style-type: none"> • Provide sufficient numbers of trained and qualified staff to successfully carry out the management and administration of Textile Recycling Banks. • Sufficient transport resources to carry out collection and haulage of Bring Site Waste to final disposal points.
Increase customer satisfaction levels in respect of recycling	<ul style="list-style-type: none"> • Achieving the levels set out in BVPI 90b – Customer satisfaction with Waste Recycling (Local Facilities) – in compliance with the set target for the Contract Year pursuant to the Annual Service Plan.
Raise profile of recycling in Huntingdonshire through provision of appropriate facilities.	<ul style="list-style-type: none"> • Contribution to overall increase in Recycling Rate – in compliance with the set target for the Contract Year pursuant to the Annual Service Plan.

Service Specification - Waste Service (vi)

- 2.2. The Waste Service shall annual review the provision of Textile Recycling Banks in respect of their performance and make recommendation to the Head of Service (Operations) for any amendments to the number (21) and location of the Textile Recycling Banks. The number and location of Textile Recycling Banks shall not be changed without the written approval of the Head of Service (Operations).
- 2.3. The Waste Service shall develop a service specification and contract documents for the provision and operation of Textile Recycling Banks; and then procure a contractor to provide and operate the Textile Recycling Banks at no cost to the Authority.
- 2.4. The Waste Service is manage the contractor and ensure the following:
- Emptying of all Textile Recycling Banks as often as is reasonably required to ensure that there is capacity in such containers for Textiles to be deposited in a safe, proper and orderly manner at all times.
 - Return of empty containers to the original position on the site after emptying has been completed without creating unnecessary obstruction and leaving the Textile Recycling Banks in a state of good order and cleanliness after each emptying.
 - Ensure that the contractor carries out maintenance works required to Textile Recycling Banks to ensure they are fit for purpose, serviceable and safe for use by the public.
 - Ensure that the contractor replaces as appropriate to comply with the obligations of this Service Specification at their own cost, ensuring at all times that there are no less than 19 Textile Recycling Banks which are fit for purpose, serviceable and safe for use by the public within the Huntingdonshire.
- 2.5. The Waste Service shall be fully cognisant of current waste management related Law and any modifications or re-enactment thereof, and also be aware of all relevant codes of practice, Guidance and statutory instruments relating to the management, administration and operation of Textile Recycling Banks.
- 2.6. The Waste Service shall ensure that all staff employed by the Waste Service and the appointed contractor in the provision of the Textile Recycling Banks are at all times properly and sufficiently qualified, experienced and instructed with regard to:-
- The task or tasks such person has to perform;
 - All relevant provisions of this Service Specification;
 - All relevant Law relating to the provision of the Textile Recycling Banks;
 - The need to maintain the highest standards of courtesy and consideration;
 - The need to carry out their duties in an orderly manner as may be practicable;
 - All relevant Health and Safety procedures.
- 2.7. The collections by the appointed contractor shall not commence prior to 07.00 hrs or extend beyond 18.00hrs. These hours can only be extended with the prior consent of the Head of Service (Operations).

Service Specification - Waste Service (vi)

- 2.8. The appointed contractor shall collect all waste left at the side of the Textile Recycling Banks and dispose of it in an appropriate manner in accordance with Law.
- 2.9. If the Waste Service judges that the Textile Recycling Banks contain contaminated materials then the Waste Service shall ensure the appointed contractor dispose of the waste at an approved waste disposal point.
- 2.10. The Waste Service shall ensure that all Textile Recycling Banks are emptied prior to and after Bank Holidays.
- 2.11. The Waste Service shall ensure that an adequate site cleansing programme is implemented to take into account the individual needs of each Textile Recycling Bank.
- 2.12. The Waste Service shall initiate enforcement procedures if fly tipping occurs at any of the Textile Recycling Banks and report all such matters and their outcomes to the Head of Service (Operations). Having regard to the necessity to retain certain fly tipped waste as evidence, the Waste Service shall remove and suitably dispose of all fly tipped waste from such sites in accordance with current Law and the Authority's waste disposal policies.
- 2.13. The Waste Service is expected to ensure that all Textile Recycling Banks are in a serviceable condition. Any unserviceable containers must be replaced with new containers.
- 2.14. The Waste Service shall make arrangements for the regular maintenance of all Textile Recycling Banks to include repairs to all the containers, and associated equipment, to the standard required by the Environmental Legislation and Health and Safety specified including Manual Handling and Pull Push Regulations (European Standard EN 840-5).
- 2.15. The Waste Service shall ensure all the signage associated with each Textile Recycling Bank is both clean, in good condition and sited in positions that are visible to the public and ensure that they are clean and free of graffiti. All contact names/telephone numbers which are current at the time shall be in place.
- 2.16. Waste Service shall put systems in place for the provision of both new Textile Recycling Banks and the removal of unproductive Textile Recycling Banks as agreed with the Head of Service (Operations).
- 2.17. Where a Textile Recycling Bank is damaged by vandalism or otherwise, the Waste Service shall instruct the appointed contractor, at its own cost, repair any such damage including burnt out containers or residue from these containers whether in core hours or via out of hours call outs. These incidents should be recorded in a written format and a copy sent to the Head of Service (Operations).
- 2.18. The Waste Service shall establish baseline information on waste deposited at Textile Recycling Banks to ensure on-going monitoring and evaluation of the effectiveness of the Bring Site network.
- 2.19. The Waste Service shall ensure the Textile Recycling Banks service provided complements other Services provided by the Waste Service.

PART (VIII) - TRADE WASTE COLLECTION SERVICE

1. DEFINITIONS

1.1 For the purposes of this Part (VIII) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
“Commercial Property”	Means a property that is a building or self-contained part of a building which is used wholly for commercial purposes.
“Trade Waste”	Means waste as prescribed in the Control of Pollution Act 1974, and the Waste Collection and Disposal Regulations 1988.
“Trade Waste Collection Service”	Means the collection and disposal of Trade Waste from Commercial Properties.

2. TRADE WASTE COLLECTIONS

- 2.1. The Waste Service shall provide at nil cost to the authority a Trade Waste Collection Service to discharge the Authority’s legal obligation to ensure such a service is offered within the Huntingdonshire. For the avoidance of doubt, the Waste Service can charge the recipients directly for the Trade Waste Collection Service provided.
- 2.2. The Waste Service shall fix fees and charges for the Trade Waste Collection Service at market rates each year by 31 January for approval by the Head of Service (Operations) in consultation with the Executive Councillor for Operations and Environment.
- 2.3. The Waste Service shall ensure the Trade Waste Collection Service complements other Services provided by the Waste Service.

PART (IX) - ANNUAL COMMUNICATION STRATEGY (INCLUDING AWARENESS CAMPAIGNS)

1. DEFINITIONS

1.1 For the purposes of this Part (IX) of this Service Specification, the following terms shall have the following meanings:

Term	Meaning
“Annual Communications Strategy”	Means an annual programme of promotional activities to support the effective and efficient delivery of the Services.
“Awareness Campaigns”	Means specific promotional projects to improve awareness of waste minimisation and recycling that form part of the Annual Communications Strategy.

2. ANNUAL COMMUNICATIONS STRATEGY (AWARENESS CAMPAIGNS) REQUIREMENTS

2.1. The Waste Service shall deploy and resource such functions required to deliver Key Result Areas and Outputs as the same are detailed at paragraph 2.2 below. In particular the Annual Communications Strategy will be aimed at improving and maximising recycling participation rates.

2.2. The Waste Service shall prepare an Annual Communications Strategy with associated Awareness Campaigns to deliver the following:

Key Result Areas	Outputs
Increased Recycling and Composting Rates	Achieving the Combined Recycling and Composting Rates set out in the Annual Service Plan as follows: <ul style="list-style-type: none"> • 2016/17 - 55%; • 2017/18 – 57%. • 2018/19 – 58%
Increased Customer Satisfaction Levels in respect of the Waste Service	Achieving the satisfaction rates set out in the Annual Service Plan as follows: <ul style="list-style-type: none"> • 2016/17 - 80%; • 2017/18 – 83%. • 2018/19 – 86%
Raised profile of recycling in Head of Service (Operations) services through provision of appropriate facilities	BVPI82a Contribution to overall increase in Recycling Rate – targets to be agreed on an annual basis in compliance with the set target for the Contract Year pursuant to the Annual

Service Specification - Waste Service (viii)

Key Result Areas	Outputs
	Service Plan.
Raised profile of recycling facilities available to trade organisations within the Huntingdonshire	Local Indicator to be developed to demonstrate increase in recycling activity in respect of trade organisations against the local indicator.
Investigate good practice in respect of waste minimisation	Develop plan for waste minimisation to deliver the household waste to landfill targets set out in the Annual Service Plan: <ul style="list-style-type: none"> • 2016/17 - 45%; • 2017/18 – 44%. • 2018/19 – 43%
Produce and implement annual communication strategy and awareness plan to promote waste minimisation.	Develop the communication strategy and awareness plan for waste minimisation to deliver the household waste to landfill targets set out in the Annual Service Plan: <ul style="list-style-type: none"> • 2016/17 - 45%; • 2017/18 – 44%. • 2018/19 – 43%
Provide internet page/s in respect of the Services.	Provide and maintain internet page/s in compliance with the authority's standards for its website.

- 2.3 The Waste Services' Annual Communications Strategy shall contain projects to progress and deliver the stated Key Result Areas and Outputs set out above. The strategy shall include costs for the delivery of the projects.
- 2.4 The Waste Service shall provide the draft Annual Communications Strategy to the Head of Service (Operations) by 31st January each year for the Head of Service (Operations) to approve by 31st March of the same year. If no Service Specification is reached the previous year's Annual Communications Strategy shall be adopted.
- 2.5 The Waste Service will deploy an awareness function that will gain the public's commitment to general environmental objectives, to the practical application of waste minimisation principles, and the aims of recycling.
- 2.6 The awareness function will be co-ordinated with the Waste Service's Annual Communications Strategy to ensure a co-ordinated approach.
- 2.7 The purpose of the awareness projects is to create ownership of the environmental objectives by:-
- Keying in with other school activities and parts of the curriculum;

- RECAP re-cycling and reusing events;
- Specific school based initiatives;
- One-off events;
- Newsletters;
- District-wide competitions e.g. poster making;

2.8 Other awareness projects will include:-

- Attendance at Residents Meetings, Town and Parish Councils;
- Linking with Enforcement activity, including work programmes of Enforcement Officers;
- Making presentations and staging displays;
- Liaising with RECAP, WRAP, etc, on such events;
- Working with other community groups, churches, special interest groups, etc.

2.9. The Waste Service shall ensure the Annual Communications Strategy and associated Awareness Campaigns complement other Services provided by the Waste Service.

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Public
Key Decision - Yes

HUNTINGDONSHIRE DISTRICT COUNCIL

Title/Subject Matter: Street Scene Service – Scoping Report.

Meeting/Date: Overview and Scrutiny Panel (Economy & Growth) – 12 April 2016
Cabinet – 21 April 2016

Executive Portfolio: Councillor Robin Carter – Executive Councillor for Operations & the Environment

Report by: Alistair Merrick – Interim Head of Service (Operations)

Ward(s) affected: All

Executive Summary:

1. The report provides the opportunity for the Panel to scrutinise the proposed service delivery arrangements for the deployment of integrated maintenance arrangements for the public realm in Huntingdonshire.
2. The proposals bring together fundamentally remodelled service delivery arrangements for street cleansing and grounds maintenance to be delivered on an area basis. The purpose being to introduce a more holistic and customer focused approach. The proposals have been developed to deliver the service delivery requirements and standards set out in the Service Specifications for Street Cleaning and Grounds Maintenance recently approved by the Cabinet following robust scrutiny. This includes the following:
 - The area based management arrangements for the service;
 - The area staff deployment arrangements for street cleansing and grounds maintenance, specifically the areas to maintained by each team;
 - The new mechanical sweeping regimes to optimise the use of capital equipment;
 - The new grass cutting arrangements for large sites to optimise the use of capital equipment;
 - The future arrangements for weed treatment.

3. The scope of the works to be provided by the integrated Street Scene Service area as follows:

Grounds Maintenance	Street Cleansing
<ul style="list-style-type: none"> Grass maintenance. 	<ul style="list-style-type: none"> Cleansing of Highway and adjacent verge, amenity planted areas and open grass areas.
<ul style="list-style-type: none"> Amenity shrub beds (Inc. herbaceous borders & rose Beds). 	<ul style="list-style-type: none"> Litter bin emptying.
<ul style="list-style-type: none"> Pruning of roses. 	<ul style="list-style-type: none"> Cleansing of gullies.
<ul style="list-style-type: none"> Seasonal Bedding Displays. 	<ul style="list-style-type: none"> Cleansing of Industrial Estates.
<ul style="list-style-type: none"> Preparation & maintenance of hanging baskets. 	<ul style="list-style-type: none"> Removal of fly tipped materials from Council owned land and the Highway.
<ul style="list-style-type: none"> Formal and informal hedge maintenance. 	<ul style="list-style-type: none"> Removal of graffiti and flyposting that is offensive or on a Public Building.
<ul style="list-style-type: none"> Maintenance of dykes, ditches & watercourses. 	
<ul style="list-style-type: none"> Minor tree works. 	

4. The core hours for the delivery of the service going forward will be between 07.00 and 16.30 with some fluctuation for seasonal working requirements and this constitutes the guarantee to the residents of when the service will be available.
5. Active independent monitoring of the grounds maintenance activities and street cleansing activities is being introduced which is done to a prescribed format and the results measured against the annual performance targets set for the service and presented together to give better measurement of the overall maintenance of the public realm in the District. It is this auditing that will benchmark the quality of services being delivered against the targets set in the Corporate Plan and the Annual Service Plan. This introduces a higher level of accountability for the managers within the Street Scene Service.
6. When endorsed the area based service delivery arrangements will be published on the Council's website so that residents have immediate access to the core information regarding the integrated Street Scene Service provided by the Council.

Recommendation(s):

1. Overview and Scrutiny Panel are invited to make comments that will be included in the report to Cabinet seeking the endorsement of the service delivery arrangements for the integrated Street Scene Service and also help with the finalisation of these service delivery arrangements.

1. PURPOSE

- 1.1 The report provides the Panel with the opportunity to scrutinise the service delivery arrangements to delivery an area based and integrated Street Scene Service to better maintain the public realm of Huntingdonshire before these arrangements are adopted.

2. BACKGROUND

- 2.1 The proposals have been developed to deliver the service delivery requirements and standards set out in the Service Specifications for Street Cleaning and Grounds Maintenance recently approved by the Cabinet following robust scrutiny. The proposals bring together fundamentally remodelled service delivery arrangements for street cleansing and grounds maintenance to be delivered on an area basis. The purpose being to introduce a more holistic and customer focused approach. This includes the following:

- The area based management arrangements for the service;
- The area staff deployment arrangements for street cleansing and grounds maintenance, specifically the areas to maintained by each team;
- The new mechanical sweeping regimes to optimise the use of capital equipment;
- The new grass cutting arrangements for large sites to optimise the use of capital equipment;
- The future arrangements for weed treatment.

- 2.2 The scope of the works to be provided by the integrated Street Scene Service area as follows:

Grounds Maintenance	Street Cleansing
<ul style="list-style-type: none">• Grass maintenance.	<ul style="list-style-type: none">• Cleansing of Highway and adjacent verge, amenity planted areas and open grass areas.
<ul style="list-style-type: none">• Amenity shrub beds (Inc. herbaceous borders & rose Beds).	<ul style="list-style-type: none">• Litter bin emptying.
<ul style="list-style-type: none">• Pruning of roses.	<ul style="list-style-type: none">• Cleansing of gullies.
<ul style="list-style-type: none">• Seasonal Bedding Displays.	<ul style="list-style-type: none">• Cleansing of Industrial Estates.
<ul style="list-style-type: none">• Preparation & maintenance of hanging baskets.	<ul style="list-style-type: none">• Removal of fly tipped materials from Council owned land and the Highway.
<ul style="list-style-type: none">• Formal and informal hedge maintenance.	<ul style="list-style-type: none">• Removal of graffiti and flyposting that is offensive or on a Public Building.
<ul style="list-style-type: none">• Maintenance of dykes, ditches & watercourses.	
<ul style="list-style-type: none">• Minor tree works.	

3. OPTIONS CONSIDERED/ANALYSIS

- 3.1 Following on from the restructure of the Operations Service and adoption of the new operating model a full review of the service delivery arrangements was undertaken and consequently the proposals for future integrated and area based service delivery arrangements have been developed to deliver the service delivery requirements and standards set out in the Service Specifications for Street Cleaning and Grounds Maintenance recently approved by the Cabinet after robust scrutiny. The proposals bring together fundamentally remodelled service delivery arrangements for street cleansing and grounds maintenance to be delivered on an area basis. The purpose being to introduce a more holistic and customer focused approach. Following on in this section further detail is provided of these future proposed area based service delivery arrangements.
- 3.2 The **Area Based Management Arrangements:** The Street Service will be led by the Operations Manager (Environmental Services) who also has the responsibility for strategic planning and development projects in relation to the public realm (Inc. green spaces). The Operations Manager will be supported by two Area Managers; one responsible for the north of the District and one responsible for the south of the District. This is to give Councillors and residents a single point of contact and responsible manager for all Street Scene matters. **Appendix 1** contains the organisational structure for Environmental Services, including Street Scene Services.
- 3.3 The **Area Based Staff Deployment Arrangements:** Detailed below are the proposed area based staff deployment arrangements for street cleansing and grounds maintenance:

Street Cleansing	Team Leader	Driver/Operatives	Operatives	Total Staffing
South Zone:				
Team Leaders/Road Sweeper Drivers	2	0	0	2
Street Orderly - Huntingdon	0	0	1	1
Street Orderly - St Neots			1	1
Precinct Sweeper - Huntingdon (with extended cleansing routes)	0	1	0	1
Precinct Sweeper - St Neots (with extended cleansing routes)	0	1	0	1
Response Team - Huntingdon	0	1	1	2
Response Team - St Neots	0	1	1	2
Response Team - Rural Areas	0	1	1	2

Support Resource - Rural Areas	0	1	0	1
Sub-total (South Zone)	2	6	5	13
North Zone:				
Team Leaders/Road Sweeper Drivers	2	0	0	2
Street Orderly - St Ives			1	1
Precinct Sweeper - St Ives (with extended cleansing routes)	0	1	0	1
Response Team - St Ives	0	1	1	2
Response Team - Ramsey & Villages	0	1	1	2
Support Resource - Rural Areas	0	1	0	1
Sub-total (North Zone)	2	4	3	9
Highways Team (laybys, arterial routes & A1/A14)	0	2	2	4
Parks & Play Areas Team	1	1	0	2
Total Staffing	5	13	10	28

Grounds Maintenance:	Team Leader	Skilled Operatives	Total Staffing
Ramsey & Northern Rural Areas (Green Zone)	1	3	4
St Neots & Southern Rural Areas (Orange Zone)	2	6	8
Huntingdon, St Ives & Central Rural Areas (Blue Zone)	2	6	8
Large Sites Team (Priory Park, Riverside Park (St Neots), Hill Rise Park, Riverside Park (Huntingdon))	1	1	2
Total Staffing	6	16	22

Appendix 2 contains a plan of the District that details the deployment of the street cleansing teams under the two Area Managers; and **Appendix 3**, contains a plan of the District that details the deployment of the grounds maintenance teams under the two Area Managers.

- 3.4 The **Arboriculture Service Delivery Arrangements:** The service is led by the Arboriculture Manager with an operational team including a Team Leader and two Arborists. Going forward working is being programmed as followed:
- Priority Works: as determined by the Arboriculture Manager on the basis that works are urgent because public safety is being compromised.
 - Programmed Works: The Arboriculture Team will outside of priority works will be deployed in defined geographical areas with a programme of works to be delivered. The Arboriculture Manager will collate the programmes of works after his completion of inspection programmes. These programmes are fundamental to the council better managing the risk associated with its' tree stock and will ensure the more robust maintenance regimes for this tree stock.
- 3.5 The **New Mechanical Sweeping Regimes:** A full review against the Street Cleansing Service Specification has been carried out to ensure Environmental Protection Act standards can be better delivered going forward; and to optimise the use of the existing capital equipment to ensure improved value for money in the service delivery arrangements. The review has enabled cleansing frequencies for road sweeping of routes within the villages to be increased from six weekly to four weekly cycles through better and extended use of precinct sweepers in the market towns. **Appendix 4** contains the new four weekly sweeping regimes across the district.
- 3.6 The **Grass Cutting Regimes for Large Sites:** A review of vehicles, plant and equipment for replacement over the next four years has identified significant savings from the re-profiling of mowing equipment and providing an opportunity to procure equipment to deliver efficiencies particularly in respect to the mowing of large sites, e.g. Priory Park, Riverside Park (St Neots), Riverside Park (Huntingdon), Sapley Playing Fields and Hill Rise Park (St Ives). A small team equipped with large scale mowing equipment for these works is being created to deliver the identified efficiencies.
- 3.7 The **New Arrangements for Weed Treatment:** It is proposed to retain a specialist sub-contractor to undertake a cyclic programme of weed treatment across the District based on all towns and villages having three treatments annually. This will be funded from the realignment of existing resources within the Operations Service.

4. COMMENTS OF OVERVIEW & SCRUTINY PANEL

- 4.1 Comments of the Panel will be included in the future report to the Cabinet seeking endorsement of the proposed service delivery arrangements for the integrated Street Scene Service.

5. KEY IMPACTS/RISKS AND HOW THESE WILL BE ADDRESSED

- 5.1 The proposed area based and integrated Street Scene Service will bring a new direction for the maintenance of the public realm across the District; and ensure the arrangements for the delivery of the service are transparent for residents and that performance can be benchmarked going forward to meet the targets set in the Corporate Plan and Annual Service Plan. This will enable the Council to better evidence it is delivering a value for money services.

6. WHAT ACTIONS WILL BE TAKEN/TIMETABLE FOR IMPLEMENTATION

- 6.1 Resources are already being re-aligned to create the integrated Street Scene Service in order to implement the new work regimes immediately after endorsement by the Cabinet and also to deliver the efficiencies required by the Council's Medium Term Financial Strategy.

7. LINK TO THE CORPORATE PLAN

- 7.1 The policy will contribute to the Corporate Plan as follows:
- a) Enhancing fundamentally the built and green environment of the District.
 - b) Operations becoming much more business-like and efficient in the way it delivers safe services.
 - c) The new service delivery arrangements will ensure the Street Service aligns with the principles and requirements of the Council's Customer Services Strategy.

8. CONSULTATION

- 8.1 The service improvement plan adopted by the Operations Service includes a structure of on-going consultation with residents and service users; these will be used to test the appropriateness of the service delivery arrangements from the users' perspective. The performance monitoring results will also be published to evidence to residents that specified service standards are being delivered.

9. LEGAL IMPLICATIONS

- 9.1 The proposed service deliver arrangements will better enable the Council to meet the requirements and environmental maintenance standards of the Environmental Protection Act.

10. RESOURCE IMPLICATIONS

- 10.1 The new area based and integrated service delivery arrangements has been developed within existing resources. The implementation of the service specifications for street cleansing and grounds maintenance will be within the existing resources profile of the Operations Service set out in the Council's Medium Term Financial Strategy.

11. OTHER IMPLICATIONS

- 11.1 The proposed service delivery arrangements seek to ensure the delivery of an appropriate and equitable balance in the provision of the Street Scene Service across the District.

12 REASONS FOR THE RECOMMENDED DECISIONS

- 12.1 The scrutinising of the proposed service delivery arrangements for the integrated Street Scene Service gives the Panel the opportunity to influence the final document submitted to the Cabinet for endorsement.
- 12.2 To provide the requisite service delivery arrangement to create the area based and integrated Street Scene Service to deliver requirements and performance standards contained in the adopted Service Specifications for Street Cleansing and Grounds Maintenance.

13. LIST OF APPENDICES INCLUDED

- 13.1 Appendix 1: Organisational Structure of Environmental Services.
- 13.2 Appendix 2: Area Based Deployment Arrangements for Street Cleansing.
- 13.3 Appendix 3: Area Based Deployment Arrangements for Grounds Maintenance.
- 13.4 Appendix 4: Four Weekly Programme for Road Sweeping.

BACKGROUND PAPERS

Street Cleansing Service Specification – approved by Cabinet on 12 January 2016.

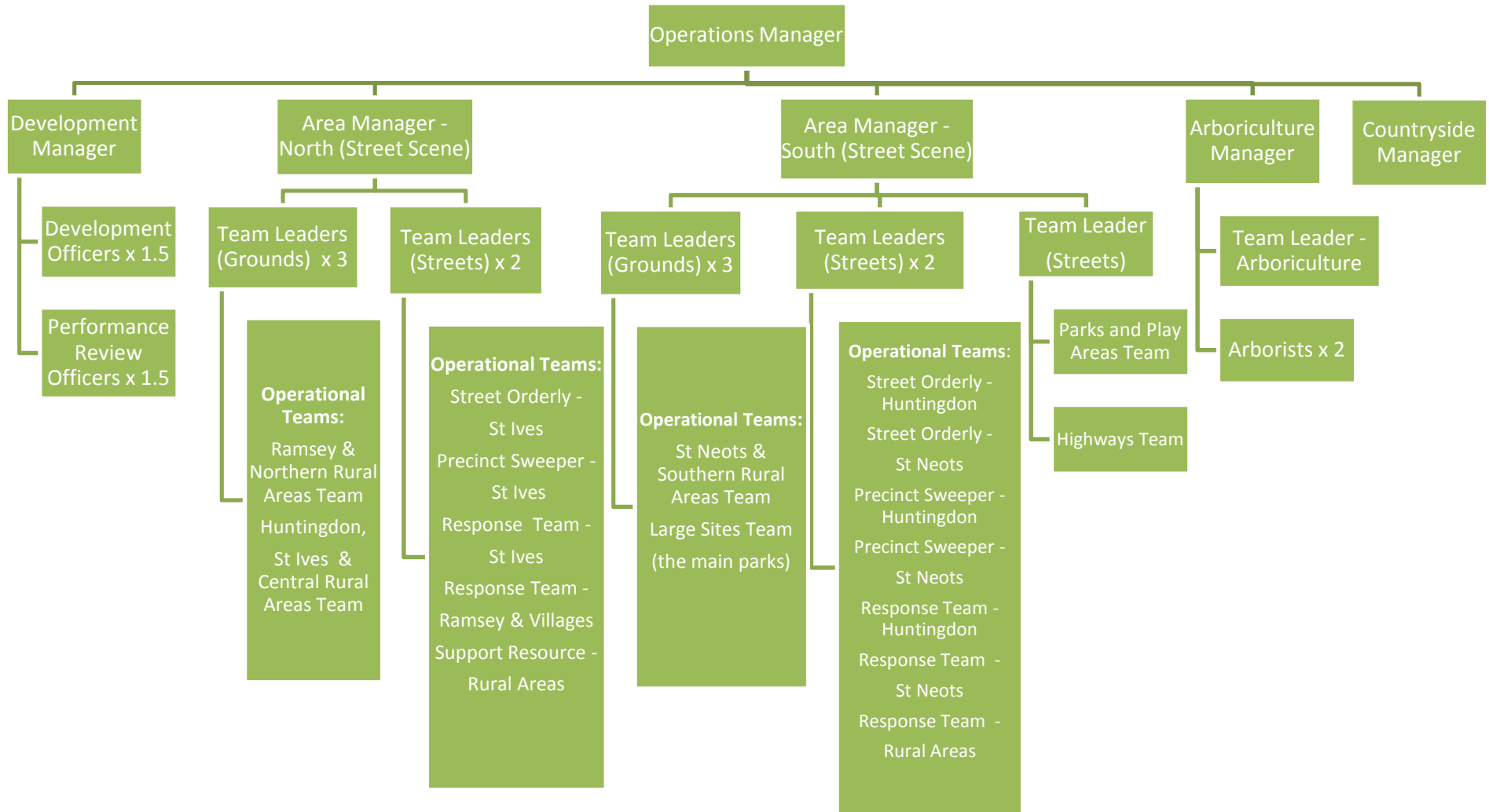
Grounds Maintenance Service Specification – approved by Cabinet on 17 March 2016.

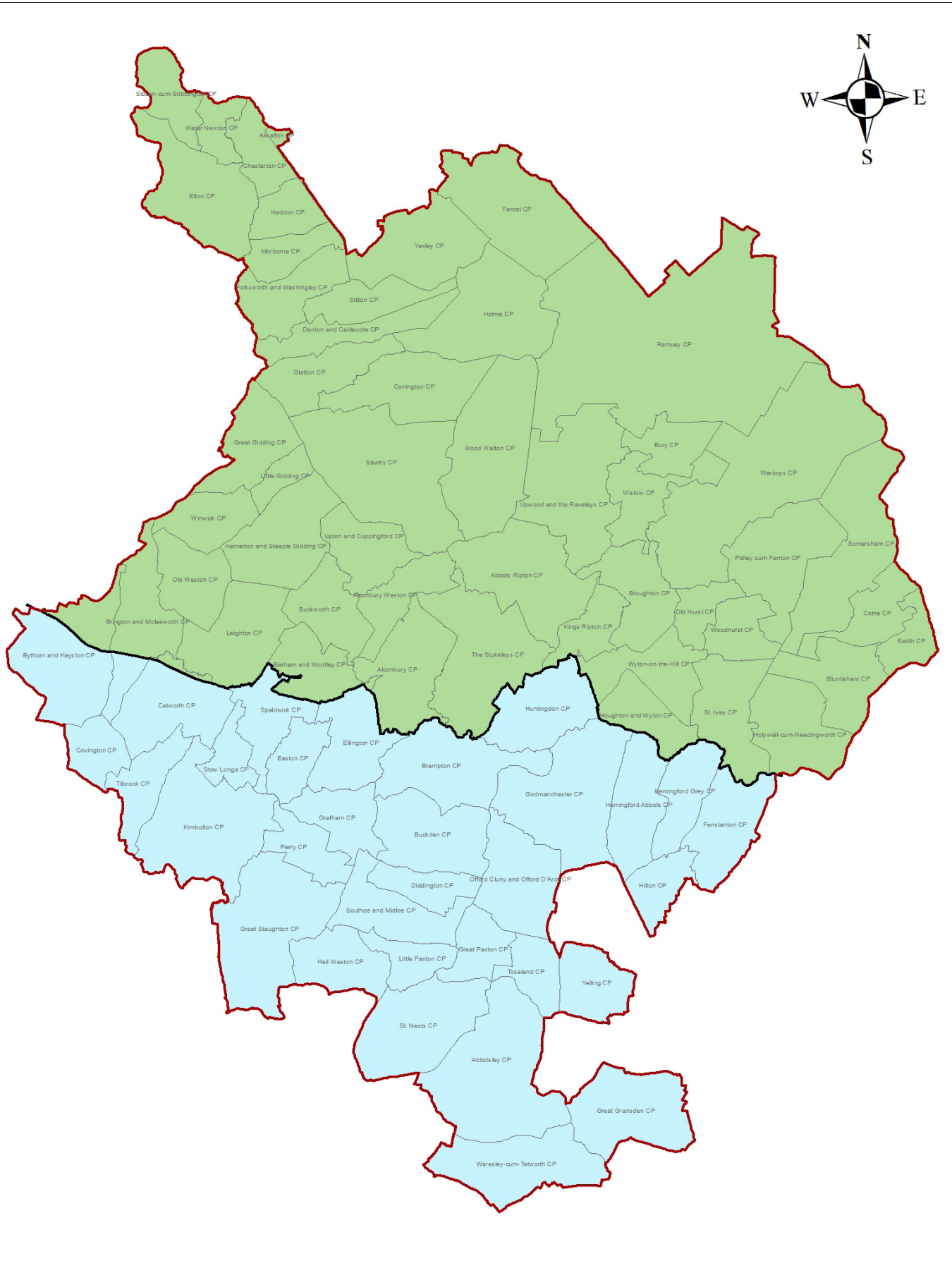
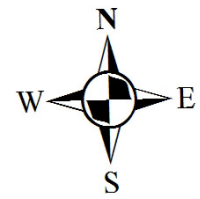
CONTACT OFFICER

Name/Job Title: Alistair Merrick – Interim Head of Service (Operations)
Tel No. 388635

Appendix 1: Organisational Structure of Environmental Services

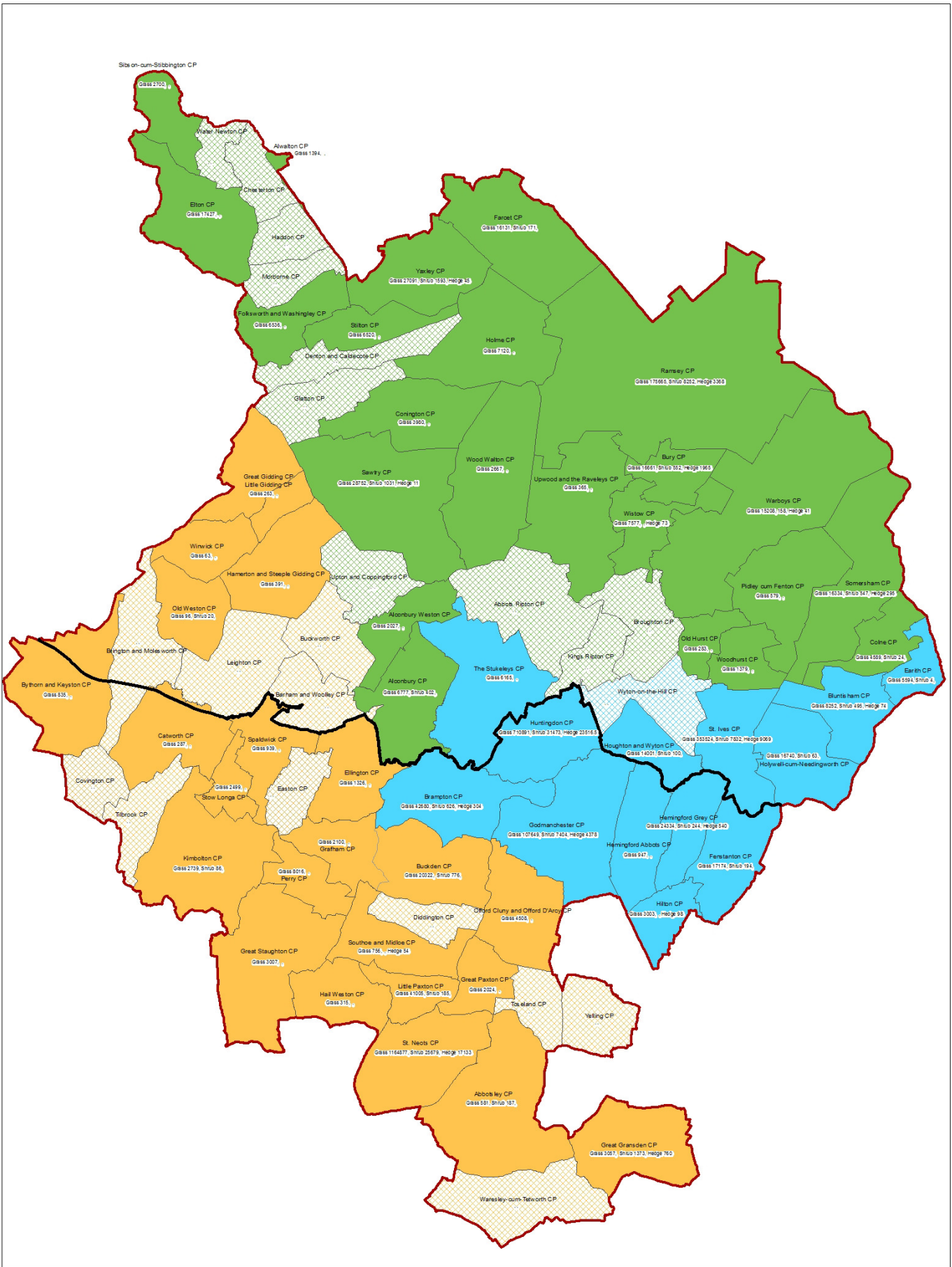
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Appendix 2
North / South Street Cleansing Deployment

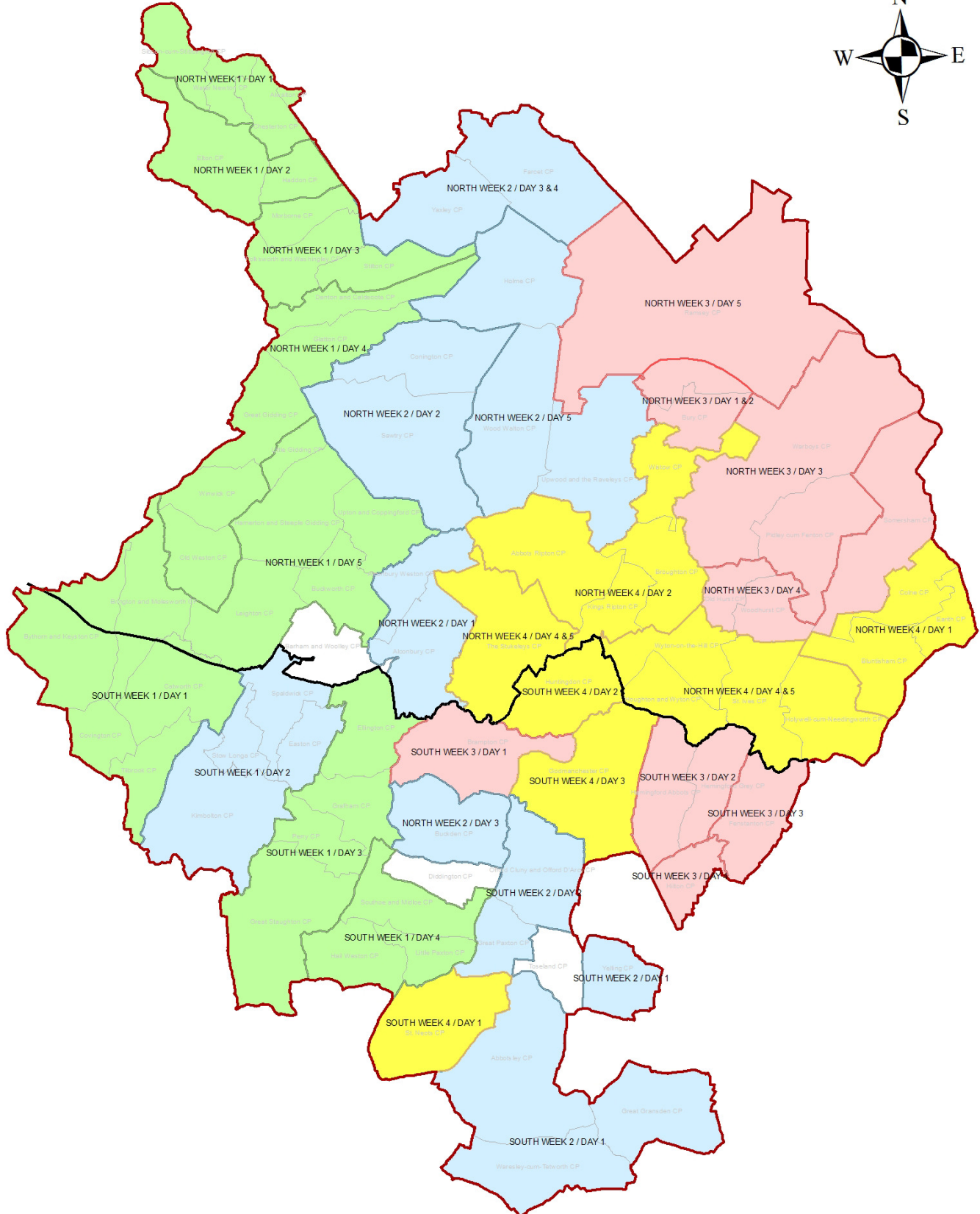
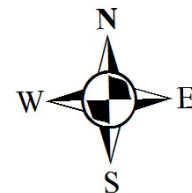


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Date Created: 30/03/2016

Appendix 3
North / South Grounds Maintenance Deployment



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N
Scale = 1:94,644
Date Created: 30/03/2016

Appendix 4
4 Weekly Road Programme for Road Sweeper


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CURRENT ACTIVITIES OF THE COMMUNITIES AND CUSTOMERS PANEL

STUDY	OBJECTIVES	PANEL	STATUS
Voluntary Sector Grant Funding	To review the proposed funding allocation for Voluntary Sector Groups and the impact of those proposals.	Communities and Customers	<p>The Panel requested the formation of this Working Group following the receipt of the report on Voluntary Sector Grant Funding 2016/17 to 2019/20. A meeting of the Working Group took place on 25th February 2016 and 14th March 2016.</p> <p>Further meetings will take place on 11th April, 25th April, 17th May and 14th June 2016.</p>
The Health Economy	To establish priorities for future work on the local health economy.	Communities and Customers	<p>Scoping paper considered. Further reports requested on:</p> <ul style="list-style-type: none"> • the current state of Neighbourhood Planning within the area and how it was likely to develop and how it might promote community resilience; • community engagement, including examples of good practice; • the impact of Welfare Reforms, including fuel poverty and how it was defined; • reviewing the Council's Equalities Impact Assessment arrangements, and • the impact of growth on GP surgeries, school places and hospital capacity.
Registered Social Providers	To review the work of Registered Social Providers and the challenges faced by them.	Communities and Customers	<p>The Working Group was joined by the Executive Councillor for Strategic Planning and Housing on 29th February 2016 to study the impact of national housing changes on local housing associations in the District.</p> <p>A follow up meeting to summarise the findings of the study was held on 21st March 2016.</p>
Cambridgeshire County Council Budget Scrutiny	To review the Cambridgeshire County Council's Budget proposals and assess their impact upon Huntingdonshire and	Communities and Customers	The Working Group comprised of Councillors T Alban, D Brown, G Bull, Mrs S J Conboy, S Criswell, M Francis, D A Giles, T Hayward, B Hyland, P Kadewere, T D Sanderson, M Shellens and R J West.

STUDY	OBJECTIVES	PANEL	STATUS
	it's residents.		Meetings were held on 14th and 19th January 2016 to scrutinise the various aspects of the County Council's Budget Proposals.
Review of Elderly Patient Care at Hinchingsbrooke Hospital	In conjunction with the hospital the group will review elderly patient care at Hinchingsbrooke Hospital.	Communities and Customers	<p>The Working Group consists of Councillors S J Criswell, T Hayward, Mrs P A Jordan, P Kadewere and Mrs R E Matthews. Meetings were held on 18th July 2013, 11th November 2013 and 24th February 2014.</p> <p>A meeting of the Working Group took place on 1st April 2016.</p>

Panel Date	Decision	Action	Response	Date
<p>17/06/14</p> <p>16/06/15</p> <p>16/06/15</p> <p>10/11/15</p> <p>09/02/16</p>	<p><u>Whole Waste System Approach/ Waste Collection Policies</u></p> <p>A Waste Collection Working Group should reconvene to review waste collection policies in relation to the collection points for wheeled bins/sacks and remote properties (farms and lodges). Councillors G J Bull and D A Giles appointed on to the Working Group alongside Councillors M G Baker and G J Harlock.</p> <p>Members received a RECAP update</p> <p>Agreed that working groups scrutinising the operations policies at HDC stand down as an Operations Review is carried out and implemented.</p> <p>The Panel received draft operational policies for garden waste contamination, dry recyclates contamination and lane end collection.</p> <p>Members received the Review of Waste Policies.</p>		<p>Further meeting to be held in to consider the outcome of the survey work undertaken by the Head of Operations.</p> <p>The Panel is to receive the Waste Service – Service Specification.</p>	<p>12/04/2016</p>
<p>17/06/14</p> <p>16/07/15</p>	<p><u>Rural Transport</u></p> <p>Councillor Mrs L Kadić re-appointed as the Panel's representative on the Cambridgeshire Future Transport Initiative.</p> <p>Councillor J White is appointed as the Panel's representative on the Cambridgeshire Future Transport Initiative.</p>		<p>Updates to be delivered in due course.</p>	

Panel Date	Decision	Action	Response	Date	
17/06/14 11/11/14 16/06/15 12/01/16	<u>Litter Policies and Practices</u>			12/04/2016	
	Chairman requested an item on litter policies and practices to be submitted to a future Panel meeting. Councillor D A Giles requested that consideration is also given to graffiti removal at this time.				Request submitted to Head of Operations.
	Scoping report considered. Working Group appointed to consider and make recommendations on future litter and graffiti service scope and standards and on public appetite for changes				Chairman to discuss this study with the Executive Councillor and report back to the Panel.
	Agreed that working groups scrutinising the operations policies at HDC stand down as an Operations Review is carried out and implemented.				
04/02/14 14/04/14	<u>Planning Enforcement</u>				
	In receiving the Quarter 3 Performance Monitoring report, the Panel asked for clarification of the actions which can be undertaken by the Authority in relation to listed buildings and current enforcement activities, the Panel has requested that a report on enforcement should be presented to a future meeting.				
	A report on planning enforcement was discussed at the Panel's meeting. The Panel was informed that a detailed review of planning enforcement would be				

Panel Date	Decision	Action	Response	Date
08/12/15	completed for meetings in July or September. A report on the review of planning enforcement was presented at the Panel's December meeting.		Planning Enforcement will be considered as part of the wider Corporate Enforcement Policy.	
08/03/16	<u>Corporate Enforcement Policy</u> The Chairman requested the formation of the Corporate Enforcement Policy Working Group. The Working Group consists of Councillors J W Davies, I D Gardener and T D Sanderson.	The Head of Community Services is to meet with the Working Group to discuss current progress on the Corporate Enforcement Policy.		
	<u>Notice of Key Executive Decisions</u> Huntingdon West Masterplan – Panel requested sight of the report prior to submission to Cabinet. Local Plan to 2036 – Panel requested sight of the report prior to submission to Cabinet. Huntingdonshire Infrastructure Business Plan – Panel requested sight of the report prior to submission to Cabinet.	Request submitted to the Planning Services Manager (Policy). Request submitted to the Planning Services Manager (Policy). Request submitted to the Planning Services Manager (Policy).	Not currently on the Notice of Executive Decisions. Report was presented to the Panel in November 2015. Report was presented in December 2015. Update report is expected in June 2016.	14/06/16

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