



## Notice of meeting of

### Executive Member For Neighbourhood Services and Advisory Panel

**To:** Councillors Lancelott (Chair), Hall, Potter, Waller (Executive Member) and B Watson

**Date:** Thursday, 7 December 2006

**Time:** 5.00 pm

**Venue:** The Guildhall, York

### AGENDA

#### Notice to Members - Calling In:

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

**10:00 am on Wednesday 6 December 2006**, if an item is called in *before* a decision is taken, *or*

**4:00 pm on Monday 11 December 2006**, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

#### **1. Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

#### **2. Exclusion of Press and Public**

To consider excluding the public and press from the meeting during consideration of Annex 2 to agenda item 5 on the grounds that it contains information relating to the financial or business affairs of any particular person (including the authority holding that

information). This information is classed as exempt under Paragraph 3 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to information) (Variation) Order 2006.

**3. Minutes** (Pages 1 - 6)

To approve and sign the minutes of the meeting held on 18 October 2006.

**4. Public Participation**

At this point in the meeting members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Panel's remit can do so. Anyone who wishes to register or requires further information is requested to contact the Democracy Officer on the contact details listed at the foot of this agenda. The deadline for registering is Wednesday 6 December 2006 at 10.00am.

**5. 2006/07 Second Monitoring Report - Finance and Performance** (Pages 7 - 46)

To consider the latest projections for revenue and capital expenditure by the Neighbourhoods portfolio and traded accounts together with the first six months (06/07) performance against target for a number of key indicators that are made up of:-

- Best Value Performance Indicators
- Customer First Targets (letter and telephone answering)
- Staff Management Targets (sickness absence).

**6. Revenue Budget Estimates 2007/08** (Pages 47 - 60)

This report presents the 2007/08 budget proposals for Neighbourhood Services portfolio. It includes:

- the budget adjusted and rolled forward from 2006/07
- the allocation of pay and price increases for the portfolio
- budget service pressure proposals and savings options for the portfolio area
- budget options subject to consultation

**7. Services Plans April 2007/08 (Pages 61 - 106)**

To consider the Service Plans for 2007/08 of each of the following service areas:

- Environmental Health and Trading Standards
- Licensing and Bereavement Services
- Neighbourhood Pride Unit
- Building Maintenance
- Civil Engineering
- Waste Services
- Street Scene
- Cleaning Services

**8. Revenue Budgets 2007/8 - Neighbourhood Services Fees and Charges (Pages 107 - 124)**

This report advises Members of the proposed fees and charges for Neighbourhood Services for the 2007/08 financial year and the anticipated increase in income which they will generate.

**9. Material Procurement (Pages 125 - 132)**

This report seeks approval to commence negotiations and detailed arrangements for the supply of building related materials to Building Services following competition to select a preferred bidder using the OGC (Office of Government Commerce) procurement route.

**10. New Neighbourhood Action Plans (Pages 133 - 144)**

This report outlines the proposed approach to the development of Neighbourhood Action Plans across the city, taking into account the details and ethos contained within the Local Government White Paper – Strong and Prosperous Communities.

**11. Neighbourhoods Group Legal Actions (Pages 145 - 150)**

To inform Members of the results of legal actions (prosecutions, formal cautions and fixed penalties) undertaken by the Neighbourhoods area of the Directorate of Neighbourhood Services

(Environmental Health, Trading Standards, Licensing and Street Environment Services) for the period 1<sup>st</sup> July 2006 – 30<sup>th</sup> September 2006.

**12. Sales of Age Restricted Products** (Pages 151 - 164)

To inform Members of the work undertaken by the Council's trading standards service to prevent the sales of age-restricted products.

**13. Noise Patrol Update** (Pages 165 - 170)

Members are asked to note the actions taken by the Noise Patrol to date, and to be aware of the service pressure generated by the additional workload, over and above that which was anticipated.

**14. Street Environment Enforcement Policy** (Pages 171 - 186)

The purpose of this report is to ask Members to approve the Street Environment Enforcement Policy, and associated customer contract and to note the procedures concerning enforcement of litter, graffiti, fly posting and presentation of waste, and the enforcement provisions concerning juveniles.

**15. Any other business which the Chair considers urgent under the Local Government Act 1972**

Democracy Officer:

Name: Jill Pickering

Contact details:

- Telephone – (01904) 552062
- E-mail – [jill.pickering@york.gov.uk](mailto:jill.pickering@york.gov.uk)

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

City of York Council

Minutes

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MEETING	EXECUTIVE MEMBER FOR NEIGHBOURHOOD SERVICES AND ADVISORY PANEL
DATE	18 OCTOBER 2006
PRESENT	COUNCILLORS LANCELOTT (CHAIR), POTTER, WALLER (EXECUTIVE MEMBER) AND B WATSON

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## 25. Declarations of Interest

Members were invited to declare at this point in the meeting any personal or prejudicial interest they might have in the business on the agenda.

Councillor Potter declared a personal non prejudicial interest in Agenda Item 5 (Contaminated Land Investigation Funding) as Chair of Governors at Tang Hall Primary School.

## 26. Minutes

RESOLVED: That the minutes of the meeting of the Executive Member for Neighbourhoods and Advisory Panel held on 7 September 2006 be approved and signed by the Chair and Executive Member as a correct record subject to the addition of Cllr B Watson as attending the meeting.

## 27. Public Participation

It was reported that there had been no registrations to speak at the meeting, under the Council's Public Participation Scheme.

## 28. Clean Neighbourhoods and Environment Act 2005 - Fixed Penalty Notices

Members considered a report which asked them whether they wished to implement the standard default level for Fixed Penalty Notices (FPNs), whether to implement the standard default level and offer a reduction for early payment (within 10 days), (in line with local authorities in the North Yorkshire region); or to specify the amount of the FPN's from within the ranges set out in the Environmental Offences (Fixed Penalties) (Miscellaneous Provisions) Regulations 2006 (Regulation 2). The ranges were from £50 to £80 for those offences with a default amount of £75, and from £75 to £110 for offences with a default amount of £100. Members were also asked to approve a proposed communication and awareness strategy, and the commencement date of the 20<sup>th</sup> November 2006 for implementation of FPN enforcement.

The FPN levels recommended by North Yorkshire Chief Officers Group were as follows:

Description of Offence	Amount if paid within 10 days (£)	Default Amount (£)
Depositing Litter	50	75
Failure to comply with a street litter control notice	60	100
Failure to comply with a litter clearing notice	60	100
Failure to produce waste documents	180	300
Failure to produce authority to transport waste	180	300
Unauthorised distribution of free printed material	50	75
Failure to comply with a waste receptacles notice	60	100
Graffiti and fly-posting	50	75

The report presented three options:

- (a) To set the level for FPN's at the standard default level, in line with surrounding authorities in the North Yorkshire area, including the application of a discount for prompt payment at the minimum level below which the discounted penalties cannot fall, within 10 days of the offence, as detailed in the table in paragraph 9 of the report and the table above;
- (b) To set the level for the FPN's at the standard default level as detailed in Annex A of the report and not to offer a discount for prompt payment;
- (c) To specify the amount of the FPN's from within the ranges set out in the Environmental Offences (Fixed Penalties) (Miscellaneous Provisions) Regulations 2006 (Regulation 2). These ranges are from £50 to £80 for those offences with a default amount of £75 and from £75 to £110 for offences with a default amount of £100. Annex A provided the details of these ranges for each listed offence. Associated with this is that the amount of the discount should also be specified, should Members so wish.

The report also detailed the steps required to satisfy Defra's statutory guidance regarding a well publicised lead in period to raise awareness of the proposed changes to the enforcement action:

- i) Enforcement information will be available on the CYC web
- ii) Press releases – The first of which was issued with this report. From this it is hoped that the Press and other media such as local radio stations will feature information on enforcement action within the street environment.
- iii) Information will be placed in council produced external and internal publications, such as YourWard (subject to Ward member approval), and YourCity, at the next possible opportunity.

- iv) Posters will be produced and displayed at sites such as libraries, bus stops and council receptions.
- v) For offences in relation to waste receptacles and the presentation of waste, leaflets detailing the new enforcement powers will be sent to all addresses on streets where previous enforcement action has been necessary, to ensure that occupiers are aware that FPN's will be issued where sufficient evidence is gained of an offence.

Members confirmed that the use of FPN's fitted in well with the work already undertaken with York Neighbourhood Pride and would provide a rapid response to tackle problems previously encountered. They agreed that it would be appropriate to fix the penalties in line with other Authorities in North Yorkshire.

Officers confirmed that with the start of the new academic year students would receive publicity regarding waste collections etc. They also gave details of exemptions which applied to certain distributors of printed materials. Officers explained that if problem areas were identified these could be designated and consent would then be required from the Authority to hand out leaflets.

#### Advice of the Advisory Panel

- i) That the Executive Member be advised to approve option (a) as detailed above for setting the Fixed Penalty Notices at the default amounts with a discount applied for prompt payment;
- (ii) That the Executive Member be advised to approve the communication and awareness strategy, as detailed above, along with the commencement date of issuing Fixed Penalty Notices of 20<sup>th</sup> November 2006.

#### Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: (i) This will enable uniformity of enforcement in the region whilst allowing in effect the lower rate to be paid.

(ii) In order to progress work in this area.

## **29. Contaminated Land Investigation Funding**

Members considered a report which detailed the background to the preliminary contaminated land investigations into three areas of land in the city. On 9 February 2005, in compliance with the City of York Council 'Contaminated Land Strategy', and the statutory requirements of the Environmental Protection Act 1990, the Executive Member approved a report which included a proposal for initial ("preliminary") investigation by Environmental Protection Unit (EPU) of three areas of land which historically had been used for domestic and / or commercial waste tipping

("landfilling"). Later that year, the council's EPU in accordance with the decision by the Executive Member, conducted preliminary contaminated land investigations of the following council-owned land; Nun Ings (off Butcher Terrace) in Micklegate Ward, King George's Playing Field in Heworth Ward, Tang Hall Primary School Playing Field (at the junction of Eighth Avenue and Fifth Avenue) in Heworth Ward.

In March 2006 as a result of preliminary investigations an application was made to the Department for Environment, Food and Rural Affairs (Defra) for grant funding to support more detailed investigation of these areas. In July 2006 Defra replied to say they approved the requested funding (£33,150).

Members were asked for a decision regarding the acceptance of the grant offered and whether to conduct the detailed investigations.

Members were updated that the investigation and monitoring of the sites would require additional staffing resources of 0.5 fte Contaminated Land Assistant on a temporary basis until the investigation was completed. The cost of this resource would be funded from the grant.

In answer to questions regarding publicity informing residents of the investigations, Officers confirmed that they would contact the appropriate Ward Members with the publicity information prior to distribution. Publicity would be via letter drops in the area, Ward Committees and Residents Associations in an effort to allay resident's fears regarding the works.

Officers also confirmed that the investigations would involve fencing off small areas on the sites for use by temporary drilling rigs and that information boards would be erected detailing the works to be undertaken.

#### Advice of the Advisory Panel

That the Executive Member be advised:

- i) To accept the grant funding offered by DEFRA;
- ii) To note that the Director of Neighbourhood Services exercises his delegated powers to appoint a part-time Contaminated Land Assistant on a temporary basis as detailed above.

#### Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

- REASON:
- (i) To allow the Council to investigate the three areas of land identified, in accordance with the obligations placed on the Council by Part 11A of the Environmental Protection Act 1990;
  - (ii) To update the Executive Member.



CLLR WALLER  
EXECUTIVE MEMBER

CLLR LANCELOTT  
CHAIR OF ADVISORY PANEL

The meeting started at 5.00 pm and finished at 5.30 pm.

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## Meeting of the Executive Member for Neighbourhood Services and Advisory Panel

7<sup>th</sup> December 2006

Report of the Director of Neighbourhood Services

### 2006/07 SECOND MONITORING REPORT – FINANCE & PERFORMANCE

#### Summary

- 1 This report represents two sets of data:
  - a) the latest projections for revenue and capital expenditure by the Neighbourhoods portfolio and traded accounts.
  - b) First six months (06/07) performance against target for a number of key indicators that are made up of:-
    - Best Value Performance Indicators
    - Customer First Targets (letter and telephone answering)
    - Staff Management Targets (sickness absence)

#### Background

- 2 Service provision is as important as financial performance. This report combines financial and service performance information and is reported as part of the Council plan each year.
- 3 The financial target surplus for the traded accounts reflect the move to Best Value accounting principles where internal business is operating as near to break-even as possible. The surplus being achieved from external business such as Commercial Waste, Building Repairs, Drainage and Civil Engineering.
- 4 For the 2006/07 financial year, all Members will receive 2 monitoring reports - in September and December - as well as a final out-turn report. This is therefore the final monitoring report for the year.

#### Management Summary

##### Financial Overview

- 5 The budget for the non-trading Neighbourhood Services Portfolio was set at £13.9M Since then a number of budget adjustments have been made which has resulted in a current budget of £13.5M.

- 6 The budget surplus for the traded Neighbourhood Services Portfolio was set as the former Commercial Services structure and the agreed target surplus is £179k after the FRS 17 pension adjustment.
- 7 Current projections are that Neighbourhood Services may overspend by £57k, or 0.4% of the net expenditure budget. There a number of income and expenditure pressures which are currently being controlled within the current budget, or steps being taken to review the contingencies which are as follows:
- A request will need to be made to release the contingency held over from last year to balance this budget to overcome the shortfall in the crematorium income
  - The purchase of replacement bins is being closely monitored, with options to purchase through the capital scheme if necessary.
  - The overspend of the Toilet Cleaning contract has been addressed and agreed changes to the service are being implemented. The full affect of these changes will occur for the next financial year.
- 8 The overspend on Waste Management is as a result of additional security needed on all three of our Household Waste Recycling Centres.
- 9 The financial position for each service area is dealt with separately in the following sections. The overall position can be summarised as follows:

	Expend Budget £000	Income Budget £000	Net Budget £000	Projected Outturn £000	Var'n £000	%
Environmental Regulation	457.3	282.2	175.1	175.1	0.0	0.0
Env Health & Trading Standards	2,319.7	383.1	1,936.6	1,936.6	0.0	0.0
Licensing, Regulatory & Bereavement Services	1,043.0	1,777.7	-734.7	-680.7	+54.0	+7.3
Street Environment	784.4	1.0	783.4	785.4	+2.0	+0.2
Neighbourhood Management	999.2	348.7	650.5	641.5	-9.0	-1.3
Ward Committees (Local Assemblies)	941.1	60.4	880.7	880.7	0.0	0.0
Waste Management	7,311.5	1,919.4	5,392.1	5,403.1	+11.0	+0.2
Refuse Collection, Cleansing & Toilets	4,829.8	394.4	4,435.4	4,494.4	+59.0	+1.3
Drainage & Foss Navigation	0.0	0.0	0.0	0.0	0.0	0.0
Traded Accounts (The detail is held under the confidential annex 2)	24,461.0	24,640. 1	-179.1	-239.1	-60.0	-33.5
PORTFOLIO TOTAL	43,147.0	29,807. 0	13,340. 0	13,397.0	+57.0	+0.4

Note: '+' indicates an increase in expenditure or shortfall in income

'-' indicates a reduction in expenditure or increase in income

### Performance Overview

- 10 There are currently 55 quarterly or monthly performance indicators measured and monitored by Neighbourhood Services. In September, 38 PI's were showing a stable or improving position, with 17 showing a reduction against previous performance. There are only three which are showing a significant variance:
- COLI 77b – The average time taken to remove 'non-obscene' graffiti. This has moved out from an average 2 days over the previous five months to 3.98 days in September. There has been an increase in the number of reported incidents affecting private property with delays in gaining approval to do the work and the number of bridges affected where managed access is necessary.
  - The days lost due to sickness in the Building Maintenance department has moved out from an average of 0.6 over the last five months to 1.49 in September. Managers are monitoring the ongoing performance and ensuring return to work interviews are completed.
  - VH5(a) – The average time taken to remove flytips (global figure) has reduced from an average of just over 2 days down to 1.48 days in September.
- 11 A further key area where the directorate is focusing on performance improvement is:
- BV 84a – Number of kg of household waste collected per head of population. This is beginning to show evidence of increasing, however at the same time, the number of tonnes recycled is increasing. Suggesting that additional materials are entering the waste stream, but are being recycled.
- 12 Set out below is more detailed information on performance in each service plan area.

## **Non-Trading Accounts**

### **Environmental Health and Trading Standards (EHTS)**

#### Financial Overview

- 13 Current projections are that the budgets for this service plan will be within budget, or 0.0% of the net expenditure budget. However, there are a number of projected variances. There is an anticipated shortfall in income from EPA licences and capital recharges (£+33.0k). There is an under spend on employees which will off set the under recovery of income. The under spend is due to an unfilled post within the Environmental Health Unit.

Performance Overview

- 14 Performance indicators reported to members are attached as Annex 3.
- 15 The Customer First figures show that so far for EHTS 97.5% (representing 78 out of 80) of all letters received are answered within the 10 days Council standard. This exceeds the corporate target set of 95% for prompt replies to correspondence. However, the time to answer calls is slightly under target for the last quarter.
- 16 Sickness absence for EHTS is at 2.7 days per FTE for the Second quarter. This level of performance is better than the corporate Quarter 2 average of 2.81 days though performing below the corporate target of 2.62 days per FTE.

**Licensing Regulatory and Bereavement Services**

Financial Overview

- 17 Current projections are that the budgets for this service plan currently over spending by £+54.0k, which is 7.3% of the net budget. An estimated overspend is anticipated at the Crematorium relating to temporary management cover £+19k. In addition, there have been additional one off costs relating to repairs of the cremators started in March 2006 which was not completed at 31 March 2006 £+10k although this has been offset by energy savings £-10k at the Crematorium. Income from cremation fees has is currently expected to under recover by £+31k to the year end. At the end of quarter 2 the number of cremations was 58 below expectation. The overall shortfall short-fall can be funded from the funds already set aside in contingency. It is recommended that the Executive Member be asked to request the release of these funds, which will bring the account into balance.

Performance Overview

- 18 Performance indicators reported to members are attached as Annex 3.
- 19 The Customer First figures show that so far for Licensing 95.55% (representing 21 out of 22) of all letters received are answered within the 10 days Council standard. This exceeds the corporate target set of 95% for prompt replies to correspondence. However, the level of calls received in the department is causing difficulties in achieving the target answered calls.
- 20 Sickness Absence for Licensing and Regulatory Services is at 0.21 days per FTE for the second 3 months of the year. This level of performance is better than the corporate Quarter 1 average of 2.81 days as well as the department target of 1.25 days per FTE.

**Street Environment**

Financial Overview

- 21 Current projections are that the budgets for this service plan will be £2.0k over spent at the year end, or 0.2% of the net expenditure budget. This is due to an additional cost for maternity cover.

Performance Overview

- 22 These indicators are a key part of the Street Scene review and will continue to be monitored in detail.

PI Description	05/06 outturn	Q1 05/06	06/07 target	July	Aug	Sept	Trend vs. Performance	Performance vs. Target
BVPI 218a - % of new reports of abandoned vehicles investigated within 24 hours of notification	95.79%	86.13%	95%	100%	100%	100%	✓	✓
BVPI 218b - % of abandoned vehicles 24 hours from the point at which the authority is legally entitled to remove the vehicle	89.93%	96.1%	95%	100%	85.71%	100%	✓	✓
COLI 77a – Average time taken to remove 'obscene' graffiti	1.98 days	1.88 days	2 days	0.5 days	1.66 days	1.5 days	✓	✓
COLI 77b – Average time taken to remove 'non-obscene' graffiti	4.94 days	3.33 days	4 days	2.66 day	1.2 days	3.98 days	✓	✗
COLI 3 – Number of missed bin collections per 100,000 of household waste	97.5	54	66	112	81	85	✗	✗
VH5a – Average time taken to remove fly-tips (global figure)	1.53 days	1.51 days	2 days	2.25			✗	✗
VH5b – Average time taken to remove fly-tips (NS figure)	1.04 days	1 day	1 day	0.69			✓	✓
VW19 – Missed household waste collections put right by end of the next working day	60.76%	84.64%	95%	11.83% See (para 23 below)	83.05%	78.45%	✓	✗

- 23 VW19 - Missed household waste collections put right by end of the next working day, the figure for July of 11.83% is not a true reflection of the performance due to administrative procedures undertaken by temporary staff. A dedicated admin clerk in the waste department has been assigned to the responsibility for the accuracy of the data.
- 24 COLI 77a (The average time taken to remove obscene graffiti) continues to exceed the target of 2 days. COLI 77b (The average time taken to remove 'non-obscene' graffiti) is still below the target of 4 days but the trend is not improving. This is as a result of delays in access to some areas and the specialist management of cleaning of some of the bridges. Generally, performance has improved for both indicators compared to the same period in 2005/06.
- 25 COLI 3 (The number of missed collections per 100,000 of household waste) for the second quarter is outside the set target of 66. Wo9rk is ongoing to manage this shortfall and investigate the reasons why. It is expected that this figure should now start to improve.
- 26 VH5a (the average time taken to remove flytips) is performing slightly better than target for second quarter 2006/07.
- 27 VH5b (The average time taken to remove fly-tips (CSO figure)) is currently performing within the target of 1 day for second quarter of 2006/07 and is also performing below 2005/06 data for the comparative period.
- 28 Sickness absence for the Street Environment section is not reportable at present until the Neighbourhood Services restructure is complete and relevant staff are transferred within the personnel Delphi system. They will be picked up as an individual section rather than a CEX subsection (it is currently not possible to separate).

## **Neighbourhood Management**

### Financial Overview

- 29 Current projections are that there will be an underspend of £-0k, or 0.0% of the net expenditure budget within this service plan.

### Performance Overview

- 30 Much of the data presented in annex 3 is the Chief Executives overall performance. Work is on going to separate the staff in the unit to ensure they are recorded as part of Neighbourhood Services.

## **Ward Committees (Local Assemblies)**

### Financial Overview

- 31 Current projections are that there will be an underspend of £-0k, or 0.0% of the net expenditure budget within this service plan.



## Waste Management

### Financial Overview

- 32 Current projections are that there will be an overspend of £11k, or 0.2% of the net expenditure budget within this service plan.
- 33 Reasons for the overspend include additional staffing costs to cover maternity leave £+12k, storage costs for containers £+5k, Water and Sewerage charges at Sim Hills former landfill site £+5k and additional cost of providing increased security at HWRC's due to break ins and threatening behaviour towards site staff in the first quarter totalling £+45k. The improved participation in the recycling service following the introduction of plastic and cardboard from kerbside has reduced the amount of waste going to landfill. The savings in Landfill Tax is offsetting much of the overspend.

### Performance Overview

- 34 Performance indicators for Waste services is shown in Annex 3. Key performance indicators are reported on an exception basis below.

PI Description	05/06 outturn	Q1 05/06	06/07 target	Q1 06/07	Q2 06/07	Trend vs. Perform ance	Performa nce vs. Target
BV82ai - % of household waste arisings which have been sent by the authority for recycling.	16.5%	14.75 %	22.25 %	22.65 %	23.02 %	✓	✓
BV82a(ii) Tonnage of households waste arisings which have been sent by the authority for recycling	16,100	15,170	22,14 0	22,66 0	23,200	✓	✓
BV 82b(i) - % of households waste sent by the authority for composting or treatment by anaerobic digestion	7.58%	9.01%	13.68 %	13.96 %	14.32 %	✓	✓
BV 82b(ii) Total tonnage of households waste sent by the authority for composting or treatment by anaerobic digestion	7,390	9,270	13,60 0	13,97 0	14,430	✓	✓
BV82d(i): Percentage of household waste that was landfilled	75.92%	76.24 %	64.08 %	63.39 %	62.66 %	✓	✓
BV 84a – Number of kg of household waste collected per head of population	526.78 kg	555.4 kg	534.4 3kg	537.3 8kg	541.19 kg	✓	✗

- 35 BV82a(i) (The percentage of household waste arisings sent by the authority for recycling) is at an all time high with a year end forecasted position of 23.023%. This is a large improvement on the last years out-turn of 16.503% and exceeds the 2006/07 target of 22.25%.
- 36 Similarly for indicators BV82a(ii), BV82d(i) and BV82d(ii) forecasted performance is better than at any time in the past and each indicator is achieving or exceeding the 2006/07 target.
- 37 BV84a is marginally off target by only 5kgs. This equates to <1% of the target.
- 38 Sickness absence for Waste is running at 0.8 days per FTE for the first 3 months of the year. This is an exceptional level of performance and is significantly better than the corporate Quarter 1 average of 2.81 days and the corporate target of 2.62 days per FTE.

### **Toilets Cleaning**

#### Financial Overview

- 39 Current projections are that there will be an overspend of £49k, or 1.2% of the net expenditure budget for this service plan. Additional costs are being incurred following the letting of a new toilet cleansing contract £+49k of which £35k is recurring. The overspend relates to increased contract prices £+26k, service contracts with punitive cancellation penalties £+19k and other service contract costs £+4k. In addition, it is anticipated that there will be a shortfall of income from toilets £+6k. These losses are currently being covered by savings elsewhere in the account and the approved changes to the service to address the additional costs are being put in place.

#### Performance Overview

- 40 There have been on going client monitoring and regular meetings with the Contractor. The service performance indicators are an outstanding issue that have been discussed at the recent Client/Contractor meetings. It is intended that performance data will be available for the next round of performance meetings.

### **Drainage & Foss Navigation**

#### Financial Overview

- 41 This budget has now been transferred to City Strategy.

## Traded Accounts

### Building Maintenance

#### Financial Overview

- 42 Income is slightly behind budget, but this is off-set by a similar reduction in expenditure. Overhead recovery is slightly behind as a result of lower than expected income which has contributed to the department being slightly behind its target surplus.

#### Performance Overview

- 43 The details are available in annex 4(Building Section). The level of complaints for the service is minimal with only one reported in the last 12 months. For the last quarter, sickness levels remain within budget, but there has been an increase during September. Managers are monitoring the situation closely and carrying out return to work interviews. The number of long term sick in the department increased from 1 to 3 in the period.

## Civil Engineering

#### Financial Overview

- 44 Income is slightly behind budget for the first half of the year. However, the expenditure is significantly better than expected resulting in a better than expected surplus to date.

#### Performance Overview

- 45 The details of the performance measures are set out in Annex 4(Civils Section). COLI77a and Coli 77b, removal of graffiti, are well within the agreed targets except the COLI 77b for September. Days lost due to sickness remains high in the section at 5.62 days per FTE, against the target of 2.87. A factor in this is that there were 4 members of staff off on long term sick.

## Waste Services

#### Financial Overview

- 46 Commercial waste and the University Waste Management Contract are both performing well. There is currently expenditure pressures as a result of the high fuel prices. The achievements of the external business has contributed to better than expected surplus for the half year.

#### Performance Overview

- 50 (Members should note Annex 4 for the detail). The amount of waste sent to landfill is below the target which is good. The set out rates for recycling is exceeding the 65% stretched target, with most areas on cardboard collection

making a considerable contribution to the performance figures. Sick levels remain high in this section at 4.37 for the last quarter, however this is down on the previous quarter when it was at 5.57 days per FTE. Managers are assessing the return to work data in order to identify common factors what may require a management intervention.

## **Building Cleaning**

### Financial Overview

- 51 The prime business of this service is, school cleaning, council office cleaning and empty property (void) cleaning for housing. Work is on-going with schools to establish individual service level agreements to ensure the service matches the resources available. This work should be completed during the current financial year which should bring the school cleaning section into a break-even position. Void cleaning is performing well and there are no financial pressures in the section. It is the office cleaning section that is facing financial pressure and work with the client officers as yet to start.

### Performance Overview

- 52 There have been no reported complaints for either the School Cleaning or Building Cleaning services in the last 7 months. The number of days lost due to sickness remains very high at 6.22 lost days per FTE. The majority of the long term sick are now restricted to Building Cleaning.

## **Street Scene**

### Financial Overview

- 53 This account is operating close to budget. Currently there are no financial pressures on this account.

### Performance Overview

- 54 The details of the performance measures as set out in annex 4. There are no significant issues on this section. The days lost through sickness has increased during the last quarter and managers are monitoring closely.

## **Motor Fitters**

### Financial Overview

- 55 The income is achieved by the motor fitters carrying out work on the vehicle fleet. The establishment is currently carrying one vacancy and as a result income is down. Direct costs are down by a similar amount, but the lack over overhead recovery is causing a slight loss. This business is in the process of being outsourced.

Performance Overview

- 56 Performance is not currently measured as it is an internal service. It is in the process of being outsourced, with a number of control performance indicators written into the contract. This will be reported to members when the partnership is established.

**Capital Programme**

- 57 The Neighbourhood Services capital programme includes schemes within Neighbourhood Pride Unit, Environmental Protection Unit and Waste Management. All schemes are currently anticipated to be completed on programme within the year. Brief details of the current budgets are set out below:

	<u>Qtr 1</u> <u>Budget</u> <u>£000s</u>	<u>Qtr 2</u> <u>Budget</u> <u>£000s</u>
Ward Committees (Note 1)	358	307
Foxwood Community Centre	108	108
Hazel Court Household Waste Site	70	70
Defra Waste Performance Efficiency Grant	100	100
Air Quality Management	61	61
Contaminated Land Investigation (Note 2)	0	33
<b>Total</b>	<b>697</b>	<b>679</b>

Note 1 – The Ward Committee allocation has been reduced by £51k, which has been switched into revenue via the venture fund on a one off basis to release additional revenue in 2006/7. This will be utilised to provide £25.4k for carry forward schemes with some ward committees and £25.3k for assisting the five pilot Neighbourhood Policing wards with the funding of Police Community Support Officers.

Note 2 – Defra have amended a capital grant to support some detailed contaminated land investigations at three sites in accordance with obligations placed on the council by Part 11A of the Environmental Protection Act 1990. This was reported and agreed at EMAP 18<sup>th</sup> October 2006.

**Conclusions**

- 58 Overall, the Neighbourhoods Portfolio is projected to overspend by £57k (0.4% of the net portfolio revenue budget).
- 59 This will be virtually cleared if the release from contingency is agreed.
- 60 Performance on key Best Value Indicators, especially on the waste service plan, are improving and reaching levels higher than in previous years. Levels of sickness absence is challenging with some service area below the council average. Customer First statistics in each area are performing above the corporate target.

**Consultation**

61 The report is primarily an information report for Members and therefore no consultation has been undertaken regarding the contents of the report.

**Options and analysis**

62 The report is primarily an information report for Members and therefore no specific options or analysis are provided to Members regarding the contents of the report.

**Implications**

**Financial**

63 The report provides details of the portfolio revenue and capital outturn and therefore implications are contained within the report

**Human Resources**

64 There are no significant human resources implications within the report

**Equalities**

65 There are no significant equalities implications within the report.

**Legal**

66 There are no significant legal implications within the report

**Crime and Disorder**

67 There are no significant crime and disorder implications within the report

**Information Technology**

68 There are no significant Information Technology implications within the report.

**Property**

69 There are no significant Property implications within the report.

**Risk Management**

70 The report is primarily a look back at finance and service performance and therefore there are no significant risks in the content of the report.

**Recommendations**

71 That the Advisory Panel advise the Executive Member to approve the financial and performance position of the portfolio.

- 72 That the Advisory Panel advise the Executive Member to give approval for an application to the Executive for the release of £55k from contingency for the short fall in the Crematorium income previously set aside.

Reason – In accordance with budgetary and performance monitoring procedures.

**Contact Details**

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**Chief Officer Responsible for the report:**

Terry Collins  
Director Neighbourhood Services

*Sarah Milton  
Performance Development  
Officer  
City Strategy  
Tel No.551460*

**Report Approved**

**Date**

*17/11/2006*

**Specialist Implications Officer(s)**

Implication ie Financial  
Name  
Title **None**  
Tel No.

List information for all  
Implication ie Legal  
Name  
Title **None**  
Tel No.

**Wards Affected:** *List wards or tick box to indicate all*

**All**

**For further information please contact the author of the report**

Background Papers – 2006/07 Budget Monitoring papers held at Neighbourhood Services

**Attached Annexes**

- Annex 1 Expenditure by Service Plan for non-traded services
- Annex 2 (Confidential) Income and expenditure for the traded accounts
- Annex 3 Environment, Trading Standards Licensing and Waste performance (non-traded services)
- Annex 4 Traded services performance

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CITY OF YORK COUNCIL

ENVIRONMENT & NEIGHBOURHOOD SERVICES

Annex 1

Budget Head (1)	2006/07 Estimate (2) £'000	Expenditure @ 18/10 (3) £'000	Projected Outturn (4) £'000	Accounting Adjustments (5) £000	Service Variations (6) £000
<b>Assistant Director (Environmental Regulation)</b>					
Employees	109.9	55.6	273.5	(+) 163.6	
Transport	0.2	0.9	0.2		
Supplies & Services	11.4	4.6	17.2	(+) 5.8	
Support Service Recharges	166.4	0.0	166.4		
<b>Gross Expenditure</b>	<b>287.9</b>	<b>61.1</b>	<b>457.3</b>	<b>(+) 169.4</b>	
<i>Less Income</i>					
Recharges to Other Accounts	282.2	0.1	282.2		
<i>Total Income</i>	<i>282.2</i>	<i>0.1</i>	<i>282.2</i>		
<b>Net Expenditure</b>	<b>5.7</b>	<b>61.0</b>	<b>175.1</b>	<b>(+) 169.4</b>	
<b>Environmental Health &amp; Trading Standards</b>					
Employees	1,364.6	663.0	1,350.2	(+) 24.6	(-) 39.0
Premises	1.3	0.2	1.3		
Transport	53.7	7.9	53.7		
Supplies & Services	392.0	179.4	398.5	(+) 0.5	(+) 6.0
Support Service Recharges	357.0	0.3	357.0		
Capital Financing	126.0	0.0	126.0		
<b>Gross Expenditure</b>	<b>2,294.6</b>	<b>850.8</b>	<b>2,286.7</b>	<b>(+) 25.1</b>	<b>(-) 33.0</b>
<i>Less Income</i>					
Grants & Reimbursements	214.3	205.3	214.3		
Fees & Charges	113.0	82.4	113.0		
Capital Recharge	43.3	5.5	22.8	(+) 12.5	(-) 33.0
<b>Total Income</b>	<b>370.6</b>	<b>293.2</b>	<b>350.1</b>	<b>(+) 12.5</b>	<b>(-) 33.0</b>
<b>Net Expenditure</b>	<b>1,924.0</b>	<b>557.6</b>	<b>1,936.6</b>	<b>(+) 12.6</b>	<b>(-) 0.0</b>

## CITY OF YORK COUNCIL

## ENVIRONMENT &amp; NEIGHBOURHOOD SERVICES

Annex 1

Budget Head (1)	2006/07 Estimate (2) £'000	Expenditure @ 18/10 (3) £'000	Projected Outturn (4) £'000	Accounting Adjustments (5) £000	Service Variations (6) £000
<b><u>Licensing, Regulation and Bereavement Services</u></b>					
Employees	494.3	255.3	513.3		(+) 19.0
Premises	128.1	29.2	129.1		(+) 1.0
Transport Costs	18.3	2.9	18.3		
Supplies & Services	142.4	76.9	145.4		(+) 3.0
Support Service Recharges	220.8	6.2	220.8		
Capital Financing	39.1	0.0	39.1		
<b>Gross Expenditure</b>	<b>1,043.0</b>	<b>370.5</b>	<b>1,066.0</b>		<b>(+) 23.0</b>
<b><i>Less Income</i></b>					
<i>Grants and Reimbursements</i>	21.7	17.9	21.7		
<i>Fees &amp; Charges</i>	1,716.7	895.1	1,685.7		(-) 31.0
<i>Recharges</i>	39.3	0.0	39.3		
<b>Total Income</b>	<b>1,777.7</b>	<b>913.0</b>	<b>1,746.7</b>	<b>0.0</b>	<b>-31.0</b>
<b>Net Expenditure</b>	<b>-734.7</b>	<b>-542.5</b>	<b>-680.7</b>		<b>(+) 54.0</b>

CITY OF YORK COUNCIL

ENVIRONMENT & NEIGHBOURHOOD SERVICES

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Budget Head (1)	2006/07 Estimate (2) £'000	Expenditure @ 18/10 (3) £'000	Projected Outturn (4) £'000	Accounting Adjustments (5) £000	Service Variations (6) £000
<b>Street Environment</b>					
Employees	331.8	186.1	334.8		(+) 3.0
Premises	157.7	-0.2	157.7		
Transport Costs	15.5	0.3	15.5		
Supplies & Services	48.0	12.9	66.0	(+) 18.0	
Support Service Recharges	213.4	3.0	213.4		
<b>Gross Expenditure</b>	<b>766.4</b>	<b>202.1</b>	<b>787.4</b>	<b>(+) 18.0</b>	<b>(+) 3.0</b>
<b>Less Income</b>					
<i>Fees &amp; Charges</i>	<i>1.0</i>	<i>2.0</i>	<i>2.0</i>		<i>(+) 1.0</i>
<b>Total Income</b>	<b>1.0</b>	<b>2.0</b>	<b>2.0</b>		<b>(+) 1.0</b>
<b>Net Expenditure</b>	<b>765.4</b>	<b>200.1</b>	<b>785.4</b>	<b>(+) 18.0</b>	<b>(+) 2.0</b>
<b>Neighbourhoods Management</b>					
Employees	559.8	275.7	559.8		
Premises	49.8	12.8	49.8		
Transport	2.8	1.3	2.8		
Supplies & Services	206.9	71.3	197.9		(-) 9.0
Support Service Recharges	78.9	19.1	78.9		
Capital Financing	101.0	0.0	101.0		
<b>Gross Expenditure</b>	<b>999.2</b>	<b>380.2</b>	<b>990.2</b>		<b>(-) 9.0</b>
<b>Less Income</b>					
<i>Grants &amp; Reimbursements</i>	<i>22.2</i>	<i>7.1</i>	<i>22.2</i>		
<i>Fees &amp; Charges</i>	<i>14.4</i>	<i>7.2</i>	<i>14.4</i>		
<i>Support Service Recharges</i>	<i>203.4</i>	<i>0.0</i>	<i>203.4</i>		
<i>HRA Recharges</i>	<i>108.7</i>	<i>27.1</i>	<i>108.7</i>		
<b>Total Income</b>	<b>348.7</b>	<b>41.4</b>	<b>348.7</b>		
<b>Net Expenditure</b>	<b>650.5</b>	<b>338.8</b>	<b>641.5</b>		<b>(-) 9.0</b>

CITY OF YORK COUNCIL

ENVIRONMENT & NEIGHBOURHOOD SERVICES

Annex 1

Budget Head (1)	2006/07 Estimate (2) £'000	Expenditure @ 18/10 (3) £'000	Projected Outturn (4) £'000	Accounting Adjustments (5) £000	Service Variations (6) £000
<b>Local Assemblies</b>					
Employees	2.4	0.1	2.4		
Premises	165.7	-20.6	165.7		
Transport	0.7	0.9	0.7		
Supplies & Services	382.1	231.2	502.8	(+) 120.7	
Support Service Recharges	258.9	6.9	258.9		
Capital Financing	10.6	0.0	10.6		
<b>Gross Expenditure</b>	<b>820.4</b>	<b>218.5</b>	<b>941.1</b>	<b>(+) 120.7</b>	
<b>Less Income</b>					
<i>Grants &amp; Reimbursements</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>		
<i>Fees &amp; Charges</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>		
<i>Miscellaneous Income</i>	<i>0.0</i>	<i>50.7</i>	<i>50.7</i>	<i>(+) 50.7</i>	
<i>Support Service Recharges</i>	<i>9.7</i>	<i>0.0</i>	<i>9.7</i>		
<b>Total Income</b>	<b>9.7</b>	<b>50.7</b>	<b>60.4</b>	<b>(+) 50.7</b>	
<b>Net Expenditure</b>	<b>810.7</b>	<b>167.8</b>	<b>880.7</b>	<b>(+) 70.0</b>	
<b>Sub Total</b>	<b>3,421.6</b>	<b>782.8</b>	<b>3,738.6</b>	<b>270.0</b>	<b>47.0</b>

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ENVIRONMENT & NEIGHBOURHOOD SERVICES

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Budget Head (1)	2006/07 Estimate (2) £'000	Expenditure @ 18/10 (3) £'000	Projected Outturn (4) £'000	Accounting Adjustments (5) £000	Service Variations (6) £000
<b><u>Waste Management</u></b>					
Employees	123.3	68.9	135.3		(+) 12.0
Premises	74.4	18.9	79.4		(+) 5.0
Transport Costs	321.8	60.9	320.8		(-) 1.0
Supplies & Services	192.5	74.5	251.5	(+) 27.0	(+) 32.0
Waste Contracts	4,536.9	1,344.9	4,376.2	(-) 81.7	(-) 79.0

CITY OF YORK COUNCIL

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Budget Head (1)	2006/07 Estimate (2) £'000	Expenditure @ 18/10 (3) £'000	Projected Outturn (4) £'000	Accounting Adjustments (5) £000	Service Variations (6) £000
Support Service Recharges + Third Party	1,448.5	167.8	1,531.5	(+) 38.0	(+) 45.0
Capital Financing Charges	<u>630.8</u>	<u>0.0</u>	<u>630.8</u>	<u>(-) 16.7</u>	<u>(+) 14.0</u>
<b>Gross Expenditure</b>	<b><u>7,328.2</u></b>	<b><u>1,735.9</u></b>	<b><u>7,325.5</u></b>	<b><u>(-) 16.7</u></b>	<b><u>(+) 14.0</u></b>
<b>Less Income</b>					
<i>Grants and Reimbursements</i>	713.3	198.7	673.6	(-) 39.7	
<i>Fees &amp; Charges</i>	355.9	173.9	373.9	(+) 15.0	(+) 3.0
<i>Recycling Income</i>	874.9	2.7	874.9		
<i>Dividends Received</i>	<u>340.4</u>	<u>0.0</u>	<u>0.0</u>	<u>(-) 340.4</u>	
<b>Total Income</b>	<b><u>2,284.5</u></b>	<b><u>375.3</u></b>	<b><u>1,922.4</u></b>	<b><u>(-) 365.1</u></b>	<b><u>(+) 3.0</u></b>
<b>Net Expenditure</b>	<b><u>5,043.7</u></b>	<b><u>1,360.6</u></b>	<b><u>5,403.1</u></b>	<b><u>(+) 348.4</u></b>	<b><u>(+) 11.0</u></b>

## CITY OF YORK COUNCIL

## ENVIRONMENT &amp; NEIGHBOURHOOD SERVICES

Annex 1

Budget Head (1)	2006/07 Estimate (2) £'000	Expenditure @ 18/10 (3) £'000	Projected Outturn (4) £'000	Accounting Adjustments (5) £000	Service Variations (6) £000
<b><u>Refuse Collection, Cleansing &amp; Public Conveniences</u></b>					
Employees	0.0	0.0	0.0		
Premises	4,432.1	264.4	4,481.1		(+) 49.0
Transport Costs	0.0	0.0	0.0		
Supplies & Services	144.6	35.9	118.6		(-) 26.0
Support Service Recharges	130.4	0.0	130.4		
Capital Financing	122.7	0.0	122.7		
<b>Gross Expenditure</b>	<b>4,829.8</b>	<b>300.3</b>	<b>4,852.8</b>		<b>(+) 23.0</b>
<b><i>Less Income</i></b>					
<i>Grants and Reimbursements</i>	225.8	17.0	225.8		
<i>Fees &amp; Charges</i>	43.6	7.0	7.6		(-) 36.0
<i>Recharges</i>	125.1	50.7	125.1		
<b>Total Income</b>	<b>394.5</b>	<b>74.7</b>	<b>358.5</b>		<b>(-) 36.0</b>
<b>Net Expenditure</b>	<b>4,435.3</b>	<b>225.6</b>	<b>4,494.3</b>		<b>(+) 59.0</b>

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Budget Head (1)	2006/07 Estimate (2) £'000	Expenditure @ 18/10 (3) £'000	Projected Outturn (4) £'000	Accounting Adjustments (5) £000	Service Variations (6) £000
<b><u>Drainage &amp; Foss Navigation</u></b>					
Premises	47.7	0.0	0.0	(-) 47.7	
Supplies & Services	0.6	0.0	0.0	(-) 0.6	
Support Service Recharges	616.5	0.0	0.0	(-) 616.5	
Capital Financing Charges	41.2	0.0	0.0	(-) 41.2	
<b>Gross Expenditure</b>	<b>706.0</b>	<b>0.0</b>	<b>0.0</b>	<b>(-) 706.0</b>	
<b>Less Income</b>					
<i>Fees &amp; Charges</i>	<i>6.3</i>	<i>0.0</i>	<i>0.0</i>	<i>(-) 6.3</i>	
<b>Total Income</b>	<b>6.3</b>	<b>0.0</b>	<b>0.0</b>	<b>(-) 6.3</b>	
<b>Net Expenditure</b>	<b>699.7</b>	<b>0.0</b>	<b>0.0</b>	<b>(-) 699.7</b>	
<b>Environment &amp; Neighbourhood Services</b>	<b>13,600.3</b>	<b>2,369.0</b>	<b>13,636.0</b>	<b>-81.3</b>	<b>117.0</b>

} budget transferred to City Strategy and will be reported to Planning & Transport



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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## Waste Strategy Unit

SP Holder	Geoff Derham	Workplans	Waste Management, Household waste recycling centres, kerbside recycling, bring recycling, community groups, waste minimisation and awareness	EMAP	Environment and Sustainability
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### Customer based improvement

PI code and description	CO Links	Council Plan	Previous Outturns				2006/07		Q1			Q2		Future Targets		
			02/03	03/04	04/05	05/06	Target	Forecast	A	M	J	J	A	S	07/08	08/09
C1: BV90c: Percentage overall satisfaction with local tip	1.1, 1.5, CPA2, E&S	Yes	80% (2001/02)	69%	69%	67%	77%								80%	82%
Comments (please date and initial comments)															Current	
C2: BV90b: Percentage overall satisfaction with local recycling facilities	1.1, CPA2, E&S, YP	Yes	67%	70%	62%	54%	72%								75%	77%
Comments (please date and initial comments)															Current	
C3: Percentage overall satisfaction of kerbside recycling service	1.1	Yes	-	70%	73%	70%	82%								84%	85%
Comments (please date and initial comments)															Current	
Correspondance replied to within 10 days	Element of corp PI		New PI	New PI	New PI	New PI	95%	95%	100% (1/1)	0/0	0/0				95%	95%
Comments (please date and initial comments)															Current	✓
Telephone calls are answered within customer first standards	-	No	New PI	New PI	New PI	New PI	95%		Not available			70% (5185/3618)		95%	95%	
Comments (please date and initial comments)															Current	✗

PI code and description	CO Links	Council Plan	Previous Outturns				2006/07		Q1			Q2		Future Targets		
			02/03	03/04	04/05	05/06	Target	Forecast	A	M	J	J	A	S	07/08	08/09
P1: BV82a(i)&b(i): Percentage of household waste recycled and composted	1.1, 1.4, 1.5, 1.6, 8.1, 8.2	Yes	12.32%	15.43%	17.77%	24.08%	35.91%	37.34%	36.60%			37.34%		37.50%	37.58%	
Comments (please date and initial comments)															Current	✓
P2: BV82d(i): Percentage of household waste that was landfilled	1.1, 1.4, 1.5, 1.6, 8.1, 8.2	Yes	87.68%	84.57% [Bottom]	82.23% [Q3]	75.92%	64.08%	62.66%	63.39%			62.66%		62.49%	62.42%	
Comments (please date and initial comments)															Current	✓
BV82 (aii) and (bii) Tonnage of household waste recycled and composted	1.1, 1.4, 1.5, 1.6, 8.1, 8.2	No	-	15210	17890	23490	35740	37630	36,630			37630		37,700	38,150	
Comments (please date and initial comments)															Current	✓

### Finance based improvement

PI code and description	CO Links	Council Plan	Previous Outturns				2006/07		Q1			Q2		Future Targets		
			02/03	03/04	04/05	05/06	Target	Forecast	A	M	J	J	A	S	07/08	08/09
F1: BV87: Cost of waste disposal per tonne of municipal waste.	-	Yes	£20.78	£22.66 [Top]	£25.75 [Top]	£33.09	£36.01								£39.33	£42.98
Comments (please date and initial comments)															Current	

### Staff based improvement

PI code and description	CO Links	Council Plan	Previous Outturns				2006/07		Q1			Q2		Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	A	M	J	J	A	S	07/08

PI code and description	CO Links	Council Plan	Previous Outturns				2006/07		Q1			Q2			Future Targets			
			02/03	03/04	04/05	05/06	Target	Forecast	A	M	J	J	A	S	07/08	08/09		
S1: Percentage of staff in Waste Strategy Unit appraised	8.8	Element of corp. PI				40%	100%								100%	100%		
Comments (please date and initial comments)															Current			
S2: Number of staff days lost to sickness (and stress)	8.8	Element of corp. PI				10.18 days	10 days			0.8 days		0.5 days			9.5 days	9.5 days		
Comments (please date and initial comments)															Current	✓		
S3: Number of staff days lost to stress related sickness absence (days/FTE)	8.8	Element of corp. PI				8.57 days	1 day			0 days		0 days			1 day	1 day		
Comments (please date and initial comments)															Current	✓		
S4: Overall staff satisfaction rating of staff from staff survey	-	-	-	-	-	71%	70%								70%	70%		
Comments (please date and initial comments)															The next staff survey will be conducted in 2007/08		Current	
<b>Indicators not on the Service Plan</b>																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07		Q1			Q2			Future Targets			
			02/03	03/04	04/05	05/06	Target	Forecast	A	M	J	J	A	S	07/08	08/09		
BV 82a(i) - % of households waste arisings which have been sent by the authority for recycling	1.6, E&S	Yes	7.30%	10.7% [Q3]	12.88% [Q2]	16.50%	22.25%	23.02%		22.65%		23.02%			23.87%	23.97%		
Comments (please date and initial comments)															Current	✓		
BV 82a(ii) - Tonnage of households waste arisings which have been sent by the authority for recycling (used to be VW5)	1.6	Yes	-	10,550	12,970	16,100	22,140	23,200		22,660		23,200			23,990	24,330		
Comments (please date and initial comments)															Current	✓		
BV 82b(i) - % of households waste sent by the authority for composting or treatment by anaerobic digestion	1.6	Yes	-	4.73% [Q3]	4.89% [Q3]	7.58%	13.68%	14.32%		13.96%		14.32%			13.64%	13.61%		
Comments (please date and initial comments)															Current	✓		
BV 82b(ii) - Total tonnage of households waste sent by the authority for composting or treatment by anaerobic digestion	1.6	Yes	-	4,660	4,920	7,390	13,600	14,430		13,970		14,430			13,710	13,820		
Comments (please date and initial comments)															Current	✓		
BV 84a - Number of kg of household waste collected per head of population	1.6, CPA2, E&S	Yes	545.3 kg	541.0 kg [Q3]	546.5 kg [Bottom]	526.78kg	534.43kg	541.19kg		537.38		541.19kg			536.63kg	539.14kg		
Comments (please date and initial comments)															Current	✗		
BV 84b - % change from the previous number of kilograms of household waste collected per head of population	1.6	Yes	-	-0.78%	1.02%	-3.61%	1.45%	2.74%		2.01%		2.74%			0.41%	0.47%		
Comments (please date and initial comments)															Current	✗		
BV 91a - Percentage of households resident in the authority's area served by kerbside collection of recyclables (one)	1.6, CPA2	Yes	25.24%	71.50%	84.98%	86.77%	87.53%	87.91%		87.53%		87.91%			87.68%	87.82%		
Comments (please date and initial comments)															Current	✓		
BV 91b - Percentage of households resident in the authority's area served by kerbside collection of recyclables (two)	1.6	Yes	-	-	-	81.69%	82.51%	82.88%		82.51%		82.88%			82.71%	82.92%		
Comments (please date and initial comments)															Current	✓		

PI code and description	CO Links	Council Plan	Previous Outturns				2006/07		Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	A	M	J	J	A	S	07/08	08/09
VW33 - Number of households served by a kerbside collection of recyclables	1.6	Yes	20,333	58,110	69,018	71,113	72,440	72,750	72,440			72,750			73,440	74,440
Comments (please date and initial comments)														Current	✓	
BVPI 90a - Percentage of people satisfied with waste collection	1.1, CPA2, E&S, YP	Yes	78%	91%	87%	69%	70%								71%	72%
Comments (please date and initial comments)														Current		
BVPI199a - The proportion of land and highways that is assessed as having combined deposits of litter and detritus that fall below acceptable levels	1.1, CPA2, LPSA2, YP	Yes	New PI	30.0%	23.6%	22.0%	20.0%								17%	17%
Comments (please date and initial comments)														Current		
BVPI199b - The proportion of land and highways from which unacceptable levels of graffiti are visible	1.1, LPSA2, YP	Yes	New PI	New PI	New PI	8.0%	4.0%								3%	3%
Comments (please date and initial comments)														Current		
BVPI199c - The proportion of land and highways from which unacceptable levels of fly-posting are visible	1.1, LPSA2, YP	Yes	New PI	New PI	New PI	1.0%	1.0%								1%	1%
Comments (please date and initial comments)														Current		
BVPI199d - The year on year reduction in the total number of incidents and increase in total number of enforcement action taken to deal with 'fly-tipping'	1.1, LPSA2, YP	Yes	New PI	New PI	New PI	3.0	3								2	2
Comments (please date and initial comments)														Current		
P3: BV82d(ii): Tonnage of household waste that was landfilled	1.1, 1.4, 1.5, 1.6, 8.1, 8.2.	Yes	-	83,400	82,780	74,070	63,770	63,140	63,430			63,140			62,810	63,370
Comments (please date and initial comments)														Current	✓	
P3: (COLI 5) Percentage of people satisfied with local area neighbourhood	1.1, Leader, E&S.	Yes	78%	72%	81%	73%	75%								78%	80%
Comments (please date and initial comments)														Current		

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## Licensing and Regulation

SP Holder		Andy Hudson	Workplans	Bereavement Services, Housing Enforcement, Licensing and Pest Control							EMAP	Environment and Sustainability						
Customer based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
C1: Percentage of applicants satisfied with the licensing service		No	New PI	New PI	New PI	95%	98%			Annual							98%	98%
Comments (please date and initial comments)																	Current	
C3: Percentage of holders of taxi licences satisfied with the service		No	New PI	New PI	New PI	93%	95%			Annual							95%	95%
Comments (please date and initial comments)																	Current	
C5: Percentage of customers satisfied with the pest control service		No	New PI	New PI	New PI	94.70%	97%			Annual							98%	98%
Comments (please date and initial comments)																	Current	
Telephone calls are answered within customer first standards	-	No	New PI	New PI	New PI	New PI	95%			Quarterly	88.98% (3157/3548)			86.4% (2644/3060)			95%	95%
Comments (please date and initial comments)																	Current	✘
Correspondance replied to within 10 days	Element of corp PI	No	New PI	New PI	New PI	New PI	95%			Monthly	94% (33/35)	100% (7/7)	100% (15/15)	100% (5/5)	90% (9/10)	100% (7/7)	95%	95%
Comments (please date and initial comments)																	Current	✓
Process based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
P3: Percentage of street and house to house collections permits determined and issued with 14 days of receipt.		No	New PI	New PI	New PI	76.10%	95.00%			Annual							95%	95%
Comments (please date and initial comments)																	Current	
Finance based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
F1: Average cost of processing and maintaining a taxi licence (excluding income received)	-	No	-	-	-	£106.80	£104.00			Annual							£103	£102
Comments (please date and initial comments)																	Current	
F2: Average cost of a pest control treatment after receipt of income	-	No	-	-	-	£7.47	£6.00			Annual							£6	£6
Comments (please date and initial comments)																	Current	
Staff based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
S1: Percentage of staff appraised	8.8	Element of corp. PI	-	-	-	36.36%	100%			Annual							100%	100%
Comments (please date and initial comments)																	Current	

S2: Number of staff days lost to sickness (and stress)	8.8	Element of corp. PI	-	-	-	7.69 days	5 days			Quarterly	1.9 days	0.21 days	4.75 days	4.5 days				
Comments (please date and initial comments)													Current	✓				
S3: Percentage of staff expressing satisfaction with their job	8.8	Element of corp. PI	-	-	-	71%	75%			every 18 months			75%	75%				
Comments (please date and initial comments)													The staff survey will not be conducted until 2007/08	Current				
S4: Number of days lost for stress related illness divided by all full time staff	8.8	Element of corp. PI	-	-	-	1.53 days	Not target based			Quarterly	1.5 days	0 days	Not target based	Not target based				
Comments (please date and initial comments)													Current					
<b>Indicators not on the Service Plan</b>																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
P6: BV166a: Scoring against a checklist of enforcement best practice for environmental health. (also on EHTS service plan)	3.3, 1.4, 4.8, CPA2	Yes	100.00%	100.00%	100.00%	100.00%	100.00%			Annual							100%	100%
Comments (please date and initial comments)													Current					



## Environmental Health and Trading Standards

SP Holder	Colin Rumford	Workplans	Animal Health, Environmental Protection, Food Safety and Standards, Health and Safety Enforcement, Trading Standards and Consumer Advice										EMAP	Neighbourhood Services				
<b>Customer based improvement</b>																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/2007			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
NEW CPA PI: Consumer satisfaction with the trading standards service.			New PI	New PI	New PI	New PI	80%	80%		Annual							85%	90%
Comments (please date and initial comments)																		
New CPA PI: Business satisfaction with the trading standards service.	3.3	Yes	New PI	New PI	New PI	New PI	95%	95%		Annual							88%	90%
Comments (please date and initial comments)																		
COLI 104 The % of residents reporting that 'noisy neighbours or loud parties' in their area represent either a 'very big problem' or 'fairly big problem'	LPSA2	Yes	New PI	New PI	New PI	13.00%	11.00%	11%		Annual							9%	9%
Comments (please date and initial comments) Replaces COLI2 and is a LPSA indicator - must reduce 05/06 baseline figure of 13% by 4% by March 2007/08.																		
Telephone calls are answered within customer first standards	-	No	New PI	New PI	New PI	New PI	95%	95%		Quarterly	95% (2684/2825)			92.9% (2743/2952)			95%	95%
Comments (please date and initial comments)																		
Correspondance replied to within 10 days	Element of corp PI	No	New PI	New PI	New PI	New PI	95%	95%		Monthly	95% (19/20)	100% (20/20)	94% (29/31)	100% (20/20)	97% (30/31)	97% (28/29)	95%	95%
Comments (please date and initial comments)																		
<b>Process based improvement</b>																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05		Target	Forecast	Actual		A	M	J	J	A	S	06/07	07/08
P1: BV 166a: Scoring against a checklist of enforcement best practice for environmental health. (also on licensing service plan)	3.3, 1.4, 4.8, CPA2	Yes	100.00%	100% [Top]	100% [Top]	100.00%	100.00%	100%		Annual							100%	100%
Comments (please date and initial comments)																		
P2: BV 166b: Scoring against a checklist of enforcement best practice for treading standards.	3.3, 1.4, 4.8, CPA2	Yes	100.00%	100% [Top]	100% [Top]	100.00%	100.00%	100%		Annual							100%	100%
Comments (please date and initial comments)																		
P3: BV 216a: Number of sites of potential concern, with respect to contaminated land	1.2, 1.4	Yes	-	-	-	1,672	1,800	1,800		Annual							1,800	1,800
Comments (please date and initial comments)																		
P4: BV 216b: Sites for which sufficient detailed information is available to decide whether remediation of the land is necessary. as a % of all sites of potential concern	1.2, 1.4	Yes	-	-	-	0%	0.30%	0%		Annual							0.30%	0.30%
Comments (please date and initial comments)																		
P5: BV 217: % of pollution control improvements to existing installations completed on time.	1.2, 1.4	Yes	-	-	-	93.50%	90.00%	90%		Annual							90%	90%
Comments (please date and initial comments)																		
New CPA PI: trading standards levels of business compliance			New PI	New PI	New PI	New PI	91.00%	91%		Annual							92%	93%
Comments (please date and initial comments)																		

New CPA PI: trading standards visits to high risk premises			New PI	New PI	New PI	New PI	100.00%	100.00%		Annual						100.00%	100.00%	
Comments (please date and initial comments)																Current		
New PI the % of businesses that sell alcohol to under 18s			New PI	New PI	New PI	New PI	12%*	12%		Annual						8%*	8%*	
Comments (please date and initial comments)																*LPSA2 target is an average of 10% measured over these two years	Current	
<b>Finance based improvement</b>																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
There are no financial based indicators																		
<b>Staff based improvement</b>																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
Percentage of staff in EHTS appraised in the last 12 months	-	No	-	-	-	95.35%	100%	100%		Annual							100%	100%
Comments (please date and initial comments)																Current		
S2: Number of staff days lost to sickness (and stress) across EHTS (days/fulltime)	8.8	Element of corp. PI	-	-	-	9.98 days	10.5 days			Quarterly	2.7 days			2.7 days			10.5 days	10.5 days
Comments (please date and initial comments)																Current	✘	
Days lost for stress related illness as a % of sickness days taken	-	No	-	-	-	1.01 days	Not target based			Quarterly	0 days			0.48 days			Not target based	Not target based
Comments (please date and initial comments)																Current	✓	
S4: Overall staff satisfaction rating of staff from staff survey	-	No	-	-	-	71% enviro protection & street services	75%	N/A*		every 18 months							75%	75%
Comments (please date and initial comments)																*Not applicable for 2006/07 because the survey is taken every 18months and was conducted in 2005/06	Current	N/A
<b>Indicators not on the Service Plan</b>																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
NEW CPA:(formerly COLI 12a): % of improvement in the level of businesses that are compliant with trading standards legislation	3.3	Yes	New PI	New PI	91.30%	85.10%	91%	91%		Annual							92%	93%
Comments (please date and initial comments)																Current		

### EMAP Report

Street Scene	Int Ref	Ext Ref	Measure	Target	Freq	Q4 2004/05	Q1 2005/06	Q2 2005/06	Q3 2005/06	Q4 2005/06						
		VH1	% of Highways of acceptable or high standard of cleanliness	92%	Quarterly	95.13	98.76	91.56	94.4	No Longer Reported						
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06	2006/07								
		LPI7	AHM % satisfaction – communal areas	80%	Annual	75	74.4									
		LPI8	AHM % dissatisfaction – communal areas	10%	Annual	17	11.3									
			Commercial Services Annual Parks survey, % of visitors thought the Parks were of a good standard	65%	Annual	94%	97.75%									
		BVPI 199	% of relevant land and highways as defined under EPA 1990 Part IV section 86 that is assessed as having combined deposits of litter and detritus	23.60%	Annual	24%	Now split, see below									
		BVPI 199a	% of relevant land & highways that is assessed as having combined deposits of 'litter' and 'detritus' that fall below acceptable levels	23.60%	Annual	New 05/06	22%									
		BVPI 199b	% of relevant land & highways from which unacceptable levels of 'graffiti' are visible	4%	Annual	New 05/06	8%									
		BVPI 199c	The proportion of land & highways (expressed as a %) from which unacceptable levels of 'fly-posting' is visible	1%	Annual	New 05/06	1%									
		BVPI 199d	The year on year reduction in the total number of incidents and increase in total number of enforcement action taken to deal with 'fly-tipping'	3	Annual	New 05/06	3									
		BVPI 119e	% of residents satisfied with the cultural & recreational provision in the city - Parks and Open Spaces	80%	Annual	70%	76%									
		COLI 6	% of tenants satisfied with the maintenance of local open spaces	85.50%	Annual	84.20%	76.70%									
		BVPI 89	% of people satisfied with local cleanliness	62%	Annual	63%	61%									
	Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug
SS 1a		% of complaints responded to and problem solved within 10 working days	100%	Monthly	50% (2)	No Complaints	100% (1)	No Complaints	No Complaints	100% (1)	No Complaints	No Complaints	No Complaints	No Complaints	100% (1)	0% (1)
SS 2		Number of compliments received	↑	Monthly	0	0	2	1	3	2	2	2	6	7	5	4
HR S1		Days lost per FTE	↓	Monthly	1.22	0.92	1.17	1.55	0.89	0.98	0.93	1.04	1.21	1.41	1.52	1.47
HR S2		No of working days/shifts lost due to sickness	↓	Monthly	88	68	92	118	68	74	72	88	103	118	124	121
		Number of complaints / service requests not resolved in target time of 5 days	10% ↓	Monthly	1.88	3.55	2.86	1.66	3.02	1.93	3.92	5.28	6.36	3.9 (19/486)	2.24 (10/445)	2.94 (12/407)
Int Ref	Ext Ref	Measure	Target	Freq	Q1 2005/06	Q2 2005/06	Q3 2005/06	Q4 2005/06	Q1 2006/07	Q2 2006/07						
	VH 5b	Time taken to remove fly tips (CSO figure)	1 Day	Quarterly	1 (.86)	1 (1.29)	0.95 (0.90)	1.14	1.27	0.69						
		No of fly tip jobs in period		Quarterly	573	721	521	522	522	589						

School Cleaning	Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep
			Number of Complaints	100%	Monthly	4	6	4	4	1	0	0	0	0	0	0	0
	HR S1		Days lost per FTE	↓	Monthly	2.07	1.8	2.67	2.54	2.07	2.28	1.3	2.91	2.52	1.54	0.8	0.65
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	3.09	291	378	405	344	388	213	405	385	302	182	163
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06	2006/07									
			Head Teacher Op survey satisfaction with overall cleaning	85%	Annual	100%	86										
			Head Teacher Op Survey Dissatisfaction with overall cleaning	10%	Annual	0%	14										
	S3		% of staff satisfied with job	70%	Annual	New 05/06											
	C1		% of customers satisfied with service	98%	Annual	New 05/06											
	C2		% of customers satisfied with cleaning standards	95%	Annual	New 05/06											
Building Cleaning	Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep
	BC 1a		% of complaints responded to and problem solved within 10 working days	↓	Monthly	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints
	HR S1		Days lost per FTE	↓	Monthly	2.87	3.05	2.97	3.07	2.22	2.6	2.3	1.97	1.84	1.05	1.03	1.14
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	229	274	335	362	251	226	203	181	175	191	158	153
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06	2006/07									
	C1		% of customers satisfied with service	98%	Annual	82%											
	C2		% of customers satisfied with cleaning standards	95%	Annual	82%	77%										

Civils	Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	
	C 1a		% of complaints responded to and problem solved within 10 working days	↓	Monthly	100% (3)	100% (1)	100% (2)	100% (1)	No Complaints	No Complaints	No Complaints	50% (2)	No Complaints	100% (3)	No Complaints	No Complaints	
	C 2		Number of compliments received		Monthly	0	0	0	1	2	1	0	0	0	0	0	0	
	HR S1		Days lost per FTE	↓	Monthly	1.56	1.96	1.72	2.26	2.15	2.88	2.79	1.76	1.4	1.25	2.72	1.65	
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	115	146	131	175	166	223	209	131	108	95	204	129	
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06	2006/07										
		BVPI 187	Condition of footpaths- % of category1, 1a and 2 footpath network where structural maintenance should be considered	15%	Annual	15.81%	11.30%											
		VH 37	% of people satisfied with the condition of roads & pavements in York	52%	Annual	51%												
	Int Ref	Ext Ref	Measure	Target	Freq	Annual Fig 04/05	2005/06	2006/07										
		COLI 77a	% of 'obscene' graffiti incidents on highways and council owned land responded to within 2 working days	95%	Annual	74.70%	Amended see below											
	COLI 77b	% of 'non obscene' graffiti incidents on highways and council owned land responded to within 5 working days	85%	Annual	76.32%	Amended see below												
	COLI 77a	Average time taken to remove obscene graffiti (days) - <b>amended version</b>	2 Days	Annual	New 05/06	1.98												
	COLI 77b	Average time taken to remove non - obscene graffiti (days) - <b>amended version</b>	5 Days	Annual	New 05/06	3.27												
Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep		
	COLI 77a	Average time taken to remove obscene graffiti (days) - <b>amended version</b>	2 Days	Monthly	1	N/A	0.2	2.67	0.5	N/A	N/A	1	2	0.5	1.66	1.5		
	COLI 77b	Average time taken to remove non - obscene graffiti (days) - <b>amended version</b>	5 Days	Monthly	3	3.57	3.67	4.69	1.69	1	1	2	4	2.66	1.2	4.08		

Waste Services	Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	
	LPI 105		Actual Tonnes of Landfilled waste (started reporting Feb 05)	5900	Monthly	5802.48	5688.77	4727.61	4855.74	3329.42	3625.74	4647.6	5128.4	5070.42	4454.06	5514.58	4489.04	
	C5a		Set out rate - Recycling Containers	65%	Monthly	52%	53%	53%	53%	54%	54%	59%	61%	62%	69%	68%	68%	
	C5b		Kilograms of recyclates per collection	6.0kgs	Monthly	4.53	4.69	4.77										
	LPI 108		Actual Tonnes of Recycled waste (started reporting Jan 05)		Monthly	582.24	818.67	905.56	877.55	875.66	731.02	830.18	882.16	948.2	861.4	1084.36	873.96	
	LPI 109		% of Waste Recycled (started reporting Feb 05)		Monthly	9.11	12.55	16.07	15.3	20.82	16.77	15.15	14.67	15.75	16.21	16.43	16.29	
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06	2006/07										
	LPI11		Res Op dissatisfaction with refuse collection	5%	Annual	7%	22%	DUE										
	C3		Customer satisfaction with commercial waste	90%	Annual	92.69%		DUE										
		BVPI 90b	% of people satisfied with waste recycling	72%	Annual	73%	70%	DUE										
	Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	
	WS 1a		% of complaints responded to and problem solved within 10 working days	100%	Monthly	0% (1)	60% (5)	0% (1)	50% (2)	0%(1)	50% (2)	33% (3)	57% (7)	100% (4)	100% (7)	75% (4)	0% (2)	
	HR S1		Days lost per FTE	↓	Monthly	2.55	2.39	1.28	1.84	1.71	1.59	1.18	1.82	2.04	1.65	1.39	1.33	
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	222	210	106	149	140	136	97	149	169	137	116	111	
		COLI.3	No. of missed collections per 100,000	50	Monthly	371	147	99	73	62	86	59	68	71	112	81	85	
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06	2006/07										
	C1		% of residents satisfied with service	95%	Annual	New 05/06												
S3		% off staff satisfied with job	70%	Annual	New 05/06													
C3		% of businesses satisfied with service	95%	Annual	92.69%													
C4		Perception of our service by residents and businesses	Good	Annual	New 05/06													
F1		Reduction in annual cost of sick pay	£89,350	Annual	New 05/06	£115,876												
F2		Reduction in annual cost of agency staff	£70,853	Annual	New 05/06	£173,678												

Waste Services	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06	2006/07
		BVPI 82a	% of the total tonnage of household waste arisings which has been recycled (splits into a & b BVPIs from 2005/6 onwards)	13.58%	Annual	12.88%	Now split, see below	
		BVPI 82a (i)	% of household waste arisings which have been sent by the Authority of recycling	?	Annual	New 05/06	16.50%	
		BVPI 82a (ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling	12,560	Annual	12,970	16100	
		BVPI 82b	% of waste sent for composting - including waste which has been treated through a process of anaerobic digestion (splits into a & b BVPIs from 2005/6 onwards)	4.93%	Annual	4.89%	Now split, see below	
		BVPI 82b (i)	% of household waste sent by the Authority for composting or anaerobic digestion	8.69%	Annual	New 05/06	7.57%	
		BVPI 82b (ii)	Total tonnage of household waste sent by the Authority for composting or anaerobic digestion	8,920	Annual	4920	7390	
		BVPI 82d	% of the total tonnage of household waste arisings which have been landfilled (splits into a & b BVPIs from 2005/6 onwards)	81%	Annual	82.23	Now split, see below	
		BVPI 82d (i)	% of household waste arisings which have been landfilled	75.98%	Annual	New 05/06	75.92%	
		BVPI 82d (ii)	Total tonnage of household waste arisings which have been landfilled	78,020	Annual	87,780	74070	
		BVPI 84	Number of Kg of household waste collected per head	554.4Kg	Annual	546.5Kg	526.78	
		COLI 3	Number of missed collections per 100,000 collections of household waste	60	Annual	63.36 (target 50)	97.52	
		VW 19	% of missed collections put right by the end of the next working day	95%	Annual	47.02%	60.76%	
		BVPI 90a	% of people satisfied with household waste collection	92%	Annual	87%	69%	
		BVPI 90b	% of people satisfied with waste recycling	72%	Annual	73%	70%	
	BVPI 90c	% of people satisfied with waste disposal	72%	Annual	69%	67%		

Building	Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep
	BR 1a		% of complaints responded to and problem solved within 10 working days	↓	Monthly	No Complaints	100% (1)	No Complaints	No Complaints	No Complaints	No Complaints	100% (1)	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints
	HR S1		Days lost per FTE	↓	Monthly	1.75	1.84	1.24	1.38	0.99	0.88	0.8	0.72	0.42	0.68	0.6	1.49
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	190	199	135	158	115	101	91	82	48	78	67	164



General	Int Ref	Ext Ref	Measure	Target	Freq	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep
		BVPI 8	% of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority.	95%	Monthly	97%	97.60%	98%	96%	98%	97%	98%		98%	94%	94%	96%
	CP11a		Number of RIDDOR accidents among Council staff (CSO)	↓	Monthly	1	1	1	4	2	2	1	0	1	4	0	3
		BVI 12	No of working days /shifts lost due to sickness (Annual Target 12 days)	1	Monthly	1.83	1.86	1.73	2.05	1.56	1.77	1.41	1.68	1.54	1.24	1.25	1.24

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**Executive Member for Neighbourhood Services and Advisory Panel      7th December 2006**

Joint Report of the Director of Neighbourhood Services and the Director of Resources

**Revenue Budget Estimates 2007/08**

**Summary**

- 1 This report presents the 2007/08 budget proposals for Neighbourhood Services portfolio. It includes:
  - the budget adjusted and rolled forward from 2006/07
  - the allocation of pay and price increases for the portfolio
  - budget service pressure proposals and savings options for the portfolio area (Annexes 1 and 2)
  - budget options subject to consultation
  - Note - the budget for 2006/07, the existing budgets, would normally be shown as an example. However, the consolidation of budgets from City Strategy, Chief Executives and Commercial Services have been undertaken since the approval of the 2006/7 budgets and not consistent with the current structures.
- 2 Budget Council will be held on 21st February 2007 and will make decisions on the overall budget for the Council. In order to facilitate the decision making process the Executive are meeting on 16th January 2007 to consider the preferences identified by the individual portfolio Executive Members and the results of the consultation. The Executive Member for Neighbourhood Services is therefore asked to consider the budget proposals and identify their preferences which will be considered by the Executive following consultation. EMAP is invited to provide comments on the budget proposals in this report.

**Background**

- 3 The Council's Medium Term Financial Strategy was adopted by the Executive on 11th July 2006. This paper is the result of ongoing work against this agreed framework.
- 4 The provisional Local Government Finance settlement for 2007/08 was included in the settlement papers for 2006/07 received in January 2006, which alongside the 2006/07 settlement provided indicative figures for 2007/08. A consultative draft settlement for 2007/08 is expected by early December. However, it is not expected that there will be anything other than minor changes from the figures currently used.
- 5 The figures in the 2006/07 settlement indicated that the increase in

government funding in 2007/08 nationally would be 4.0% but for York the figure is 3.2% or an additional £1.192m. However, there is no guarantee that this allocation will not change when the final grant settlement is announced in late January 2007, although any changes are expected to be minor.

### Budget Proposals for Neighbourhood Services

- 6 A summary of the budget proposals is shown in Table 1 below. Further details on each individual element are presented in the subsequent paragraphs. The annexes also contain other potential growth and savings items which at this stage are not being recommended to Members.

**Table 1 - Summary of Budget Proposals for Non-Traded Services**

	Para. Ref	£(000)
Base Budget 2007/08		12,893.0
Provision for pay increases		73.2
Provision for price increases:		
Fuel		34.4
General Inflation Pressures		249.2
General inflation on income		-49.6
Other Budget Pressures:		
Staff Increments		35.0
Landfill Tax		227.0
Waste management growth in property base		36.0
New expenditure/income due to grant and service transfers		None
Full year effect of 2006/07 growth and supplementary estimate		
Waste Strategy		250.0
Service Pressure proposals (Annex 1)		299.0
Savings proposals (Annex 2)		-541.0
Proposed Budget 2007/08		13,506.2

**Table 2 – Summary of Budget Proposals for Traded Services**

	Para. Ref	Surplus £(000)
Base Budget 2007/08		-189.1
Provision for pay		Built into charges
Provision for price increases:		Built into charges
Other Budget Pressures:		Built into charges
New expenditure/income due to grant and service		

transfers		None
Full year effect of 2006/07 growth and supplementary estimate		None
Service Pressure proposals (Annex 1)		Built into charges
Savings proposals (Annex 2)		-361.0
Proposed Budget 2007/08		-550.1

**Base Budget (£13,506.2k- £550.1k = £12,956.1k net)**

- 7 This represents the latest budget reported to Members, updated for the full year effect of decisions taken during 2006/07, e.g. supplementary estimates.

**Pay Inflation (£73.2k non traded plus costed rates for traded services)**

- 8 These calculations are based on a pay increase for APT&C of 2.5%. The negotiations for the 2007/08 settlement have not yet concluded, although there is pressure from the Treasury that increases are kept under 2%.

**Price Inflation (+/-£249.2k – 49.6k)**

- 9 The budget proposes that, due to the underlying low rate of inflation, there is a general price freeze on most budgets. The amount allowed for price inflation is to fund known price increases, e.g. contract payments and fuel bills. This figure is a net figure. Fees and charges are generally increasing by 2.3%, but this is varied, but where increases are proposed in excess of this the additional income is reflected in the savings totals offered.

**Other Budget Pressures (£35k + £227k + 36k plus traded services)**

- 10 These represent pressures over which the service has no influence, e.g. changes to funding and expenditure which are due to national policy initiatives, for example, Landfill tax.
- 11 The staff increments are those related to the non-trades services only and is consistent with the Councils HR policies. All similar costs associated with traded accounts are reflected in the revised recharge rates. It is not always possible to recover the full amount as term contracts with agreed inflation adjusters are in place.
- 12 The Government, through the Environmental Protection Act have a statutory instrument with increases the cost of landfill by £3 per tonne per year until it reaches £35 per tonne. The 2007/8 rate will be £24 per tonne, an increase of 14.3%.

**Full Year Effect of 2006/07 Growth and Supplementary Estimate Items (£250K)**

- 13 One growth items was approved in 2006/07 where there is a full year cost in 2007/08. As part of a three year waste strategy, £250k, was agreed as an annual growth item to support the work of the PFI procurement project with North Yorkshire for final waste treatment. It is made up of shared consultancy

costs plus the short term contract of a Waste PFI Officer.

### General Contingency

- 14 Members should note that there are potential expenditure pressures that may materialise in 2007/08 but which are not yet certain or not quantifiable at this stage. The issues are listed in Table 3 below and it is assumed that if they materialise then funding will be requested from the General Contingency.

**Table 3 - Contingency Issues for 2007/08**

	£(000)
<b>Contingency Issues for 2007/08</b>	
<i>Neighbourhood Services:</i>	
Double Taxation	50
Non-diversion to landfill	30
<b>Total</b>	<b>80</b>

### Service Pressures (£299K)

- 18 In the Finance Strategy report to the Executive on 11 July 2006 a sum of £7.291m was included as the estimated amount that would be needed to meet increasing demand for services and to allow for reprioritisation of service provision.
- 19 A range of options for service pressure proposals has been considered and in view of the overall available resources it is proposed that only one proposal shown in Annex 1 is included in the consultation list as the preferred options for Neighbourhood Services. The proposal put forward is the result of a rigorous assessment process, which included looking at the risk to customers and staff, legislative requirement, proven customer demand and the Council's corporate objectives.

### Savings Proposals (£541k for non-traded services and £361k for traded services, a total of £902k)

- 20 Members will be aware that the 2006/07 budget savings were significant and that all Directorates are operating within a tight financial environment. In seeking to achieve savings for the 2007/08 budget Directorates have examined budgets with a view to identifying savings that have a minimum impact on the services provided to the public, customers and the wider Council. Instead they have concentrated on initiatives that;
- improve quality and efficiency
  - take advantage of ongoing service and/or Best Value reviews
  - generate income
  - address budgetary underspends
  - improve cash flow and interest earnings
  - generate savings from the technical and financial administration functions of the Council

- 21 Annex 2 shows the full list of savings proposals for the Neighbourhood Services portfolio.

### **Consultation**

- 22 This paper commences the Council's budget consultation, both in terms of formal discussions with the Business and Voluntary sectors, but also as a mechanism for the public to comment on the proposals made in the report.

### **Options**

- 23 Members of EMAP are asked for their comments or alternative suggestions on the investment and savings proposals shown in Annexes 1 and 2.

### **Analysis**

- 24 All the analysis is provided in the body of the report and the annexes.

### **Corporate Priorities**

- 25 The budget represents the opportunity to reprioritise resources towards corporate priority areas. Key examples of this happening within this portfolio area are:

- The growth bid to expand the kerbside collection of cardboard. This will contribute to the corporate priority of 'Decreasing the tonnage of biodegradable waste and recyclable products going to landfill'.

### **Implications**

- 26 The implications are:
- Financial - the financial implications are dealt with in the body of the report.
  - Human Resources – There are two potential posts which will be made redundant. The corporate redeployment procedure will be used if necessary.
  - Equalities -There are no equality implications to this report.
  - Legal -There are no legal implications to this report.
  - Crime and Disorder - There are no crime and disorder implications to this report.
  - Information Technology - There are no information technology implications to this report.
  - Property - There are no property implications to this report.

### **Risk Management**

- 27 Key reporting mechanisms to Members on budget matters will continue to be through two mid-year monitoring reports and the final Revenue Outturn report for the year. These reports will also address the progress made on investments and savings included in the budgets.
- 30 The budget setting process always entails a degree of risk as managers attempt to assess known and uncertain future events. This year has

demonstrated the difficulty of achieving this. As with any budget the key to mitigating risk is prompt monitoring and appropriate management control. As such updated figures and revised corrective actions will be monitored via Directorate Management Teams, Corporate Management Team and the monitor reports during the year.

### Recommendations

- 31 The Executive Member Advisory Panel is invited to provide comments on the budget proposals for consultation for 2007/08 contained in this report, which will be considered by the Budget Executive on 16 January 2007.
- 32 The Executive Member is asked to consider the budget proposals for consultation for the Neighbourhood Services portfolio for 2007/08 contained in this report and listed below and provide comments to be submitted to the Budget Executive on 16 January 2007.
- 2007/08 Base budget as set out in paragraph 7;
  - Service Pressure proposals as set out in Annex 1;
  - Savings proposals as set out in Annex 2;

Reason: To begin consultation on the Neighbourhood Services budget for 2007/08.

### Contact Details

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Report Approved  16/11/06

### Specialist Implications Officer(s)

Financial Implications – Head of Finance 7/11/06  
HR Implications – HR Business Manager 17/11/06

**Wards Affected:** *List wards or tick box to indicate all* **All**

### Background Working Papers

#### Annexes

Annex 1 - Service Pressure Proposals  
Annex 2 - Savings Proposals



## Neighbourhood Services Growth Proposals

Annex 1

MTFF Ref.	Service Plan	Title	Description	£'000
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**Neighbourhood Services**

NS7	Waste Services	Operating Costs of Three Additional Kerbside Vehicles	The expansion of the kerbside recycling scheme to include cardboard and plastics and the extension of this scheme to include more households has required three larger vehicles to accommodate the move to kerbside collection of these additional recycling materials.	299.00
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**TOTAL GROWTH PROPOSALS****299.00**

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## Neighbourhood Services Savings Proposals

Annex 2

Ref	Service Plan	Title	Description	Value £000
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De minimis

## Neighbourhood

22.00

**Neighbourhood Services - Non -Trading Accounts**

GD 7	Waste Services	Waste services - Alternate week collection all year (except two weeks over Christmas)	Description: When the authority reverted back to alternate week collections on 6th March 2006, there was a noticeable reduction the in amount of residual waste being taken to landfill. It is reasonable to assume that this is a direct result of reduced grey bin capacity as the alternate week collection again started to take affect. It is proposed that by running the alternate week collection throughout the year 75 - 80 tonnes per week of landfilled waste will not be collected. With a gate fee of £16.00 and landfill tax of £24.00 the avoidance of this waste for a 13 week period will save £40,800.	41.00
DH 2	Licensing and Regulation	Increased Street Trading Fees	This proposal is to establish new trading sites in the city centre	15.00
GD 1	Waste Services	Increase Energy Generation Royalties Income at Harewood Whin Landfill Site	Increases in the amount of bio gas generated at the land fill site and increased capacity to generate electricity is currently resulting in CYC receiving an increased Royalty from Yorwaste in respect of electricity sold to the open market.	20.00
GD 3	Waste Services	Savings Arising from Reduced Tonnes to Landfill	Description : It is estimated that there will be a net saving resulting from a reduced number of tonnes being landfilled in 2007/08 compared to 2006/07. It is estimated that a total of 4,100 tonnes per year would be diverted with the green waste and plastic to 60,000 properties and cardboard to 20,000 plus the current performance of the Household Waste Recycling Centres (HWRC) at a landfill tax rate of £24.00	146.00
GD 4	Waste Services	CFC Equipment - Reduced Processing Cost	A reduced processing cost per unit in respect of disposing CFC equipment has been negotiated giving a saving of £5.00 per unit.	30.00

Ref	Service Plan	Title	Description	Value £000
GD 6	Waste Services	Savings Arising From Retendering Waste Processing	It is anticipated that savings will be achieved from the letting of a new waste processing contract with effect from 1 April 2007	100.00
GD15	Waste Services	Flourescent Tubes	Description: A licence has been agreed with the Environment Agency which will allow the treatment of florescent tubes in the new EcoDepot. These are now classified as hazardous waste and it is estimated that there are as many as 60,000 tubes per year in the York area which require safe disposal. Estimated income of £60,000 with transport, treatment and disposal costs expected to be an estimated £38,000, giving a potential surplus of £22,000	22.00
RS 4	Street Scene	Renegotiation of rent and maintenance of Haxby Toilets	City of York Council currently pays a rent for the Toilets at Haxby as the building is not owned by us. It is proposed that the budget of £10k could produce a saving of £5k if we were to offer to continue cleaning the tiolets at a cost of £5k (currently part of the MITIE contract) but that the company who owns the building to maintain the property. We would still be therefore providing the service of public toilets in Haxby.	5.00
CR 1	Environment al Health and Trading Standards	Minor Restructure of the Food and Trading Standards Teams	Vacancies within the section have presented an opportunity to realign enforcement priorities along principles set out in the Hampton Report (better use of intelligence to target higher risk and rogue trading activity and less intervention/increased advice and support for compliant businesses)	61.00
MH 1	Licensing and Regulation	Increased Pest Control Fees	To increase pest control fees by 12% in respect of non rat treatments and by 10% in respect of rat treatments making the fee for non rat treatments £56.00 (incl VAT) and rat treatments £11.00 (incl. VAT).	4.00

Ref	Service Plan	Title	Description	Value £000
DH 1	Licensing and Regulation	Increased Cremation Fees	This proposal will increase cremation fees above level of inflation. Proposal to meet savings target is to increase the cremation fee by £41. This is equivalent to 8.3%. Made up of Inflation calculated at 2.5%= £12.40 and savings at 5.8% =£28.60	56.00
ZB_NPU (option 1) a	NPU	Reduction in grant to Poppleton Community centre	Reduction of the Poppleton Community centre grant following a decision by executive to withdraw the grant in a staged manner. This will realise a saving of £2k in 07/08 £2k in 08/09 and £2k in 09/10.	2.00
RS 3	Street Scene	Closure of Kent Street Toilets	When the Barbican site closes for redevelopment the closure of the Kent Street toilets would provide a saving of £17k. There will no longer be a coach park at this site therefore there will be little need for the toilets on this site. The contractor will retain employment within their contract without any additional costs.	17.00
				<b>519.00</b>

#### Neighbourhood Services - Trading Accounts

JG 1	Fleet	Fleet services provided by ABRO	Description: From Autumn 2006 the fleet services contract will be provided by ABRO. As per the report to the Executive Member for Commercial Services on 7th March 2006 it is expected that the first full year saving from procuring services from ABRO will be £40k.	40.00
GD 11	Waste Services	Commercial Waste - increase on charge above inflation	Description: The budget for 2007/08 for Commercial Waste income has been set at a price increase of 2.5%. By raising the price increase to 10.5% an additional £110k could be raised.	110.00
AP 5	Building	Building Services structure savings after recent review	The recent review of Building Services office staff (Supervisors and Support staff) has identified a saving of £58k with a redundancy of 2 employees in the Building office.	58.00

Ref	Service Plan	Title	Description	Value £000
AP 4	Building	Workshop duties	Changes in progress involving materials purchasing and the move to the new depot mean that a saving can be made in workshop duties. The saving will involve a redundancy.	21.00
MH 2	Civil Engineering	Drainage charges	Increase drainage charges from the current level of £68 to £80 per hour. Each subsequent 15 mins would be charged at £20.	12.00
GD 10	Waste Services	School Cleaning service	Description: Currently the school cleaning service runs at a loss due to a short fall in inflation awarded in previous years. A new partnership started with schools in April 2006 and work has been done to design a cleaning specification for individual schools. In the first six months of the partnership, NS has worked to ensure that staff levels in each school are sufficient to meet the required standard. Having achieved this, NS will now identify schools which continue to show as a loss on the trading account and approach these schools to negotiate a solution. This may be a reduction in cleaning services if the school cannot meet the full cost of the service they first agreed.	120.00

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**361.00**
**Total Proposed Savings**
**De minimis 22.00**  
**Non - Trading Accounts 519.00**  
**Trading Accounts 361.00**


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**TOTAL 902.00**

Ref	Service Plan	Title	Description	Value £000
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**Further Savings Options**

ZB_NPU (option 1) b	NPU	Reduced ward committee budget	Ward committee budgets will be reduced by £62.7k	62.73
GD 8	Waste Services	Waste services - free issue of black sacks	Description: Cease the free issue of black refuse sacks to Terraced properties. The current budget for black sacks (full year) is £29520.	29.52
GD9	Waste Services	Maintenance fee charge for larger bins requested	Description: Currently members of the public can request a larger bin to that which is currently delivered. Normally certain criteria must be fulfilled for a larger bin to be issued (eg larger family). It is proposed that where a request is received for the larger bin and the criteria is met, an additional charge be levied. (£75.00 per year.)	75.00

167.25

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***Executive Member For Neighbourhood Services and Advisory Panel******7<sup>th</sup> December 2006***

Report of the Director of Neighbourhood Services

**Services Plans April 2007/08****Summary**

1. The purpose of this report is to seek the approval of the Executive Member for the Service Plans for 2007/8 of each of the Service areas.

**Background**

2. Every large organisation needs documents that lay out the future direction it is taking and to manage the resources needed. One of the key objectives of the Transforming Service and Financial Planning project was to introduce processes that enable services and financial planning to be more clearly linked. This project introduced Service Planning Templates across the Council. Neighbourhood Services have adopted these documents as its basis for year on year service and financial planning and monitoring process.
3. Three reports per year will be presented to the Executive Member for Neighbourhood Services and Advisory Panel. The first two will be the quarter 1 and quarter 2 monitoring reports, which will allow members to see how the Directorate is performing against specific service standards. The final one will be a report on performance for the whole year.

**Comments of the 2007/08 Service Plans**

4. There are eight service plans, each lead by an Assistant Director.
5. They are:
  - Environmental Health and Trading Standards (Annex 1)
  - Licensing and Bereavement Services (Annex 2)
  - Neighbourhood Pride Unit (Annex 3)
  - Building Maintenance (Annex 4)
  - Civil Engineering (Annex 5)

- Waste Services (Annex 6)
- Street Scene (Annex 7)
- Cleaning Services (Annex 8)

## Headlines

6. Environmental health and trading standards enforce a wide range of legislation that regulates public safety, protects the environment, protects the financial well-being of York residents and businesses, promotes public health and which contributes to reducing anti-social behaviour. We aim to achieve compliance through providing advice and support to legitimate business, delivering a range of targeted educational initiatives and take formal enforcement action.
7. Bereavement Services provide a dignified and sympathetic cremation and burial service. Each year we carry out about 2000 cremations. In addition we carry out welfare funerals where people die with no one available to make funeral arrangements.
8. The licensing service covers a wide range of licensing and registration functions in the city including taxis, alcohol and entertainment, trading activities, gaming activities and sports grounds. In 2005/06 we licensed 720 vehicles and 862 drivers and tested 629 taxi meters; we licensed 783 premises and 964 personal licences under the Licensing Act 2003; issued 308 consents to trade in the street; issued 168 gaming permits and 120 street collection permits together with various other lower volume activities.
9. Neighbourhood Management aims to increase and improve local democracy, participation and involvement in the decision making process and influence over service delivery by the council, by supporting and developing ward committees, residents associations and community groups at large. Key to this will be the delivery of effective neighbourhood action plans.
10. Building Maintenance provides Building, Mechanical and Electrical Engineering Services that will develop into a more comprehensive range of construction and related services for domestic and commercial properties. The critical success factors are the development of the Leadership framework and the growth of business with both existing and new customers.
11. Civil Engineering are well developed in the use of the European Foundation for Quality Management (EFQM). Frontline staff are being engaged in reviewing the current service and are playing an active part in identifying service improvements. The service recognises the needs to involve customers. Service Development are assisting with service monitoring and customer satisfaction objectives and feedback mechanisms.
12. Waste Services recognise the need to ensure consistency of service that meets the needs of its customers. It will play a pivotal role in ensuring we

divert waste away from landfill by raising awareness of waste within York. As the service develops from the historical refuse collection service into a complete waste management partnership with residents, the service must develop its presence on the street. A key development for this service is establishing a robust customer interface where service changes can be clearly communicated.

13. Street Scene The workforce will be involved in decision making and will feel part of the service improvement. Allowing us to provide a service that is seen to be of a high standard and can also be backed up by objective evidence and sound process philosophies.
14. Cleaning Services Good communication will be the backbone of this service. We will engage staff at all levels and use their knowledge and ambitions to drive the service forward. We currently have high levels of satisfaction and it is vital we build on this success in the coming years.

## Corporate Priorities

- 15 The Services Plans indirectly will contribute to most of the Corporate Priorities. There are three Priorities that directorate will make a direct input to the Improvement Statement:
  - Decrease the tonnage of biodegradable waste and recyclable products going to landfill.
  - Improve the actual and perceived appearance of the City's streets, housing estates and publicly accessible space.
  - Improve the quality and availability of decent homes that people can afford.

## Implications

- 16 The implications in this report are:
  - **Financial** - These Service Plans will be delivered within the budgets expected to be agreed in January 2007 and being considered elsewhere on this agenda.
  - **Human Resources (HR)** - There are no HR or other implications arising from this report.
  - **Equalities**- The equality issues are address in each of the Service Plans
  - **Legal** – There are no legal implications in this report.
  - **Crime and Disorder** – The improvement in cleanliness of the City will contribute to improving Crime and Disorder
  - **Information Technology (IT)** – There are no IT issues in this report
  - **Property** – There are no property issues in this report

## Risk Management

- 17 Key reporting mechanisms to Members on Service Plans will continue to be through the two mid-year monitoring reports and the final year results. These reports will address the progress made on the targets.

## Recommendations

- 18 The Executive Member is asked to approve the Service Plans proposals for Neighbourhood Services for 2007/8.

Reason: To monitor and review performance in this portfolio area.

## Contact Details

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**Report Approved**

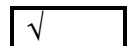


**Date** 21/11/06

## Specialist Implications Officer(s) .

**Wards Affected:** *List wards or tick box to indicate all*

**All**



**For further information please contact the author of the report**

## Background Papers:

None

## Annexes

Environmental Health and Trading Standards (Annex 1)  
Licensing and Bereavement Services (Annex 2)  
Neighbourhood Pride Unit (Annex 3)  
Building Maintenance (Annex 4)  
Civil Engineering (Annex 5)  
Waste Services (Annex 6)  
Street Scene (Annex 7)  
Cleaning Services (Annex 8)



## **Service Plan 2007/08 (Stage 1 Template)**

**Service Plan for:  
Environmental Health and Trading Standards**

**Directorate: Neighbourhood Services**

**Service Plan Holder: Andy Hudson**

**Workplans: Animal Health, Environmental Protection,  
Food Safety and Standards, Health and Safety Enforcement,  
Trading Standards and Consumer Advice**

**Director: Terry Collins**

**EMAP: Neighbourhood Services**

## 1. Service description & objectives

### Service Description

Environmental health and trading standards enforce a wide range of legislation that regulates public safety, protects the environment, protects the financial well-being of York residents and businesses, promotes public health and which contributes to reducing anti-social behaviour. We aim to achieve compliance through providing advice and support to legitimate business, delivering a range of targeted educational initiatives and take formal enforcement action (including prohibiting activities from taking place and prosecution) against businesses and individuals in appropriate cases. Some key functions are:

#### **Animal Health**

- Issue animal movement licences, inspect livestock farms, animal hauliers and markets to ensure animal welfare and prevent the spread of disease.
- Licence, pet shops, riding establishments, boarding kennels and catteries.
- Provide a dog warden service dealing with stray dogs, dog fouling, dangerous dogs, noise nuisances caused by dogs, dog cruelty and neglect and promote responsible dog ownership.

#### **Environmental Protection**

- Investigate complaints of nuisance (these include noise, bonfires and odours), assess planning and licensing applications, monitor air quality, regulate certain industrial processes and assist in cleaning up contaminated land.
- Operate a noise patrol enforcement service on a Friday and Saturday night.
- Sample private water supplies to ensure that they are safe to drink.

#### **Food Safety and Standards**

- Inspect food businesses to ensure food safety and standards legislation is complied with.
- Investigate all food safety and standards related complaints and sample and test food to ensure it is safe to eat and correctly described.

#### **Health and Safety Law Enforcement**

- In partnership with the Health and Safety Executive, inspect places of work to ensure health and safety standards are met for York's workforce and people who visit these businesses.
- Investigate complaints and workplace accidents.

#### **Trading Standards and Consumer Advice**

- Investigate complaints of unfair and unsafe trading, inspect high risk businesses and remove counterfeit and unsafe consumer goods from the market place.
- Operate fair trading schemes in the home services and motor trade sectors.
- Enforce legislation concerned with underage sales and licence certain activities including dealers in second hand goods and the storage of fireworks and petrol.
- Help vulnerable residents to pursue their consumer rights.

### Service Objectives

- To protect residents and local businesses from unfair and unsafe practices.
- To protect residents and our environment from pollution and other public health and safety hazards.
- To promote healthy living in the city.

<b>2. Significant drivers for change and improvement</b>	
<b>Driver</b>	<b>Effect on service delivery</b>
<p>1. More partnership working with the Health and Safety Executive (HSE).</p> <p>2. Changes to the Food Standards Agency framework agreement</p> <p>3. The new 'Unfair Commercial Practices Directive' in December 2007 will have a significant effect on enforcing breaches of trading standards legislation.</p>	<p>1. More delegation of enforcement activity by HSE may result in increased workloads.</p> <p>2. There will increased emphasis on the use of intelligence to target those businesses and trade sectors causing 'harm' to consumers and measures in place to gauge the effectiveness of our actions/intervention.</p> <p>3. Much of trading standards enforcement will be through civil law orders (injunctions). There will be significant training implications for staff on the use of these new powers to ensure business compliance with the law.</p>
<b>3. Priority improvement for 2007/08 &amp; beyond</b>	
<b>Performance improvement</b>	<b>Reason why improvement is required</b>
Reduce the number of businesses making illegal sales of alcohol to children to fewer than 10%.	LPSA2 stretched target.
Continue to monitor trading standards satisfaction levels and ensure improvement targets are maintained.	Failure to meet improvement targets will affect CPA indicator.
To reduce the percentage of residents reporting that 'noisy neighbours or loud parties represent a problem in the local area' to 9%.	LPSA2 stretched target.
To increase the percentage of people feeling that York is a safe city in which to live to 68%.	LPSA2 stretched target.
To increase the number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	New BVPI - 216b, for which are current figure is 0.3% and we aim to investigate a further 3 sites in 2007/08.
<b>Other comments to note</b>	

## ANNEX 1

<b>4. New or changed actions for 2007/08 and beyond</b>				
<b>Action</b>	<b>Service plan outcome</b>	<b>New? / Change?</b>	<b>Links to note</b>	<b>Comments</b>
Review how we regulate food businesses.	Move towards an outcome driven approach to regulation.	Review needed due to changes in the way our performance will be monitored by the FSA.		The FSA is looking to monitor LA performance based on outcomes.
Assist food businesses implement the Safer Food Better Business (SFBB) initiative.	Businesses implementing SFBB will allow us to demonstrate outcome-based achievements.	A new action.		Businesses will be coached by officers to help them implement SFBB.
Deliver the York Safer Working Community programme.	Improve H&S in York businesses and build on working relationships with the HSE.	A new action.		Provide H&S training, support and mentoring for York businesses.
Implement smoke-free legislation.	Implement and regulate forthcoming smoke-free workplace legislation.	A new action.		Smoke-free legislation is expected to be phased in during 2007.
Introduce the 'National Intelligence Model' NIM to develop strategic enforcement themes and work actions/priorities.	To ensure more effective deployment or enforcement resources.	Part of a national roll out of NIM.		Should ensure better compliance amongst York businesses.
Increase DEFRA grant funding for contaminated land site investigation.	Increase number of sites to be investigated.	BVPI 216b requirement.		Increased levels of grant would provide much needed staffing resources so that the site investigation programme could be accelerated.
Increase effectiveness of Noise Patrol	Develop service in response to customer needs.	Improved service.		May have financial implications.





## **Service Plan 2007/08 (Stage 1 Template)**

**Service Plan for:** Licensing & Bereavement Services

**Directorate:** Neighbourhood Services

**Service Plan Holder:** Andy Hudson

**Workplans:** Bereavement Services, Housing Enforcement,  
Licensing and Pest Control

**Director:** Terry Collins

**EMAP :** Neighbourhood Services

## 1. Service description & objectives

### **Bereavement Services**

Bereavement Services provide a dignified and sympathetic cremation and burial service. Each year we carry out about 2000 cremations. In addition we carry out welfare funerals where people die with no one available to make funeral arrangements. We provide a burial service in conjunction with Fulford Parish Council.

Our customers are the families of the bereaved, funeral directors, ministers of religion, medical referees, coroner's officers, hospitals and schools and colleges.

### **Housing Enforcement**

This service transferred to Housing and Adult Social Services in April 2006

### **Licensing Services**

The licensing service covers a wide range of licensing and registration functions in the city including taxis, alcohol and entertainment, trading activities, gaming activities and sports grounds. In 2005/06 we licensed 720 vehicles and 862 drivers and tested 629 taxi meters; we licensed 783 premises and 964 personal licences under the Licensing Act 2003; issued 308 consents to trade in the street; issued 168 gaming permits and 120 street collection permits together with various other lower volume activities.

Our customers are those who hold licenses and those who benefit from their activities which includes businesses, residents and visitors.

### **Pest Control**

Our pest control team provide a treatment service and assist with enforcement of public health legislation. It is expected this service will transfer to Neighbourhood Services (Construction) before April 2007

Our customers are York's businesses, residents and visitors to the city.

The head of service is also responsible for the emergency response of the group including flood recovery. He also chairs the Safety at Sports Advisory Group and provides strategic support in relation to traveller issues.

## **Service objectives**

- S01 – Provide a high quality sympathetic bereavement service giving choice and access to all customers and users
- S02 – Operate a fair, transparent and proportionate licensing system, providing optimum protection to users and residents
- S03 – Provide a high quality, accessible pest control service to maintain the protection of public health
- SO4- Provide an effective response to all emergency situations that involve action by the group.

<b>2. Significant drivers for change and improvement</b>	
<b>Driver</b>	<b>Affect on service delivery</b>
Full implementation of the Gambling Act 2005 on 1 <sup>st</sup> September 2007	There will be an increase in workload up to the implementation date to ensure that all licences are processed within statutory time limits. The demands in maintaining the system thereafter are unknown.
Relocation of taxi testing centre to Hazel Court and partnership agreement with ABRO	We are unsure as how this will the taxi testing procedures at a time when the taxi trade are seeking improvements to the present arrangements
<b>3. Priority improvement for 2007/08 &amp; beyond</b>	
<b>Performance improvement</b>	<b>Reason why improvement is required</b>
Review of taxi licensing processes and procedures	The current arrangements have been built on over the years and it is considered that a fundamental review could yield efficiencies and service improvements.
<b>Other comments to note</b>	
None	

**4. New or changed actions for 2007/08 and beyond**

<b>Action</b>	<b>Service plan outcome</b>	<b>New? / Change?</b>	<b>Links to note</b>	<b>Comments</b>
Implement the Gambling Act 2005		New		Ensure local businesses are supported through this process and the full protection allowed by legislation is provided to residents and customers
Ensure smooth transition of the pest control service to Construction Services		New		To provide a seamless transition for our customers
Review the provision of taxi ranks	Ensure sufficiency to meet demand and improve safety at ranks	Revised deadline Sept 07		This is required to meet changes trade patterns within the city.



## **Service Plan 2007/08 (Stage 1 Template)**

**Service Plan for:** Neighbourhood Pride Unit

**Directorate:** Neighbourhood Service

**Service Plan Holder:** Andy Hudson

**Workplans:** Neighbourhood Management

**Director:** Terry Collins

**EMAP :** Neighbourhood Services – Andrew Waller

## 1. Service description & objectives

Following the transfer of YPAL to the York Customer Centre, within Resources, in June 2006 and the implementation of the Street Scene Review transferring the Street Environment Service to the Assistant Director (Environment), the Neighbourhood Pride Unit (NPU) now comprises of Neighbourhood Management.

The overall vision of the NPU is to:

“Improve and develop neighbourhoods and local communities, to enable residents, visitors or businesses to influence the decision making and affect improvements in services council wide, based on the needs and aspirations of the communities of York.”

### Neighbourhood Management

The service aims to increase and improve local democracy, participation and involvement in the decision making process and influence over service delivery by the council, by supporting and developing ward committees, residents associations and community groups at large. Key to this will be the delivery of effective neighbourhood action plans.

The service assists ward members with the delivery of 18 effective ward committees through the production of ward communications (YourWard) and the delivery of local improvement schemes. In 2005/06 317 revenue and capital schemes were delivered across the city. We work with tenants by supporting and developing the 19 Residents Associations, the Tenants Federation and the Housing Compact. The team assists management committees or directly manages the facilities, of 4 community centres. The service also manages the relationship and interface with 31 Parish Councils at a number of levels.

Our service objectives are:

- To take pride in the city, by improving quality and sustainability, creating a clean and safe environment through the effective delivery of local improvement schemes, providing a consultation mechanism for Estate Improvement Grants and the through the delivery of the York Pride and Safe City priorities.
- Create a safe city through transparent partnership working with other agencies and the local community via joint work with North Yorkshire Police and Safer York Partnership.
- To ensure that council services are accessible and inclusive and build strong proud local communities- through our work with Residents Associations, ward committees, community groups and the Tenants Federation by delivering consultation and involvement mechanisms for all tenures.
- Improve the condition and appearance of the city's streets, housing estates and publicly accessible land through supporting the effective targeted delivery of local improvement schemes and Housing Estate Improvements.
- To deliver effective Neighbourhood Action Plans for all ward committee areas, responding to the content and intention of the local government White Paper, thereby increasing participation, involvement and influence of York's communities on the planning and delivery of services provided by the council.
- To effectively encourage and support individuals, groups and organisations such as elected members, tenants and residents in their community involvement and community leadership roles.
- To deliver an effective tenants involvement service, in conjunction with Housing Services, through the delivery of the Mature Partnership Agreement.

## 2. Significant drivers for change and improvement

Driver	Effect on service delivery
The introduction of the Local Government White Paper “ Strong and Prosperous Communities”	The White Paper introduces key themes around community empowerment and scrutiny which will directly impact on the work within the NPU. These include the Community Call for Action where residents will be able to demand answers to their concerns through their councillor; development of Neighbourhood Charters setting local standards and priorities; and an emphasis on citizen satisfaction levels. It is possible that the structure within NPU will need to be reviewed to meet recommendations in this report.
Final report of the Lyons Enquiry	The final report of the Lyons review may make additional recommendations to those contained within the Local Government White Paper these may also need to be taken into account in any structure review.

## 3. Priority improvement for 2007/08 & beyond

Performance improvement	Reason why improvement is required
Performance management framework and information on the number of people involved in decision making and the influencing service provision.	PI's for neighbourhood management need to be set and monitored.
The development and delivery of Neighbourhood Action Plans (Neighbourhood Charters).	Previously their development was targeted to deliver best practice within York, however they will be now be required as part of the Council's response to the Local Government White Paper.
Service delivery and performance monitoring of the Tenants Involvement Service through the Mature Partnership Agreement.	To work more closely with Housing Services on the delivery of an effective service, according to agreed outcomes.

### Other comments to note

All critical success factors and service improvement outcomes contained within the Neighbourhood Pride Unit April 2006 to March 2009 Service Plan concerning York Pride Action Line and Street Environment Service are now delivered through other service plan areas.

#### 4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Equality Impact Assessments of key service delivery areas around Neighbourhood Management and involvement.	To ensure discrimination does not occur and that hard to reach groups of failed to reach groups are included in consultation and involvement exercises.	Change to delivery timeframe. To be completed by March 2008.		Recruitment of the NPU Project Officer occurred in October 2006. This work can therefore now commence.
To support management committee capacity building in the 3 community centres which CYC directly grant-aids.	To have self managed community centres with an effective independent and self-reliant management committee.	New service plan requirement due changes within the management committees.		Although this work is already taking place, a higher level of support and capacity building will be required to develop new management committee members. This will be piloted at Tang Hall Community Centre.
Production and role out of an annual work programme for HRA funded work area of Tenant Involvement services.	To deliver an effective tenants involvement service, in conjunction with Housing Services, through the delivery of the Mature Partnership Agreement.	New service plan requirement.		This will assist with the prioritisation of work deliverable within the HRA budget allocation for tenant involvement.
Analyse the impact of the Local Government White Paper – Strong and Prosperous Communities.	To deliver effective neighbourhood management, implementing the requirements of the White Paper and ensuring that the requirements of the LAA are met.	New service plan requirement which will affect the empowerment of communities and the responsibilities of council's to facilitate this.	Possible effects on CSF 4	It is likely that this is going to impact on the ward committee forum and the development of Neighbourhood Action Plans (or Neighbourhood Charters).
Analyse the impact of the final Lyons Enquiry report on Neighbourhood Management.	To deliver effective neighbourhood management which takes into account best practice.	New service plan requirement which could further affect neighbourhood management.	Possible effects on CSF 4	Although the White Paper has been issued. The Service should be developed taking into account the results of the Lyons Enquiry.



#### 4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Reviewing "Valuing Communities" the Charter between CYC and York's Local and Parish Councils.	A charter which is based on a positive and mature working arrangement at local level between CYC and Parish Councils	New service plan requirement.		The White Paper reinforces the role of Local Councils in service planning and delivery, especially those who attain Quality Council status.

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# Service Plan 2007/8

(Stage 1 )

**Service Plan for:** Construction (Building Services)

**Directorate:** Neighbourhood Services

**Service Plan Holder:** Richard White

**Workplan:**

Ref: Business Development Plan *(MS Project)*

*This is a 'live' document used through the network by the BM Management Team. Therefore, a summary is shown for reference only.*

**Director:** Terry Collins

**EMAP :** Neighbourhood Services

## **1: Service Description & Objectives**

### **service description**

Building Services is part of the Construction division of CYC Neighbourhood Services that provides Building, Mechanical and Electrical Engineering services that will develop into a more comprehensive range of construction related services for domestic & commercial property, facilities and the built environment.

#### Description of service

- General building repairs & maintenance
- Domestic gas servicing, installation & repairs
- Commercial oil & gas heating installation, servicing & repairs
- Domestic & commercial electrical installation, servicing, repairs & testing
- Adaptation/DDA works
- Property refurbishment & maintenance
- Purpose made & bespoke joinery manufacturing
- Home improvement design & installations
- Building, mechanical & electrical project/scheme design & management
- Capital building projects
- 24 hr/365 day emergency call-out service
- Skilled multi-trade workforce

#### Current Capacity

- 46,329 job orders & projects (2004-05) ranging from £25 to £250,000 to domestic and commercial property including;
- Social Housing
- Sheltered & Aged Person Accommodation
- Government Buildings, Libraries & Public Facilities
- Historic Buildings
- Schools & other Educational Facilities
- Social Care and Special Needs Facilities
- Domestic and Commercial premises
- Sports & Leisure Facilities
- Events & Public Open Spaces
- Private Domestic Housing

#### Customers

- Tenants of the City of York Housing
- City of York Public Buildings and Facilities
- Social Services
- Schools, Colleges, Universities & other educational Institutions
- Private & Commercial premises of York & surrounding areas
- Housing Associations & other Social Housing Landlords
- NYCC & other Local Authorities
- North Yorkshire Police & Fire Authority
- Private house-holders and residents of York & surrounding areas
- Charitable organisations & Trusts

## service objectives

The purpose of the service is:

- to provide a construction & maintenance service that meets the requirements of our current and future customers;
- to manage and develop Building Services to meet the demands of our customers and contribute to the corporate strategy of the City of York Council.

The key areas for 2006-09 are to:

- **provide a 'Lean' Service**
  - Contribute to the efficiency agenda by adopting a 'Lean' approach to service (using the Systems Thinking & Intervention methodology)
  - System Review of the core processes across all work areas
  - Robust Performance Measurement & Monitoring (including Capability Measures of Variation & Financial Control)
  - Diverse, flexible and mobile workforce
  - Organisational structure, management system and processes to implement growth strategy
- **develop a closer, more professional relationship with Clients and the Supply Chain - with emphasis on Partnership working**
  - Implement the Partnership with Housing Services for Building Maintenance
  - Partnership working – extend the scope to Adaptations, Domestic Gas Servicing & Decent Homes
  - Partnership working – promote and develop with other clients
  - Partnership working – Supply Chain procurement & relationships
  - Maintain current tendered arrangements
- **develop and implement a strategy for growth**
  - Enhance and develop services – existing and new clients
  - External trading with private householders and other private & commercial property
  - Property refurbishment and maintenance
  - Social Housing & other capital works
  - Work planning & programming
  - Marketing plan & re-branding
- **improve Risk Management**
  - Assessment of Commercial Risk
  - Safety – activity based risk assessment & work method statements
  - Financial monitoring– Improved Financial Data & Information for Trading Accounts
  - Contract procurement & administration
  - Duty Holders under CDM & Domestic Sub-Contractor management
  - Registration to Corgi/NICEIC etc.
  - Improved access to relevant information
  - Plant & Equipment Management System
- **improve Education, Training & Development opportunities**
  - Training & development programme
  - Staff development and accredited workforce with formal recognition
  - Apprenticeship schemes
  - Core competency/skills base
  - Flexible, diverse management and workforce

## 2: Significant drivers for change and improvement

Driver	Affect on service delivery
<b>External</b>	
<ul style="list-style-type: none"> <li>▪ Construction (Health &amp; Safety) Legislation</li> </ul>	<ul style="list-style-type: none"> <li>▪ CDM Regs; Construction (H.S&amp;W) Regs; Asbestos; introduction of the new Work at Height Regs. - changes to work methods with financial implications</li> </ul>
<ul style="list-style-type: none"> <li>▪ Local Government Act 2003</li> </ul>	<ul style="list-style-type: none"> <li>▪ Opportunity to trade &amp; charge for non-statutory services. Encourages local authorities to enhance their existing services and to develop new ones, in particular to their well-being, which will help to improve the overall service they provide to their community.</li> <li>▪ Enable LA to trade with private bodies and persons in a commercial manner.</li> </ul>
<ul style="list-style-type: none"> <li>▪ National and Yorkshire &amp; Humberside Housing Strategy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Achieve Decent Homes for Social Housing</li> </ul>
<ul style="list-style-type: none"> <li>▪ The Housing Act 2004</li> </ul>	<ul style="list-style-type: none"> <li>▪ Changes to RTB legislation and impact upon levels of work from social housing</li> </ul>
<ul style="list-style-type: none"> <li>▪ NPS (National Procurement Strategy for Local Government – Public Sector Construction)</li> </ul>	<ul style="list-style-type: none"> <li>▪ The National Procurement Strategy sets out how councils can improve the delivery and cost effectiveness of high quality services through more effective, prudent and innovative procurement practices. The Strategy illustrates the scope for potential cost savings through more efficient procurement practices and partnership working, to release resources to the frontline.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Gershon Report (Independent Review of Public Sector Efficiency)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contribute to the Efficiency Agenda through process improvement</li> </ul>
<ul style="list-style-type: none"> <li>▪ CPA (Comprehensive Performance Assessment)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provision of robust performance management information</li> </ul>
<ul style="list-style-type: none"> <li>▪ Government Performance Measures</li> </ul>	<ul style="list-style-type: none"> <li>▪ Prescriptive method of measurement promoted by Audit Commission and their impact on capability measures of variation and service</li> </ul>
<b>Corporate</b>	
<ul style="list-style-type: none"> <li>▪ Review of CYC Financial Management System</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to meet invoice requirements of diverse client base</li> <li>▪ Requirement to raise invoices through front-line staff</li> </ul>
<ul style="list-style-type: none"> <li>▪ Housing Partnership</li> </ul>	<ul style="list-style-type: none"> <li>▪ A commitment to 'partnership' working from both parties will result in less waste &amp; duplication and better Repairs &amp; Maintenance service for housing tenants</li> </ul>
<ul style="list-style-type: none"> <li>▪ Risk management (Safety, Health, Environmental &amp; Financial)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduction in risk to CYC &amp; customers</li> </ul>
<ul style="list-style-type: none"> <li>▪ Corporate Re-structure</li> </ul>	<ul style="list-style-type: none"> <li>▪ Impact of reorganisation on current 5 year plan &amp; risk to current change programme</li> </ul>
<ul style="list-style-type: none"> <li>▪ Easy @ York</li> </ul>	<ul style="list-style-type: none"> <li>▪ Level of direct customer contact for front line staff</li> <li>▪ Building Services mobile information solution</li> </ul>
<ul style="list-style-type: none"> <li>▪ York Pride</li> </ul>	<ul style="list-style-type: none"> <li>▪ Impact of York Pride initiative environmental considerations across functional boundaries</li> </ul>
<ul style="list-style-type: none"> <li>▪ CYC Budget Policy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Allocation of Client budgets and the anticipated return from Neighbourhood Services</li> </ul>
<ul style="list-style-type: none"> <li>▪ Efficiency Agenda</li> </ul>	<ul style="list-style-type: none"> <li>▪ Process Improvement</li> </ul>
<ul style="list-style-type: none"> <li>▪ 2006-09 Corporate Strategy &amp; Priorities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contribution to the 13 priorities by Building Services</li> </ul>

Driver	Affect on service delivery
<b>Directorate</b>	
<ul style="list-style-type: none"> <li>▪ Transformational Leadership &amp; organisational change programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leadership that provides consistency of purpose, with method and robust measures that promotes a change in culture.</li> <li>▪ Systems Thinking &amp; Intervention rather than Command &amp; Control thinking.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Neighbourhood Services 5 year plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ The direction for Neighbourhood Services and a framework for the organisation for 2004-2009</li> </ul>
<ul style="list-style-type: none"> <li>▪ External Growth</li> </ul>	<ul style="list-style-type: none"> <li>▪ An opportunity to enhance current services and expand into new services available for the wider community of York &amp; surrounding areas</li> </ul>
<ul style="list-style-type: none"> <li>▪ Partnership rather than contractual (adversarial)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Non-adversarial relationships with clients &amp; customers to achieve more value for customers</li> </ul>
<ul style="list-style-type: none"> <li>▪ New arrangements for transport/fleet</li> </ul>	<ul style="list-style-type: none"> <li>▪ Introduction of private sector with the aim of bringing sustained improvement to the provision of vehicles to services</li> </ul>
<ul style="list-style-type: none"> <li>▪ Relocation of head office &amp; depot</li> </ul>	<ul style="list-style-type: none"> <li>▪ Suitable environment with reduced risk providing a workplace fit for purpose</li> </ul>
<ul style="list-style-type: none"> <li>▪ Structure within Neighbourhood Services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provision of sufficient and relevant support to Building Services</li> </ul>
<b>Service</b>	
<ul style="list-style-type: none"> <li>▪ Process Improvement</li> </ul>	<ul style="list-style-type: none"> <li>▪ System review of all core processes &amp; impact on support services</li> <li>▪ Better measures with improved communications and decision making</li> <li>▪ Improved financial information, monitoring and invoicing</li> </ul>
<ul style="list-style-type: none"> <li>▪ Modernisation &amp; e-gov.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Systems Review &amp; mobile information solution</li> <li>▪ Requirement to engage supply chain in mobile solutions</li> </ul>
<ul style="list-style-type: none"> <li>▪ Marketing Plan for Growth</li> </ul>	<ul style="list-style-type: none"> <li>▪ Enhance existing &amp; develop new services</li> <li>▪ Diverse skills base with flexible and mobile workforce</li> <li>▪ Marketing &amp; re-branding</li> </ul>
<ul style="list-style-type: none"> <li>▪ Staff development</li> </ul>	<ul style="list-style-type: none"> <li>▪ Training &amp; Development Plan</li> </ul>
<ul style="list-style-type: none"> <li>▪ Work Planning</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develop &amp; use of work programmes</li> </ul>
<ul style="list-style-type: none"> <li>▪ Current statutory obligations &amp; legislative changes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Management of Risk and access to relevant information</li> <li>▪ Changes to work methods with financial implications</li> </ul>
<ul style="list-style-type: none"> <li>▪ Reorganisation of Building Services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Alignment of direct overheads</li> <li>▪ Insufficient management capacity within Building Services to achieve anticipated growth</li> <li>▪ Risk to process improvement</li> </ul>

### **3: Priority improvement for 2006/09 & beyond**

<b>Performance improvement</b>	<b>Reason why improvement is required</b>
Leadership commitment (CYC Corporate & Neighbourhood Services) to Systems Thinking & Intervention (Re-Design)	Support for managers and front line staff to effectively change processes, measures etc. for sustained improvement Improve charging mechanism & recover cost for all work done
CYC Corporate & Community Services commitment to Partnership working for Housing Maintenance	Support for managers and front line staff to improve the Repairs & Maintenance service
Implement Housing Partnership	Improved service for housing tenants (less waste & duplication) better value for money – reduce losses on R10 by recovering and improving on ‘actual costs’
Further Partnership working with internal & external customers and develop into the Supply Chain for all construction related activity	Use the benefits of non-adversarial relationships to offer better levels of service & use of budgets. Establish better procurement methods and effective use of the Supply Chain and contribute to growth
Growth - enhance existing service with current clients and develop new ones through external charging for discretionary services	Services available to the wider community, protect the York ‘pound’ and provide a financial return to CYC Revenue & Capital internally funded projects plus other works to engage increased capacity, achieve value for money and anticipated income levels
Organisational stability for staff within Building Services	Review current staffing levels & align overheads - Management capability/development/stability and growth strategy
Improved Financial Data for Trading Accounts and suitable & sufficient Management Information	Accurate monitoring of financial performance and work programs. Increase capacity of Managers to make decisions using reliable information & data
Improved Invoicing process incorporated into new corporate Financial Management System	Requirement for flexible, efficient invoicing process that responds to diverse customer base
Improved Commercial Risk Management	Reduce residual risk to low
Implement Training, Education & Development Plan	Flexibility – staff development – skills base – recognition - growth

### **Other comments to note**

#### **Contribution to Council Priorities**

- Decrease the tonnage of biodegradable waste and recyclable products going to landfill
- Increase people’s skills and knowledge to improve future employment prospects
- Improve the quality and availability of decent, affordable homes in the city
- Improve our focus on the needs of customers and residents in designing and providing services
- Improve leadership at all levels to provide clear, consistent direction to the organisation
- Improve the way the council and its partners work together to deliver better services for the people who live in York
- Improve efficiency and reduce waste to free-up more resources

#### **Operational Risks**

- The delivery of this plan is reliant on several key issues highlighted in Section 3 above.
- These issues could significantly increase or reduce the risk of failure to meet the Service Plan objectives for 2006-09

#### **Monitoring Arrangements**

- Service Plan reviewed annually
- Business Development Plan used weekly and reviewed monthly by BM Management Team
- Performance Measures analysed within timescales indicated in Section 5.



**4: New or changed actions for 2006/09 & beyond**

**Business Development Plan**

- All currently known actions, projects and priorities are shown on the Building Services Business Development Plan with resource requirements and timescales

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# **Service Plan 2007/08**

## **Stage 1**

**Service Plan for:** CIVIL ENGINEERING

**Directorate:** Neighbourhood Services

**Service Plan Holder:** Richard White

**Workplans:** Building and Civil Engineering

**Director:** Terry Collins

**EMAP :** Neighbourhood Services

## 1. Service description & objectives

### Service description

#### Functions

The maintenance and improvement of the highway asset working with our partners in City Strategy

The key service areas are:

- Repair and Restoration carriageway and footway schemes up to a value of £65k
- Basic Maintenance, the patching and repairing of carriageways and footways, both planned and reactive.
- Cleaning of surface water gullies to prevent water standing on the highway.
- Drain clearing service to private and commercial residents.
- Winter Maintenance, salting and snow clearance of carriageways, footways and cycle tracks.
- Out of hours Emergency Response service

#### Customers

- City Strategy
- All residents of York, both private and commercial

#### Service Activity

- The design and Build of R&R schemes, currently 36 schemes per year
- An average 150 R&R schemes per annum average value £25K
- An average of 5000 carriageway and footway repairs per annum
- 56000 gully cleans per annum
- An average 1500 private and Commercial drain clearances per annum
- 70 + Winter Maintenance call outs per annum
- Emergency Call outs average 500 per annum
- Provision of Pest Control Service

#### Why How When

- The service provides maintenance to the highways asset, to an approved and acceptable standard, fit for all asset users, motorists, pedestrians, cyclists and visitors.
- Work is programmed on an annual basis in conjunction with the Highways Client.
- Both labour and suppliers are locally sourced wherever possible.
- Work is acceptable to both residents and visitors.

## 2. Significant drivers for change and improvement

Driver	Affect on service delivery
<p><b>External Drivers</b></p> <ul style="list-style-type: none"> <li>• Health &amp; Safety Legislation</li> <li>• Central Government Budgets</li> <li>• Private sector competition</li> <li>• Depreciation of the asset due to increased usage</li> <li>• Increase in visitor and tourist levels and special events</li> </ul>	<p>Reduction in accidents and time off due to work related illness, improving efficiency.</p> <p>An increase or decrease in the annual budget would affect the current levels of staffing and turnover.</p> <p>The private sector is keen to gain a foothold in our area. If successful this could lead to staff leaving, less work and less turnover for the section.</p> <p>An increase in funding would be required to maintain the asset to an acceptable level. This could lead to an increase in staffing levels and turnover.</p> <p>More detailed work planning and timing of works relating to the asset.</p>

## 3. Priority improvement for 2007/08 & beyond

Performance improvement	Reason why improvement is required
<ul style="list-style-type: none"> <li>• SO1: To constantly improve the Health and Safety of employees, and anyone who come into contact with our operations.</li> <li>• SO2: To provide a quality service at a fair price.</li> <li>• SO3: To provide a continually improving service in order to maintain the Highway Asset.</li> <li>• SO4: To contribute to Performance Indicators for the repairs to carriageways and footways leading to a reduction in 3<sup>rd</sup> party claims.</li> <li>• SO5: To ensure target times are met and improved when undertaking winter maintenance duties.</li> <li>• SO6: To explore and expand the workbase into the private and commercial sectors.</li> <li>• SO7: To ensure minimum disruption to asset users during periods of construction work.</li> <li>• SO8: To minimize accidents to the public and other users of the highway asset.</li> </ul>	<p>These Service Objectives are in line with the City of York Council Corporate Strategy aims and objectives 2006-2009.</p> <p>By maintaining and improving the highway asset, they will encourage the use of “public and other environmentally friendly modes of transport”.</p> <p>This will lead to an “improvement in the actual and perceived condition of the city’s streets”</p> <p>Employing and training local labour will “ increase peoples skills and knowledge”.</p> <p>Leading to an “improvement in the health and well being of the people who live in York”.</p> <p>By improving our customer focus, improving leadership at all levels, working better with our partners and improving efficiency, we will contribute fully to these aims and objectives.</p>

#### 4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
<p>The authority is currently looking at a PFI for all highway works.</p> <p>The alternative to the PFI is an outsourcing procurement plan for the service.</p>	<p><i>This will have a significant impact of the Service Plan 2006-2009.</i></p>	<p>New</p>	<p>Section 6 of the Civil Engineering Service Plan 2006 – 2009. (operational risk)</p>	<p>Both the PFI and the Procurement proposals will affect the other trading arms of Neighbourhood Services. The Civil Engineering departments annual turnover is approx £6m. The majority of this turnover would be lost to the private sector should PFI or Procurement go ahead, with the subsequent transfer of 75% of the employees to the private sector bidder.</p>



## **Service Plan 2007/08 (Stage 1)**

**Service Plan for:** Waste Services

**Directorate:** Neighbourhood Services

**Service Plan Holder:** John Goodyear

**Workplans:** Waste and Recycling

**Director:** Terry Collins

**EMAP :** Neighbourhood Services

## 1. Service description & objectives

### Service description

Waste Services cover the following key functions:

- Domestic Refuse collection (including garden waste)
- Commercial Waste Collections
- Kerbside Recycling collection

#### Domestic Refuse Collection

This service provides a refuse collection service to all 82,500 properties in the City of York Council area. Wheeled bins are the predominant method of collection although there are around 10,000 properties, mainly inner city, terraced areas, which are still collected using black sacks. All waste collected by this activity, including garden waste, is taken to landfill at Harewood Whin, Rufforth. There are around 60,000 properties which enjoy garden waste collections. These are undertaken from spring to autumn and alternate each fortnight with normal waste collections.

#### Commercial Waste Collections

This service provides a collection service to around 2,800 businesses in the City of York Council area. Whilst there is an obligation on the authority to provide such a service, there is no obligation on businesses to use the council and the market is open to competition from the private sector. Our current market share is in the region of 44%.

#### Kerbside Recycling Collections

This service provides fortnightly collections of dry recyclables (paper, cardboard, glass and cans) from 65,000 properties in the City of York Council area. Materials are collected, and sorted, at the kerbside before being taken for reprocessing at Hessay.

#### Customers

In addition to our business customers, we serve each and every resident of York through the domestic collections. We still have a client function who hold the budget for the domestic waste and recycling services, though this will be amalgamated within Neighbourhood Services from April 2006, but we are autonomous with our commercial waste activities.

#### Service Activity

Our domestic waste and recycling service is carried out Monday to Friday each week using 17 large refuse vehicles and 7 small recycling vehicles. Our commercial waste service operates 12 hours per day, 7 days per week, using 3 large refuse vehicle and crews working split shift patterns. An operations manager oversees the operation who, along with the supervisors, has many years experience in the waste management area.



## 2. Significant drivers for change and improvement

### Driver

### Affect on service delivery

1. Enhanced recycling services
2. Alternate Week Collections
3. Landfill Disposal contract/PFI

1. From January 2007, an additional 40,000 households will enjoy cardboard collections from kerbside. Additional vehicles, staff and a degree of re-scheduling has to take place to enable this to happen.
2. For the winter period 2006/7, alternate week waste/recycling collections will continue. This is in contrast to last winter when collections were suspended from November to March. This will maintain current recycling levels but there will be a need to negotiate with staff representatives to ensure maximum productivity is achieved and maintained.
3. The procurement exercise currently being undertaken will see a new landfill and disposal contract awarded in the spring of 2007. In addition, the PFI for waste treatment is ongoing and the two will need to be closely managed to ensure seamless service delivery in future years.

## 3. Priority improvement for 2007/08 & beyond

### Performance improvement

### Reason why improvement is required

The whole of the waste and recycling service is due to start a major review of its operations – both practical and strategic. This will identify any significant weaknesses and will construct action plans to address.

These weaknesses, if any, will be communicated once that part of the review is completed.

### Other comments to note

#### 4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
1. Expansion of kerbside cardboard collections	1. Increase the overall recycling rate for York to exceed LPSA 2 stretch targets.	1. New	1. Links to Corporate Priority – <i>'reduce amount of biodegradable waste sent to landfill'</i>	1. This service, although being done on a small scale at present, will have a significant impact on both the service and residents for future years . we need to ensure that it's implementation is undertaken thoroughly and efficiently.

This part of the template should be used to inform DMT and EMAP of any significant changes to actions or service delivery in 2007/08.

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There are 3 areas to consider here:

- **previously approved improvement actions:** Start by reviewing actions from section 5 of the 2006/07 service plan (the 'balanced scorecard of outcomes' part). The key actions that need to be considered at this stage of the planning and budget process are the 'Customer' and 'Process' based outcomes and actions, although the 'Finance' and 'Staff' based ones may be important for some service areas. Check whether these will all be completed by March 2007 or whether any will need to be carried over to 2007/08 - or beyond.
- **new actions for 2007/08:** Are there any new (high profile) actions you need to deliver next year? You may need to check a number of sources to make sure all actions have been considered. These include 'growth bids', 'partner strategies', 'capital project programme', 'IT Development Plan' or actions from priority 'Delivery & Innovation Plans. \*
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Note:

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Ignore actions that may have transferred over to another service plan area as a result of a restructure. The relevant service manager responsible will be asked to pick these up.

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## **Service Plan 2007/08 (Stage 1 Template)**

**Service Plan for:** Street Scene Services

**Directorate:** Neighbourhood Services

**Service Plan Holder:** John Goodyear

**Workplans:** Street Scene Review

**Director:** Terry Collins

**EMAP :** Neighbourhood Services

## 1. Service description & objectives

### Service description

The service covers 2 main functions:

- Grounds Maintenance
- Street Cleansing

Both are carried out by geographically based teams, North, South, East, West and City Centre, each containing staff with grounds maintenance and cleansing skills and two centrally based teams with specialist skills

:

#### Grounds maintenance

This includes the maintenance of all council owned land, except schools and covers the full range of horticultural tasks from maintenance of grass and flower beds to tree and bowling green maintenance

#### Street Cleansing

This includes both manual and mechanical cleansing of council owned land from the parishes to the city centre, the service is provided for 364 days a year, from 06.00 to 19.00.

Our customers are residents, visitors to the city, businesses and elected members.

### Service Objectives

- Service objective 1 - Improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces.
- Service objective 2 – To improve and maintain the physical look of the city.
- Service objective 3 – To maintain a highly motivated workforce, through training and involvement.
- Service objective 4 – To encourage involvement of the public, and partners from the public and private Sector in both of the above.
- Service objective 5 – To contribute towards an improved CPA rating for the authority
- Service objective 6 - To encourage involvement of minority groups in the life of the city
- Service objective 7 – Maintain 'York Pride' at the core of all we do.
- Service objective 8 – To work closely with other directorates to bring about improvements

## 2. Significant drivers for change and improvement

Driver	Affect on service delivery
<ul style="list-style-type: none"> <li>• Street Scene Review</li>   <li>• York Pride</li> </ul>	<ul style="list-style-type: none"> <li>• Will cause morale to fluctuate amongst the workforce, however this should be short term.</li> <li>• Will lead to significant improvements in standards.</li> <li>• The 'York Pride' philosophy will be at the heart of everything we do. It will cover all aspect of the 'York Pride' initiative.</li> </ul>

## 3. Priority improvement for 2007/08 & beyond

Performance improvement	Reason why improvement is required
<ul style="list-style-type: none"> <li>• Achieve stretch targets in LPSA-2</li> <li>• Improve communication with workforce</li> <li>• Achieve Improved CPA rating</li> </ul>	<ul style="list-style-type: none"> <li>• Will enable us to improve PI results (BVPI 199), non payback of funding</li> <li>• Will lead to service improvements, by us all understanding each others perspective</li> <li>• Will achieve one of our corporate aims and improve staff morale</li> </ul>

### Other comments to note

Our overall aim over the next 12 months will be the successful implementation of the Street Scene review.

#### 4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Implement Street Scene Review.	Higher customer satisfaction levels Improved BVPI 199 ratings	This is a new action, but the outcomes mirror some of those in the 06-09 plan.	Council priority To: <b>Improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces.</b>	This action will be the focal point of all that we do and will lead to long term sustainable improvements.

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## **Service Plan 2007/08 (Stage 1 Template)**

**Service Plan for:**            **Cleaning Services**

**Directorate:**                Neighbourhood Services

**Service Plan Holder:** John Goodyear

**Workplans:**                **Cleaning Services**

**Director:**                    **Terry Collins**

**EMAP :**                        **Neighbourhood Services**

## 1. Service description & objectives

### Service description

Cleaning Services provides the following core cleaning services:

- School Cleaning
- Building & Facility Cleaning
- Void Cleaning

#### School Cleaning

This service currently operates in 47 schools providing cleaning, and caretaking, services. Our client is the Education Directorate though we deal, in the main, with individual school heads and governors.

#### Building & Facility Cleaning

This service provides core cleaning and caretaking services to council offices, depots and public buildings such as libraries, museums and art galleries (through the museum and galleries trust). Our core client, as well as individual site managers, is facilities management.

#### Void Cleaning

This service undertakes to clear, and clean, empty council properties to bring them up to a decent standard for re-letting. The Housing Directorate is our core client.

#### Service Activity

Our service is operated predominantly between 0600-0830 and 1530 to 2000 five days per week. The majority of our staff work part time. One operations manager and 5 area supervisors are responsible for service delivery. The operations manager and supervisors are supported by a part time administrator. There is now a full time dedicated training officer working to provide consistent induction and ongoing training.

## 2. Significant drivers for change and improvement

### Driver

### Affect on service delivery

1. Extended school opening hours
2. Job Evaluation

1. The Government are keen to promote breakfast and after school clubs in all schools. This will impinge on the hours when we normally clean schools and will add to the workload of the service.
2. Job evaluation is due to be implemented during 2007. This may have an effect on the budget required for the service – both in facilities management and education.

### 3. Priority improvement for 2007/08 & beyond

Performance improvement	Reason why improvement is required
<ol style="list-style-type: none"> <li>1. Increase revenue from school cleaning</li> <li>2. Re-negotiate contract with facilities management</li> </ol>	<ol style="list-style-type: none"> <li>1. We need to ensure we are recovering costs for the work we undertake. This will help achieve the break even target for the service.</li> <li>2. We are currently out of contract with building cleaning. This means there is no formal system for contract pricing and/or uplift. This needs to be rectified so we can achieve the break even target for the service.</li> </ol>
<b>Other comments to note</b>	

#### 4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Brief description of action or project.	What was the service plan outcome this action was/is helping to achieve? <i>(check scorecard section of 2006/07 service plan)</i>  If it's a new action/project – please consider what outcome it might help achieve and add it here.	Briefly explain whether the action is either new or what changes have taken place regarding delivery/implementation.	Briefly mention whether this action is linked to another priority, outcome or improvement.	Briefly provide comments or contextual information about this action.

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## Executive Member For Neighbourhood Services and Advisory Panel

7th December 2006

Joint Report of the Director of Neighbourhood Services and the Director of Resources

### Revenue Budget 2007/08 – Neighbourhood Services Fees and Charges

#### Summary

- 1 The report advises Members of the proposed fees and charges for Neighbourhood Services for the financial year 2007/08 and the anticipated increase in income which they will generate. The Annex 1 to the report sets out the detail of the individual charges.

#### Background

- 2 The fees and charges for Neighbourhood Services are complex and varied. Some are controlled by regulation, some by national guidelines and others by market forces or the cost of administering the service. Elsewhere in these budget papers Members are advised of the effect on the service of budget reductions. The level of fees and charges has been set against this background of severe financial constraint and service reductions. Income is a key factor in setting budgets, and currently is approximately £2.1 million. In ensuring a balanced budget, it is therefore essential that income is at least maintained, if not improved. It is proposed to introduce an above inflation increase in a small number of areas as part of the Council's savings proposals to reduce the associated net service costs.

#### Consultation

3. This section should include details and results of any consultation that has taken place within and/or outside the Council. If the report concerns the Council budget or Policy Framework, comments of the relevant Scrutiny Board or Committee must also be included.

#### Options

4. This section sets out the key elements for Members' consideration. Only those with significant income are highlighted.
5. **Bereavement Services:** It is proposed to increase the cremation fee from £495 to £536. The increase, incorporating other proposed changes, is

estimated to generate additional income in the next financial year of £86k (including the savings proposal of £56k).

6. **Environmental Health:** A broadly inflation matching increase is proposed, although some fees that are set by government are yet to be announced or are currently being consulted on for 2007/08.
7. **Trading Standards:** Most fees are determined by government or LACORS (Local Authorities Coordinators of Regulatory Services) and some are yet to be announced for 2007/08.
8. **Regulatory Services:**
  - **Licensing Act 2003:**

The Licensing Act 2003 introduced a new range of charges for licences relating to the sale or supply of alcohol, provision of entertainment and of late night refreshment. The fees are set by statute but the basis and level of charging is being reviewed with a report due in autumn 2007.
  - **Gambling Act 2005:**

The Gambling Act received Royal assent in April 2005. Local authorities will have duties under the Act to licence premises used for gambling. The function should be self financing through the receipt of fees. Fee bands with a prescribed maximum will be set by the Secretary of State. Local authorities will be free to apply a cost recovery fee from within the band levels. Licence applications are expected from April 2007 with full implementation from September 2007.
  - **Street Trading – Street Trading Consents:**

A saving of £15k is proposed which will be achieved from additional income by introducing new trading sites in the city centre.
  - **Pest Control:**

It is proposed to increase pest control treatment charges above inflation generating an additional £5k income (including £4k proposed saving). Treatment for rats in commercial situations and non rat treatments will increase by £6.00 (incl. VAT) and rat treatments in non commercial situations by £1.00 (incl. VAT). Rat treatments are free to those on income support and a discount introduced in 2006/07 to discount all non rat treatments by 50% for those on income support will continue.
9. **Taxi Licences:** Legislation permits local authorities to recover the costs of administering the taxi licensing function through the levy of fees. The adjustment of fee income is used to obtain a balanced account.
10. The taxi licensing account to the end of 2005/06 showed an accumulated surplus of £21.5k. The latest projection for 2006/07 is that the account will overspend by £9.4k, which will bring the account into surplus by £12.1k. Fee income has been adjusted for predicted volume changes and estimated costs, and given the current surplus it is not proposed to increase fees in



2007/08. This will bring the account into balance by 31<sup>st</sup> March 2008. The proposed budget for 2007/08 is indicated below.

	<b>Estimated Outturn 2006/07 £'000</b>	<b>Proposed Budget 2007/08 £'000</b>
<i>Expenditure</i>		
Direct Employee Cost	79.7	86.5
Transport Costs	0.4	0.4
Vehicle Testing Fees	18.1	18.6
General Office Expenses	22.4	15.7
Management & Other Support Costs	68.9	71.0
<b>Total Expenditure</b>	<b>189.5</b>	<b>192.2</b>
<i>Less Income</i>		
Accumulated Surplus	21.5	12.1
Hackney Carriage Licences	40.3	40.3
Private Hire Licences	139.8	139.8
<b>Total Income</b>	<b>201.6</b>	<b>192.2</b>
<b>Net Surplus (Deficit)</b>	<b>12.1</b>	<b>0.0</b>

11. It can be seen from above that the projected accumulated position for the taxi account for 2007/08 will be in balance. However this will be due to an actual loss in the year of £12.1k. It is important to recognise therefore that fees will need to be increased / or costs reduced in future years in order to maintain a balanced budget position where income equals expenditure in the same year.
12. **Bulky Household Collection:** A new contract is in the process of being tendered in respect of the collection service and it is proposed to bring a separate report on bulky household collection service and charging policy in February 2007.
13. **Fridges and Freezers (Commercial):** It is proposed to increase charges by inflation.
14. **Trade Waste Charges:** It is proposed that trade waste that requires to be disposed of in landfill will be charged at £70 per tonne however waste that can be recycled or composted will be charged at £35 per tonne. Charges proposed also include a minimum fee for using the service, and a minimum percentage of recyclable waste to qualify for the recycling or composting rate per tonne. The charges proposed for trade waste are increasing by more than inflation to cover additional operating costs, including landfill tax increase at £3 per tonne and site management costs in respect of dealing with trade waste.

15. **Public Conveniences:** It is not proposed to increase the charge for using public toilets in 2007/08.

### **Corporate Priorities**

16. The differential costs for the trade waste charges going through the Household Waste Recycling Centres (HWRC), see paragraph 14 above, is structured to encourage traders using the sites to ensure as much waste as possible is recycled. This contributes to the Corporate Priority of 'Decreasing the tonnage of biodegradable waste and recyclable products going to landfill'.

### **Implications**

17. The implications are:

- **Financial Implications**

18. The current income generated from Neighbourhood Services fees and charges is estimated to be £2.1 million. Broadly inflation matching increases are proposed for 2007/08 except for the cremation charges, pest control, waste collection and trade waste charges. The increases are estimated to generate additional income totalling approximately £115k including proposed savings of £75k.

- **Human Resources (HR)** There are no Human Resources implications.

- **Equalities** There are no equality implications to this report.

- **Legal** There are no legal implications to this report.

- **Crime and Disorder** There are no crime and disorder implications to this report.

- **Information Technology (IT)** There are no information technology implications to this report.

- **Property** There are no property implications to this report.

- **Risk Management**

19. Key reporting mechanisms to Members on budget matters will continue to be through two mid-year monitoring reports and the final Revenue Outturn report for the year. These reports will also address the progress made on investments and savings included in the budgets.

20. The budget setting process always entails a degree of risk as managers attempt to assess known and uncertain future events. This year has demonstrated the difficulty of achieving this. As with any budget the key to mitigating risk is prompt monitoring and appropriate management control. As such updated figures and revised corrective actions will be monitored via

Directorate Management Teams, Corporate Management Team and the monitor reports during the year.

**Recommendations**

- 21. The Executive Member is asked to consider the fees and charges proposals for Neighbourhood Services for 2007/8 contained in this report and provide comments to be submitted to the Budget Executive on 16th January 2007.

Reason: To update the Executive Member on the proposed fees and charges for Neighbourhood Services for 2007/08.

**Contact Details**

**Author:**

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**Chief Officer Responsible for the report:**

Terry Collins  
Director of Neighbourhood Services  
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Simon Wiles  
Director of Resources  
Tel: 551100

**Report Approved**

**Date** 22/11/06

**Report Approved**  tick

**Date** Insert Date

**Specialist Implications Officer(s)** *List information for all*

*Implication ie Financial*

*Name*

*Title*

*Tel No.*

*Implication ie Legal*

*Name*

*Title*

*Tel No.*

**Wards Affected:** List wards or tick box to indicate all

**All**

**For further information please contact the author of the report**

**Background Papers:**

See budget report as part of the agenda

**Annexes**

Annex 1 – Details of individual charges for Neighbourhood Services Fees and Charges

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<b>BURTON STONE COMMUNITY CENTRE</b>	2006/07 Charge	Proposed Charge 2007/08	Increase over 2006/07
	£	£	%
<u>Room Hire</u>			
Main Hall Local	5.65	6.00	6.2%
Main Hall Voluntary & Non Profit	9.75	10.50	7.7%
Main Hall Profit	15.85	16.50	4.1%
Birthday Party (new fee)	0.00	10.00	n/a
<u>Meeting Rooms</u>			
Local	3.60	4.00	11.1%
Voluntary & Non Profit	4.60	5.00	8.7%
Profit	6.15	6.50	5.7%
<u>Gym Hire</u>			
Local	5.65	6.00	6.2%
Voluntary & Non Profit	9.75	10.50	7.7%
Profit	15.85	16.50	4.1%
<u>Badminton (per person per hour)</u>			
York Card Standard	2.05	2.30	12.2%
York Card Concession	1.55	1.80	16.1%
Non York Standard	2.55	2.80	9.8%
Non York Concession	2.05	2.30	12.2%
<u>Creche</u>			
Shoppers Creche - (Fee charged per child per session)	2.05	2.20	7.3%

BEREAVEMENT SERVICES	2006/07		2007/08	
	Charge (Before VAT)		Charge (Before VAT)	Increase Over 06/07
<b>CREMATORIUM</b>	£		£	£
Use of electronic Organ 1 Hymn	16.40		16.70	1.8%
<b>CREMATIONS (VAT EXEMPT)</b>				
Adult	495.00		536.00	8.3%
Still Born	0.00		0.00	0.0%
Up to Six Months	0.00		0.00	0.0%
Six Months to Sixteen Years	0.00		0.00	0.0%
Medical referee fees	16.50		16.50	0.0%
<b>SCATTERING OF ASHES (VAT EXEMPT)</b>				
Scattering of Ashes in Garden of Remembrance (ext source)	33.00		34.00	3.0%
Ashes interred in Garden of Remembrance (ext source)	46.00		47.00	2.2%
Ashes forward to other places	21.50		25.00	16.3%
Additional Service Time	67.00		69.00	3.0%
<b>EXHUMATIONS</b>				
Exhumation fee with casket	92.00		95.00	3.3%
<b>BEARING SERVICE</b>	10.25		10.50	2.4%
<b>PLAQUES</b>				
60 letter inscription 5years	183.00		188.00	2.7%
60 letter inscription 15 years	236.00		243.00	3.0%
Display for a further 5 years	77.00		79.00	2.6%
<b>MEMORIALS</b>				
Memorial Plaque with Rose tree 5yrs	new fee 07/08		221.00	n/a
Memorial Plaque with rosetree 15yr	new fee 07/08		306.00	n/a
Memorial seat with plaque (5yrs)	681.00		685.00	0.6%
Memorial seat plaque renewal (5yrs)	84.00		87.00	3.6%
Granite Seat (7rs)	717.00		720.00	0.4%
Granite vase Block(new) 10years	358.00		365.00	2.0%
Granite vase Block(new) 20years	678.00		710.00	4.7%
<b>URNS</b>				
Cardboard Box	7.20		7.40	2.8%
Baby Urn	18.50		19.00	2.7%
Urn	19.50		20.00	2.6%
Casket	37.00		38.00	2.7%
<b>NICHES</b>				
Niche 10 years	523.00		523.00	0.0%
Niche 20 years	880.00		880.00	0.0%
Sanctum 2000 (New Charge)	new fee 07/08		717.00	n/a
Inscription (second Plaque/Renewals)	190.00		195.00	2.6%
<b>BOOK OF REMEMBRANCE</b>				
2 line entry	66.50		66.50	0.0%
5 line entry	88.00		88.00	0.0%
8 line entry	101.00		101.00	0.0%
Regimental Badge Etc	72.00		72.00	0.0%
<b>MEMORIAL CARDS</b>				
2 line card	32.00		33.00	3.1%
5 line card	41.00		42.00	2.4%
8 line card	47.00		48.00	2.1%
Regimental Badge	67.50		72.00	6.7%
<b>Total Additional Income</b>				

BEREAVEMENT SERVICES	2006/07	2007/08	
	Charge (Before VAT)	Charge (Before VAT)	Increase Over 06/07
<b>DRINGHOUSES CEMETERY</b>	£	£	%
<b>INTERMENT (VAT EXEMPT)</b>			
Adult	297.00	306.00	3.0%
Child up to 12 years	at cost	at cost	0.0%
Interment of Ashes	123.00	127.00	3.3%
Exhumation (negotiated at cost)			n/a
Exhumation of Cremated Remains( with casket)	72.00	95.00	31.9%
<b>MEMORIALS</b>			
Headstones	61.50	63.50	
Add Inscription	41.00	42.00	2.4%
Permission to erect or inscribe a plaque on ashes plot	61.50	63.50	3.3%
Cremation plot with exclusive Right of Burial for period of 50 yrs.	174.00	180.00	3.4%
<b>Total Additional Income</b>			

ENVIRONMENTAL HEALTH	2006/07
	Charge (Before VAT)
<b>HEALTH &amp; SAFETY</b>	£
<b>SKIN PIERCERS</b>	
a) Tattooists	234.87
b) Skin Piercers	234.87
c) Premises	234.87
¼ly payment available by Standing Order	
<b>POLLUTION CONTROL</b>	
<b>NOISE MONITORING EQUIPMENT - CONTRACT SERVICES</b>	
<b>HIRE/CONSULTANCY AND STREET ENVIRONMENT OFFICERS</b>	
Staff Time (per hour)	59.90
<b>ENVIRONMENTAL PROTECTION (VAT EXEMPT)</b>	
<b>APPLICATION FEE (Statutory Fee)</b>	
Standard Process	1440.00
Service station/dry cleaners	134.00
Waste oil burner < 0.4MW	134.00
Mobile Screening and Crushing plant	1440.00
<b>SUBSISTENCE FEE (Statutory Fee)</b>	
Standard Part B Process :-	
LOW	671.00
MEDIUM	1,008.00
HIGH	1,503.00
Standard Process when paid quarterly	
LOW	704.00
MEDIUM	1,041.00
HIGH	1,535.00
Standard A2 Process	
LOW	1,166.00
MEDIUM	1,310.00
HIGH	1,941.00
Standard A2 Process when paid quarterly	
LOW	1,199.00
MEDIUM	1,343.00
HIGH	1,974.00
Vehicle refinishers	not regulated separately in 06/07
Service Station/dry cleaners	136.00
Waste Oil Burner < 0.4MW	136.00
Odorising of natural gas	331.00
Mobile Screening and crushing plant	897.00
Transfer	147.00
partial transfer	435.00
surrender	0.00
transfer: service station, WOB <0.4 MW and d	14.00
partial transfer: service station, WOB <0.4 MW	41.00
<b>Substantial Changes s10 and s11</b>	
Standard Process	917.00
Service Station/dry cleaners	89.00
Waste oil burners < 0.4MW	89.00
Changes to implement an upgrading plan	134.00

2007/08	
Charge (Before VAT)	Increase Over 06/07
£	%
241.92	3.0%
241.92	3.0%
241.92	3.0%
61.94	3.4%
<b>The shaded fees are subject to consultation by Defra and will not be agreed and finalised until March 2007</b>	
1470.00	2.1%
138.00	3.0%
138.00	3.0%
1470.00	2.1%
690.00	2.8%
1,034.00	2.6%
1,540.00	2.5%
724.00	2.8%
1,068.00	2.6%
1,574.00	2.5%
1,196.00	2.6%
1,343.00	2.5%
1,987.00	2.4%
1,230.00	2.6%
1,377.00	2.5%
2,021.00	2.4%
141.00	0.0%
141.00	3.7%
141.00	3.7%
343.00	3.6%
921.00	2.7%
150.00	2.0%
444.00	2.1%
0.00	0.0%
0.00	n/a
42.00	2.4%
936.00	2.1%
91.00	2.2%
91.00	2.2%
137.00	2.2%



ENVIRONMENTAL HEALTH	2006/07		2007/08	
	Charge (Before VAT)		Charge (Before VAT)	Increase Over 06/07
<b>FOOD &amp; SAFETY UNIT</b>				
<b>SPECIAL REFUSE COLLECTION</b>	0.00		0.00	
<b>UNSOUND/UNSALEABLE FOOD</b>				
Issue of Certificates	35.67		36.74	3.0%
Collection by van	46.12		47.50	3.0%
<b>EXPORT CERTIFICATES</b>				
<b>DEAL IN GAME LICENCE</b> (statutory)	42.00		43.26	3.0%
	8.00		not yet known	n/a
<b>LETTER OF ADVICE</b>				
Letter confirming food premises	n/a		30.00	n/a
Legal advice letter - each	102.50		105.58	3.0%
<b>ANIMAL HEALTH</b>				
Pet Shop	164.00		168.92	3.0%
Animal Boarding	164.00		168.92	3.0%
Home Boarding Licence	75.00		77.25	3.0%
Dog Breeding Establishment	164.00		168.92	3.0%
Dangerous Wild Animals	451.50		465.05	3.0%
Riding Establishments	189.10		194.77	3.0%
<b>Stray Dogs</b>				
Reclaim Fee (Statutory fee)	25.00		25.00	0.0%
Kennels Fees - Statute only allows the local authority to recover the costs of kennelling the stray				
<b>Horse Identification Verification</b>				
First horse	51.25		52.79	3.0%
Additional horses identified on same occasion	25.60		26.37	3.0%
<b>Total Additional Income</b>				

TRADING STANDARDS	2006/07	2007/08	
	Charge £	Proposed Charge £	Increase over 2006/07 %
<b>FEEs FOR THE TESTING AND VERIFICATION OF WEIGHING AND MEASURING INSTRUMENTS</b> (Based on LACORS guidelines)			
<b><u>A. Special Weighing and Measuring Equipment</u></b>			
Charges for examining, adjusting, testing, certifying, stamping, authorising or reporting of special weighing equipment will be based on a cost per officer per hour at the place where the service is provided. Including the following	59.90	61.94	3.4%
Automatic or totalising weighing machines			
Equipment designed to weight loads in motion			
Bulk fuel measuring equipment tested following a Regulation 65 or 66 occurrence.			
Weighing or measuring equipment tested by means of statistical sampling			
The establishment of calibration curves from templets			
Templets graduated in millilitres			
Testing or other services in pursuance of a Community obligation other than EC initial or partial verification.			
<b><u>B. Weights</u></b>			
Exceeding 5kg or 10 lb or not exceeding 500 mg, 2CM	6.65	6.88	3.5%
Other weights	5.05	5.29	4.8%
<b><u>C. Measures</u></b>			
Linear measures not exceeding 3 m or 10 feet for each scale	7.45	7.70	3.4%
Capacity measures without divisions not exceeding 1 litre	5.30	5.48	3.4%
Cubic ballast measures (other than brim measures)	131.90	136.39	3.4%
Liquid capacity measures for making up and checking average quantity packages	20.85	21.56	3.4%
Templets			
a. Per scale - first item	36.55	37.79	3.4%
b. Second and subsequent items	14.10	14.58	3.4%
<b><u>D. Weighing Instruments (Set by LACORS)</u></b>			
Instruments calibrated to weigh only in metric units			
<b>Non EC</b>			
Exceeding 1 tonne	47.35	48.96	3.4%
Exceeding 1 tonne to 10 tonne	76.55	79.15	3.4%
Exceeding 10 tonnes	160.20	165.65	3.4%
<b>EC NAWI</b>			
Not exceeding 1 tonne	78.80	81.48	3.4%
Exceeding 1 tonne to 10 tonnes	127.45	131.78	3.4%
Exceeding 10 tonnes	267.00	276.08	3.4%
A charge to cover any additional costs involved in testing instruments calibrated to weigh in both metric and imperial units or incorporating remote display or printing facilities (per officer per hour on site)	59.90	61.94	3.4%
<b><u>E. Measuring Instruments for Intoxicating Liquor</u></b>			
Not exceeding 150 ml	13.00	13.44	3.4%
Other	15.00	15.51	3.4%
<b><u>F. Measuring Instruments for Measuring Liquid Fuel or Lubricants.</u></b>			
Container types (unsubdivided)	54.45	56.30	3.4%
Single/Multi Outlets (Nozzles) :-			
First nozzle tested	88.80	91.82	3.4%
Each additional nozzle	54.55	56.41	3.4%
Testing of ancillary equipment which requires additional testing on site, such as credit card acceptors to be based on the basic fee given above plus additional cost at a rate per officer hour per hour on site. The hourly rate is :-	59.90	61.94	3.4%

TRADING STANDARDS	2006/07	2007/08	
	Charge £	Proposed Charge £	Increase over 2006/07 %
<b><u>G. Road Tanker Fuel Measuring Equipment ( Above 100 Litres)</u></b>			
Meter measuring Systems			
Wet hose type with two testing liquids	190.60	197.08	3.4%
Dry hose type with two testing liquids	211.75	218.95	3.4%
Dipstick measuring system			
-up to 7600Litres (for calibration of each component & production of chart ) (for each compartment over 7600 litres, basic fee plus additional costs per extra officer/hour)	129.70	134.11	3.4%
Initial dipstick	59.90	61.94	3.4%
Spare dipstick	15.00	15.51	3.4%
Replacement dipstick (inc. examination of compartment)	32.95	34.07	3.4%
<b>OTHER FEES</b>			
<b><u>H. Poisons Act</u></b>			
Entry of a name in the Council's list of persons entitled to sell Part II Poisons	27.30	} Not yet known	
Retention of name in list in subsequent year	14.40		
Making of alteration in list in relation to premises in respect of which name is entered.	7.35		
<b><u>N. Performing Animals Registration</u></b>			
<b><u>O. Petroleum Storage Licensing</u></b> (Statutory Charges)			
Stores not exceeding 2,500 litres		} Not yet known	
Stores not exceeding 50,000 litres			
Stores exceeding 50,000 litres			
Transfer fee			
<b><u>P. Explosives Licensing \ Registration</u></b> (Statutory Charges)			
Store Licence	77.00	} Not yet known	
Store Renewal Fee	77.00		
Registration Fee (as fireworks retailer)	13.00		
Licence Fee (as a fireworks retailer) outside traditional selling periods	500.00		
<b><u>Court Cases</u></b>			
Court Costs awarded as the result of a successful case (based on a hourly charge per officer hour)	59.90	61.94	3.4%
<b><u>Legal Advice Letters</u></b>			
Each letter	102.50	105.58	3.0%

REGULATORY SERVICES	2006/07	2007/08	
	Charge (Before VAT)	Charge (Before VAT)	Increase over 06/07
	£	£	%
<b>LICENSING ACT 2003 (Statutory Fee)</b>			
<u>PREMISES LICENCE</u>			
a) Annual Maintenance			
Rateable Value Band :-			
A - nil to £4300	70.00	70.00	0.0
B - £4301 to £33000	180.00	180.00	0.0
C - £33001 to £87000	295.00	295.00	0.0
D - £87001 to £125000	320.00	320.00	0.0
E - £125001 and above.	350.00	350.00	0.0
b) Premises Primarily Serving Alcohol in :-			
Rateable Value Band :-			
D - annual maintenance fee * 2	640.00	640.00	0.0
E - annual maintenance fee * 3	1,050.00	1,050.00	0.0
c) Grant of Licence/variation			
Rateable Value Band :-			
A - nil to £4300	100.00	100.00	0.0
B - £4301 to £33000	190.00	190.00	0.0
C - £33001 to £87000	315.00	315.00	0.0
D - £87001 to £125000	450.00	450.00	0.0
E - £125001 and above.	635.00	635.00	0.0
d) Grant/variation of premises Primarily Serving Alcohol in :-			
Rateable Value Band :-			
D - licence fee * 2	900.00	900.00	0.0
E - licence fee * 3	1,905.00	1,905.00	0.0
<u>PERSONAL LICENCES, TEMPORARY EVENTS AND OTHER FEES</u>			
a) Application for a grant or renewal of personal licence	37.00	37.00	0.0
b) Temporary event notice	21.00	21.00	0.0
c) Theft, loss, etc. of premises licence or summary	10.50	10.50	0.0
d) Application from a provisional statement where premises being built, etc..	315.00	315.00	0.0
e) Notification of change of name or address premises licence	10.50	10.50	0.0
f) Application to vary licence to specify individual as premises supervisor	23.00	23.00	0.0
g) Application for transfer of premises licence	23.00	23.00	0.0
h) Interim authority notice following death, etc. of licence holder	23.00	23.00	0.0
i) Theft, loss, etc. of certificate of summary	10.50	10.50	0.0
j) Notification of change of name or alteration of rules of club	10.50	10.50	0.0
k) Change of relevant registered address of club	10.50	10.50	0.0
l) Theft, loss, etc. of temporary event notice	10.50	10.50	0.0
m) Theft, loss, etc. of personal licence	10.50	10.50	0.0
n) Duty to notify change of name and address personal licence	10.50	10.50	0.0
o) Right of freeholder, etc. to be notified of licensing matters	21.00	21.00	0.0
<u>EXCEPTIONALLY LARGE EVENTS</u>			
Number in attendance at any one time, additional fee :-			
5000 to 9999	1,000.00	1,000.00	0.0
10000 to 14999	2,000.00	2,000.00	0.0
15000 to 19999	4,000.00	4,000.00	0.0
20000 to 29999	8,000.00	8,000.00	0.0
30000 to 39999	16,000.00	16,000.00	0.0
40000 to 49999	24,000.00	24,000.00	0.0
50000 to 59999	32,000.00	32,000.00	0.0
60000 to 69999	40,000.00	40,000.00	0.0
70000 to 79999	48,000.00	48,000.00	0.0
80000 to 89999	56,000.00	56,000.00	0.0
90000 and over	64,000.00	64,000.00	0.0
<b>Safety of Sports Ground Certificate</b>			

REGULATORY SERVICES	2006/07	2007/08	
	Charge (Before VAT)	Charge (Before VAT)	Increase over 06/07
	£	£	%
<b>STREET TRADING CONSENTS</b>			
INSIDE CITY WALLS			
Artists	1,655.00	1,705.00	3.0
Buskers etc	1,980.00	2,039.00	3.0
OUTSIDE CITY WALLS			
Ice Cream	1,329.00	1,369.00	3.0
Food	1,245.00	1,282.00	3.0
Non Food	599.00	617.00	3.0
OCCASIONAL			
Food	46.00	47.00	2.2
Non Food	34.00	35.00	2.9
Charities	13.50	13.50	0.0
<b>INDIVIDUALLY ASSESSED SITES</b>			
<b>LOTTERIES (Statutory Fee)</b>			
a) Registration	35.00	35.00	0.0
b) Annual Renewal	17.50	17.50	0.0
<b>GAMING MACHINE PERMITS (Statutory Fee)</b>			
Renewal (3 yearly)	32.00	32.00	0.0
Renewal of over 18's premises (3 Yearly)	250.00	250.00	0.0
<b>CAR BOOT SALES (commercial)</b>			
Less than 15 traders	62.50	64.00	2.4
15 - 50 traders	124.00	128.00	3.2
50 - 100 traders	247.00	254.00	2.8
More than 100 traders	348.00	358.00	2.9
Charities	13.50	13.50	0.0
<b>SEX ESTABLISHMENTS</b>	7,126.00	7,340.00	3.0
- payments may be made in instalments in which case a charge of £10.00 per payment is made.	n/a		
Total Additional Income - Regulatory Services			
<b>PEST CONTROL</b>			
Insects at any property and rats at commercial properties (50% discount for those on income support)	42.55	47.66	12.0
Rats at domestic properties (free to householders on income support)	8.50	9.36	10.1
Pest Control Contract Services (Each contact individually assessed)	n/a	n/a	
<u>Note above charges exclude VAT</u> Charges inclusive of VAT are £56.00 - insects and £11.00 for rats at domestic properties Rat treatment at commercial properties are charged at £56.00 including VAT			
Total Additional Income - Pest Control			
<b>Total Additional Income</b>			

TAXI LICENSING	2006/07	2007/08	
	Charge £	Proposed Charge £	Increase over 2006/07 %
<b>PRIVATE HIRE LICENCE FEES</b>			
Driver's licence - new application	92.00	92.00	0.0
Driver's licence - renewal (applications over 3months late charged at new app fee)	55.00	55.00	0.0
Fee for holders of current H.C. drivers licence on first application - note: subsequent renewals are at the normal renewal cost	37.00	37.00	0.0
Vehicle licence - new application	135.00	135.00	0.0
Vehicle licence - renewal (applications over 3 months late charged at new app fee)	107.00	107.00	0.0
Vehicle licence - new plate renewal (change every 3 years due 2006)	0.00	0.00	
Vehicle inspection	36.00	36.00	0.0
Vehicle re-test	26.00	26.00	0.0
Change of vehicle fee	26.00	26.00	0.0
Drivers badge - replacement charge	6.00	6.00	0.0
Internal vehicle plate - replacement charge	6.00	6.00	0.0
Vehicle plates - cost to new apps (includes internal plate)	31.00	31.00	0.0
Vehicle plates - replacement charge (set of 2)	26.00	26.00	0.0
Operator's licence - Up to and including 3 vehicles	46.00	46.00	0.0
- Up to and including 10 vehicles	64.00	64.00	0.0
- Up to and including 20 vehicles	78.00	78.00	0.0
- Up to and including 30 vehicles	97.00	97.00	0.0
- Up to and including 40 vehicles	117.00	117.00	0.0
- More than 40 vehicles	143.00	143.00	0.0
Vehicle licence transfer fee	20.50	20.50	0.0
Duplicate licence fee	12.50	12.50	0.0
<b>HACKNEY CARRIAGE LICENCE FEES</b>			
Driver's licence - new application	92.00	92.00	0.0
Driver's licence - renewal (applications over 3 months late charged at new app fee)	55.00	55.00	0.0
Hackney carriage fee for holders of current private hire driver's licence on first application - note: subsequent renewals are at the normal renewal cost	37.00	37.00	0.0
Vehicle licence - new application	135.00	135.00	0.0
Vehicle licence - renewal ( applications over 3months late charged at new app fee)	107.00	107.00	0.0
Horse drawn hackney carriage vehicle licence	107.00	107.00	0.0
Vehicle inspection	36.00	36.00	0.0
Vehicle re-test	26.00	26.00	0.0
Change of vehicle fee	26.00	26.00	0.0
Driver's badge - replacement charge	6.00	6.00	0.0
Internal vehicle plate - replacement charge	6.00	6.00	0.0
Vehicle plate - replacement charge	23.00	23.00	0.0
Vehicle licence transfer fee	20.50	20.50	0.0
Duplicate licence fee	12.50	12.50	0.0
<b>Total Additional Income</b>			

WASTE SERVICES	2006/07	2007/08	
	Charge	Proposed Charge	Increase over 2006/07
	£	£	%
<b>Bulky Household Collections</b>			
10 items (VAT status changed with effect from 1 July 2001 and is no longer applicable)	25.00	25.00	0.0
White Goods - Fridges/Freezers only (domestic collections)	5.00	5.00	0.0
Bonded Asbestos Collections (excluding VAT)	26.81	26.81	0.0
Total Additional Income			

Fridges & Freezers (Commercial):	2006/07	2007/08	Increase over 2006/07
	Charge	Proposed charge	over 2006/07
	£	£	%
Standard Fridge (up to 0.35 cubic metres volume)	32.00	33.00	3.1
Standard Chest Freezer (up to 0.7 cubic metres volume)	64.00	66.00	3.1
Large Cabinet Freezer (up to 1.05 cubic metres volume)	96.00	99.00	3.1
Further Education Establishments - Unit Charge	15.00	16.00	6.7

#### **TRADE WASTE CHARGES - HAZEL COURT HOUSEHOLD WASTE RECYCLING CENTRE**

Charge Category	2006/07	2007/08	Increase over 2006/07
	Charge	Proposed charge	over 2006/07
	£	£	%
Waste to be charged per tonne or part thereof :-			
Residual Waste to Landfill per tonne	60.00	70.00	16.7
Minimum Charge	30.00	35.00	16.7
Recycling or Waste for Composting per tonne	30.00	35.00	16.7
Minimum Charge	15.00	17.50	16.7
Minimum percentage of waste be recycable to qualify for charge for recycling or waste for composting rate = 85%			

PUBLIC CONVENIENCES	2006/07	
	Proposed Charge	Increase over 2005/06
	£	%
Parliament Street	0.20	0.0%
Coppergate	0.20	0.0%
Union Terrace	0.20	0.0%

2007/08	
Proposed Charge	Increase over 2006/07
£	%
0.20	0.0%
0.20	0.0%
0.20	0.0%





## Neighbourhood Services EMAP

7<sup>th</sup> December 2006

Report of the Director of Neighbourhood Services

### Material Procurement

#### Summary

1. This report seeks approval to commence negotiations and detailed arrangements for the supply of building related materials to Building Services following competition to select a preferred bidder using the OGC (Office of Government Commerce) procurement route.

#### Background

2. The Building Department within Neighbourhood Services spends in the region of £1.2 million p.a. on General Building materials including, plumbing goods, electrical parts and equipment, domestic and commercial heating spares and equipment, joinery products, kitchens and other general building materials such as cement, plaster and bricks.
3. These materials have, in the past, been sourced through separate contracts with various suppliers procured through the normal procurement routes within the City of York Council financial regulations. This involves placing an advert within OJEU (The Official Journal of the European Union) and then sending out tenders to suitable suppliers who pass an initial pre-qualifying test. This is a long drawn out process which can take up to 6 months to complete and involve a great deal of officer time.
5. The majority of these contracts expired in September 2005 and have been extended to allow for a full review of our procurement.
6. In 2001 The Office of the Deputy Prime Minister (ODPM) formed the OGC to help Central and Local Government improve their purchasing power by agreeing national framework contracts with suppliers across a very wide range of products including all major building supplies. This enabled all government agencies and Local Authority's to take advantage of the excellent terms and conditions and prices that these framework agreements contained. These agreements have already been through the robust OJEU tendering process, thus reducing the work and time taken to enter into contracts with suppliers.
7. The framework agreements allow for local terms and conditions to be set with the suppliers tailored to specific needs. There is also the ability to chose between suppliers who best suit your needs in terms of cost and ability to address the specific contract requirements such as location, flexibility and

service standards. There is usually very little between the different suppliers in cost as the OGC negotiations ensure all offer the best possible prices.

8. Working with the OGC and the City of York Council procurement team a competition has been undertaken with two national companies both with strong local presence, Jewson Ltd. (Saint Gobain Building Distribution) and Wolseley UK.
9. The competition was in four parts:
  - A written submission and response to a list of 16 requirements of Building Services to provide a full materials supply service.
  - A presentation on how the service would work in practise with a question and answer session with representatives from CYC Procurement, OGC and our major client.
  - A site visit by the evaluation team to look at similar arrangements in other organisations. (*Wolseley, Hartlepool Housing and Jewson, Golden Gates Housing, Warrington*)
  - A priced schedule of 125 items.

The first three parts being the quality model (60%) and the last part the pricing model (40%)

10. The results of this process are in Annex 1. From this process Jewson Ltd. (Saint Gobain Building Distribution) are shown to be the best option for continued negotiations. The actual cost of materials supplied within the 125 items was very close with Jewsons Ltd. marginally cheaper and Jewsons Ltd. overall scored higher in the quality assessment.
11. If the arrangement proves successful it may be extended to cover other materials within the construction department.

## **Consultation**

12. To enter into the OGC framework agreement approval was sought and given from the Director of Resources. The MEAT (Most Economically Advantageous Tender) approach was also approved with the condition that the final option was affordable. The central procurement team have been involved in all stages of the process.

## **Options**

13. **Option A.** The result of the procurement process has indicated that Jewsons Ltd. represent best value for money in terms of financial, quality and service delivery. The option to accept these results and enter into negotiations to form a five-year partnership agreement with an option to extend for a further three years with Jewsons Ltd. is recommended.

**Option B.** To abandon this process and adopt a more traditional procurement route

## Analysis

14. Option A in our view represents good value for money and establishes a sound relationship with Jewsons Ltd. to supply Building, Mechanical & Electrical materials and products for the next five years. The arrangement would follow the principles of a Partnership with key milestones for improvements in service and quality.
15. To abandon this procedure and start the process again using a traditional approach will extend the procurement period, involve additional costs and resources currently not available within Building Services for the procurement exercise with no guarantee that improved value for money will be forthcoming.

## Corporate Priorities

16. This procurement exercise sets out to improve service delivery to customers and offer better value for money. This ties in with two corporate priorities to:
  - Improve the way the Council and its partners work together to deliver better services for the people who live in York
  - Improve efficiency and reduce waste to free-up more resources. The negotiations will look at issues such as sustainability, and product whole life costing. For example, timber from sustainable sources, eliminate use of rain forest hardwoods, electrical components that minimise energy use, lifespan of the product and are the products recyclable when they are eventually replaced.

## Implications

- **Financial** The financial model for the 125 items indicates that the current levels of material expenditure would remain at current levels, however improved vehicle stocks and a bespoke tailored service is expected to significantly reduce the time spent by operatives in sourcing materials, this will over time improve our efficiency and reduce operating costs.
- **Human Resources (HR)** These new arrangements with the supplier will free resources currently deployed in the management and maintenance of store materials to deliver improved front line service to all our customers.
- **Equalities** There are no equalities implications
- **Legal** The OGC Framework Agreement has been approved and recommended by Central Government and is now being used as a 'best practice' procurement route by many Government agencies.
- **Crime and Disorder** There are no Crime and Disorder implications

- **Information Technology (IT)** This contract will be “e commerce” enabled. Development of “e procurement” will be one of the key improvements within the partnership.
- **Property** Whilst further negotiations are needed, one of the options available is for the successful supplier to use storage space within the new Hazel Court Depot to manage bespoke materials supply facilities on behalf of Building Services.

### Risk Management

17. The models we have used show that the prices quoted are generally similar to those currently paid. The arrangement will allow for better, improved management information to monitor costs and service. Regular, formal joint management meetings will be scheduled to monitor expenditure and performance, which we believe will ensure costs, remain within or below current levels. All other possible risks are identified and reduced through the OGC Framework Agreement with an opt out clause for both parties should there be a breakdown in the working relationship.

### Recommendations

- 18 The recommendation is to approve option A and allow the Director of Neighbourhood Services to enter into negotiations for a five year supply agreement with Jewson Ltd. (Saint Gobain Building Distribution)

Reason: This option represents best value for money for both the service and the customers

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**Chief Officer Responsible for the report:**

**Chief Officer's name** Terry Collins  
**Title** Director Neighbourhood Services

**Report Approved**  **Date** 23/11/06

**Specialist Implications Officer(s)** *List information for all*

<i>Implication ie Financial</i>	<i>Implication ie Legal</i>
<i>Name</i>	<i>Name</i>
<i>Title</i>	<i>Title</i>
<i>Tel No.</i>	<i>Tel No.</i>

**Wards Affected:** *List wards or tick box to indicate all*

**All**

**For further information please contact the author of the report**

**Background Papers:**

None

**Annexes**

**Annex 1- Evaluation model**

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## Appendix 1

## OGCbs Building Materials Mini Competition

		Scores					
		Response to Specification		Presentation		Site visit	
<i>CYC Officer</i>		Jewson	Wolseley	Jewson	Wolseley	Jewson	Wolseley
	1	116	110	110	111	121	88
	2	118	112	102	109	121	84
	3	125	114	113	125	122	111
	4	125	124	112	113	120	112
	5	122	110	102	119	116	85
<b>Sub Totals</b>		606	570	539	577	600	480
<b>Average</b>		121.2	114	107.8	115.4	120	96

<b>Quality Totals</b>	<b>Jewson</b>	<b>Wolseley</b>
	349	325.4

<b>Costs (£)</b>	<b>Jewson</b>	<b>Wolseley</b>
	£ 192,355.05	£ 193,138.40

	Jewson	Wolseley
Cost score out of 320	320	319.87
Quality score out of 480	349	325.4

<b>Grand Totals</b>	<b>669</b>	<b>645.27</b>
<b>Difference</b>		<b>23.73</b>

**Methodology**

The maximum total score for both quality and cost is 800. Therefore there is a max of 320 (40% of 800) points for cost and 480 (60% of 800) points for quality.

The supplier with the lowest cost (Jewson) for the selected basket of goods was given full points (320). The score for the other bid (Wolseley) was calculated by working out the percentage difference in the price (0.004%) and then subtracting this (0.128) from the maximum score.

Quality scores were calculated by the panel putting their score (out of 10) against each of the 16 criteria for the 3 quality areas (Response to specification, Presentation, and Site visit). The total for each quality area was recorded and averaged. The three averages were totalled to give a score out of 480, this gave the total quality score.

To complete the scoring process the total scores for cost and quality were added together to give the grand total.

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## Meeting of Executive Member for Neighbourhood Services and Advisory Panel

7<sup>th</sup> December 2006

Report of the Director of Neighbourhood Services

### New Neighbourhood Action Plans

#### Summary

1. This report outlines the proposed approach to the development of Neighbourhood Action Plans (NAP's) across the city, taking into account the details and ethos contained within the Local Government White Paper – Strong and Prosperous Communities. The content of this report supersedes the report entitled “Neighbourhood Action Plans” approved by the Executive Leader and Advisory Panel on the 20<sup>th</sup> February 2006.
2. Members are asked to approve the proposed framework for NAP's, the detailed delivery timeframe and to request officers to report back on options for the further development of NAP's at an appropriate time, in light of the requirements of the White Paper.

#### Background

3. On the 20<sup>th</sup> February 2006 members of the Executive Leader and Advisory Panel meeting were presented with a paper which detailed the Neighbourhood Pride Unit's (NPU) proposed approach to the development of NAP's across the city. At the meeting members raised concerns relating to the proposals for consultation and prioritisation of ward committee budgets. As a result of these concerns and to develop a proposal that would gain multi-party support, officers have revised the approach, to the development of NAP's, such that it encompasses the latest government thinking.
4. The Local Government White Paper – Strong and Prosperous Communities<sup>1</sup> sets out an aim to give local people and local communities more influence and power to improve their lives, creating strong and prosperous communities and delivering better public services. The White Paper clearly sets out new responsibilities to give local citizens and communities a greater say over their lives.
5. As part of this responsibility there is encouragement of the development of local charters, setting out the agreement of standards in a local area. These are to take the form of voluntary agreements between a local authority and a

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<sup>1</sup> Referred to subsequently as the White Paper

local community and are proposed to be developed through either a parish council, resident's association or other neighbourhood body. The White Paper recognises that local charters have been used to set out the service standards and priorities for action that local communities expect from either the local authority or in some cases partner organisations. It is proposed that they will contain:

1. Information communities can expect about decisions, policies and services that affect them.
  2. Details of standards and targets which apply to the neighbourhood, allowing for variation from normal or standard practice of the rest of the local authority area.
  3. Priority actions for service providers and commitment from the local community to assist by taking action itself.
  4. Options for communities to take responsibility for functions or facilities which serve them or are of interest to them.
6. Central government also want to see councillors having small budgets whereby they can tackle local problems and issues. (This is already provided for in York through the Local Improvement Schemes revenue and capital budget, which is allocated on a per capita basis to all ward committees).
  7. Local authorities will have a duty to inform citizens about services; consult them and communities on service provision; involve them in designing, delivering and assessing services and to devolve them direct responsibility for delivery, as is the case with York's Community Centre Management Committees who directly manage Community Centres at a number of locations. Central Government believe that local charters may be a way of helping to meet the new duty to secure participation of the public in local service provision.
  8. In addition ward committees are required to develop and approve NAP's by Part 3 Schedule 2 pages 110 – 110 of the Council Constitution, as shown in Annex 1.
  9. The content of this report therefore takes into account central government's desire for local charters, members comments on NAP's and the requirements of the Council Constitution.

## **Proposal**

10. It is proposed that a phased approach is taken to the development of NAP's. Firstly to develop NAP's across all ward committee areas, and then at a later stage to incorporate the content of the White Paper and any relevant outcomes of the Lyons Inquiry. During Phase One, all ward committee areas, (of which there are 18), will each develop a NAP which is populated utilising the framework contained in Annex 2. Each NAP will have 5 common parts:

- Part One A position statement containing statistical information.
- Part Two A series of statements detailing the ambition or vision and detailing goals and objectives for the ward committee area.
- Part Three An action plan to achieve the vision over a timeframe.
- Part Four A delivery plan identifying resources.
- Part Five Monitoring and review details.

11. The NAP's will be developed within the timeframe shown in Annex 3, utilising the current cycle of ward committee meetings and Local Improvement Scheme process timescales. This will ensure that all ward committee areas will have a position statement published and distributed in January 2007 and the generation and of an Ambition / Vision statement produced following consultation in June 2007.
12. As a second phase, and to meet the requirements of the White Paper, NAP's will then need to be developed in 2008 to incorporate information such as standards and targets which are to be met within the ward(s). It will be key to their success that other service providers and partners contribute to their content, ensuring that NAP's provide a greater breadth of information about the neighbourhood. NAP's will therefore be dynamic documents which may need to change dependent on local and individual ward committee needs. This second phase of NAP development will also assist with the delivery of the Local Area Agreement at a neighbourhood level through prioritisation of services.

### **Consultation**

13. Consultation on the Position Statement and Ambition / Vision Statement will take place as detailed within the delivery timeframe shown in Annex 3. Consultation will take place on a number of levels from individuals' comments to those from groups or organisations.

### **Options**

14. The options for Members are to:
  - a) Approve the proposed framework for NAP's contained within Annex 2. Approve the proposed delivery timeframe for NAP's contained within Annex 3 and to request officers to further develop NAP's in light of the content of the White Paper and Lyons Inquiry and to report back at an appropriate date.
  - b) Not to the proposed framework and delivery timeline detailed in Annexes 2 and 3 for the delivery of NAP's.

## Analysis

15. The advantage of the proposed framework is that it gives the wards the opportunity to utilise existing resources in a planned and targeted way. All ward committees will have a position statement early in the New Year to enable an ambition statement/ vision for the ward to be produced. This will occur within a delivery timeframe that will ensure all ward committees rapidly progress, not only fulfilling the requirements of the council's Constitution, but also taking into account some of the government's latest thinking in this area. These first phase NAP's can then be built on to incorporate other areas of local authority delivery which impact at a neighbourhood level and those of partner organisations.
16. If the NAP's are not delivered in line with the tabled framework and timeline then ward committees will not comply with the council's Constitution, as there is a requirement under their function to develop and deliver these in all ward committee areas. In not approving this key issue the authority will also not be addressing the priorities highlighted for delivery contained within the White Paper.

## Corporate Priorities

17. The development of NAP's support the council's Corporate Aims of building strong and proud local communities. The subsequent delivery of Local Improvement Schemes in every ward committee also assist within the delivery of York Pride and Safe City Objectives through the creation of a clean and safe local environment.

## Implications

18.
  - **Financial** – To be met from existing ward committee budgets. Should individual ward committees wish to consult more widely or use methods outside those described within the delivery timeframe shown in Annex 3 these will need to be funded via the ward committees allocation of revenue Local Improvement Schemes budget.
  - **Human Resources (HR)** – The development and implementation of this phase of NAP's will be met by existing resources. However, the White Paper and Lyons Inquiry content may lead to more extensive content and role out of NAP's or local charters. This may require an evaluation of existing resources within the NPU.
  - **Equalities** – There are no equalities implications. The views of the ward committee and other groups, organisations and individuals will be taken into account when developing the NAP's.

- **Legal** – The development of NAP's for all ward committee areas is a requirement of the Council Constitution Part 3 Schedule 2.
- **Crime and Disorder** – No implications. Crime and Disorder issues may be identified as part of the vision and ambition statement for the ward committee. Crime and Disorder statistics will be provided, where available, for inclusion within the Position Statement.
- **Information Technology (IT)** – None.
- **Property** – None.
- **Other** – None.

## **Risk Management**

19. There are no known risks.

## **Recommendations**

20. That the Advisory Panel advise the Executive Member to approve the proposed framework for Neighbourhood Action Plans contained within Annex 2 and outlined in paragraph 10 above.

**Reason:** This will comply with the Council's obligations contained within the Council Constitution Part 3 Schedule 2 concerning the functions of ward committees. It will deliver the 'bottom up' elements of the Local Area Agreement and will also assist with the development of neighbourhood management at a ward level consistent with requirements of the White Paper.

21. That the Advisory Panel advise the Executive Member to approve the delivery timeframe contained within Annex 3 and outlined in paragraph 11 above for the delivery of Neighbourhood Action Plans.

**Reason:** To facilitate effective delivery of Neighbourhood Action Plans utilising the current cycle of ward committee meetings and Local Improvement Scheme delivery timeframes.

23. That the Advisory Panel advise the Executive Member to request officers to further develop Neighbourhood Action Plans in light of the content of the White Paper and Lyons Inquiry and to report back at an appropriate date.

**Reason:** To ensure that the documents comply with the requirements of central government, contain best practice and innovation and comply with the requirement of the new inspection regime.

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**Chief Officer Responsible for the report:**

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**Title:** Assistant Director (Neighbourhoods)

Report Approved  Date 13/11/06

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Report Approved  Date 13/11/06

**Specialist Implications Officer(s)** *List information for all*

<i>Implication ie Financial</i>	<i>Implication ie Legal</i>
<i>Name</i>	<i>Name</i>
<i>Title</i>	<i>Title</i>
<i>Tel No.</i>	<i>Tel No.</i>

**Wards Affected:** *List wards or tick box to indicate all*

All

**For further information please contact the author of the report**

**Background Papers:**

**All relevant background papers must be listed here.**

- Meeting of Executive Leader and Advisory Panel 20<sup>th</sup> February 2006 – Neighbourhood Action Plans
- Department for Communities and Local Government, Strong and prosperous communities, The Local Government White Paper October 2006.

**Annexes**

- |         |  |
|---------|--|
| Annex 1 | Extract from the council Constitution Part 3 Schedule 2 concerning the function of ward committees |
| Annex 2 | Proposed framework for Neighbourhood Action Plans  |
| Annex 3 | Timeframe for the delivery of Neighbourhood Action Plans   |

**Extract from the Council Constitution Part 3 Schedule 2 concerning the function of ward committees**

The function of ward committees are to:

- a. consider the needs of the ward and prepare a Neighbourhood Action Plan for each ward committee area consistent with the Councils overall strategy, policies and priorities in so far as they relate to the ward, and take into views of local residents.
- c. formulate, develop and approve a NAP for the ward and scrutinise the delivery of local services based on the plan contact, giving consideration to the provision of these council services within the ward for which a ward committee budget exists.

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## **Neighbourhood Action Plans**

**Proposed Framework** : the Action Plan is proposed to be in 5 parts:-

**Part One**            **Position Statement**

Current data on wards:-

- Census
- Age profiles
- School performance
- Crime stats
- Employment profile etc

**Part Two**            **Ambition/Vision**

A series of statements:-

- What does the community want to achieve
- What are their goals

**Part Three**        **Action Plan/Timescale**

A Plan showing how the ward will achieve its objectives

- Actions
- Timescale

**Part Four**        **Delivery Plan**

An explanation of how the actions will be resourced

- Ward Funding
- Other Resources

**Part Five**        **Monitoring**

A statement of how the action plan will be monitored and reviewed. The monitoring will allow amendments to feed in to proposals for the following year.

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## Timeframe for delivery of NAP's

	Timeline	Actions
Preparation	December - Jan 07	Agree & populate position statement templates.
Position Statement	January 07	Publish position statement via Your Ward to every household inviting comment from residents to contribute to the development of Part 2 Ambition/Vision statements.  Position statement also on Ward page on CYC website inviting comments on Part 2 development from individuals and groups.
	January to April 07	Consultation exercises to take place with residents associations, parish councils, community groups and individuals
Ambition/Vision	May 07	All Member briefing following local elections
	May – June 07	Ward Planning Teams meet to discuss resident contributions resident and agree Ambition/ Vision Statement(s)
Action Plan/Timescale	June 07	YourWard newsletters produced containing the Ambition/Vision Statement (s) and inviting resident feedback on priorities "Have we identified the correct Ambitions/Visions for the ward?" Also inviting usual local improvement scheme suggestion and grant application process. With a covering statement that the ward committee is particularly interested in receiving suggestions to address the priorities that have been identified, subject to local ward member approval. However, still permitting any schemes to be suggested for funding.
	July 07	Ward Committee meetings. Reaffirm the process and open discussion on NAPs, the ambition statement / vision statement for the ward committee area and development of the ward committee action Plan from scheme suggestions and vision for the ward(s).
	Aug/Sept 07	Ward teams meet to sift schemes to produces long list for public consultation/prioritisation and consider resident comments on Ambition Vision statement(s)
	October 07	YourWard Published including schemes list for resident consultation prioritisation. <b>*Including members choice identified schemes and those schemes highlighted which assist towards achieving the vision and ambition for the ward(s)</b>  Ward Committee meeting including open discussion opportunity on list of schemes and proposers to add additional information.

	Nov Nov – Dec	Resident scheme priorities 'vote' counted.  Ward team meetings to decide on a priority scheme list. Confirm Ambition/Vision Statement(s) Information gathered on what other resources are available/in position to address Ambition/Vision statement(s)
Delivery Plan	February 08	YourWard published containing Priority list of schemes and other actions from Ward funding (subject to usual caveats of Feasibility, legality and budget availability), details of other resources to address Ambition/Vision statement(s)
Monitoring	March 08  April 08  June 08	Revise/enhance position statement with current information/data  Publish YourWard containing refreshed/enhanced position statement.  Ward committee meetings containing discussion on priorities  Cyclical process then as from June 07 "Have we identified the correct Ambitions/Visions for the ward?" Are we getting it right?
NB. Will also need to incorporate into the process feedback on the schemes that have been prioritised for 07/08		



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**Meeting of the Executive Member for  
Neighbourhood Services and Advisory Panel****7<sup>th</sup> December 2006**

Report of the Director of Neighbourhood Services

**NEIGHBOURHOODS GROUP LEGAL ACTIONS****Summary**

1. To inform Members of the results of legal actions (prosecutions, formal cautions and fixed penalties) undertaken by the Neighbourhoods area of the Directorate of Neighbourhood Services (Environmental Health, Trading Standards, Licensing and Street Environment Services) for the period 1<sup>st</sup> July 2006 – 30<sup>th</sup> September 2006.

**Background**

2. The Executive Member for Environment and Sustainability approved an enforcement policy for Environmental Health, Trading Standards and Licensing Services in September 2005.
3. This report details the results of prosecutions taken in the period 1<sup>st</sup> July 2006 to 30<sup>th</sup> September 2006. In accordance with the policy each case is considered on its merits before legal proceedings are instituted.
4. Annex A summarises the prosecutions completed, fixed penalty notices and cautions that have been issued (a caution is a Home Office approved procedure which is an alternative to prosecution. It involves a written acceptance that an offence has been committed and may be drawn to the attention of a court if any subsequent offence is committed within two years of issue).

**Consultation**

5. Not applicable.

**Options**

6. Not applicable as members are being asked to note the content of the report.

**Analysis**

7. Not applicable.

### Corporate Priorities

- 8. Corporate Objective 4.8 is to provide effective consumer and environmental protection services.

### Implications

- 9. **Financial:** There are no financial implications associated with this report.
- 10. **Human Resources:** There are no Human Resources implications associated with this report.
- 11. **Equalities:** There are no equalities implications associated with this report.
- 12. **Legal:** There are no legal implications associated with this report
- 13. **Crime and Disorder:** Formal enforcement action taken by environmental health, trading standards and licensing services contributes to reducing anti social behaviour and dishonest trading.
- 14. **Information Technology (IT):** There are no IT implications associated with this report.
- 15. **Other:** There are no other implications associated with this report.

### Risk Management

- 16. There are no known risks associated with this report.

### Recommendations

- 17. To update the Executive Member on formal enforcement action taken by the Neighbourhoods Group it is recommended that the Advisory Panel advise the Executive Member note the contents of this report.

### Contact Details

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**Chief Officer Responsible for the report:**

Andy Hudson  
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Phone: 551814

**Report Approved**



**Date**

2nd Nov 2006

**Wards Affected:**

All



**Specialist Implications Officer(s)** *List information for all*

*Implication ie Financial*

*Name*

*Title*

*Tel No.*

*Implication ie Legal*

*Name*

*Title*

*Tel No.*

**Background Papers:**

Environmental Health, Trading Standards and Licensing Enforcement Policy (September 2005)

**Annexes**

Annex A: Environmental Health, Trading Standards & Street Environment Services Formal Enforcement Action 1<sup>st</sup> July – 30<sup>th</sup> September 2006

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**Formal Enforcement Action 1 July 2006 – 30 September 2006****Animal Health Unit**

- Dermott John BOYLAN - A written undertaking was made under the Dogs Act 1871 to keep a dog under control.  
(Private individual)
- Serena Catherine BOYLAN - A written undertaking was made under the Dogs Act 1871 to keep a dog under control.  
(Private individual)

**Food Unit**

- Neil McCORD T/A Siam House - A caution was issued under the Food Safety Act 1990 for falsely describing gin.  
(Partner – Thai Restaurant)
- Victoria McCORD T/A Siam House - A caution was issued under the Food Safety Act 1990 for falsely describing gin.  
(Partner – Thai Restaurant)

**Trading Standards**

Defendant	Legislation	Nature of Case	Penalty	Costs
David Edward BURROWS (Seller – Lemon Tree, GNER)	Licensing Act 2003	Sold alcohol to an individual under the age of 18.	Absolute Discharge	£50
Neil CARDEN Trading as Automine Cars (Car Dealer)	Trade Descriptions Act 1968	False described a vehicle's mileage in an advertisement and on an invoice.	£300	£808.65
Andrew Fleming Hamilton DUNN (Oscars Wine Bar & Bistro)	Licensing Act 2003	Sold alcohol to an individual under the age of 18.	£1500	£1500
Daniel GRAVER (Seller – City Screen)	Licensing Act 2003	Sold alcohol to an individual under the age of 18.	£60	£119.18
Sonia ROOM (York Designer Agency)	Trade Marks Act 1994	Supplied and offered to supply counterfeit jewellery and designer items	100 hours community service	£500

- Wei Ying DENG - A caution was issued under the Trade Marks Act 1994 for offering for sale counterfeit DVDs.  
(Market trader)
- Richard Alexander GREGORY - A caution was issued under the Video Recordings Act 1984 for selling a classification 18 Playstation game to a person under 18.  
(HMV shop assistant)

**Trading Standards (Continued)**

- Hoty Uk Ltd  
(Market trader) - A caution was issued under the Trade Marks Act 1994 for offering for sale counterfeit DVDs.
- Lei JIANG  
(Market trader) - A caution was issued under the Trade Marks Act 1994 for offering for sale counterfeit DVDs.
- Darren George  
WALKER  
(Chef) - A caution was issued under the Trade Marks Act 1994 for making a computer designed or adapted for making copies of X Box games labels.

**Environmental Protection**

Defendant	Legislation	Nature of Case	Penalty	Costs
Shane HOLMES (Private individual)	Environmental Protection Act 1990	Failed to comply with a noise abatement order	2 years conditional discharge/ CRASBO	None
Craig Eddie WRIGHTON (Private individual)	Environmental Protection Act 1990	Failed to comply with a noise abatement order	Fine £250	£509.25

**Street Environment**

- Ayfer ALTIN  
(Private individual) - A caution was issued under the Environmental Protection Act 1990 for depositing waste on land otherwise than authorised by a waste management licence.



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## Meeting of the Executive Member for Neighbourhood Services

7<sup>th</sup> December 2006

Report of the Director of Neighbourhood Services

### Sales of Age Restricted Products

#### Summary

1. To inform members of the work undertaken by the council's trading standards service to prevent the sales of age-restricted products.
2. To seek specific member approval for the programme of action for the next 12 months in relation to the enforcement of:-
  - i) The Children and Young Persons (Protection from Tobacco) Act 1991 in relation to cigarettes/tobacco.
  - ii) The Anti-Social Behaviour Act 2003 in relation to aerosol paint.

In relation to these two particular areas, members are required to approve the plan of action each year.

#### Background

3. Legislation exists to help prevent a range of potentially dangerous/anti-social products being accessible to young people. The products regulated with age-restrictions include alcohol (minimum age 18), fireworks (18), certain video games (18), cigarettes (16), spray paint (16), solvents (16) and knives (16). In recent years trading standards officers have carried out education and enforcement work in all of these areas. Other age-restricted products that have not been part of the trading standards work programme in recent years include films (DVD's) and petrol.
4. The Executive Member and Advisory Panel for Environment and Sustainability on 14<sup>th</sup> September 2005 approved a programme of education enforcement to prevent the underage sales (including tobacco and aerosol paint). This programme is:
  - test purchasing using volunteer children under the supervision of officers (to include exercises carried out outside normal office hours and school holidays)

- inspection of premises and vending machines to inspect statutory labelling requirements.
- responding to complaints made by residents.
- targeted publicity and trader education.

Officers were also asked to consider prosecution as the most appropriate form of formal action in cases where any underage sales take place.

5. Test purchases are carried out in accordance with national guidelines issued by the Local Authority Co-ordinators of Regulatory Services (LACORS). The guidelines include that the test purchasers should not appear older than their true age, and must tell the truth about their age if asked. Officers remain within the sight and earshot of the young volunteers at all times to ensure that their welfare is not compromised, and that a trader is not tricked into making a sale that they wouldn't otherwise have made. The table in Annex 1 shows the number of attempted test purchases made and the number of sales for each product over the last 5 years.

## **Alcohol**

6. In November 2005, the Trading Standards service became responsible for the provisions of the Licensing Act 2003 relating to the prevention and detection of underage sales of alcohol in both 'on' and 'off' licence premises. Prior to this, the service were responsible for similar provisions in 'off licence' premises.
7. The service has been involved in a rigorous system of education to retailers prior to the enforcement activity (test purchasing) taking place.
8. All licensed premises were sent letters reminding them of their obligations in law, and giving some advice on preventing illegal sales in December 2005 and again in May 2006. In addition, in March 2006 officers attended the annual licensees meeting and gave a presentation on preventing illegal sales. A representative from all of the city's on-licensed premises was invited to attend.
9. As part of the council's Local Public Sector Agreement (LPSA2) trading standards are tasked to reduce the level of underage sales of alcohol to below 10% by April 2008 (taken as an average over two years). The initial grant that accompanied that agreement included appointing a specific 'Underage Sales' officer who would introduce a 'Responsible Retailer Scheme' to raise standards and recognise those premises committed to tackling underage drinking. This scheme, which compliments the 'Best Bar None' scheme designed to raise overall standards in 'on-licensed' premises, was launched in mid-October 2006. Initial response to the scheme has been good and a number of applications to join have been received. The criteria of the Responsible Retailer scheme are set out in Annex 2.
10. Enforcement action, through test purchasing exercises has followed the education work. Several cases have resulted in prosecution although often

due to the mitigating factors in the circumstances of each case the penalties are low – particularly for the sellers of alcohol in on-licensed premises.

11. At the time of writing, the trading standards service are awaiting an important judgement as to whether or not the premise licence holders can be liable for illegal sales. The premise licence holder is the person or company that ensures the premises are suitable for the sale of alcohol and has measures in place to ensure the key objectives of the Licensing Act (including the prevention of harm to children) are met. Frequently the premises licence holder is the company that employ the staff, and devises the systems to be followed to prevent illegal sales taking place. The judge has already given a formal 'indication' that based on the written legal arguments he has received he is minded to rule that they are **not** liable to prosecution. This is contrary to statutory guidance issued by the Department of Culture Media and Sport.
12. If it is held that premise licence holders are not legally accountable through the criminal courts for illegal sales then, unless we were to successfully appeal that decision, 'prosecution' will not be an option as members have previously recommended.
13. There are however provisions for the Trading Standards service (as a responsible authority under the Act) to ask a licensing committee to 'review' a premise licence if the premises are failing to meet the 'licensing objectives' underpinning the act. The outcome of a review could be to add conditions on to a premise licence, such as to train staff regularly. It may even result in the premises licence being 'forfeited' i.e. a declaration that alcohol sales are no longer permitted.
14. In addition to existing legislation the government's Violent Crime and Disorder Bill contains a provision that would enable a premise licence holder to be prosecuted where three underage sales occur in a three month period. This proposal, if implemented, is anticipated to be law by the spring of 2007.
15. Annex 3 highlights the wide variation in penalties that have been imposed by magistrates for illegal sales of alcohol.
16. As regards the sellers who actually make the illegal sales, there are proposals to enable the Chief Officer of Police to authorise trading standards officers to issue them with fixed penalty notices. It is anticipated that it will be next Spring before this proposal would become law. At present, only the police have the power to issue fixed penalty notices for underage sales - set at £80.

## **Fireworks**

17. Officers have continued to undertake a programme of education and enforcement in relation to illegal fireworks sales.

18. For the past three years, traders have been sent a guidance leaflet on all aspects of the law relating to firework sales with their registration certificate (businesses must register with the council if they wish to sell fireworks). Officers then visit retailers to check storage conditions, check for the sale of 'banned' fireworks i.e. those not complying with noise limit requirements and those which are 'unsafe'. Verbal advice is given on preventing underage sales, and checks made to ensure the correct notices are displayed.
19. The law in relation to the illegal sale of fireworks differs from alcohol in that the person who physically sells the fireworks (the employee) does not commit an offence. Only his/her employer is potentially liable.

### **Video Games, Cigarettes, Spray Paint, Solvents**

20. Education and enforcement activity has been undertaken in relation to all of these products. In the case of cigarettes, spray paint and solvents the age of purchaser was 13 or 14 as the legal age to buy these products is lower (16). There were initially high levels of sales of spray paint as this was a new area of law in 2003. However, all of the premises that sold initially were revisited in the course of the year and no illegal sales were made on the second occasion.

### **Knives**

21. For the first time, the Trading Standards service carried out a project on the illegal sale of knives in October 2006. Two illegal sales of large kitchen knives were made to a 14 year old boy from 18 visits.

### **Consultation**

22. In April 2004, The Talk About Panel (Survey 19) were asked to prioritise issues for Environmental Health and Trading Standards services. The issues that they were asked about were those that the council has a discretion over the level of service it can provide (i.e. although enforcement is a duty, no minimum criteria is specified). 60% of respondents said that the top priority for the service was preventing the sale of alcohol, cigarettes and solvents to children.

### **Options**

23. **Option 1:** The council should continue with the programme of education and enforcement action set out in paragraph 4 for the next 12 months.
24. **Option 2:** The council should continue with the programme of education and enforcement action set out in paragraph 4 for the next 12 months but rather than considering prosecution for first time offenders officers should adopt a more flexible approach to taking formal enforcement action including the use of fixed penalty tickets when these become available and the use of licensing reviews for repeat offenders in the case of illegal alcohol sales.
25. **Option 3:** The council may adopt a different programme of enforcement.

## Analysis

26. Option 1: Will permit officers to continue with a programme of enforcement activity which has resulted in a reduction in underage sales. However, to consider prosecution in every case may not be the most effective course of action. In some cases where there are significant aggravating factors (e.g. an employee who has deliberately ignored the business's policies and procedures) prosecution will be appropriate. In other cases a fixed penalty ticket or a licensing review may be appropriate.
27. Option 2: Will permit officers to continue with a programme of enforcement activity which has resulted in a reduction in underage sales and allow a more flexible response to offending in terms penalties for offenders and measures that can be applied to prevent re offending. Fixed penalty tickets will also introduce a level of consistency in penalising individuals who make illegal sales of alcohol.
28. Option 3: Any other programme will have to consider the impact it would make in reducing sales of age restricted products.

## Corporate Priorities

31. The trading standards work on tackling illegal sales of age restricted products links to several corporate objectives:-
  - i) Protect residents and local businesses from unfair and unsafe practices (3.3).
  - ii) Reduce the level of anti-social behaviour and disorder in York (4.2)
  - iii) Reduce the level of alcohol and drug related crime in York (4.3)
  - iv) Reduce the number of young people involved in crime and anti-social behaviour (4.4).

## Implications

- **Financial:**
32. There are no financial implications associated with this report.
- **Human Resources (HR):**
33. There are no HR implications associated with this report.
- **Equalities**
34. There are no equalities implications associated with this report.

- **Legal:**

35. The Council are legally obliged to consider its activities in relation to tackling underage sales of alcohol, spray paint and cigarettes each year. Members are being asked to make a decision on enforcement action.

- **Crime and Disorder**

36. The links to tackling crime and disorder have been highlighted earlier in this report.

- **Information Technology (IT)**

37. There are no IT implications associated with this report.

- **Other**

38. There are no other implications to consider.

### **Risk Management**

39. There would be a risk to appealing (and losing) the decision of the court in relation to the liability of the premises licence holder. The council may be liable to meet all costs (including defence costs) which could run into tens of thousands of pounds. By considering other action against premises licence holder (Option 2) in appropriate circumstances that is eliminated.
40. There is a risk to carrying out test purchasing operations in licensed premises if the support of North Yorkshire police is withdrawn. Their services are required to respond to any breach of the peace that may arise.

### **Recommendations**

41. That the Advisory Panel advise the Executive Member notes the report and adopts option 2 for the programme of enforcement action for the next 12 months.

Reason: So that the council can meet its legal obligations as set out in paragraph 2 and 35.



**Contact Details**

**Author:**

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**Chief Officer Responsible for the report:**

Andy Hudson  
Assistant Director (Neighbourhoods)

**Report Approved**  **Date**

10/11/2006

**Specialist Implications Officer(s)** *List information for all*

*Implication ie Financial*

*Implication ie Legal*

*Name*

*Name*

*Title*

*Title*

*Tel No.*

*Tel No.*

**Wards Affected:**

All

**For further information please contact the author of the report**

**Background Papers:**

Environment and Sustainability EMAP 'Sales of Age Restricted Products' report 14<sup>th</sup>  
September 2005  
2005 Environmental Health, Trading Standards and Licensing Enforcement Policy

**Annexes**

Annex 1 - The results of test purchasing activity 2001- 2006

Annex 2 - Responsible Retailer Scheme – Qualifying Criteria

Annex 3 - Underage Sales of Alcohol 2004 to 2006 – Prosecution Outcomes

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## Annex 1

**The results of test purchasing activity 2001- 2006**

Product	2001/2		2002/3	
	No. of visits	Illegal Sales	No. of visits	Illegal Sales
Alcohol	N/a	N/a	7	5 (71%)
Tobacco	13	0 (0%)	8	0 (0%)
Fireworks	3	0 (0%)	2	0 (0%)

Product	2003/4		2004/5	
	No. of visits	Illegal Sales	No. of visits	Illegal Sales
Alcohol	62	21 (34%)	64	11 (17%)
Tobacco	4	0 (0%)	8	0 (0%)
Fireworks	17	0 (0%)	35	4 (11%)
Solvents	N/a	N/a	6	3 (50%)

Product	2005/6	
	No. of visits	Illegal Sales
Alcohol	195	29 (15%)
Tobacco	3	0 (0%)
Fireworks	28	3 (11%)
Spray Paint	38	15 (40%)
Computer Games	7	1 (14%)

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## Annex 2

### **Responsible Retailer Scheme – Qualifying Criteria**

- The retailer must display a sign stating that it is illegal to sell alcohol to persons under 18.
- The retailer and staff always ask young people their age. If anyone appears to be under the age of 21 they will ask for proof of age.
- The retailer and staff will only accept proof of age with a 'PASS' logo, passport or a new style driving licence before they sell alcohol.
- The retailer's customers confirm that they have not seen any illegal sales in my shop by signing a petition (50 for a small enterprise, 150 for a medium and 300 for a large).
- The retailer will train staff on our policy regarding under age sales when they commence employment and at regular intervals thereafter.
- The retailer will maintain records of staff training and produce it to trading standards staff on request.
- The retailer and staff maintain a refusals note book and monitor entries taking appropriate action where appropriate ( such as re-training members of staff ).
- The retailer will display customer / staff posters as appropriate.
- The retailer will accept that trading standards officers may check that the retailer is complying with the scheme and if not the membership could be cancelled.

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## Annex 3

**Underage Sales of Alcohol 2004 to 2006 – Prosecution Outcomes****Off Licences**

<b>Seller</b>	<b>Fine (£)/Result</b>	<b>Costs (£)</b>
1	100	50
2	100	198.10
3	Absolute Discharge	0
4	100	50
5	Conditional Discharge	75
6	250	100
7	75	226.40
8	250	226.40
9	Conditional Discharge	150
10	150	150
11	300	198
12	300	198
<b>Average</b>	<b>£135.42</b>	<b>£135.16</b>

<b>Licensee</b>	<b>Fine (£)/Result</b>	<b>Costs (£)</b>
1	250	198.10
2	Conditional Discharge	169.50
3	100	100.00
4	Conditional Discharge	100.00
5	250	226.40
6	250	226.40
7	Conditional Discharge	169.50
8	Conditional Discharge	100.00
9	Conditional Discharge	329.45
10	Conditional Discharge	329.45
<b>Average</b>	<b>£85</b>	<b>£194.88</b>

**On-Licences**

<b>Seller</b>	<b>Fine (£)/Result</b>	<b>Costs (£)</b>
1	150	75
2	Absolute Discharge	0
3	Absolute Discharge	0
4	Absolute Discharge	0
5	100	135
6	200	269.55
7	100	135
8	Absolute Discharge	50
9	100	90.65
10	100	50
11	100	90.65
12	60	119.80
<b>Average</b>	<b>£75.83</b>	<b>£84.64</b>

<b>Licensee</b>	<b>Fine (£)/Result</b>	<b>Costs (£)</b>
1	750	205
2	150	75
3	100	179.70
4	100	135
5	1500	1500
<b>Average</b>	<b>£520</b>	<b>£418.94</b>





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## Meeting of the Executive Member for Neighbourhood Services and Advisory Panel

7 December 2006

Report of the Director of Neighbourhood Services

### Noise Patrol Update

#### Summary

1. Members are asked to note the actions taken by the Noise Patrol to date, and to be aware of the service pressure generated by the additional workload, over and above that which was anticipated.

#### Background

2. On 8 March 2006 the Executive Member approved a new approach to tackling noise nuisance, which included the setting up of a new weekend night time noise enforcement service (the "Noise Patrol").
3. On 27 June 2006 the executive approved the financial arrangements for the new service to be funded via the second Local Performance Service Agreement (LPSA2), in order to enable the council to extend (or stretch) its performance in the area of tackling anti social behaviour.
4. An additional temporary senior environmental protection officer was approved (also funded as part of LPSA2) to co-ordinate the Noise Patrol and the environmental protection unit's (EPU) other actions to tackle anti social behaviour.
5. The then Office of the Deputy Prime Minister (ODPM) confirmed the targets and the means by which the council's performance would be measured:
  - The percentage of residents reporting that 'noisy neighbours or loud parties represent a problem in the local area' to reduce by 4%, from 13% to 9%. This is to be measured by the annual ResOp Survey.
  - The percentage of people feeling that York is a safe city in which to live to increase, by 21%, from 47% to 68%. This is to be measured by the annual TalkAbout Survey.

Both targets are to be achieved by the 31 March 2008.

### **The Noise Patrol**

6. The Noise Patrol service began operating on the weekend commencing Friday 7 April 2006. The service operates from 9pm to 3am on Friday and Saturdays, but if a call is received before 3am, the officers will take that job through to completion, regardless of the end time. Officers often work until 4am.
7. Over 500 telephone calls were received during the first six months of the Noise Patrol service. By comparison, in 2004/05, the last year of the earlier weekend emergency out of hours service, 334 calls were received over 12 months. Over 300 visits have been made in the first six months of the service. Visits vary tremendously from a patrol of a premise or area, to a visit to a customer to collect evidence, to a visit to the person causing the noise and can take from several minutes to several hours.
8. The EPU team is too small in itself to provide the Noise Patrol service alone. Two officers 'staff' the Noise Patrol, at least one of who is an environmental protection officer (EPO) experienced in dealing with and assessing noise nuisances. The second officer may be another EPO or an experienced enforcement officer from elsewhere in environmental health, trading standards, licensing or housing. This broadens the experience of the officers and can assist in giving advice on issues other than noise, if required.
9. The officers arrive at De Grey House, where the service is based, for 9pm and download any messages that have been received before that time. The issues are prioritised and any urgent complaints dealt with first. Some calls may just require advice.
10. During the hot summer months (July and August) there was a significant increase in the number of calls received by the Noise Patrol (40 calls were received on the busiest weekend, compared with 20 on a more typical weekend). The number of calls became too many for the Noise Patrol officers to deal with and some customers' calls went unanswered.
11. From July to September it was necessary to supplement the service by the addition of a support officer to cope with the volume of calls on Saturday nights. The support officer was an experienced environmental protection officer who was able to assist the Noise Patrol officers by taking the calls and giving advice to the customer. In some cases this was sufficient to deal with the caller. The support officer was able to check the computer database for the history of any complaints and do a safety check, before passing the call to the Noise Patrol officers. This support enabled the Noise Patrol to deal with a higher proportion of calls effectively, and provide a speedier response as officers were able to remain in the field.
12. Noise Patrol respond as soon as possible to noise complaints that are occurring at the time of the telephone call. The Noise Patrol has a dedicated vehicle, equipped with removable Noise Patrol signs. Officers will also patrol areas where there are known noise or anti social behaviour issues, in order to collect evidence.

13. Noise Patrol officers also collect evidence of breaches of licensing conditions when they visit or patrol near licensed premises. If the breach of any condition is related to a potential noise nuisance, the Noise Patrol officers will speak to the licensee and warn them of enforcement action by EPU or the licensing team. All breaches are reported to the licensing team, the police, the fire service and trading standards for information and for any further action.
14. The assessment for the night time noise offence (NTNO) has not proved to be effective as it is over complicated, takes too long and can only be used between the hours of 11pm and 7am. Officers have to monitor the noise emanating from the neighbour's property, in the caller's property, to determine if the permitted level is being exceeded. The permitted level is defined as 10 decibels (dB(A)) above the underlying (background) level, where the underlying level exceeds 25 dB(A) averaged over a five minute period.
15. If the noise exceeds the permitted level, officers visit the premises from where the noise emanates. Officers attempt to speak to the person responsible for the noise and give them a warning notice. The warning notice states that the permitted noise level has been exceeded and gives them 10 minutes to reduce the noise to the permitted level.
16. The officers must wait 10 minutes for the warning notice to come into effect before monitoring the noise as before. If the permitted level is still being breached, the person responsible for the noise is guilty of a NTNO and officers can serve a fixed penalty notice (FPN) of £110, if they have the name and address of the person responsible
17. The volume of calls to the Noise Patrol has exceeded expectations. This has meant that officers are required to visit, resolve the noise issue as quickly as possible, and then go to the next incident. The procedure for assessing for a NTNO has proved to be over complicated and takes too long. In some cases NTNO were not established in situations where officers concluded that the noise was a statutory nuisance. For these reasons, the NTNO is little used.
18. Once at the complainant's address, Noise Patrol officers will assess the noise for statutory nuisance. If the noise is not a nuisance, officers will explain the reasons why to the customer. If the officers suspect that an event may become a nuisance at a later time they may visit the person(s) causing the noise to give them advice or persuade them to reduce the noise.
19. In most cases, noise complaints are dealt with informally, especially if it is a "first offence" and the person causing the noise co-operates. However, if officers substantiate a noise nuisance they will usually serve a noise abatement notice on the person(s) responsible at the time of the incident. To date, 22 noise abatement notices have been served as a result of evidence collected on the Noise Patrol.
20. In situations where officers feel unsafe, they will request police back up. The Noise Patrol service operates at the one of the busiest times in terms of police

incident, so police officers have not always been available. This has sometimes made it difficult to abate the noise nuisance. If the police are unavailable, officers will arrange for the noise abatement notice to be served on the next working day.

21. Police support has been essential in some incidents. In one case, the Noise Patrol wanted to serve a notice on a noisy party. Once there the police noticed evidence of drug taking and all guests were then searched. At another noisy party, several people were arrested after violence broke out.
22. In four cases, the Noise Patrol has witnessed breaches of noise abatement notices, i.e. the noise nuisance has continued despite the service of the notice. Once a notice is breached it becomes an offence and warrants are obtained from a magistrate to enable EPU officers to seize those noise-generating items that led to the breach of the notice.
23. A seizure requires a minimum of three environmental protection officers, together with an appropriate level of police back up and usually, a locksmith. Because of the numbers of officers required and for safety reasons, seizures have not been undertaken to date if the breach occurs at night, but occur on the next practical working day. Items seized so far include mainly DJ decks and stereos.
24. In cases where the noise abatement notice is breached, EPU will usually also prosecute the person responsible for the breach, in a magistrates' court, with a maximum fine of £5000.
25. To date, EPU has taken one prosecution based upon evidence collected on the Noise Patrol and a further three are pending. The successful prosecution led to the perpetrator being given a two year conditional discharge and EPU's first criminal anti social behaviour order (CRASBO). (Evidence collected by the Noise Patrol also led to this person receiving a harassment order, which when breached led to his imprisonment. He has since breached the noise abatement notice and the conditions of his CRASBO and has been re-arrested).

## **Consultation**

26. EPU conducts an annual customer satisfaction survey. In the 2006 survey 100% of customers said they were satisfied with the Noise Patrol (46% were very satisfied and 54% were fairly satisfied). 38% of those surveyed wanted the hours and days of the Noise Patrol service extended. 15% wanted a 24/7 service.
27. The police are pleased that they and EPU are working together to deal with anti social behaviour. They described the Noise Patrol as a very useful service and the staff as very helpful. They have passed the telephone number to local residents suffering from noise nuisance.
28. The tenancy enforcement team (TET) welcome the corroborative evidence collected and provided in court in support of their actions. They asked for a

periodic report of action taken by the Noise Patrol. This is now provided on at least a monthly basis.

29. Estate managers and council tenants described the service as excellent and very popular. They would like the service extended to weekdays. They also want it publicised more.

### **Options**

30. Not applicable.

### **Analysis**

31. Not applicable

### **Corporate Priorities**

32. The Noise Patrol service and the work of EPU contribute directly to the Council's corporate priority to "Reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York."

### **Implications**

- **Financial**

33. No budget was identified for the support officer detailed in paragraph 11. The post was funded through vacancy management within the team. If it is necessary to provide this officer on a regular in response to customer demand for the service then this will have recurring budgetary implications. No officers were consulted on the financial aspects of this report.

- **Human Resources (HR)**

34. There are no HR implications associated with this report.

- **Equalities**

35. There are no equal opportunities issues associated with this report.

- **Legal**

36. There are no additional legal issues over and above those identified within the report. No officers were consulted on the legal aspects of this report.

- **Crime and Disorder**

37. The service contributes directly to reducing crime and disorder.

- **Information Technology (IT)**

38. There are no IT issues associated with this report.

- **Property**

39. There are no property issues associated with this report.

- **Other**

40. There are no other issues associated with this report.

### **Risk Management**

41. There are no additional risks.

### **Recommendations**

42. That the Advisory Panel advise the Executive Member to note the report, and the additional service pressure generated by the additional demand over and above that which was anticipated.

Reason: To update the Executive Member on the work of the Noise Patrol.

### **Contact Details**

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**Manager**

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**Wards Affected:**

**Chief Officer Responsible for the report:**  
**Andy Hudson**  
**Assistant Director (Neighbourhoods)**

**Report Approved**

3

**Date** 7<sup>th</sup> November 2006

**All** 3

**Specialist Implications Officer(s)** *List information for all*  
*Implication ie Financial* *Implication ie Legal*  
*Name* *Name*  
*Title* *Title*  
*Tel No.* *Tel No.*

**For further information please contact the author of the report**

### **Background Papers:**

Tackling Noise Nuisance, report to the Environment & Sustainability EMAP, 8 March 2006

York's Local Public Service Agreements, report to the Executive, 27 June 2006



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## Meeting of Executive Member for Neighbourhood Services and Advisory Panel

7<sup>th</sup> December 2006

Report of the Director of Neighbourhood Services

### Street Environment Enforcement Policy

#### Summary

1. Street environment officers carry out enforcement in relation to environmental crime including fly tipping, littering, graffiti, fly posting and waste presentation. In terms of best practice and legal obligations any enforcement activity undertaken must be fair and consistent. The DEFRA statutory guidance introduced on the Clean Neighbourhoods and Environment Act 2005 require enforcement policies to be in place.
2. The purpose of this report is to ask Members to approve the Street Environment Enforcement Policy, and associated customer contract and to note the procedures concerning enforcement of litter, graffiti, fly posting and presentation of waste, and the enforcement provisions concerning juveniles.

#### Background

3. The Council has signed up to the Government's Enforcement Concordat. This sets out what businesses and others being regulated can expect from enforcement officers. It commits the Council and their officers to good enforcement policies and procedures and may be supplemented by additional statements of enforcement policy.
4. In addition the requirement for a local authority to have written and published enforcement policies can be found in Best Value Performance Indicators (BVPIs) and statutory requirements and guidance also require such policies. For example, BVPI 166 relating to environmental health and trading standards, and the Department of Food and Rural Affairs (DEFRA) statutory guidance relating the new powers introduced by the Clean Neighbourhoods and Environment Act 2005 (CN&EA).
5. The minimum criteria for an enforcement policy are that
  - it confirms that the authority is signed up to the Enforcement Concordat
  - it takes into account the guidance set out in 'The Code for Crown Prosecutors'

- it includes the criteria to be met before formal enforcement action is taken by the authority
  - it has formal endorsement of the authority's Members
  - it recognises and provides for situations where there is a shared enforcement role
  - it takes into account the particular interests of consumers within the authority's area including business owners, employees and the public
6. Members approved an enforcement policy for trading standards and environmental health in 2001, and an updated policy for environmental health, trading standards and licensing in 2005. That policy has been subject to review by the head of environmental health and trading standards annually to ensure that it is relevant and meets the minimum criteria. Since the formation of street environment, officers have followed that policy.
  7. The proposed enforcement policy for street environment has been drafted to be consistent with the environmental health, trading standards and licensing enforcement policy whilst taking into consideration those enforcement duties that relate specifically to street environment, case law, and recent legislative changes such as the CN&EA.
  8. The proposed policy statement is attached as Annex A. This policy meets the minimum criteria detailed in paragraph 5 and recognises that other documents need to be referred to before taking a decision on the nature of the formal action to be taken. For example, the guidance produced by DEFRA. Attached as Annex B is the customer contract referred to in the enforcement policy. It is a requirement of an enforcement policy that service standards are published and performance reported against them. The customer contract in relation to street environment enforcement follows the format for environmental health and trading standards. These documents will be available on the CYC web. It is proposed that this will compliment the Street Scene Review Customer contract.
  9. Members were advised in the report on CN&EA 2005 – Fixed Penalty Notices (FPN) on 18<sup>th</sup> October 2006 that this report would also provide information as to the enforcement procedures for areas such as littering, graffiti, waste presentation, and fly posting. Attached as Annex C are flow charts which outline the manner in which such enforcement activity is to be undertaken to encompass the ability to issue fixed penalty notices. The CN&EA 2005 increased the penalties for offences in relation to fly tipping in line with the Government's desire to take a tougher stance on environmental crime and stresses the seriousness of disposing of waste illegally. The maximum penalty on summary conviction has increased from £20,000 to £50,000 and the maximum term of imprisonment on conviction on indictment for non hazardous waste to five years. Reports of fly tipping will be investigated in accordance with the enforcement policy statement with a view to prosecution due to their more serious nature.



10. Specific guidance has been issued by DEFRA in relation to issuing fixed penalty notices to juveniles. The purpose being to ensure that local authorities act in accordance with their duty under the Children Act 2004 to discharge their functions having regard to the need to safeguard and uphold the welfare of children. A report was brought to Members on 14th January 2004 about 'Tackling Environmental Crime – Litter Enforcement' and Members approved the policy for issuing fixed penalty notices for the offence of littering. This included references to those over 10 years and under 18 years of age. The new DEFRA guidance recommends different procedures when dealing with 16 and 17 year olds, and children between 10 and 15. Furthermore, when a FPN has been issued local authorities should always inform the Youth Offending Team(YOT) for the area where the young offender lives. Local authorities also need to work with the Youth Offending Teams when dealing with persistent young offenders, those young offenders for whom FPNs are not suitable and young offenders who fail to pay FPNs. Following discussions with the Head of the YOT(York), neighbouring authorities, and members of the Criminal Damage Task Group (including police) a revised procedure for dealing with juveniles, taking into consideration DEFRA guidance is attached as Annex D. This procedure would be applicable in relation to FPNs issued to juveniles regardless of the alleged offence.

### **Consultation**

11. The proposed policy has been drawn up in line with the Enforcement Concordat taking into account specific guidance and accepted practices. A meeting of the Yorkshire and Humberside Environmental Working Group was held on 27<sup>th</sup> October 2006 to discuss enforcement issues including consistency of enforcement and enforcement against juveniles. The proposed enforcement policy and practices for street environment are consistent with the policy and practices throughout the region.

### **Option**

12. The options for members are:
  - a) To approve the proposed enforcement policy statement for street environment together with the associated customer contract as detailed in Annexes A and B, and  
  
To note the content of the procedures detailed in Annexes C and D.
  - b) Not to approve the enforcement policy statement for street environment.

### **Analysis**

13. The advantage of the proposed enforcement policy statement is that the

Council will have an appropriate and consistent enforcement policy for street environment. In doing so the Council will be meeting its legal obligations.

14. The advantage of the procedures described in Annexes C and D are that they are consistent in approach with national guidance and other local enforcement agencies, and fulfil the Council's legal obligations.
15. If the enforcement policy statement was not approved the Council would not be meeting its legal obligations.

### **Corporate Priorities**

16. The enforcement policy statement and the associated procedures support the Council's corporate objectives of creating a safer city and improving quality and sustainability. The aim of the enforcement policy and associated procedures for dealing with environmental crime is at one with the corporate priorities; - to improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces, and reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York.
17. The policy and procedures support the Neighbourhood Pride initiatives, and also tie in with the outcomes of the Street Scene Review.

### **Implications**

18.
  - **Financial** – To be met from existing budgets as there are no significant implications from this report.
  - **Human Resources (HR)** – There are no human resources implications.
  - **Equalities** – There are no equalities implications other than those around the issuing of FPN's to juveniles and these have been taken into account in the procedure drawn up.
  - **Legal** – An appropriate enforcement policy is necessary to avoid 'abuse of power' challenges in enforcement actions, including prosecutions taken by the Council.
  - **Crime and Disorder** – No additional implications.
  - **Information Technology (IT)** – None.
  - **Property** – None.
  - **Other** – None.

## Risk Management

19. There are no known risks.

## Recommendations

20. That the Advisory Panel advise the Executive Member to approve the enforcement policy statement and associated customer contract for street environment (Annexes A and B) outlined in paragraph 12.

**Reason:** This will comply with the Council's obligations in relation to when, why and how enforcement action is taken by street environment.

21. That the Advisory Panel advise the Executive Member to note the content of the enforcement procedures in relation to the Clean Neighbourhoods and Environment Act 2005 and enforcement in relation to juveniles (Annexes C and D) outlined in paragraph 12.

**Reason:** These procedures follow the guidance issued by DEFRA and relate to consistency of enforcement.

## Contact Details

**Author:**

**Author's name:** Liz Levett  
**Title:** Acting Street Environment Manager  
**Dept Name:** Neighbourhood Pride Unit  
**Tel No:** 1825

**Chief Officer Responsible for the report:**

**Chief Officer's name:** Andy Hudson  
**Title:** Assistant Director (Neighbourhoods)

**Report Approved**  **Date** 6/11/06

**Co-Author's Name:** Zoe Burns  
**Title:** Head of Neighbourhood Pride  
**Dept Name:** Neighbourhood Pride Unit  
**Tel No:** 1817

**Report Approved**  **Date** 6/11/06

**Specialist Implications Officer(s)** *List information for all*

<i>Implication ie Financial</i>	<i>Implication ie Legal</i>
<i>Name</i>	<i>Name</i>
<i>Title</i>	<i>Title</i>
<i>Tel No.</i>	<i>Tel No.</i>

**Wards Affected:** *List wards or tick box to indicate all*

**All**

**For further information please contact the author of the report**

### Background Papers:

**All relevant background papers must be listed here.**

- Meeting of Executive Member for Environment and Sustainability and Advisory Panel 14<sup>th</sup> September 2005 – The Environmental Health, Trading Standards and Licensing Enforcement Policy 2005
- The Enforcement Concordat
- BVPI 166
- DEFRA Guidance for enforcement of CN&EA.
- Meeting of the Executive Member for Neighbourhood Services and Advisory Panel 18<sup>th</sup> October 2006 – Clean Neighbourhoods and Environment Act 2005 – Fixed Penalty Notices

### **Annexes**

Annex A – Street Environment Enforcement Policy

Annex B – Street Environment Customer Contract

Annex C – Flow Charts of Procedures relating to CN&EA

Annex D – Procedure in relation to FPNs and juveniles



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## Street Environment

# ENFORCEMENT POLICY STATEMENT

All City of York Council's street environment officers are committed to good enforcement policies and procedures. This document sets out the standards that businesses, individuals and the community as a whole can expect.

### 1.0 INTRODUCTION

Street Environment's main purpose is to implement and enforce legislation to improve and protect public health and the environment. Consistent and equitable enforcement ensures that this will not result in any business, resident or member of the public being put at a disadvantage.

Effective legislation depends upon people's willingness to abide by the law and we believe that most businesses and individuals want to do just that. We will assist and advise wherever possible but firm action will be taken against those who flout the law or act irresponsibly. We will make provision for educational and advisory work to help raise awareness of legal environmental duties whilst encouraging York's residents and businesses to be more aware of the effect they have upon their environment.

The City of York Council has adopted the Government's Concordat on Good Enforcement. In doing so we have committed ourselves to the following aims and procedures:

### 2.0 AIMS

#### Standards

- We will consult businesses and other interested parties on the service we provide.
- We will draw up clear standards setting out the level of service and performance that the public and businesses can expect to receive.
- We will publish these standards in our customer contract and report on our annual performance against them.

#### Openness

- We will provide accessible information and advice, in plain language, on the legislation that we enforce.
- We will be open how we work.

### **Helpfulness**

- We believe that prevention is better than cure and we will actively work with local business and residents to advise on, and assist with, compliance with the law.
- We will provide a courteous and efficient service and our staff will identify themselves by name.
- We will offer a contact point and telephone number to encourage further discussion.
- We will strive to ensure that wherever possible our activities are effectively coordinated to avoid unnecessary overlaps and delays.

### **Complaints about our service**

All complaints will follow City of York Council's complaints procedure, which is easily accessible to all service users, and explains the rights of complaint and appeal, including the likely timescales involved. A copy of the complaints procedure can be obtained from 9 St Leonard's Place, York, by calling 01904 551811, or through our website at <http://www.york.gov.uk>.

### **Proportionality**

- We will, as far as the law allows and where co-operation is given, work with businesses and residents so that they can meet their legal obligations, without unnecessary expense.
- We will take into account the costs of compliance for business by ensuring that any enforcement action we take or remedial action we require is proportional to the risks and the effect upon the local community and consumers.
- In the case of small businesses, voluntary and community organisations, we will take particular care to help them meet their legal obligations without unnecessary costs.

### **Consistency**

- We will carry out our duties in a fair, equitable and consistent manner. Whilst officers exercise judgement in individual cases, we will have arrangements in place to promote consistency, including liaison with other authorities and agencies.
- We recognise that there are situations where there is a shared enforcement role and in those circumstances we will ensure enforcement is effectively and efficiently coordinated to avoid duplication of resources.

## **3.0 PROCEDURES**

- Advice from an officer will be put clearly and simply, confirmed in writing on request, explaining why remedial work is necessary and over what timescale. Legal requirements will be clearly distinguished from best practice advice.

## **ANNEX A**

- Formal enforcement action will only be considered and taken in the first instance in cases involving public safety, a risk to public health, statutory nuisances, and damage to the environment (including littering, dog fouling, fly tipping, fly posting, graffiti).
- In other cases formal enforcement action will be considered and may be taken when advice has been ignored.
- Before formal enforcement is taken, there will be an opportunity to discuss the circumstances of a case, unless immediate action is required (e.g. to prevent destruction of evidence, to issue fixed penalty notice or there is an imminent risk to health and safety). This discussion will usually be under caution if a prosecution is being considered.
- Where immediate formal enforcement action is taken (which will usually be the service of a legal notice), reasons for such action will be given at the time, and confirmed in writing within 10 working days.
- Where there are rights of appeal against formal enforcement action, notification of the appeal mechanism will be clearly set out in writing at the time the action is taken.

For the purpose of this policy 'formal enforcement action' includes a legal notice (e.g. an improvement, seizure, suspension, prohibition, abatement notice or fixed penalty notice), the issue of a formal written caution and prosecution. In cases involving environmental crime we will take account of any appropriate guidance issued by DEFRA (Department of Food and Rural Affairs).

### **4.0 WHEN DO WE PROSECUTE?**

Each case is unique and will be considered on its own facts and merits. Before deciding whether a prosecution shall be taken against a business or individual, we will consider a number of factors in line with the Code for Crown Prosecutors and any other nationally recognised guidance. These factors may include the following:

- The seriousness of the alleged offence,
- The history of the party concerned,
- The willingness of the business or the individual to prevent a recurrence of the problem and co-operate with officers,
- Whether it is in the public interest to prosecute,
- The realistic prospect of conviction,
- Whether any other action (including formal caution) would be more appropriate or effective,
- The views of any complainant and other parties with an interest in a prosecution.

These factors are NOT listed in order of significance. The rating of the various factors will vary with each situation under consideration.

## 5.0 APPLICATION OF OUR POLICY STATEMENT

All officers will refer to this policy statement when making enforcement decisions. It will be read in conjunction with relevant approved guidance on enforcement action that may be produced and regard will be given to any relevant quality procedure.

Any departure from this policy must be exceptional, capable of justification and be fully considered by the Head of Service before a final decision is taken. This proviso shall not apply where a risk of injury or to health is likely to occur due to a delay in any decision being made.

In cases of emergency or where exceptional conditions prevail, the Chief Executive may suspend all or part of this policy where necessary to achieve effective running of the service and/or where there is a risk of injury or to health of employees or members of the public.

## 6.0 REVIEW

This document will be subject to an annual review with additional reviews as and when required. Improvements will be made if there are any changes in legislation or in local needs.

If you have any comments please contact the Head of Neighbourhood Pride Unit by calling (01904) 551811, or by writing to 9, St Leonard's Place, York, YO1 7ET or email at [street.environment@york.gov.uk](mailto:street.environment@york.gov.uk).

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

 (01904) 613161

**THIS INFORMATION IS AVAILABLE IN LARGE PRINT  
AND ON CASSETTE TAPE IF REQUIRED**



## YOUR CUSTOMER CONTRACT FOR

# Street Environment

City of York Council is responsible for enforcing laws which protect and improve public health and the environment, and maintain a fair and safe trading environment for residents and businesses. We want to provide a service that you can be proud of and is right for you.

**The customer contract lets you know:**

- what you can depend on us to do
- what you can do to help
- what to do if there is a problem

**We Promise to:**

- Provide practical and easy to understand legal advice.
- Carry out checks to make sure businesses and residents are complying with environmental protection laws
- Investigate your concerns that environmental protection laws have been broken
- Work with and involve your local communities to enable you to improve your environment



### How do you carry out checks to make sure that businesses and residents are complying with the law?

We will inspect businesses and investigate complaints about residents in line with government guidance. We will use our resources sensibly and visit those premises which pose the greatest risk of breaking the law more frequently than those less likely to offend.

When we carry out an inspection our officers will show you their identification and explain clearly what we intend to do.

We will monitor the environment to ensure that hazards are minimised and the law is being complied with.

### What laws do street environment enforce?

We enforce environmental protection laws that regulate both businesses and individuals. These include the following areas:

- abandoned vehicles
- graffiti
- fly posting
- dumped rubbish (including refuse put out incorrectly)
- litter control
- fly tipping
- private drainage

### What else do you do?

We monitor, assess and make improvements to the street environment by:

- responding to complaints and requests for assistance, taking responsibility for ensuring issues are resolved
- education, ensuring the public is aware of the council's powers and the consequences of committing an offence
- monitoring and surveys, to assess the quality of the environment
- action, to reduce problems with the street environment by reporting issues and getting action taken without the need for you to complain



## YOUR CUSTOMER CONTRACT FOR

# Street Environment

### How quickly will you deal with my enquiry or complaint?

We will respond to 95% of all complaints, enquiries and requests within ten working days. We will respond to complaints about graffiti and fly posting of an obscene or racially abusive nature within 24 hours, other fly posting and graffiti on public land within 5 days. We respond to fly tipping within 24 hours of it being reported.

If you telephone, we will answer within 20 seconds.

For complicated matters which take a longer time to resolve we will update you every four weeks.

### How do you give advice?

A named officer will explain your legal obligations in plain language over the phone, face to face or in writing.

You may also be given leaflets or other written information to help with your enquiry.

### How can I help?

We need full and accurate details of your enquiry or complaint when you contact us.

Report fly tipping, graffiti, and all other environmental problems to the York Pride Action Line on (01904) 551551

Help us to help you by placing your litter, chewing gum and extinguished cigarette ends in the nearest bin. Dog owners should deposit dog waste in the bins provided. Remember to put your refuse and recycling out on the correct day.

### How do I contact you?

You can contact us Monday to Friday 8.30 am - 5pm (except public holidays).

By phone on (01904) 551551

By Fax on (01904) 551831

By writing to us at:  
9 St Leonard's Place,  
York, YO1 7ET  
or email at:  
street.environment@york.gov.uk

### What happens if i'm not happy with the service?

If you were unhappy with our service or we failed to keep any promises, please let us know. You can phone us on (01904) 551811, write to us at 9 St Leonard's Place, York YO1 7ET, or email us at street.environment@york.gov.uk

If you are not happy with our response, please contact Zoe Burns, head of Neighbourhood Pride Unit on the telephone number detailed above, or write to here at the above address.

If you still think we have not done the best we can, please contact Terry Collins, director of Neighbourhood Services on (01904) 613161 ext 2003, or write to him at the above address.

We will listen to any concerns you have and deal with them quickly.



www.york.gov.uk

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Bu bilgiyi kendi dilinizde almamız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

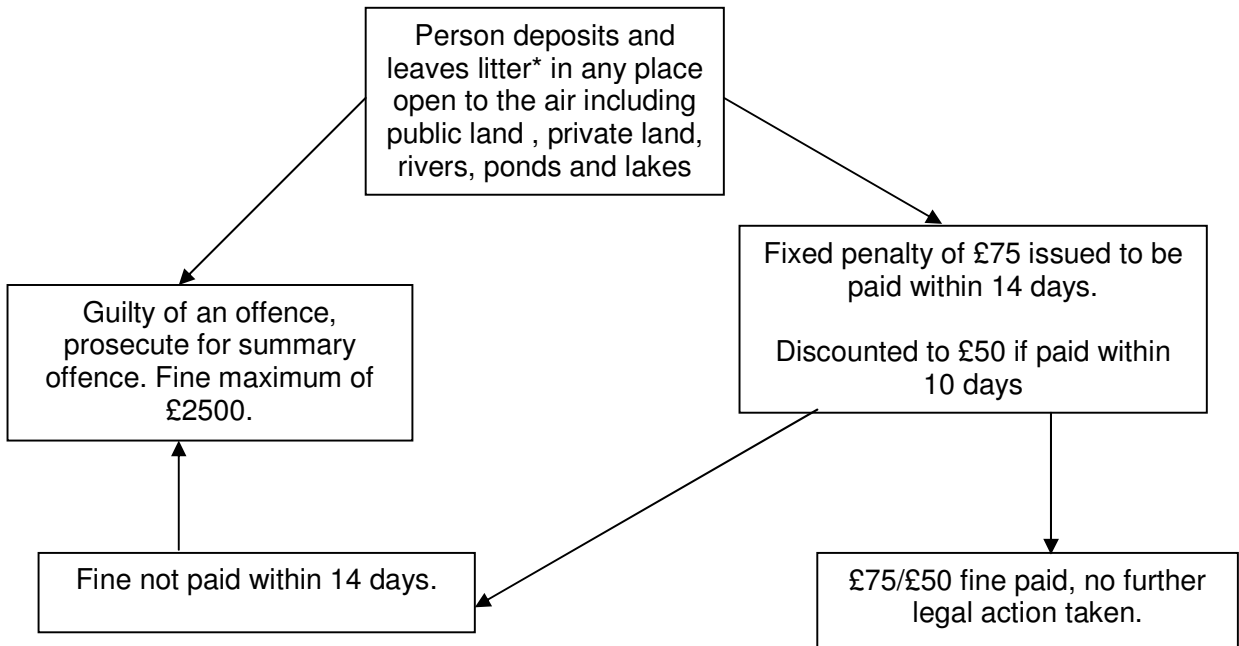
☎ (01904) 613161



**We aim to achieve a cleaner, greener and safer environment in York.**

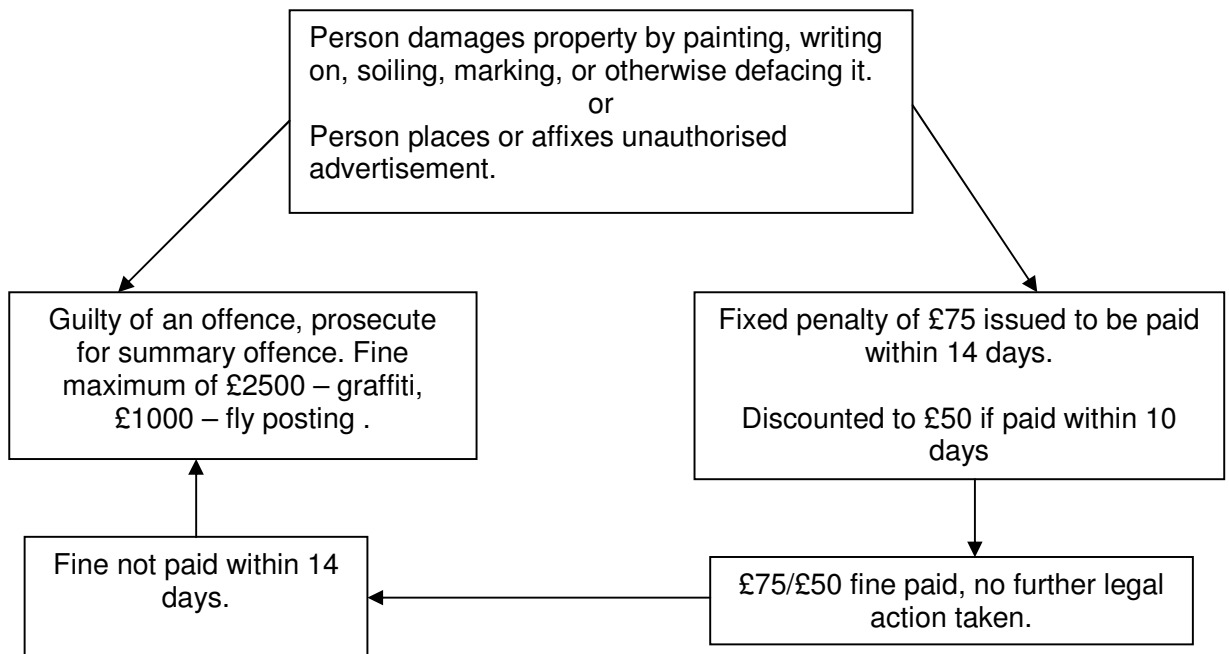
**Litter**

**Annex C**



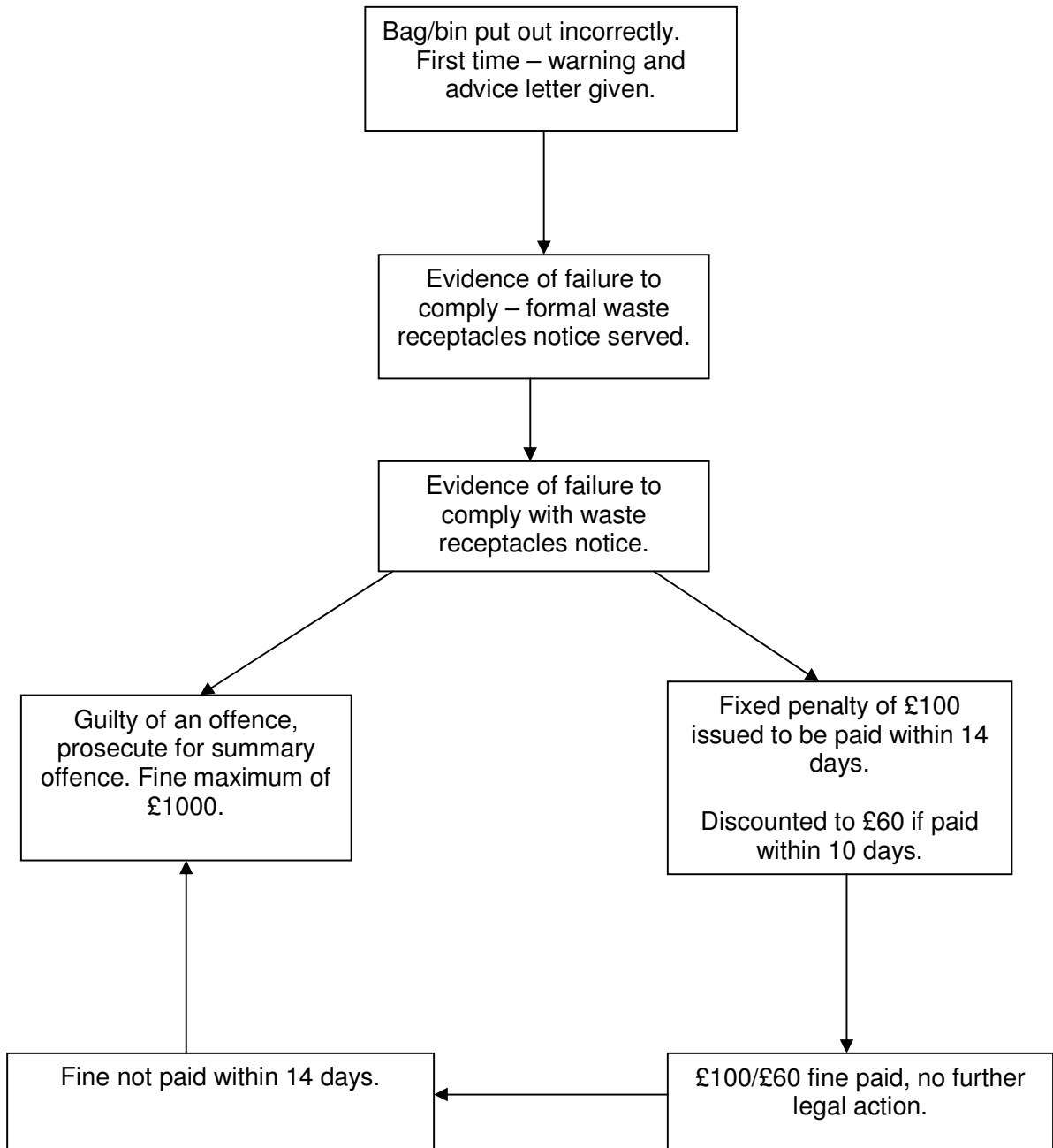
- \*the definition of litter includes cigarette butts and chewing gum.
- subsequent offences committed by the same person will result in summary proceedings in the Magistrates' Court.
- in the case of juveniles action will be taken according to the guidance issued by DEFRA contained in Annex D.

**Graffiti & Fly-posting**



- subsequent offences committed by the same person will result in summary proceedings in the Magistrates' Court.
- in the case of juveniles action will be taken according to the guidance issued by DEFRA contained in Annex D.

**Refuse – bags/bins out early**



### **Fixed Penalty Notices to Juveniles**

Officers will have to have regard to the DEFRA guidance on issuing Fixed Penalty Notices (FPN) to juveniles.

In relation to litter/graffiti/fly posting any potential youth offender between the ages of 10 - 17 will have their name, address, age, date of birth taken together with the name and address of parents/legal guardian. The juvenile will be told that information will be shared with YOT (page 5, paragraph 7 DEFRA guidance). Officers will notify Youth Offending Team (YOT) of intention to issue FPN and/or confirm that a FPN was issued. On notification the YOT will advise as to any matters officers should be aware of in relation to the young person.

In cases relating to 16 or 17 year olds – officers can issue FPNs in the same way as if they were dealing with an adult. Where there is any doubt as to age officers will revert to procedure for 10 –15 year olds. In any case where a youth has learning difficulties/mental disorder/mentally vulnerable or other vulnerability impairing understanding - officers will not issue the FPN. In these cases officers would need to decide with the YOT what would be the best course of action in any of these cases (page 5, paragraph 8 DEFRA guidance).

In relation to 10-15 year olds - where no vulnerability issues/learning/mental disorder issues - officers would after taking the details, if the young person lives in York, advise that a meeting will be arranged with them and their guardian/parent. Having notified YOT and taking into account any matters raised officers will at that meeting issue FPN unless there is a legitimate reason not to do so (considering all the circumstances including taking into account street environment enforcement policy and page 6, paragraph 13 of DEFRA guidance). If the youth does not live in York - officers would issue the FPN in writing, notifying parent/guardian.

Should the situation arise that a young person for whatever reason does not pay their FPN or is a persistent offender (caught more than once) – then officers would revert to YOT to take this forward. Taking the youth offender to court would be the last resort after all other interventions have failed. The principle will be that officers will work with YOT - some reparation activity being the preferred alternative option, although there are a number of other options available which could be considered after taking into account the individual circumstances of the young person.

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