

Notice of meeting of

Decision Session - Executive Member for Neighbourhoods

To: Councillors Reid (Executive Member)

Date: Tuesday, 22 June 2010

Time: 4.00 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:

10am on Monday 21st June 2010, if an item is called in *before* a decision is taken, *or*

4pm on Thursday 24th June 2010, 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. **Minutes**

(Pages 3 - 6)

To approve and sign the minutes of the meeting of the Executive Member for Neighbourhood Services and Advisory Panel on Tuesday 18 May 2010.

3. Public Participation - Decision Session

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5:00 pm on Monday 21 June 2010 at 5pm.**

Any written representations in respect of items on this agenda should be submitted to Democratic Services by **5pm on Friday 18th June 2010.**

Members of the public may speak on item on the agenda, an issue within the Executive Member's remit, or an item that has been published on the Information Log for the current session. There are no information reports for this session.

4. Petition requesting Installation of Dog Bins (Pages 7 - 10) outside Carr Junior School.

This report advises the Executive Member for Communities and Neighbourhoods of the receipt of a petition from pupils, staff and parents of Carr Junior School together with a petition from pupils and staff of Carr Infant School. It sets out recommended actions in response to the petition.

5. Petition Requesting the City of York Council Install Kerbing to the edge of Carriageway on Main Street, Holtby Village.

This report is in response to a petition submitted to Full Council by Councillor Brooks on 8 April 2010 and signed by 56 residents of Holtby Village. The petition requests that the Council installs kerbing to the edge of carriageway along those lengths of Main Street where the verges are not already protected by a kerb edge.

6. Street Lighting Energy Efficiencies and Carbon Savings. (Pages 17 - 54)

This report informs the Executive Member of the work carried out so far to reduce the energy usage and carbon emissions from the City of York Council street lighting and the proposals for the next 12 months.

7. National Service Planning Requirements for Environmental Health and Trading Standards Services. (Pages 55 - 104)

Service plans for food law enforcement, health and safety law enforcement and animal health enforcement are produced on an annual basis in response to national requirements. The purpose of this report is to seek approval for these plans.

8. Year End Performance Report. (Pages 105 - 126)

This report sets out the annual performance information for the Neighbourhood Services portfolio for 2009/10.

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

Democracy Officers:

Name: Laura Bootland

Contact Details:

- Telephone – (01904) 552062
- E-mail- laura.bootland@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.

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Further information about what's being discussed at this meeting

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Holding the Executive to Account

The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR NEIGHBOURHOODS
DATE	18 MAY 2010
PRESENT	COUNCILLORS REID (EXECUTIVE MEMBER)
APOLOGIES	COUNCILLORS

46. DECLARATIONS OF INTEREST

The Executive Member was asked to declare any personal or prejudicial interests in the business on the agenda. None were declared.

47. MINUTES

RESOLVED: That the minutes of the Decision Session held on 24 March 2010 were approved and signed as a correct record by the Executive Member.

48. PUBLIC PARTICIPATION - DECISION SESSION

The Executive Member was invited to declare any personal or prejudicial interests in the business on the Agenda. None were declared

49. MAJOR CARRIAGEWAY PATCHING REPAIRS OF THE DAMAGE TO THE HIGHWAY CAUSED BY THE EXTREME WINTER WEATHER OF DECEMBER 2009 AND JANUARY 2010.

The Executive Member considered a report which informed on the progress made in repairing the damage to the highway caused by the extreme winter weather conditions during the winter 2009/10 and how the additional Department of Transport and City of York Council capital funding is proposed to be used.

Officers outlined the report and advised that £404, 800 had been allocated for major carriageway patching. It is proposed that the increased number of gangs working on pothole repairs will be extended until the end of May, by which point it is anticipated the level of repairs would be back to normal levels. The total additional cost of repairing the pot holes would be £80,000. In addition major patching work will be required to maintain the integrity of the carriageway surface and to catch up with the backlog of less urgent repairs. The remaining budget allocation of £324, 800 would cover this. The list of identified major patching works was attached at Annex A to the report, and the list may have additions following the annual survey that is proposed to start in May.

The Executive Member advised that she had been made aware of the poor condition of the road at Bramham Road, in particular its junctions and Back Lane in Wigginton and asked Officers to add these to the list at Annex A. With these amendments the recommendations were approved.

- RESOLVED: (i) That the Executive Member approved the proposals to extend the period of the 2 additional gangs until the end of May 2010 to remove the backlog of pothole repairs. The remainder of funds to be allocated to a programme of major carriageway patching.
- (ii) That the schedule of patching as mentioned above be approved with the addition of Bramham Road, in particular its junctions, and Back Lane in Wigginton.

REASON: To ensure the delivery of highway maintenance services in an efficient and cost effective manner.

50. MID-SUMMER CLEAN-UP CAMPAIGN.

The Executive Member considered a report which provided a summary of the work to be undertaken during June under the banner of the Mid-Summer Clean-Up Campaign. It outlined how the Council will engage with the voluntary sector and communities and how the Council will look to partner with the Campaign to Protect Rural England.

Officers outlined the report and advised that the campaign would encourage local residents and businesses to become involved in their local area. The month long campaign would focus on cleaning York's open spaces and riversides, back lanes, road islands, verges and street furniture. Officers advised that advertising would be running from June to introduce the Mid Summer Clean Up.

The Executive Member asked officers to ensure that any marketing activities are branded with the 'York Pride' logo, and with the addition of this logo, the recommendation was approved.

RESOLVED: That the Executive Member endorsed the launch of the Mid-Summer Clean-Up campaign, with the addition of the 'York Pride' logo to any promotional campaigns.

REASON: There will be significant environmental and Safer City implications which will benefit the City and its residents.

51. NEIGHBOURHOODS & COMMUNITY SAFETY GROUP LEGAL ACTIONS.

The Executive Member considered a report which presented the results of legal actions undertaken by the Neighbourhoods and Community Safety area of the Directorate of Neighbourhood Services (Environmental Health, Trading Standards, and Licensing) for the period 1st January 2010 to 31st March 2010 and approve the continuation of the current policy.

Annex A summarised the prosecutions completed, fixed penalty notices and cautions that have been issued. The Executive Member queried whether some publicity could be arranged for the work the Council undertakes to combat Dog Fouling as this is something that residents see happening in their local areas.

Officers advised they would look into the possibility of arranging some publicity with the Press to highlight what is being done to tackle dog fouling.

RESOLVED: That the Executive Member approved the report and the continuation of the current policy on legal actions, in particular, Officers to promote the work undertaken to combat dog fouling.¹

REASON: So that the Executive Member reviews formal enforcement activity undertaken by the Neighbourhoods and Community Safety Group.

Action Required

1. Officers to look into arranging publicity to highlight work being undertaken against Dog Fouling. CR

Councillor Reid, Chair

[The meeting started at 4.00 pm and finished at 4.15 pm].

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**Decision Session - Executive Member for
Communities and Neighbourhoods****22 June 2010**

Report of the Director of Communities and Neighbourhoods

**Petition requesting installation of dog bins at outside Carr Junior
School****Summary**

1. This report advises the Executive Member for Communities and Neighbourhoods of the receipt of a petition from pupils, staff and parents of Carr Junior School together with a petition from pupils and staff of Carr Infant School. It sets out recommended actions in response to the petition.

Background & Context

2. On 8 April 2010 Councillor Simpson-Laing presented the petition, on behalf of Carr Junior and Infant schools, to a meeting of the full Council. The petitions request that a dog dirt bin be installed on Ostman Road.
3. The petitions state that the pupils, staff and parents are concerned about dog dirt in the streets around the schools, that dog dirt on the street is disgusting, is a health hazard and for this reason a dog dirt bin is needed.
4. Councillor Simpson-Laing states that a number of Carr Junior Year 6 pupils wrote to herself and Councillor Horton earlier this year complaining about the amount of dog dirt in the streets around the school and that after they, as Ward Councillors, had been informed that no more dog dirt bins were to be issued they suggested that the pupils set up a petition to show how strongly they feel about the issue.
5. The failure of irresponsible dog owners to pick up after their dogs and dispose of the dog dirt properly is the main reason for dog dirt appearing on the streets together with mess caused by dogs whose owners allow them to roam. Responsible owners will pick up after their dogs and dispose of the waste either by taking it home or by putting it in the next bin that they pass, which can be a dog dirt bin or general waste bin.
6. The installation of dog dirt bins alone will not deter irresponsible dog owners. It is necessary to stop dog fouling and counter the belief of some dog owners that dog fouling is acceptable.

Update

7. Neighbourhood Pride Service is carrying out an audit of all waste bins and dog waste bins throughout the city, including position and usage. The installation of new bins is on hold whilst the audit is being undertaken. This does not mean that new bins will not be installed in the future. As an interim measure the intention is that the dog bin from Tostig/Viking snicket, which is regularly damaged, is removed and installed near the schools on Ostman Road.
8. Service requests or complaints relating to dog fouling received by the Dog Warden Service, Street Environment Service and Neighbourhood Pride Service do not indicate that the area around the schools have been a trouble hotspot. However, the concerns raised by the schools in relation to their experience are appreciated and understood.

Consultation

9. As part of the recommended action and response to the petition engagement with the schools, including working with them to address the issue, will be undertaken.

Options

10. The following options can be considered in response to the petitions:

Option 1

11. A joint approach to tackling the problem of irresponsible dog owners involving the Dog Warden Service, Street Environment Service and the schools. The area will be subject to increased patrols by the Dog Warden whilst the Ward Street Environment Office will co-ordinate a campaign in the local area to raise the awareness of the problems dog fouling causes to encourage dog owners to clean up the mess in the first place. Visits will be made to the schools to enlist their help in this. It is proposed to display information around the schools and circulate similar posters and flyers in the immediate area. This work could also be publicised through the local Ward newsletter and by a press release. Following this it is proposed that the area is re-assessed in relation to the amount of dog fouling including the use of the interim re-positioned dog bin.

Option 2

12. Re-position the dog bin as described in paragraph 7 as an interim measure and assess the use/effect or otherwise in consideration of a permanent bin once the waste/dog bin audit has been undertaken.

Analysis

13. Option 1 will enable a more comprehensive approach to address the issue of irresponsible dog owners failing to clear up after their dogs in the area.
14. Option 2 will enable an assessment to be made as to whether dog owners use

the dog waste bin. The installation of a bin may not in itself resolve the issues raised by the petition.

Corporate Priorities

15. The engagement, education and enforcement activities of the council's Dog Warden Service, Street Environment Service and Neighbourhood Pride Service all contribute to the council's strategic ambitions of creating a Safer City, Sustainable City, Healthy City and Inclusive City.

Financial Implications

16. Any financial implications arising from this report will be managed within the existing resources of the services.

Human Resources

17. There are no human resources implications.

Equalities

18. There are no equalities implications. Engagement with the schools and local will be undertaken in a variety of ways and therefore any equality issues will be taken into consideration and addressed.

Legal Implications

19. There are no legal implications.

Crime and Disorder

20. There are no crime and disorder implications.

Information Technology (IT)

21. There are no IT implications.

Risk Management

22. In compliance with the council's risk management strategy, there are no risks associated with the information in this report.

Recommendations

23. That the Executive Member adopt Option 1 in paragraph 11 and approve the actions proposed.

Reason: To address the issue raised by the petition through the implementation of a comprehensive and partnership approach to tackle the problem of irresponsible dog owners failing to clear up after their dogs in the area.

Contact Details

Author:

Elizabeth Levett
Head of Environmental
Enforcement and Parking
Services
Neighbourhood Services
Extn: 3101

Chief Officer Responsible for the report:

Sally Burns
Director of Communities and Neighbourhoods

Report Approved **Date** 09/06/2010

Wards Affected: Acomb

All

For further information please contact the author of the report



**Executive Member Decision Session –
Communities & Neighbourhoods****22 June 2010**

Report of the Director of Communities and Neighbourhood Services

**PETITION REQUESTING THE CITY OF YORK COUNCIL INSTALL
KERBING TO THE EDGE OF CARRIAGEWAY ON MAIN STREET
HOLTBY VILLAGE****Summary**

1. This report is in response to a petition submitted to full Council by Councillor Brooks on 8 April 2010 and signed by 56 residents of Holtby Village.
2. The petition requests that the Council installs kerbing to the edge of carriageway along those lengths of Main Street where the verges are not already protected by a kerb edge.

Background

3. Both Main Street and Straight Lane in Holtby was surveyed and assessed as part of the annual identification for the highway maintenance schemes programme for 2010/11.
4. The assessment process recommended that the carriageway in Straight Lane and Main Street be treated with surface dressing to seal the surface and improve the texture depth. A plan showing the surface dressing scheme is attached as Annex 1.
5. Approval of the annual programme was given at the Executive Member meeting of the Neighbourhood Services Decision Session on 24 March 2010 in which Main Street and Straight Lane was included.
6. Prior to the surface dressing application the carriageway is inspected and any cracking or depressions in the surface is repaired by patching. It is unusual with a surface treatment of this kind to provide additional kerbing to the edge of the carriageway, as the treatment does not re-profile the surface.
7. In addition to the surface dressing treatment an investigation of the drainage system has been undertaken as part of the £200k capital drainage allocation. The investigation identified repairs to the existing sealed system including the removal of tree roots and the installation of additional gullies. It is programmed

for the drainage works will be completed before the surface dressing treatment commences.

8. The drainage investigation has identified problems with the verge over-run and debris caused by water from heavy rain falls blocking the existing drainage system.
9. In response to this observation and comments in the petition a further inspection has been carried out to identify the extent of the kerbing needed to reduce the over-run problem. To alleviate the majority of the over-run it will be necessary to lay 600 metres of kerbing at an estimated cost of £25,000.
10. The laying of the kerbs will alleviate the majority of the over-run and prevent the debris collecting but will increase the width of clear water flow in periods of heavy rain flow.
11. The provision of a kerb line will prevent damage by vehicle over-run and reduce future maintenance costs of repair to the edge of the carriageway and reinstating the verge.

Proposals

12. Proposal 1: Patch and surface dress the carriageway in Straight Lane and Main Street as identified in the approved annual programme. Complete the installation of additional gullies and repair the existing drainage system as part of the capital drainage programme.
13. Proposal 2: As proposal 1 with the additional 600 metres of kerbing identified on the plan in annex 1 at an additional cost of £25,000. The additional cost to be borne by the basic maintenance budget.

Consultation

15. This report is to advise the Executive Member of the receipt of the petition, no external consultation has taken place.

Corporate Priorities

16. Through the proposed measures Communities and Neighbourhood Services supports delivery of the Thriving City, Sustainable City, Safer City, Inclusive City and Effective Organisation themes from the corporate strategy.

Implications

Financial

17. There are no financial implications.

Human Resources (HR)

18. There are no HR implications identified in this report.

Equalities

19. The work carried out will benefit all highway users.

Legal

20. The City of York Council in its capacity as the local highway authority, has a duty under Section 41 of the Highways Act 1980 to maintain the public highway.

Crime and Disorder

21. There are no crime and disorder issues.

Information Technology (IT)

22. There are no IT implications.

Property

23. There are no property implications.

Other

24. There are no other implications.

Risk Management

25. In compliance with the Council's risk management strategy the main risks that have been identified and measured in terms of impact and likelihood, the risk scores have been assessed at less than 16. This means that at this point the risks need only to be monitored, as they do not provide a real threat to the achievement of the objectives of this report.

Recommendations

26. The Executive Member is recommended to:
- (i) Note the receipt of the petition
 - (ii) Approve recommendation 2(paragraph 14)

Reason: To alleviate the verge over-run and prevent debris entering the drainage system.

Contact Details

Author:

Andy Binner
Head of Highway Infrastructure
Communities & Neighbourhood
Services
Tel: (01904 553231)

Chief Officer Responsible for the report:

Sally Burns
Director of Communities & Neighbourhoods

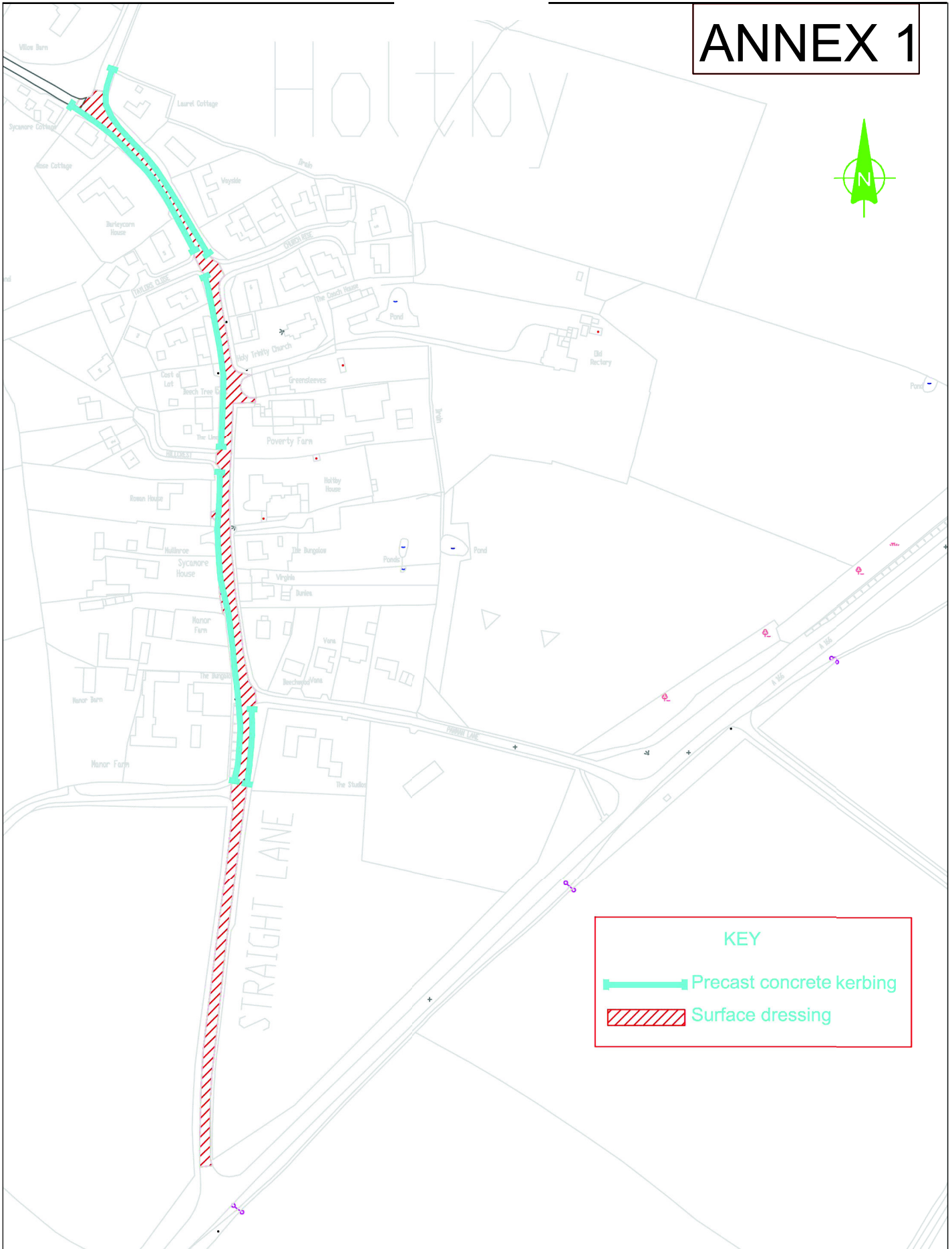
Report Approved

Date 7/06/2010


Wards Affected: Derwent


All


ANNEX 1



KEY

 Precast concrete kerbing

 Surface dressing

	Straight Lane/Main Street, Holtby Surface Dressing and Kerbing works			
	HMS10-REV-SD07		SCALE	nts
S.Bellerby	-	DATE	May 2010	

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Executive Member Decision Session
Communities and Neighbourhoods

22 June 2010

Report of the Director for Communities and Neighbourhoods

Street Lighting Energy Efficiencies and Carbon Savings

Summary

1. This report informs the Executive member of the work carried out so far to reduce the energy usage and carbon emissions from the City of York Council street lighting and the proposals for the next 12 months.

Background

2. Within the City of York we have 19,787 lighting units comprising of signs, streetlights, lit bollards, floodlights, and belisha beacons. Locally authorities need to reduce their carbon footprint. A large part of its make up is that of street lighting. Historically the City of York has been very innovative in trialling new lighting technologies in order to reduce energy and increase efficiencies. This report is looking to extend some of those trials further and introduce new ones.
3. In 2009/10 an additional £100,000 was allocated to the street lighting service specifically to reduce the energy usage and carbon footprint of the service. An additional £450,000 has been allocated for the current financial year for the reduction of energy usage and the general updating and replacement of street lighting equipment.
4. The street lighting service is targeted to reduce energy usage by 25% in real terms over the next 5 years. The work last year achieved a 2.5% reduction and the proposals this year should achieve another 7.5% putting the saving target at 10% over two years on target. Further reductions however will call for more radical proposals in future years.

Proposed works for 2010/11

Replacement of Mercury Vapour Lanterns

5. Historically York has had around 2600 mercury vapour lanterns within the city boundaries. In 2009/2010 approximately 1100 lanterns were changed for more modern and efficient compact fluorescent units. These units have saved over 50% energy in each location. The results of this can be seen in appendix 1.
6. The Mercury lanterns are of a 50 year old technology with very poor efficiencies and controls in their output. The EU directive has targeted them for phasing out before 2017. The proposal is to replace the remaining lanterns with 42-watt compact fluorescent lanterns on a like for like basis shown in appendix 2. The new lanterns will give either a similar or improved light on the ground in comparison to the mercury lanterns. Examples of mercury lanterns can be seen in appendix 3/7, examples of compact fluorescent lanterns can be seen in appendix 3/7A.

Solar Bollards Installations

7. In the last few years the authority has gained Dft approval to use solar bollards within the city (and further member approval to roll out their use) and we have replaced over 100 units. Last years installations consisted of 50 individual sites city wide (results in appendix 1).
8. The bollards design allows for all electrical components to be removed making them more robust and are designed to survive minor collisions from vehicles, reducing the need for repeated attendance and maintenance. As each unit is solar it will save 100% of the previous energy used. Proposals for 2010/11 can be seen in appendix 2. Examples of solar bollards can be seen in appendix 3/9, conventional bollards can be seen in appendix 3/9A.

Replacing sign lights with LED lights

9. Many of the lit signs within the city are currently lit 24 hours a day and use approximately 26 watts each. It is proposed to exchange them for a 6 watt fitting lit only in the hours of darkness saving a minimum of 20 watts. These units have already been used within the city and give a more stable form of light and reduce future maintenance, as they do not need a lamp replacement or component service for ten years. Any new schemes requiring illuminated signs will use LED lighting as standard. Examples of Standard and LED sign lights can be seen in appendix 3/10 and 3/10A.

De-Illuminating non-regulatory signs

10. Recent alterations and relaxation of the rules on the requirements for signs to be lit means that with little investment energy savings can be realised from the removal of the electrical components and replacement of the sign face (where required). Future maintenance is reduced to simply replacement of the sign faces when they become unclear, rather than having routine changes of lamps and safety testing of electrical equipment.

Replacement of conventional 150/250 watt lantern control

11. The vast majority of 150 and 250-watt lanterns within the authority are of an age where they use older wire wound controls. This method of control is very inefficient and wasteful. As such it is proposed to replace existing wire wound gear with full electronic gear. The new lantern control gear uses less energy and allows electrical power levels to be controlled through the light.
12. In the 2009/10 we replaced 30 lanterns on Coney Street and the adjoining streets. The result has been an improvement in the overall night time appearance of the area, as the lights appear far brighter than the old units (energy breakdown is in appendix 1). Proposals for a further 100 units can be seen in appendix 2.

Low Pressure Sodium (sox) replacement

13. Low-pressure sodium lighting makes up a large proportion of street lighting in York. More efficient lighting methods are now available, such as LED and compact fluorescent units. These more efficient alternative street lights provide a whiter light source giving improved visibility over the orange glow of a sox lantern. Proposals for 2010/11 can be seen in (appendix 2). Examples of sox street light can be seen in appendix 3/14.

Photo Cell Trimming

14. The vast majority of street lighting equipment in the city is turned on and off via the use of photo-voltaic cells. Historically these cells have been set to turn on at a level of 70 lux and off at a level of 35 lux. These levels were set following research undertaken in the 1980's. They took account of levels of light on the ground and how long it would have taken the technology of equipment to start and reach optimum performance. Current equipment allows the lights to start much quicker and reach optimum performance in far shorter times. There fore it is proposed to alter the switching regimes to turn the lighting on later and off earlier. This switching regime has been in use in York (as well as other authorities) for the past three years with absolutely no public recognition of the change. It is anticipated city wide that this trimming will save approximately 50 hours per year per lantern. Approximately 1800 units have been installed so far and the proposed numbers can be seen in appendix 2

City Walls lighting

15. The City Walls along with other architectural features within the city are currently flood lit with inefficient 250 watt units. LED flood lights are currently being trialled within the city, the most recent trial being adjacent to Lendal Bridge. The LED lighting is projected onto the wall and provides an aesthetically pleasing colour changing effect. Savings shown in appendix 1. Examples of LED flood lighting can be seen in appendix 3/16, conventional flood lighting appendix 3/16A.

Part night switching

16. It is proposed to undertake trials in areas where lighting is not deemed necessary during the early hours of the day, for example from 01:30am through to 05:00am. Examples of possible site locations would be Monks Cross Link, Monks Cross Drive and Malton Road. Consultation would be carried out with the Safer York Partnership, Police, Transport Safety and Local Ward Committees in order to agree safe locations and timings. Possible savings can be seen in appendix 2.

Led Lantern Conversions

17. Improvements in the technologies within the lighting industry has made it possible to light roads through the use of LED lanterns. LED street lights have the potential to use 30% less energy than a conventional street light. A trial using LED street lights is currently being monitored on Queen Victoria Street, feedback from residents is encouraging. LED street lights also reduce the need for future maintenance, the bulbs are guaranteed for 20 years as apposed to 4 years for a conventional street light. Saving for 2009/10 is shown in appendix 1, proposals for 2010/11 in appendix 2. Examples of LED lanterns can be seen in appendix 3/18.

Installation or array and conversion to half hourly trading

18. Currently energy usage is an estimated charge per year based on estimated energy usage and hours of operation. This "trading" is based on a very rough household basis and currently attracts slightly higher charges. The authority is currently moving to half hourly trading which through the use of an array of photo-cells, will more accurately measure actual energy usage. Possible savings in 2010/11 can be seen in appendix 2.

Consultation

19. Past trials have sought public feedback and consultation resulting in previous reports on street lighting. Energy and carbon reduction measures through street lighting are being carried out throughout the country. For example City of York Council was one of the first authorities to under take a trial into variable lighting levels. Museum Street was chosen as a suitable site to carry out trials, differing lighting levels were set on a number of street lights in order to establish whether members of the public could tell the difference between them. Leaflets and street interviews were used to generate results for submission in the City Strategy EMAP report 08/09/08 (item 41, appendix 4).
20. Currently we are trialling LED lanterns in various locations and views are being sought via feedback questioners from the surrounding residents.
21. The City of York's street lighting engineer is a member of the authorities Carbon Core Team and has liaised with them during the development and implementation of the proposals set out within this report. This work contributes to the 10:10 campaign for the councils carbon reduction programme.

Corporate Priorities

22. The proposals conform with the following corporate priorities: -
 - Sustainable City
 - The proposals aim to use innovative and recycled materials and technologies in order to save carbon from both direct energy usage and reduced maintenance.
 - Safer City
 - Improved and appropriate lighting contributes to a safe environment and reduces crime and the fear of crime. Each of these proposals complies with minimum set standards to enable this requirement is met.

Implications

Financial

23. Whilst initial investment is required, the long term anticipated effect will be the reduction in energy costs and in some cases the reduction in maintenance requirements. For breakdown and benefits see appendix 1.

Human Resources (HR)

24. Officer time will be required to evaluate the effects of each of the proposals

Equalities

25. Street Lighting Impact assessment in appendix 5

Legal

26. All items will be fully compliant with minimum requirements of the relevant statutes and standards.

Crime and Disorder

27. Good quality lighting has been found to help in the reduction of crime and the fear of crime. It is not anticipated that any of the proposal will have a direct effect on crime and disorder.

Information Technology (IT)

28. None

Property

29. None

Other

Options

30. There are no options as such but the executive member may choose to accept or modify the proposals in paragraphs 6-19.

Risk Management

31. As the recommendations follow best practice and minimum recommended levels set out within the relevant statutes and standards. No substantial risks are highlighted.

Recommendations

- (a) For the executive member to note the work undertaken in 2009/10 that will deliver savings in 2010/11 as set out in appendix 1.
- (b) Approve the proposals for 2010/11 detailed above and as set out in appendix 2.

Author:
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Head of Highway Infrastructure
Tel No.01904 553231

Chief Officer Responsible for the report:
Sally Burns
Director Communities and Neighbourhoods

Co-Author's Name
Ricky Watson
Title Street Lighting Engineer
Dept Name
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Services
Tel No. 01904 553081

Report Approved tick Date Insert Date

Chief Officer's name
Title

Report Approved tick Date Insert Date

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

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

All tick

For further information please contact the author of the report

Appendices

- Appendix 1 – Last years works 2009/10**
- Appendix 2 – Breakdown of proposals for 2010/11**
- Appendix 3 – Pictures of Lighting Equipment**
- Appendix 4 – EMAP Report & Annex Sept 2008**
- Appendix 5 – Equalities Impact Assessment.**

Appendix 1

Last Years Works 2009/10

Paragraph No.	Project	no. of units	Total Kw saved	Co2 tonnes Per Year	Cost Per Unit	Total Cost	Total energy Saving Per Year
6	Mercury Lanterns	1100	189195.6	102.74	£95.75	£105,325.00	£17,973.58
8	Solar Bollards	50	21038.4	11.43	£509.56	£25,478.00	£1,998.65
11	City Centre lit Posts	30	7270.74	3.95	£1.00	£30.00	£690.72
12	250 watt to 150 watt	30	13134.24	7.13	£376.65	£11,299.50	£1,247.75
16	Lendal Floodlights	5	670.6	0.36	£0.00	£0.00	£63.71
18	Led Lantern Conversions	10	899.07	0.49	£200.00	£2,000.00	£85.41
	Totals		232208.65	126.1		£144,132.50	£22,059.82

Appendix 2

Breakdown of proposals for 2010/11

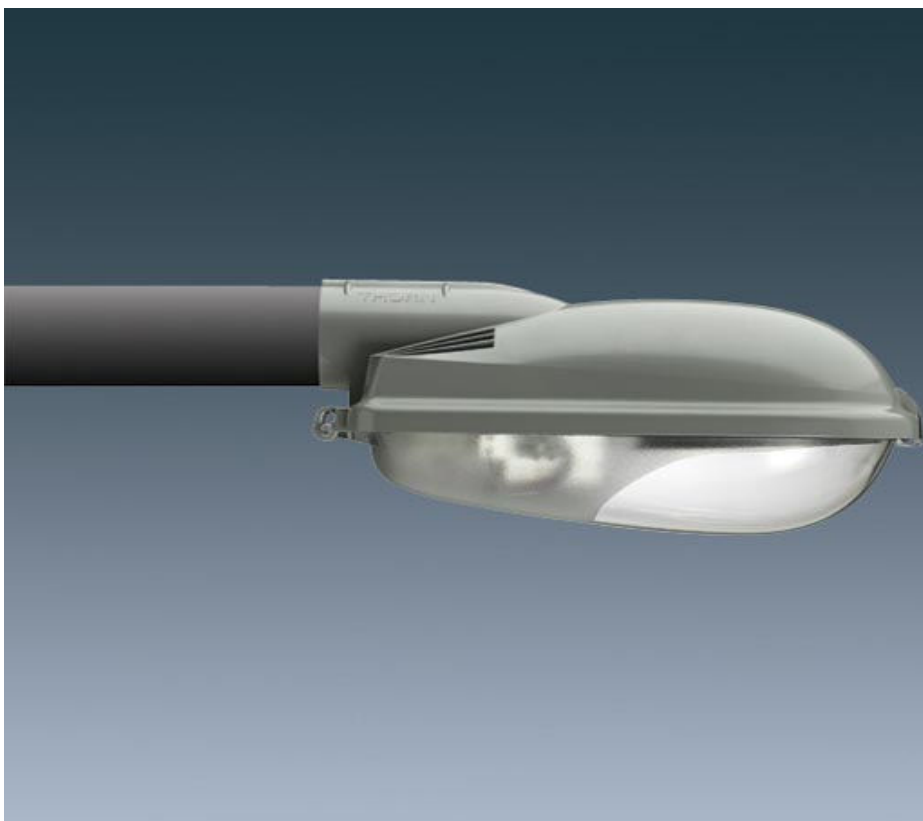
Paragraph No.	Project	No. Of units	Kw saving per year	Co2 tonnes per year	Cost Per Unit	Total Cost	Total energy/ Saving Per Year
6	Mercury Lanterns	1500	257994	140.10	£98.25	£147,375.00	£24,509.43
8	Solar Bollards	50	21038.4	11.43	£509.56	£25,478.00	£1,998.65
10	Led sign Lights	50	5081.7	2.76	£150.00	£7,500.00	£482.76
11	De-Illuminating signs	100	11336.1	6.16	£15.00	£1,500.00	£1,076.93
12	Conventional 150 watt to electronic	150	2931.75	1.59	£60.00	£9,000.00	£278.52
12	250 watt and adaptive lighting	100	43389.9	23.56	£80.00	£8,000.00	£4,122.04
14	Low Pressure Sodium Alteration	100	20326.8	11.04	£455.00	£45,500.00	£1,931.05
15	Photo Cell Trimming (all city)	15500	130099.54	70.65	£4.50	£69,750.00	£12,359.46
19	Half Hourly Trading	1			£6,000.00	£6,000.00	£12,000.00
12	250 watt to 150 watt	100	43780.8	23.77	£376.65	£37,665.00	£4,159.18
16	Floodlights	20	2682.4	1.46	£450.00	£9,000.00	£254.83
17	Part Night switching	300	80916.3	43.94	£20.00	£6,000.00	£7,687.05
18	Led Lantern Conversions	50	4495.35	2.44	£480.00	£24,000.00	£427.06
	Contingencies					£37,276.80	
			619577.69	336.45		£434,044.80	£70,859.88

Note: Half hourly trading will cost approximately £6,000 in the first year and save £18,000 in energy charges,

Appendix 3 Pictures of Lighting Equipment



3/7 Mercury Vapour lantern



3/7A Compact Fluorescent Lantern



3/9 TMP Solar Bollard



3/9A Standard Lit Bollard



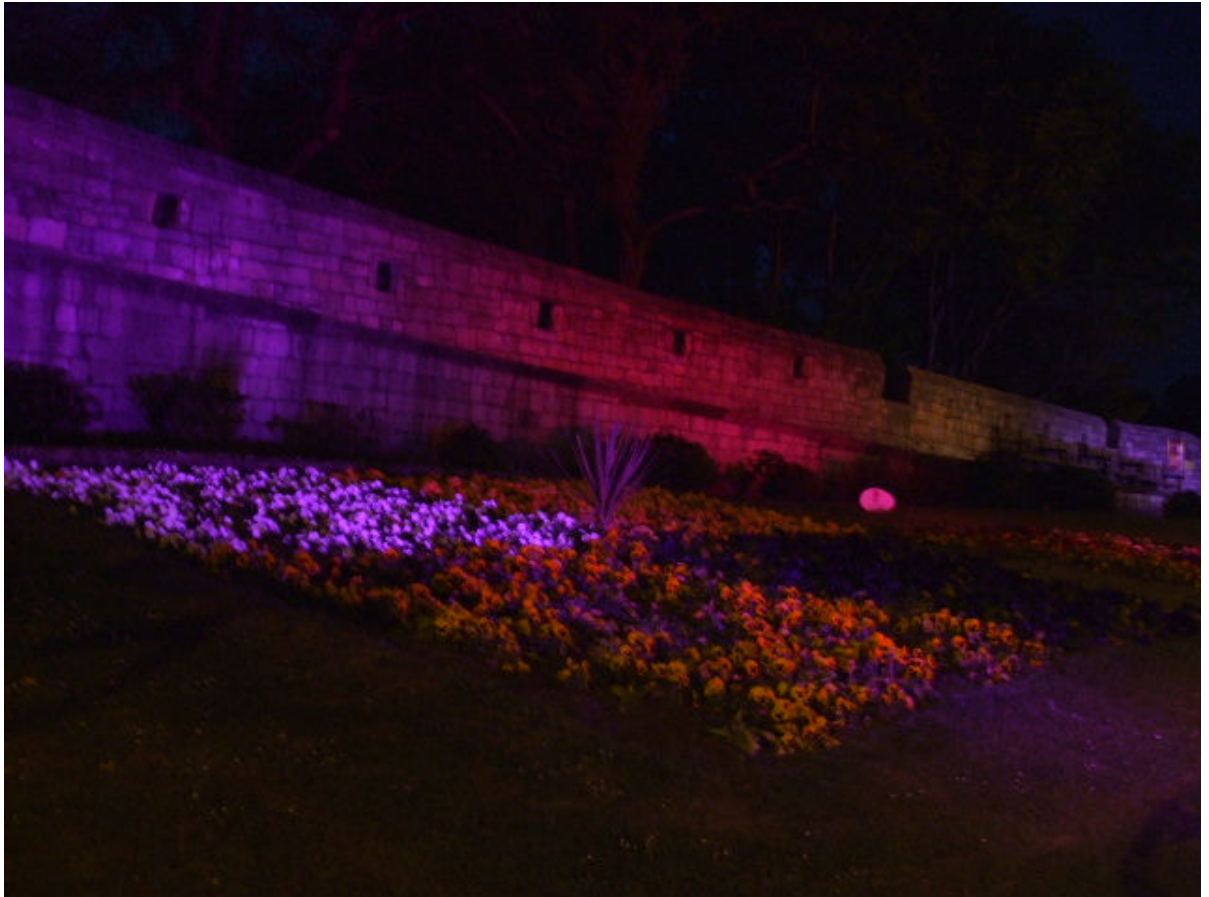
3/10 Conventional sign light



3/10A LED Sign Light



3/14 Low-pressure sodium lantern (sox)



3/16 Bar Walls lit with LED's



3/16A Conventional Flood Light



3/18 Pictures of a trial in Middlesbrough showing Before with SOX Lighting and After with LED's.



Meeting of Executive Members for City Strategy and Advisory Panel

8 September 2008

Report of the Director of City Strategy

STREET LIGHTING TRIALS

Summary

1. This report examines the results of the street lighting trials which took place earlier this year.
2. The results show that overall the vast majority of people taking part in the trials did not notice any perceived difference in the various levels of lighting. The report examines how this matter could be progressed, in line with the recommendations of the Executive.

Background

3. At the meeting of the Executive on 23 October 2007, Members approved the sustainable street lighting strategy. Part of the strategy, as stated in policy SSL4, is 'keeping energy use to a minimum'. Various measures were already in place to do this but there was an opportunity to see if alterations to lighting levels, resulting in energy savings, would influence customer perceptions about the ability to see properly and their feeling of well being and also whether these lighting alterations might lead to increases in criminal activity.
4. Members agreed to two lighting trials being carried out:
 - Museum Street – 5 lights were included in the section of the Museum Street trial; 1 was 50% below normal; 1 was 25% below normal and 3 were kept with their normal outputs
 - Rawcliffe Bar Park & Ride site – 8 lights in one of the car parks were included in the trial with 3 lights at 50% below normal, 3 lights 25% below normal and 2 lights at their normal output level
5. These trials began on 25 March 2008 and continued over a six-week period to 2 May 2008. They involved the use of new technology enabling the Council to remotely alter the level of light from the street lights. The aim of the trials was to help in assessing whether the cost and energy saving benefits associated with variations in lighting levels could be balanced against any concerns among residents over the impact of new lighting levels.

6. During the six week period, the Council undertook 100 on-street interviews with residents in Museum Street asking a series of questions about the 5 lights in the trial. A shorter self completion survey about the same lights was also available at the Central Library. A further trial was also in operation at the Rawcliffe Bar Park & Ride site at the same time and an interactive group interview with talkabout panellists was undertaken during an evening in April.
7. Information about the trials and the research being carried out was publicised in the local media. Overall, the following views were gathered:
 - 100 interviews with residents in Museum Street
 - 15 self completion questionnaires in the Central Library
 - 12 interviews at Rawcliffe Bar Park & Ride with talkabout panellists
8. The findings give an overview of public opinion, but further research would be needed if the new technology were to be rolled out on a wider scale basis across the city.

Trial Results

Museum Street

9. Having used the street before, interview respondents were asked whether they noticed a difference in the street lighting levels on Museum Street. Overall, 85% of respondents did not notice any differences, although 11% thought the lights looked different from usual: 6% thought they looked brighter and 5% thought they looked **dimmer**.
10. Only two of the fifteen respondents who filled out the self-completion survey noticed a difference in the street lights.

Rawcliffe Bar

11. Twelve talkabout panellists were invited to comment on the street lights at Rawcliffe Bar Park & Ride during an evening in April. The lamps at Rawcliffe Bar Park & Ride were all burning at different levels and some were burning at their usual 100% strength.
12. Overall, ten of the twelve talkabout respondents thought the lights at Rawcliffe Bar had different lighting levels from one another.
13. Although some panellists correctly identified some lamps as being brighter or dimmer, none of them were successful in identifying the lighting levels of all the lamps.
14. All twelve panellists thought being able to set lighting levels at different settings is a good idea: seven think it is a very good idea and five respondents think it is a fairly good idea.
15. More detailed results from both trials are shown in Annex 1.

Crime Analysis

16. Crime analysis reports for both trial areas were set up with the Safer York Partnership, prior to the start of the trials. The reports received are for the period 30 June 2007 to 30 July 2008 and therefore give a 12 month view of the different types of crime and the time when these crimes have taken place.

Museum Street

17. Over the 12 month period a total of 13 crimes were reported: 10 thefts: 2 burglaries and 1 other serious offence. The more detailed breakdown is shown in the table below.

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Burglary in a dwelling									1		1		2
Other notifiable offence	1												1
Other theft of unauthorised taking									1	1			2
Shoplifting	1	2	1	1	2						1		8
Grand Total	2	2	1	1	2				2	1	2		13

18. A more detailed analysis of crimes within the exact time period of the lighting trial and the hours of darkness shows that the crimes listed in March and May were not within the trial period and that the crime in April occurred during daylight hours at 14.39. No crimes were, therefore, reported during the hours of darkness during the trial period.

Rawcliffe Bar

19. Over the same 12 month period the Rawcliffe Bar trial site had a total of 5 crimes reported, as shown in the table.

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Criminal damage other											1		1
Other theft or unauthorised taking					1								1
Theft from vehicle							1						1
Threat of conspiracy to murder			1										1
Vehicle interference								1					1
Grand Total													5

20. Further investigation shows that one offence took place on the last day of the trial and this appears to be a case of graffiti. This incident is typical of the average low level of crime for this location. The trial did not, therefore, result in any identifiable increase in crime.

Consultation

21. Customer views on the street lighting levels of brightness were obtained as part of the two street lighting trials.

Options

22. This report contains outcomes from the two street lighting trials and does not have any options as such.

Analysis

23. The results from the trials indicate that customers have no significant perception of the changes in lighting introduced via the trials and that there was no increase in crime as a result of them.
24. The trials were only carried out on a small scale and these results cannot simply be extended to the larger scale situation but the positive outcome suggests that there is scope to consider some further use of variable lighting levels in line with the Executive recommendations in the sustainable street lighting strategy of 23 October 2007. These recommendations require officers to consult with Ward Councillors and community groups on the options for modernising the street lighting systems in the City and bring forward costed proposals for establishing an optimised system which both reduces the environmental impact, and running costs of the lighting, and improves public perceptions of safety standards.
25. The report to the Executive states that the costs of new technology to introduce variable lighting levels is expensive and this situation has not changed in the last year. What is affecting the financial viability is the current high cost of energy. New arrangements for the supply of energy, via YPO, will be established in October 2008, so the actual level of the increase in cost is not known and given the volatility of the energy market it is very difficult to predict. Increases in costs, above the level anticipated in February 2008, when the budget for street lighting energy was put together, are expected.
26. Based on the encouraging results from the trials it is proposed that officers investigate the possibility of suitable schemes. These will operate over a whole life period at no increase in costs, using less energy and with an improved environmental impact, whilst at the same time ensuring that public perceptions of safety standards are increased through the use of better quality lighting than is currently in place. Any potentially suitable schemes will be brought to Members for consideration.
27. Various lessons were learnt from the trials:
 - Fitting new electronic control gear into existing lights can cause problems and it is best to renew the lantern at the same time.
 - Of the two systems on the market, a GPRS based approach is a more straightforward "plug and play" unit to install and has less physical parts.

- The monitoring system required to operate the necessary level of control offers extra functionality and has the potential to make further carbon savings, be it from removing the need to scout for faults or from a "virtual metering" capacity.
- Generally the public that commented were supportive of energy saving.
- That the commonly held perception amongst the lighting industry that members of the public would not notice a difference between a dimmed light and a normal light is correct.
- Potential savings of 40% energy from a 50% dimming or 20% energy saving from a 25% dimming are potentially possible in the right location without effecting the public perception of lighting and that these energy savings will be more effective at higher wattages, such as 250 watts.

Corporate Priorities

28. Maintenance of the City's highway assets has a direct impact on one of the corporate priorities for improvement, namely:
- improvement of the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces

Implications

Financial

29. The costs associated with the street lighting trials were allocated to budgets in 2007/08 and no costs are anticipated in 2008/09. The total cost for both trials was £5480.

Human Resources (HR)

30. There are no HR implications identified in this report.

Equalities

31. If any further work is carried out to alter lighting levels then the impact on customers will have to be carefully assessed on a site by site basis to ensure that the work carried out will benefit everyone in the community, including those who are blind or partially sighted. There are no equalities implications with this report.

Legal

32. The Council has a responsibility to carry out maintenance of its street lighting asset.

Crime and Disorder

33. There are no crime and disorder issues.

Information Technology (IT)

34. There are no IT implications.

Property

35. There are no property implications.

Other

36. There are no other implications.

Risk Management

37. In compliance with the Council's risk management strategy the main risks that have been identified and measured in terms of impact and likelihood the risk score have been assessed at less than 16. This means that at this point the risks need only to be monitored, as they do not provide a real threat to the achievement of the objectives of this report.

Recommendation

38. That the Advisory Panel advise the Executive Member to approve further reports in support of specific variable lighting schemes that meet the criteria set out by the Executive.

Reason: To deliver the appropriate levels of lighting to support communities using the least amount of energy.

Author:

Paul Thackray
Head of Highway Infrastructure
Highway Infrastructure
Tel (01904) 551574

Chief Officer Responsible for the report:

Damon Copperthwaite
Assistant Director
(City Development & Transport)

Report Approved



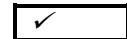
Date 18 August 2008

Specialist Implications Officer(s)

There are no specialist officer implications.

Wards Affected:

All



For further information please contact the author of the report.

Background Papers:

Executive on 23 October 2007 – Sustainable Street Lighting Strategy

Annex

Annex 1 - Street Lighting Trail Survey

PT/GE8 August 2008

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Annex 1

STREET LIGHTING TRIAL SURVEY

Background

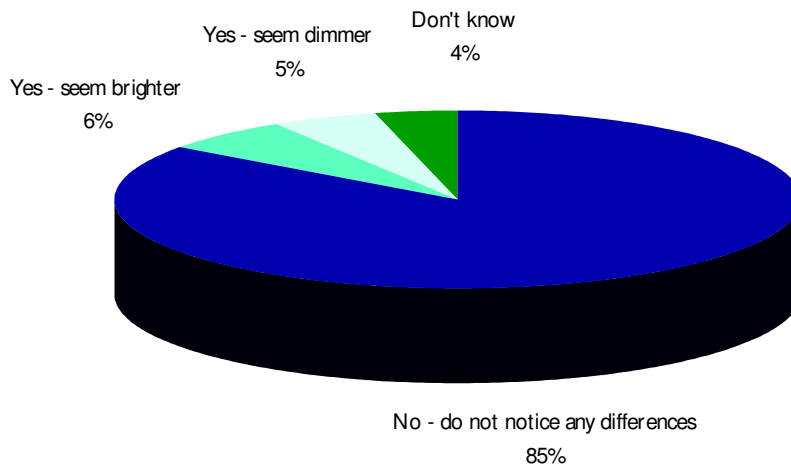
1. Beginning on 25 March 2008, the council undertook a six week street lighting trial. The trial involved the use of new technology enabling the council to remotely alter the level of street lights. The aim of the trial was to assess whether the cost and energy saving benefits of the system outweighed any concerns among residents over the impact of new lighting levels.
2. During the six week period, the council undertook 100 on-street interviews with residents in Museum Street. Five lights were involved in the trial and respondents were asked a series of questions about them. A shorter self completion survey about the same lights was also available at the Central Library. The trial was also in operation at Rawcliffe Bar Park & Ride and an interactive group interview with talkabout panellists was undertaken during an evening in April.
3. The trial and the research was publicised in the local media. Overall, the following views were gathered:
 - 100 interviews with residents in Museum Street
 - 15 self completion questionnaire in the Central Library
 - 12 interviews at Rawcliffe Bar Park & Ride with talkabout panellists
4. The findings give an overview of public opinion, but further research would be needed if the new technology were to be rolled out across the city.
5. All charts use percentaged data. Where responses do not total 100% this is due to computer rounding or multi-coded responses.

Section 1 – Museum Street Trial (on-street interviews and self completion surveys)

6. The Museum Street trial, from its junction with St. Leonard's Place to its junction with Lendal, included a total of 5 street lights. The street lights were altered in terms of light output as follows:
 - Lamp No.1 – normal output
 - Lamp No.2 – normal output

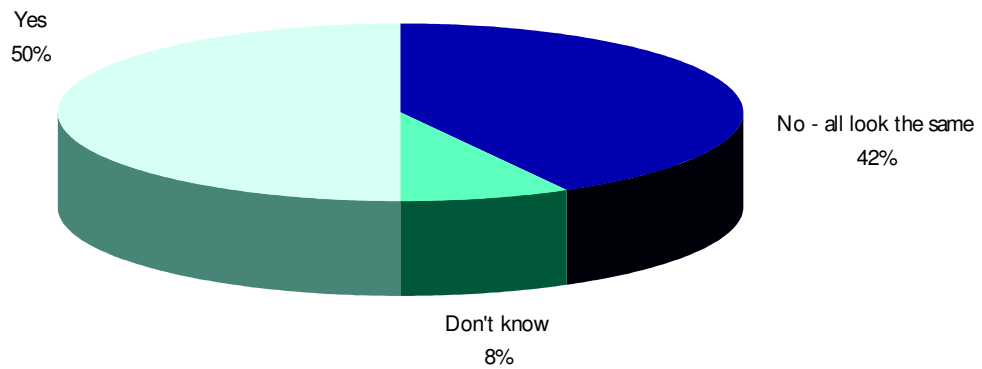
- Lamp No.3 – 25% less output
 - Lamp No.4 – normal output
 - Lamp No.5 – 50% less output
7. Having used the street before, interview respondents were asked whether they noticed a difference in the street lighting levels on Museum Street. Overall, 85% of respondents did not notice any differences, although 11% thought they looked different from usual: 6% thought they looked brighter and 5% thought they looked dimmer (Figure 1).
8. Only two of the fifteen respondents who filled out the self completion survey noticed a difference in the street lights.

Figure 1 How far interview respondents noticed differences in the street lights



Base: 100 interview respondents

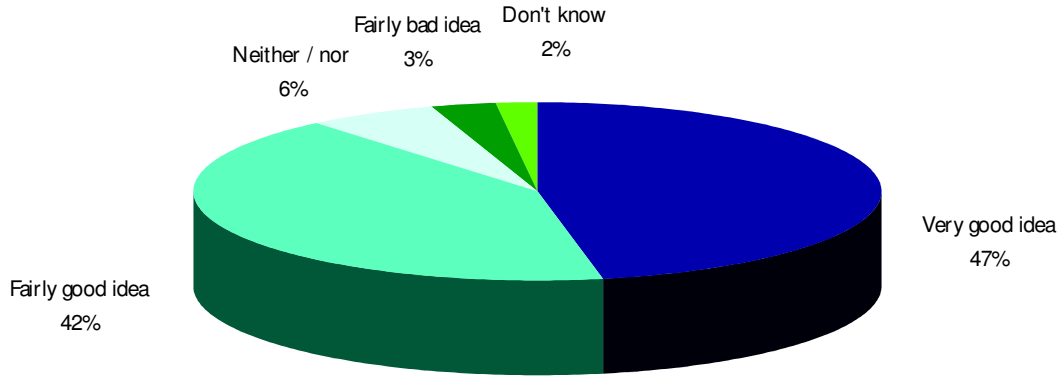
9. 50% of interview respondents who noticed a difference in the street lighting levels on Museum Street thought they all looked different strengths, whereas 42% though they all looked the same (Figure 2).

Figure 2 Do the street lights look different from one another?

Base: 100 interview respondents

10. There was no consensus among interview respondents (N=28) as to which some lamps looked different from others. Over half of those who thought the lamps were different than “usual” thought lamp 1 looked brighter (54%), 57% thought lamp 2 was brighter, 64% thought lamp 3, 65% thought lamp 4 and 4% thought lamp 5. In reality, none of the respondents were correct as none of the lamps were burning at a brighter level than “usual”.
11. When asked if any of the lamps were too bright or dim, 12% of interview respondents agreed they were. Four respondents thought lamps from 1, 2, 3 and 4 were too bright, whereas two respondents thought lamps 1, 2 and 4 were too dim.
12. Overall, 89% of interview respondents think it is a good idea to be able to set lighting levels to different settings: 47% think it is a very good idea and 42% think it is a fairly good idea. Only 3% think it is a bad idea (Figure 3).

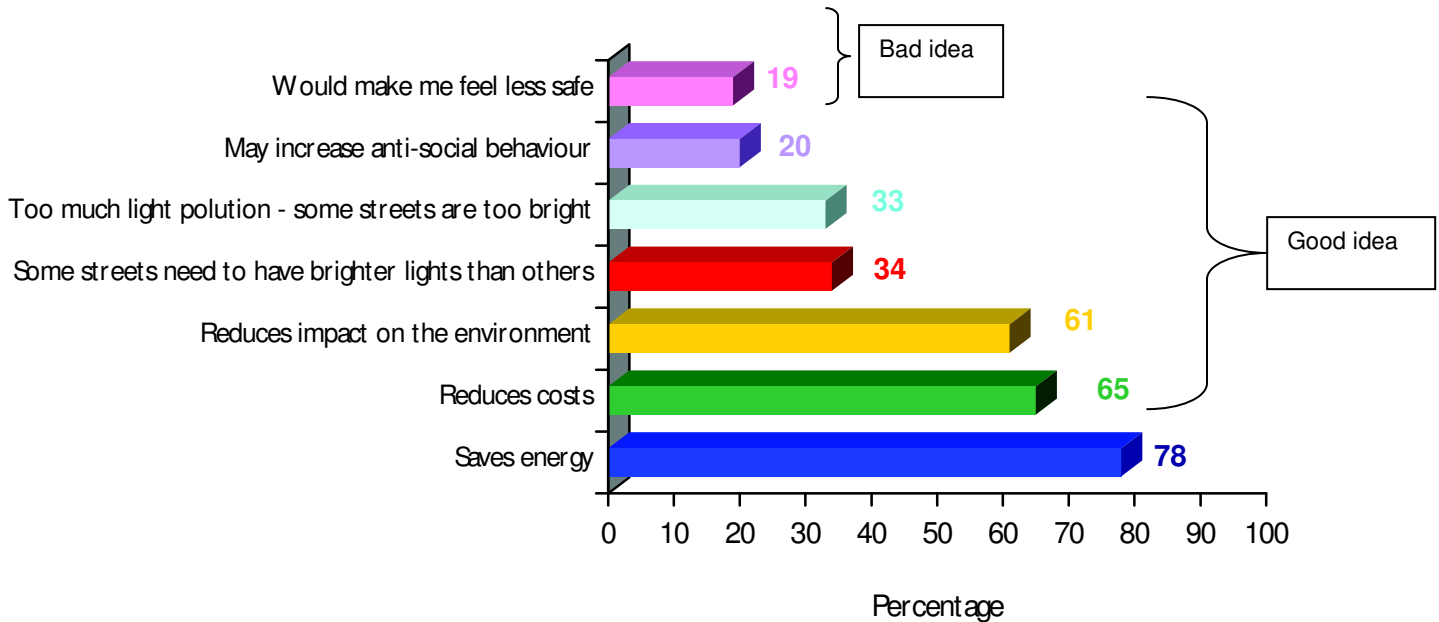
Figure 3 Opinion of setting lighting levels at different settings



Base: 100 interview respondents

13. Interview respondents who think altering lighting levels is a good idea think the new technology would help to save energy (78%), reduce costs (65%), reduce the impact upon the environment (61%), enable some street to have brighter lights than other (34%) and help to reduce light pollution in streets that are too bright already (33%).
14. Respondents who think the proposal is a bad idea are concerned about a potential increase in anti-social behaviour (20%) and feeling unsafe (19%) (Figure 4).
15. Thirteen of the fifteen respondents who filled out a self completion survey agree that altering street lighting levels is a good idea. Half of them feel this way as it saves energy.

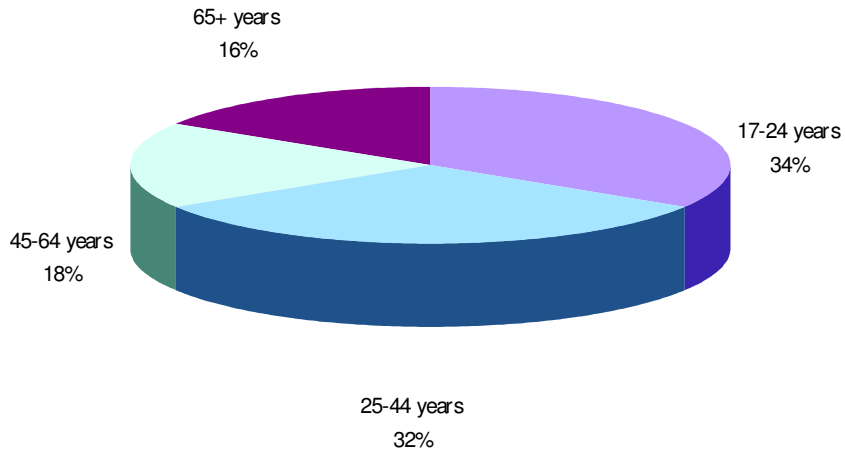
Figure 4 Why setting lighting levels to different levels is a good / bad idea



Base: 92 interview respondents

16. On the days of the research interviews, two fifths of respondents (43%) were walking along Museum Street to get to a pub, café, restaurant or cinema and a fifth (22%) were walking home from / to work. Eight per cent were waiting to catch a bus, 6% had been shopping and 5% were visiting the library. Others interview respondents were walking along Museum Street on the way to meet friends.
17. The interviews successfully gathered a range of respondents' views, including a third (34%) from younger ages groups (17-24 year olds) (Figure 5).

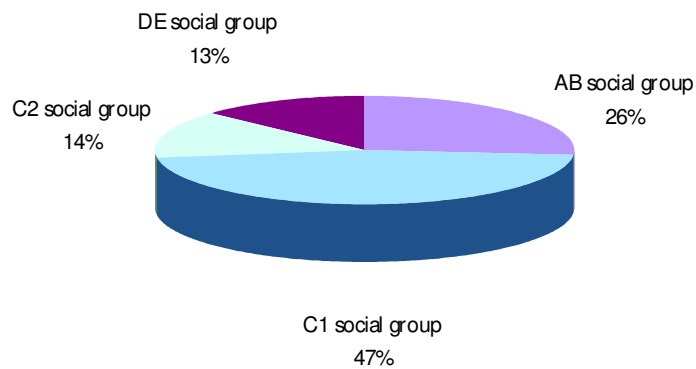
Figure 5 Age of respondents



Base: 100 interview respondents

18. Respondents came from a cross section of social groups, with 27% from the lower social groups, including 'blue collar workers', 'semi' skilled and 'unskilled' manual workers and those on the lowest levels of subsistence, including people on state pensions and state benefits (Figure 6).

Figure 6 SEG of respondents



Base: 100 interview respondents

Section 2 – Rawcliffe Bar Park & Ride – interactive group interviews

19. Twelve talkabout panellists were invited to comment on the street lights at Rawcliffe Bar Park & Ride during an evening in April. A total of 8 lights were included in the trial and they were altered in terms of light output as follows:

- 2 lamps (lamps 1 & 5) were operating as normal
- 3 lamps (lamps 2, 3 & 4) were operating with 25% less light output
- 3 lamps (lamps 6, 7 & 8) were operating with 50% less light output

Do the street lights look different from one another?

20. Overall, ten of the twelve talkabout respondents thought the lights at Rawcliffe Bar have different lighting levels from one another. There was no agreement among respondents over which ones looked brighter: two panellists thought lamp 1, three panellists thought lamp 2 looked brighter, one panellist thought lamp 4, three panellists thought lamp 5 and three panellists thought lamp 7 looked brighter. The respondents who highlighted lamps 1 and 5 as burning at brighter levels than the other lamps were correct.

21. Five of the twelve panellists were correct in thinking lamp 3 looked dimmer, as it was burning at 25% less than its usual burning level. However, no respondents recognised lamp 6 was running lower at 50% less than its usual burning capacity, and only one panellist correctly identified lamp 7 as burning at a lower level. Only two respondents correctly identifies lamp 8 as burning at a lower level.

Are the street lights too bright or too dim?

22. Seven out of twelve panellists were happy with the lighting levels of the lights, whereas five thought they were too bright or dim. Two panellists thought lamp 5 was too bright and lamps 1, 2, 4 and 8 were considered too bright by one person each.

23. Lamps 1, 4, 5 and 7 were considered too dim by one person each.

24. Overall, the lamps at Rawcliffe Bar Park & Ride were all burning at different levels and some were burning at their usual 100% strength. Although some panellists correctly identified some lamps as being brighter or dimmer, none of them were successful in identifying the lighting levels of **all** the lamps.

Opinion of setting lighting levels at different settings

25. All twelve panellists thought being able to set lighting levels at different settings is a good idea: seven think it is a very good idea and five respondents think it is a fairly good idea. The reasons for this are: it saves energy (11 panellists), it reduces costs (10 panellists), there is too much light pollution in some streets (10 panellists), it will reduce the impact on the environment (eight panellists) and car parks need to have brighter lights than other areas (5 panellists).

However, some respondents did comment that reduced lighting levels may increase anti-social behaviour (seven people) or would make them feel less safe (five panellists).

26. When asked if they would like to make any further comments, three panellists said that fewer streets lights are needed at the site and three panellists said that lighting levels need to fit the purpose of the area they are located in.

Report author:

Sophie Gibson
Market Research Team
Tel (01904) 551022

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Trials.doc

1. How - Planning your Impact Assessment.

What are you EIAing? Street Lighting service

Lead officer for this EIA:

Name: Ricky Watson

Phone Number: 1401

Job Title: Street Lighting Engineer

Describe what you are EIAing. This might be a service or function, a policy or working procedure. It might be a 'health check' on a current service; or due to a policy change or review; or it might be in response to new guidance issued by central government. Explain what the purpose of your EIA is. This bit will be made public therefore you need to describe your service (or whatever it is you're EIAing) in a clear and easy to understand way. Don't use jargon or technical terms, or, if you have to, explain what they mean.

The entire Street Lighting Service for the City of York Council.

The Street lighting service is currently responsible for all aspects of the design, installation, maintenance, and advice on street lighting signs and lit bollards.

Date of EIA: (or review date)

20th April 2010

EIA signed off by: e.g. DMT, CMT, Partnership Board etc.

2. Issues/Positives - identifying the issues and positives and finding evidence.

List all the issues/positives: (copy and paste the titles below for each separate issue)

Positive :

Design Service of new lighting schemes takes best advantage of improved technologies and improvements in understanding of lightings effects across all areas of the population. Innovative technologies are often trialled to gauge public opinion and views over the effectiveness of the service. How often and how are their opinions canvassed? Opinions are canvassed as and when a new technology is trialled that is a significant change from the norm.

Evidence to support this:

All designs are undertaken to the minimum UK and EU specifications. The specifications are set to encompass all areas of the population at the time. Historically columns were placed at the front of footways, currently all columns are put at the rear of footways away from the path usually taken by highway users. This way the visually impaired have less obstacles, along with mobility impaired (carriage, frame and wheelchair users). Current schemes are also more frequently designed to utilise a whiter light source where there is a large pedestrian usage. Recent studies have shown that a light with higher colour recognition appears much brighter and the human eye performs better under these conditions particularly helping older generations and the visually impaired. As such the current UK design standards allow for the use of a lower level of light when the colour rendering is high. There is also a good body of evidence nationally showing that a well-lit area reduces crime and the fear of crime allowing a larger number of people in the community to benefit from the nighttime environment.

Which of the 6 strands does this issue affect?

All six strands as they all make use of the service.

Issue / Positive [delete as appropriate]:

Installations are undertaken in a considerate manner, with hours or operation restricted, and all works well barriered and sign posted in accordance with street works codes of practice.

Evidence to support this:

All works are undertaken in full accordance with the relevant standards ensuring that the work areas are safely segregated with appropriate barrier and, where needed, walkway planks to allow the mobility impaired use of the highway. Hours of operation are restricted in each area to take account of public usage and requirements i.e. daytime weekday works in a residential area. All pre planned schemes are notified via letter drops and, where required, available in any necessary languages, Braille or for description verbally.

Which of the 6 strands does this issue affect?

All areas as the schemes take place in the public highway, which is accessible by all.

Issue / Positive [delete as appropriate]:

Fault attendance service is available for the reporting of lighting and highway electrical faults in a wide number of ways. The public are able to inform the authority of any lighting problems via phone, fax, letter and access to specialist services, such as those for the hearing impaired via text typing etc. All faults are attended within tight timelines (usually two working days for simple faults, and 1 hour for emergencies, difficult to get to and electricity board faults will take longer) to reduce the impact on areas of the population where the lack of light can have a detrimental effect i.e. older people generally feel less safe in their own homes when street lighting is inoperative.

Evidence to support this:

The public are able to inform the authority of any lighting problems via phone, fax, letter, and access to specialist services, such as those for the hearing impaired via text typing etc. All faults are attended within tight timelines to reduce the impact on areas of the population where the lack of light can have a detrimental effect i.e. older people generally feel less safe in their own homes when the street lighting is inoperative.

Which of the 6 strands does this issue affect?

All as all six strands utilise the service.

Issue / Positive [delete as appropriate]:

Talking Signs Network In York

Evidence to support this:

Currently in conjunction with York Blind and Partially Sighted Society, City of York Council run a network of talking signs to aid the visually impaired. These signs are intended to be used by visitors to the city with an electronic trigger that helps them to find certain facilities and sights e.g. bus stops and the Minster.

Which of the 6 strands does this issue affect?

Disability

3. Consultation - Get stakeholder/customer feedback on your service.

Consultation. Who did you consult? How did you consult them? What did you find out?

There is a large body of public evidence with regards to design standards and installations along with set rules and regulations to help guide the service to be fully inclusive. With new proposed schemes full consultation is done a number of times through ward processes via a number of communications methods and languages. Where highlighted works undertaken are adapted to work around the needs of those immediately affected.

Do you consult with any specific strand groups? No all groups irrespective are consulted
 How is their feedback fed into the process? On a location and needs basis e.g. if a person has a specific disability, the exact issues surrounding that disability are taken into account , and where reasonable alterations are made.

4. Actions - Develop an improvement plan.

What actions are you going to take to address the issues identified? Add these actions to your service/directorate plan.	By when?
Continue to develop the service to fit all members of the community	Constant

Add more rows as needed

5. Summary - Summarise the key issues and actions (this bit will be made public).

Please summarise the key issues that you have identified (add more if you wish).	1. Development of the use of new technologies and methods to enable the best service for all.
	2. Continue to fit works and methods to fit the needs of all users of the service and highways where reasonably possible.
	3. Continue to work with minority groups to enable separate systems for non-users of lighting i.e. visually impaired.
	4. Make available consultation and feedback methods to all member of the community where reasonably possible.
	5.

Please summarise the **key actions** that you have identified (add more if you wish).

1. Continue to trial new innovations in lighting to help improve the nighttime environment of the city.
2. Continuously adapt working timescales and methods to best fit the requirements of the service and general public.
3. Develop further systems in place with strand groups for alternatives to lighting i.e. talking signs.
- 4.
- 5.

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Decision Session - Executive Member for Neighbourhoods22nd June 2010

Report of the Director of Communities and Neighbourhoods

National Service Planning Requirements for Environmental Health and Trading Standards Services**Summary**

1. Service plans for food law enforcement, health & safety law enforcement and animal health enforcement are produced on an annual basis in response to national requirements.
2. The purpose of this report is to seek member approval for these plans.

Background

3. In 2001 the Food Standards Agency (FSA) introduced mandatory service planning arrangements for local authority food law enforcement services. In 2002 the government extended service planning regimes into other areas of local authority regulatory work and the Health & Safety Commission (HSC) placed a duty on local authorities to produce a health & safety enforcement service plan.
4. In 2004/05 the Department for the Environment, Food and Rural Affairs (DEFRA) added an additional plan. This plan covers animal health and welfare and was introduced to improve local authority enforcement practices following the national outbreak of foot and mouth disease.
5. The previous national plans were approved by the Executive Member for Neighbourhoods on 15th September 2009.
6. The purpose of each plan is similar in that they are to contain details of how local authorities are addressing national (FSA, HSC and DEFRA) enforcement priorities and how activities locally work towards meeting local authority corporate objectives and priorities. The guidance for completing each plan (issued by the FSA, HSC and DEFRA) states that it should be submitted to the appropriate member forum for approval.
7. All plans must demonstrate that a local authority is providing core functions and an appropriate 'mix' of regulatory activities. The mix includes:

- conducting inspections of premises to a risk based inspection programme to ensure compliance with legislation.
 - taking samples of food to ensure they are safe and correctly described.
 - investigating complaints.
 - taking formal enforcement action (including prosecution) where necessary.
 - providing an educational, promotional and advisory programme to raise standards.
 - working in partnership with business and other enforcement agencies.
8. The plans are extensive in nature and their format prescriptive. They will be available on the Council's web site during the week before the meeting and can be accessed through the Meeting agenda.

Alternatively, copies can be obtained by contacting the Head of Environmental Health on 01904 551502 or, the Democracy Officer, by telephone on (01904) 552062, or by email on laura.bootland@york.gov.uk.

Copies of the plans will also be available at the meeting.

Reporting and Monitoring

9. The council is required to submit an annual monitoring report on each plan. The FSA have used these reports to 'name and shame' poor performing local authorities and to target their audits of local authority enforcement services. The HSC has indicated that they may use their default powers to take over a local authority's health and safety enforcement responsibilities in circumstances where insufficient resources are allocated to this function.
10. The 2010/11 food and health & safety plans include performance variances with targets set in the 2009/10 plans. Reporting these variances is a requirement of the national bodies.

Consultation

11. Staff in environmental health and trading standards have been involved in the development of their respective plans and consulted on the targets that have been incorporated into the supporting work programmes. The activities set out in the animal health plan have been agreed with the DEFRA Divisional Veterinary Manager.

Analysis

12. Each of the plans represents an appropriate mix of enforcement, educational and advisory work required of modern local authority

environmental health and trading standards services. Approval of the plans by members is a requirement of the FSA, HSC and DEFRA.

13. It is not known what action will be taken against the council if any of these plans does not receive member approval although it is likely to result in close scrutiny of the council's ability to provide the relevant service.

Corporate Priorities

14. Enforcement activities in the Health and Safety Enforcement Service Plan and Food Law Enforcement Service Plan support the corporate priorities to make York a safer and healthy city. The Animal Health Plan supports the thriving city priority.

Financial Implications

15. The work programme outlined in the 2010/11 plans can be resourced from existing budgets. DEFRA are currently directly funding additional animal health and welfare enforcement. This funding is conditional on submission of a service plan that is acceptable to DEFRA.

Legal Implications

16. It is a legal requirement to set a service plan for food law enforcement and health and safety enforcement (Food Safety Act 1990 and Health and Safety at Work etc Act 1974) respectively.

Human Resources (HR) and Other Implications

17. There are no HR, or other implications associated with this report.

Risk Management

18. In compliance with the Councils risk management strategy. There are no risks associated with the recommendations of this report

Recommendations

19. That the Executive Member approves the plans and recommends that they are referred to Full Executive for approval.

Reason: In order that the council can discharge its statutory obligations in regard to service planning for environmental health and trading standards services.

Author:
Colin Rumford
Head of Environmental Health
and Trading Standards

Chief Officer Responsible for the report:
Andy Hudson
Assistant Director
Neighbourhoods and Community Safety

Phone: 551502

Phone: 551814

Report Approved

Date 21st May 2010

Specialist Implications Officer(s)

None

Wards Affected:

All

For further information please contact the author of the report

Copies of the national service plans will be available on the council's web site for the week prior to the meeting – they can be accessed through the Meeting agenda

Background Papers:

Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement
Health and Safety Commission Section 18 HSC Guidance to Local Authorities
DEFRA Framework Agreement



DIRECTORATE OF COMMUNITIES AND NEIGHBOURHOODS

ANIMAL HEALTH SERVICE PLAN 2010/11

1. FOREWORD

1.1. The Animal Health and Welfare Framework (the Framework) is designed to help co-ordinate the activities of local and central government agencies for all animal health and welfare enforcement activities (including 'Animal Health', the Department for the Environment, Food and Rural Affairs' (DEFRA) executive agency primarily responsible for ensuring that farmed animals in Great Britain are healthy, disease-free and well looked after).

1.2. The 6 specific intended outcomes referred to in the Framework are to:

1. effectively reduce the risk of animal disease incursion and spread, thereby protecting public and animal health;
2. improve animal welfare;
3. promote a joined-up approach between all agencies involved in animal health and welfare;
4. improve provision of management information to local and national government on the delivery of animal health and welfare services, and to allow the UK to fulfil its obligations to the European Union;
5. meet the objective of *Delivering and enforcing standards*, of the Animal Health and Welfare Strategy; and,
6. protect local communities, including the effects on the local economy.

1.3. The City of York Council are required to complete the Framework on an annual basis to describe the activities we intend to take to achieve the above outcomes.

1.4. The council is also required to describe whether its planned activities meet 'minimum standards', 'good practice' or 'better practice' against the activities described in the Framework. Many of these activities impact directly upon our score under the governments national performance indicator 'NI190. Achievement in meeting standards for the control system for animal health'.

1.5. The council is required to discuss and agree the Framework with our Regional Veterinary Leads (RVL) (from 'Animal Health') so that understanding is reached regarding what can be realistically achieved. The following Framework has been discussed with the RVL and will be acceptable to DEFRA if Members approve its content.

1.6. The council is also required to complete and submit a 'Local Authority Profile' to the RVL. The profile is detailed in paragraph 2.0.

2.0 Local Authority Profile

City of York Council for the Financial Year 2009/2010

2.1. Staffing

	Local Authority funded (Total and FTE)	Directly funded (Total and FTE)
Field staff	2.3	0.8
Data input staff		0.32
TOTAL	2.3	1.12

2.2. Data input

Local Authority Database used: **APP Civica (FLARE)**

Interface with AMES installed? **Yes** Interface with AMES functional? **Yes**

If not installed are there plans to do so? (date) **N/A.**

If not, please give reason. **N/A**

2.3. Work Load - Critical Control Points (CCP)

a) with defined work patterns

Type of CCP	No.	Operating pattern (markets) or throughput (slaughterhouses)
Markets, Collection Centres & Assembly Centres	1	1 dedicated slaughter market per week 1 store market per week 17 horse sales per year
Slaughterhouses	1	Red meat only
Shows, sales and one-off events	2	Rare breed sales

b) without defined work patterns

Type of CCP	No.
Ports	0
Dealers	2
Knackers/Hunt Kennels	1

2.4. Total risk assessed premises including CCPs

According to information supplied by AHRO (Animal Health Regional Office), and risk assessment by local authority.

	High Risk	Medium Risk	Low Risk
No. of premises (including 3(a) & (b) above)	4	19	225

Local Authority: City of York Council

Service Delivery Plan for Year: 01/04/2009 to 31/03/2010

	Content and Relevant Outcome(s)	Local Authority Planned Level of Service Delivery
1. Planning the Delivery of the Local Authority Animal Health Function		
1.1 Profile of Local Authority area and associated animal health and welfare workload	<p>Analysis of critical control points by type, number, days of operation, including:</p> <p>a) premises licensed for sales (e.g. auction markets etc.) b) premises licensed for collections for slaughter or further rearing or finishing c) abattoirs/slaughter houses</p> <p>Analysis of agricultural premises according to risk</p> <p>Summary of staff engaged in Animal Health and Welfare work</p> <p>Outcomes 3 and 5</p>	<p>a) - operates 2 days per week b) - operates 1 day per week incorporated into existing slaughter market c) - operates 5/6 days per week beef only</p> <p>Minimum standard –</p> <ul style="list-style-type: none"> • Local Authority profile completed annually in format of template at paragraph 2 and submitted to RVL and DEFRA. • Financial forecasts and invoices submitted.
1.2 Annual Service Delivery Plan for delivery of services in Animal Health and Welfare	<p>Service Delivery Plan produced detailing levels of Service Delivery for all activities detailed in this activity framework, reflecting national and local priorities.</p> <p>Outcomes 3, 4, and 5</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • Annual Service Delivery Plan produced and agreed with RVL. • Any significant changes to be notified and discussed with RVL.
1.3 Risk Assessment	<p>Premises risk assessed in accordance with Local Authority national risk scheme.</p> <p>Risk based inspection programme</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • All premises risk assessed and documented. • Inspection programme based on locally determined frequency according to risk. • Attempts are made and documented to ensure inspection programmes are co-ordinated with other agencies.

2. Training and Development

<p>2.1 Training for new officers</p> <p>On-going professional development</p>	<p>Officers are authorised to enforce all relevant legislation.</p> <p>All enforcement staff to hold recognised qualification or have equivalent professional experience i.e. 'Grandfather rights' or undertake to achieve such qualifications as soon as possible</p> <p>It is recognised that in emergency situations i.e. outbreaks of disease, there may be a need to call upon non animal health qualified officers to assist in carrying out animal health and welfare duties.</p> <p>Time and resources allocated to keep up to date on appropriate Animal Health and Welfare legislation, codes of practice, guidance etc – e.g. by accessing LACORS website</p> <p>Outcome 5</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • New officers to undergo internal induction training on Animal Health and Welfare. • Continuing professional development – Minimum on going training of 10 hours based on the principles of CPD. This includes training on new legislation and procedures relevant to animal health and welfare. • Access to copies of all relevant animal health & welfare legislation (AH&W) and guidance
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3. Licensing Activities		
<p>3.1 Recording of Animal Movements</p> <p>Sheep, Goats, Deer and Pig movement data capture and recording of exemptions</p>	<p>All movement documents received to be date stamped or otherwise identified as to date received.</p> <p>Data entry on to the Defra AMLS2 (Animal Movement Licence System) database of all sheep, pig and deer movement documents received</p> <p>Action to be taken where errors are detected that require follow up resolution</p> <p>Outcomes 1 and 4</p>	<p>Good practice –</p> <ul style="list-style-type: none"> Recording of 95% of live movements and 80% of slaughter movements within two working days from day of receipt. Action to be initiated within three working days where errors are detected that require follow up.
<p>3.2 Issuing of specific animal movement licences on AMLS2</p>	<p>Specific licences (on AMLS2) issued for those individuals prohibited by the Minister from operating under the general licence</p> <p>Receipt of licence applications</p> <p>Assessment and issue of specific licences</p> <p>Issue of animal movement licences manually where approval given</p> <p>Outcomes 1 and 4</p>	<p>Good practice –</p> <ul style="list-style-type: none"> Issue of all licences on day of receipt of application where no pre movement inspection required
<p>3.3 Investigation of specific (AMLS2) movement licence refusals</p>	<p>Initial investigation of (AMLS2) licence application refusals; resolve if possible, otherwise co-operation with AHRO(Animal Health Regional Office) to achieve resolution</p> <p>Outcomes 1 and 4</p>	<p>Good practice –</p> <ul style="list-style-type: none"> Resolution of all licence refusals within one working day

4. Education and advice to maximise compliance		
4.1 Education and advice	<p>Guidance provided to businesses on all aspects of Animal Health and Welfare for which Local Authorities are responsible, including any movement licensing requirements.</p> <p>Delivery targets should be set in accordance with individual Local Authority 'charter' response times.</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Good practice-</p> <ul style="list-style-type: none"> • Local Authority produce mail shot information/ publication to provide information on current issues. • Provision of answer phone facility for out of office hours contact.
4.2 Proactive activity	<p>Proactive involvement or lead in education and training events with stakeholder organisations etc.</p> <p>Joined up approach to education and advice through liaison with Defra, Welsh Assembly Government, LACORS and Animal Health</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Good practice –</p> <ul style="list-style-type: none"> • Support liaison with other relevant agencies and stakeholder groups e.g. meetings, regular meetings held with market & abattoir.

5. Enforcement activities to maximise Animal Health and Welfare compliance		
<p>5.1 Attendance at Critical Control Points - Livestock markets, Sales, Collection Centres and Assembly Centres</p>	<p>Highly visible preventative enforcement presence. Attendance at markets and other premises licensed for sales, and Collection Centres and Assembly Centres to ensure compliance, in particular with:</p> <ul style="list-style-type: none"> • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Licensing and record keeping • Specific pre movement licensing • All other relevant legislation 	<p>Better practice –</p> <ul style="list-style-type: none"> • Inspectors to be in attendance at large markets for 75% of operating hours to ensure compliance with cleansing and disaffecting requirements & any current movement restrictions.
	<p>Exact attendance levels and times according to status of gathering</p> <p>Outcomes 1, 2, 5 and 6</p>	
<p>5.2 Attendance at Critical Control Points - slaughter houses <i>All these activities with regard to the transport unloading and identification of livestock should normally occur outside of the slaughterhouse production area. This service delivery function does not require Local Authority officers to enter the slaughterhouse production area, or undertake enforcement in relation to the</i></p>	<p>Attendance at slaughter houses (high and low through put, red meat and poultry(white meat) in liaison with MHS to ensure legislative compliance, in particular with:</p> <ul style="list-style-type: none"> • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Licensing and record keeping • Specific pre movement licensing • All other relevant legislation 	<p>Minimum standard –</p> <ul style="list-style-type: none"> • Slaughter houses to be attended on a low risk basis. • Attendance frequency reviewed with RVL. • Well Established communication links with Meat Hygiene Service (MHS) at abattoir with regard to reporting of anomalies.

<p><i>slaughterhouse operation itself. The Meat Hygiene Service (MHS) are responsible for enforcement in the slaughterhouse itself, and Local Authorities should liaise with MHS with regard to any need to enter the slaughterhouse production area.</i></p>	<p>Outcomes 1, 2, 5 and 6</p>	
<p>5.3 Attendance at Critical Control Points - Dealers</p>	<p>Identification of Dealers Visits/inspections to verify legislative compliance Outcomes 1, 2, 5 and 6</p>	<p>Good practice –</p> <ul style="list-style-type: none"> • Written report to be given at time of inspection. • Major non compliances found during inspections will be reported to relevant agencies. • Re-visit when actionable infringements have occurred.
<p>5.4 Attendance at Critical Control Points - Ports (excluding BIPs)</p>	<p>Attendance at Ports to ensure legislative compliance, in particular with:</p> <ul style="list-style-type: none"> • Biosecurity (vehicles, premises and people) • Livestock identification • Welfare • Transport • Import/export documentation • All other relevant legislation <p>Outcomes 1, 2, 5 and 6</p>	<p>N/A</p>
<p>5.5 Attendance at Critical Control Points - High risk Farms (Other than dealers)</p>	<p>Visits/inspections to verify legislative compliance Outcomes 1, 2, 5 and 6</p>	<p>N/A</p>

<p>5.6 Visits and inspections to other premises</p>	<p>Visits to verify legislative compliance.</p> <p>Commercial hauliers Farms (including own livestock vehicle) Agricultural Shows and farm dispersal sales Knackers/Hunt kennels/renderer Maggot farms etc</p> <p>Any other premises of livestock origin and destination</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> Planned visit or inspection according to risk. Inspection programme to take into account other agency inspections e.g. RPA/RIW/AH to avoid duplication and arrange joint visits where necessary. Checks from AMLS2/AMES (Animal Health & Welfare Management Enforcement System) data.
<p>5.7 In transit checks</p>	<p>Roadside checks (in conjunction with police)</p> <p>Police led multi agency roadside checks Local Authority led checks for animal health and welfare compliance only (including co-ordination with adjacent Local Authorities)</p> <p>National exercises and operations.</p> <p>Outcomes 1, 2, 3, 4 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> Police stops based on local knowledge. Inspection of individual suspected livestock transport vehicles (including horses) or other agricultural vehicles subject to AH&W legislative requirements
<p>5.8 Postal record recall checks (if carried out) on livestock premises</p>	<p>Postal recall checks and verification according to risk</p> <p>Non responses subject to follow up action as appropriate (including, if necessary premises visit inspection)</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>N/A</p>
<p>5.9 Vehicle biosecurity – cleansing and disinfecting compliance</p>	<p>Checks on those signing declarations to cleanse and disinfect at premises other than where they have delivered livestock</p> <p>Outcomes 1, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> Targeted or intelligence lead checks of cleansing and disinfecting declarations

5.10 Out of operating hours checks	<p>Checks out of normal specified operating hours or subsequent days for: Markets Slaughter houses Premises licensed for collection of animals for slaughter or for further rearing or finishing</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • Intelligence lead visits carried out in line with risk.
5.11 Stand by and on call arrangements	<p>Emergency interagency contact regarding disease and other enforcement incidents</p> <p>Outcomes 1, 2, 3, 4 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • Emergency out of hours contact procedures in place. • All relevant agencies to be aware of contact procedures.

6. Reactive and intelligence driven enforcement		
6.1 Identified Infringements	<p>Identified breaches of legislation, including biosecurity, licensing, welfare, livestock identification, standstill breaches, illegal imports, by products, and other disease control work.</p> <p>Irregularities found on documentary checks followed up</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> To be investigated and appropriate action taken in accordance with the Local Authority's published Enforcement Policy. Follow up checks on suspected irregularities identified on AMLS2/AMES.
6.2 Intelligence / Information and systems	<p>Provision and collection of Intelligence Information</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Good practice –</p> <ul style="list-style-type: none"> Regular contact with other agencies/ LA's regarding intelligence.
6.3 Intelligence led actions	<p>Infringements or suspected infringements reported from external enforcement sources or identified by use of data interrogation or intelligence sources; members of the public/complaints</p> <p>Outcomes 1, 2, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> To be investigated and appropriate action taken in accordance with the Local Authority's published Enforcement Policy
6.4 Cross border and multi agency working	<p>Assessment and communication to interested parties of cross cutting issues</p> <p>Research/intelligence led activities including workshops</p> <p>Joint investigations/exercises/initiatives</p> <p>Mentoring arrangements</p> <p>Outcomes 1, 2, 3, 4 and 6</p>	<p>Good practice –</p> <ul style="list-style-type: none"> Pro-active work with other Local Authorities and agencies. Working with other Local Authorities to deal with a specific request. Identify cross cutting issues and relevant areas of risk suitable for cross border and multi agency approach.

7. Post enforcement reporting and AMES data entry activities		
7.1 Animal Health and Welfare Management and Enforcement System (AMES)	<p>Entry of data on to AMES system (or via electronic data transfer from local systems to AMES) recording Local Authority enforcement activities, results and actions.</p> <p>Use of AMES for management information and report generation</p> <p>Recording of data on infringements</p> <p>Outcomes 1, 2, 3, 4, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • Recording of all enforcement data within 5 working days. • Local Authority to designate AMES supervisor who must be familiar with AMES good practice guide, data quality and auditing procedures, Business process instructions and FAQs. • Internal procedures in place to ensure quality of data entered.
7.2 Management information	<p>Collation of management information data for internal use and provision to Animal Health, Defra and Welsh Assembly Government.</p> <p>Outcomes 3, 4 and 5</p>	<p>Good practice –</p> <ul style="list-style-type: none"> • Timely provision of information, in particular submission of statutory returns. • AMES: Record enforcement action on AMES to facilitate generating of accurate management reports. • National Performance Indicators: Collect data in accordance with relevant National Performance Indicators. • Use of AMES reporting facility to produce reports to monitor progress of agreed Service Delivery Plan.

8. Contingency planning and emergency action		
8.1 Animal Health/Defra/Welsh Assembly Government and Local Authority emergency preparedness	<p>Planning and contributing to emergency preparedness plans with Animal Health/Defra/Welsh Assembly Government and other agencies as appropriate</p> <p>Outcomes 1, 3, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • LACORS / Local Authority plans (some shared plans with NYCC) drawn up consistent with Defra, Animal Health generic plans for disease outbreaks – FMD, Avian Influenza, Rabies, Anthrax, Classical Swine Fever. • Respond to notification of disease outbreaks.
8.2 Testing and Training	<p>Testing, training, practising and evaluating activities in relation to the emergency plan</p> <p>Outcomes 1, 3, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • Contribution through others or on paper to planned exercises. • Review plans and update annually. • Internal and external contact details reviewed annually.
8.3 Emergency Action	<p>Provision of full emergency range of services under the emergency plan, when disease emergency declared by Defra/Welsh Assembly Government</p> <p>Outcomes 1, 3, 5 and 6</p>	<p>Minimum standard –</p> <ul style="list-style-type: none"> • Full requirements of plan actioned

9. Additional Activities		
9.1 National priorities	Provide details in Service Delivery Plan of identified priorities as agreed with the RVL and in Wales the Welsh Assembly Government. Outcomes 1, 2, 5 and 6	As agreed with RVL
9.2 Local priorities	As above Outcomes 1, 2, 5 and 6	As agreed with RVL

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DIRECTORATE OF COMMUNITY & NEIGHBOURHOOD SERVICES

FOOD LAW ENFORCEMENT SERVICE PLAN 2010/11

FOREWORD

Under Food Standards Agency's Framework Agreement, City of York Council is required to produce an annual service plan that covers their various food functions.

The food team, which is part of the food and safety unit, is responsible for food law enforcement. This service plan reviews our performance over the last year, sets out our aims and objectives for 2010/11, and also looks at what demands are placed on the team and what resources are available to meet those demands.

Variance between the 2009/10 planned and actual performance is highlighted. Where necessary, corrective action is recommended and incorporated into the 2010/11 plan.

Resources in the team are limited. However, this plan illustrates the effective use of existing resources to target the highest risk food businesses, while maintaining a balanced enforcement mix.

1. SERVICE OBJECTIVES, AIMS AND POLICIES

1.1 The vision of the Environmental Health and Trading Standards is:

To deliver the highest standards of protection of health, environmental and economic well-being to the people of York, through the provision of a quality customer focused service.

1.2 The Objectives of Environmental Health and Trading Standards are to:

- Protect residents and local businesses from unfair and unsafe business practices
- Protect residents and our environment from pollution and other public health and safety hazards
- Help local businesses achieve compliance with their legal obligations
- Promote healthy living in the city
- Reduce noise nuisance and make an effective contribution to reducing anti social behaviour in York

1.3 The Aims the Food Enforcement Team are:

- To operate a comprehensive regime of interventions (eg inspections), sampling, advice and other methods as appropriate, to ensure the safety, correct composition, description and labelling of foods and animal feeding stuffs and prevent adulteration and fraud in the production and sale of these products.
- To ensure the health and well-being of consumers by the above methods and through promotional activities.
- To promote best practice in food and animal feeding stuffs production and sale in the City of York.
- To provide support, assistance, training and advice to local businesses, thereby enabling them to market products that comply with legal requirements and best practice.
- To investigate cases of communicable disease notified to the Authority.
- To promote food safety and standards issues to the public through a variety of activities.
- To investigate complaints about the labelling, composition, safety and fitness of food, feeding stuffs and the operation of food premises.
- To act as a home authority and originating authority and deal with enquiries referred by other agencies.
- To approve and register food premises as prescribed by government.

- To enforce the provisions of food and animal feeding stuffs legislation, and take appropriate and proportionate action to secure compliance.
- To take prompt and effective action in response to food hazard warnings and other threats to food safety in York.

1.4 Corporate priorities of the Service

City of York Council has a corporate strategy for the period 2009 – 2012, which incorporates eight priorities. In terms of these priorities, the food team contributes to making York a Thriving City, a Safer City and Healthy City, through improving the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest.

1.5 Links to Community Objectives

York's Local Strategic Partnership, Without Walls, reviewed York's Local Area Agreement (LAA) in 2008 to reflect new government guidance. As part of this review a number of priorities and local improvement targets were decided. The food team formed a partnership with other service providers to submit a bid for LAA funding. The bid focused on tackling the levels of obesity among primary school age children in year 6. The bid was successful and the food team are delivering a number of workshops to raise awareness and understanding about healthy eating. This work runs until April 2011.

1.6 Enforcement Policy and Customer Service

The team operates to an enforcement policy that meets the needs of the Statutory Code of Practice for Regulators'. In addition, we have implemented a "Customer Service Standards" policy, which sets out the minimum service standards we aim to achieve when providing our services.

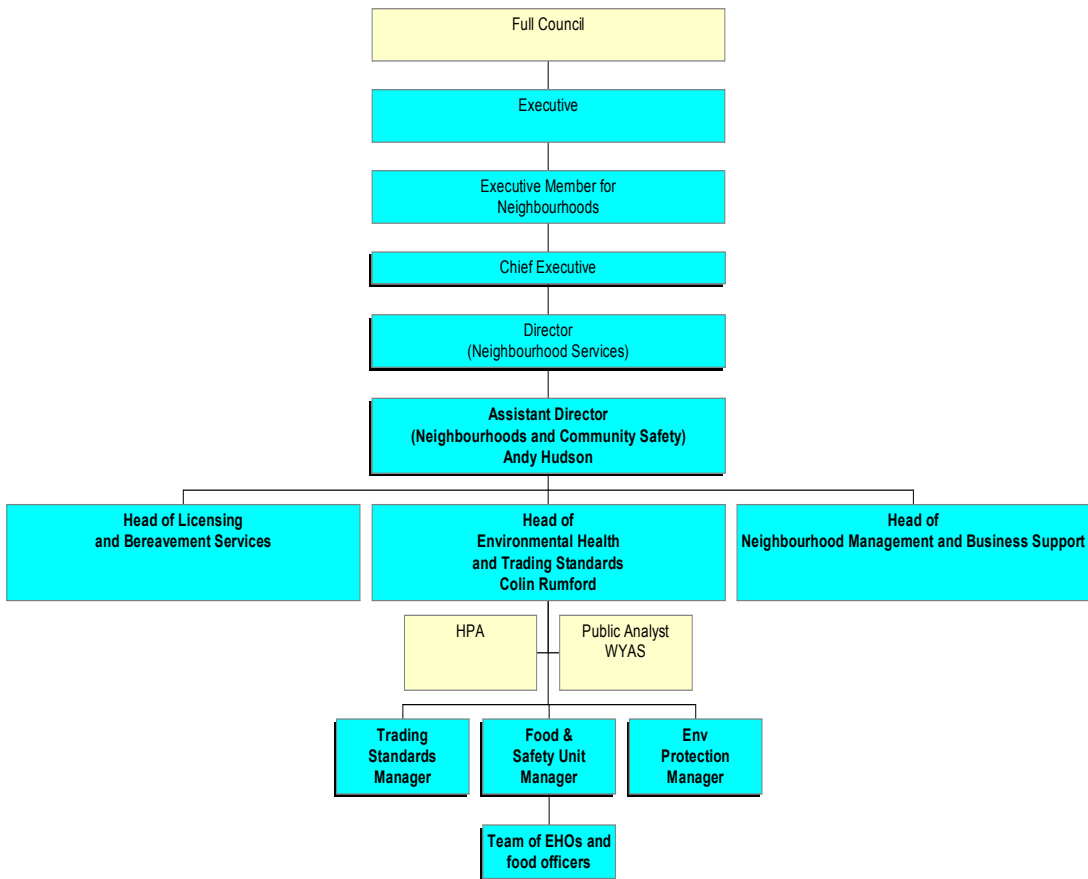
2. BACKGROUND

2.1 Profile of the Local Authority

City of York Council is a unitary authority, with a population of approximately 193,000 and an area of 105 square miles (27,250 hectares). The majority of the electorate (60%) are located in the urban city area, with the remainder resident in the outlying towns and villages.

The area is predominantly urban, covering the historic city with the associated tourism, hospitality and catering activities.

2.2 Organisational Structure



2.3 Provision of Specialist services

- Public Analyst services covering food and animal feeding stuffs are provided under contract by West Yorkshire Analytical Services, Morley, Leeds.
- Microbiological food examination is carried out under service level agreement with the Health Protection Agency (HPA) laboratory service, based in Leeds.
- The proper officer for communicable disease purposes is the Consultant in Communicable Disease Control at the HPA.

2.4 Scope of the Food Team

As a unitary authority, City of York Council is responsible for the full range of food law enforcement activities.

The food team has responsibility for food safety, food standards, animal feeding stuffs and primary production activities. The team is part of Environmental Health and Trading Standards, which sits within the Communities and Neighbourhoods Directorate

The team comprises of both environmental health and trading standards professionals, in addition to technical support staff. Some officers have dual qualifications and the team also carries out health and safety checks in food premises.

The service consists of:

- A programme of food and feeding stuffs interventions.
- Investigation of consumer complaints.
- Investigations of food poisonings/infectious disease notifications.
- Promotion and education/advice for businesses and the public.
- Health improvement promotion (e.g. healthy eating awareness).
- Sampling of food and animal feeding stuffs according to annual targeted programmes.

2.5 Demands on the food team

The authority's area contains a mix of manufacturing, retail and catering premises; hospitality and catering are the dominant sectors. There is a large international confectionery manufacturer, a district hospital, various large academic institutions and a racecourse.

The profile of food premises in York is heavily biased towards restaurants and caterers, which is a reflection of the city's status as a major tourist destination. We have seen a rapid turnover of business ownership in this sector, which has placed a strain on the team in terms of premises inspection, advice provision and maintaining an accurate premises database.

Under the product specific or "vertical" EU Directives, there are two premises that are approved by the food team.

Additionally, the team acts as "home authority" for the businesses that have a base in the City, but trade regionally or nationally. Under this role we provide a link between other food authorities and the companies, resolving issues where appropriate.

Local customer consultations carried out in 2009, via the "Talk About" residents' panel, indicate that food remains a concern for residents. Indeed, out of all the functions performed by environmental health and trading standards services, respondents thought that inspecting food businesses was the most important function we perform.

This view echoes the findings of the FSA's 2005 consumer attitudes survey that found that 60% of respondents were concerned about hygiene in catering outlets. The FSA survey showed that the top 4 consumer concerns about food were the amount of salt in food, the amount of fat in food, food poisoning, and the amount of sugar in food respectively.

Consumers were found to be increasingly concerned about the accuracy of food labels, which appears to be part of an increasing awareness and concern about healthier eating. The level of comprehension of food labels by consumers has not improved and remains quite low.

The team will continue to respond to the issue of obesity/healthy by working to deliver against the Local Area Agreement improvement targets for levels of obesity in year six children.

2.6 PREMISES PROFILE

The high proportion of restaurants and takeaways in York means that officers are often required to work out-of-hours in order to gain access to these premises. Officers must also be sensitive to the needs of ethnic minorities. In the past the team has been the subject of an equalities impact assessment, leading to a number of service improvements, including the provision of food hygiene training tailored and made accessible to Turkish, Chinese and Indian restaurants operators/employees.

Table 1 - Breakdown of food premises by FSA category as at 1 April 2010.

FSA CATEGORY	Number
Primary Producer	7
Manufacturer & Packer	46
Importer/Exporter	3
Distributor/Transporter	20
Retailers Other	81
Restaurants/Cafe/Canteen	328
Supermarket/Hypermarket	42
Small Retailer	235
Hotel/Guesthouse	187
Pub/Club	235
Takeaway	167
Caring Establishment	143
School/College	91
Mobile Food Unit	44
Restaurant/Caterers – Other	175

2.7 SERVICE DELIVERY POINT

The service is delivered from an office based in De Grey House, Exhibition Square, York. The hours of operation are 08:30 -17:00 Monday to Friday, although officers work outside of these hours as where necessary.

2.8 REVIEW OF INTERVENTIONS CARRIED OUT FROM THE 2009/10 PROGRAMME

2.8.1 FOOD HYGIENE INTERVENTIONS

Premises rating	A	B	C	D	E
No. of planned interventions at 1/4/2009	9	122	471	72	262
No. of interventions achieved	9	122	468	71	245
No. of interventions <u>not</u> achieved	0	0	3	1	16

In addition to the above figures, 56 unrated premises were subject to interventions during the year. These are newly registered food premises that are required to receive an inspection and be risk-assessed.

Interventions were carried out at 100 % of our category A and B premises and 99% of our category C premises (the Local Performance Indicator is 100%). These figures are very similar to our performance last year and we aim to maintain our intervention performance at this level.

The lowest risk premises in category E do not receive physical visits, unless we receive intelligence, such as a complaint, that there may be problems at the premises. These premises are assessed by alternative approaches, such as issuing a questionnaire.

2.8.2 FOOD STANDARDS INTERVENTIONS

Premises Rating	High	Medium	Low
No. of planned interventions at 1/4/2009	10	757	428
No. of interventions achieved	10	318	111
No. of interventions <u>not</u> achieved	0	439	317

We achieved a 100% intervention rate for our high-risk food standards premises. Due to having a limited number of staff, we were only able to carry out interventions at 42% of our medium premises. We focused our limited resources on our high risk and unrated premises

As with food safety interventions, the lowest risk premises are not programmed to receive physical visit.

2.8.3 Feeding Stuffs/Primary Production Interventions

During 2009/10, we outsourced this area of work to a neighbouring authority. The authority visited 55 of our registered animal feed premises were due for an intervention that year (100 % intervention rate). The authority also carried out primary production interventions at 45 premises. These primary production visits were combined with animal feed visits where possible.

2.8.4 Alternative Enforcement Strategies (AEA)

As mentioned, we do not have a programme of physical visits for our lowest risk premises.

A risk assessment framework determines the frequency at which food premises are visited. In order to direct our resources away from low risk premises, we do not include them in our annual programme of interventions. Instead, these businesses receive a questionnaire, which seeks to check that the businesses remains low risk, whilst providing information relevant to food law. There are a number of advantages to this arrangement, not least the fact that officers can concentrate on those premises which pose a greater risk or where the service can have a greater impact.

In 2009/10, the team issued 246 food safety AEAs. No food standards AEAs were issued as the teams resources are being used to focus on higher risk premises.

3. PLANNED ENFORCEMENT ACTIVITY 2010/11

3.1 FOOD SAFETY INTERVENTIONS

Premises rating	A	B	C	D	E	Unrated
No. of premises due an interventions	11	78	517	46	273	73*
No. of programmed interventions	22	78	517	46	273	73

* - This is the number of unrated premises at the start of the year. There will be more premises during the year as new businesses open etc.

3.2 Food Standards Interventions

Premises rating	A	B	C	UNRATE
No. of premises due an intervention	5	578	561	177
No. of programmed interventions	5	-*	-*	177

* - For 2010/11 we are focusing our resources on intelligence led project work.

Feeding Stuffs/Primary Production Interventions

A total of 31 programmed animal feed interventions are due to be carried out this year. As with last year, we are outsourcing this work. Where appropriate, we will incorporate primary production hygiene interventions to reduce the burden on farms in line with Hampton principles.

3.4 Food and Feeding Stuffs Sampling

The team will sample foods and feeding stuffs in accordance with its documented policy. We will also participate in national LACORS/HPA sampling programmes and fulfil any requirements to sample those premises approved under the product specific regulations.

Both the food standards and feeding stuffs sampling programmes have been produced in consultation with the Authority's public analyst/agricultural analyst. The food standards team co-operates with other regional authorities to coordinate sampling initiatives, such as imported food, so as to avoid duplication and to optimise the statistical soundness of results data.

We are currently recording our food standards results on the national Food Surveillance System. It is our intention to also record our food safety samples on this system once some IT compatibility issues have been resolved.

3.4.1 Food and feeding stuffs sampling programme

	2008/10 Samples Programmed	2009/10 Samples Taken	2010/11 Samples Programmed
Food standards samples	120	108	120
Feeding stuffs samples	5	8	5
Food safety samples	228	286	226

3.4.2 Comments on sampling performance

Sampling is an important tool for food standards, food safety and animal feed.

The food safety team is primarily concerned with the microbiological safety of food, but also samples food to establish the nature and likely harm arising from foreign bodies and the like.

The sampling programme tends to focus on areas of past non-compliance, premises that are failing to meet minimum standards and emerging priorities such as butchers and food at large outdoor events.

Each year the Health Protection Agency undertakes microbiological analysis of the samples we provide, most of which are done without charge under a credits system. Of the 286 samples taken last year, 25 (8%) were found to be unsatisfactory. The samples covered a range of products and premises.

Our food standards samples look at the description, composition and labelling of food, to ensure that legal requirements are being met. Samples are normally targeted at areas where problems are regularly found, or where intelligence, such as complaints, suggests there could be issues.

Of the 103 food standards samples taken in 2009/10, 42 (40%) were unsatisfactory. Enforcement action was taken due to under strength or substituted spirits. However, in most cases, such as compositional or labelling problems, our findings have been passed to the Home Authority for the companies concerned.

Of the 8 feeding stuffs samples taken in 2009/10, 1 (12%) was unsatisfactory.

3.5 Education and Information Programme

3.5.1 Advice to Businesses/Customers

The team provide all reasonable support and assistance to businesses operating or intending to operate in the City of York area.

It is estimated that the team will receive over 400 requests for advice this year, some of which will require a visit to the business premises. Advice is often requested by prospective businesses seeking advice before they commence trading. The recession does not seem to have affected York's food sector, as we are seeing many new premises opening and new business proposals being considered. We also receive a large number of requests for advice from businesses interested in improving their 'scores on the doors' star rating.

3.5.2 Food Team Promotional and Project Work

The team will continue to raise consumer and business awareness of food matters by means of a programme of talks, press releases and other promotional activity.

We continue to work in partnership with other service providers to tackle the level of obesity in Year 6 students. Funding secured through the Local Area Agreement is allowing us to deliver a programme of healthy eating workshops in schools.

Last year we took part in national Food Safety Week, which focused on the sharp rise in cases of listeria, particularly in people over 60. To target this group, we circulated promotional material to sheltered housing schemes and luncheon clubs. Free thermometers were also provided, as food stored at the wrong temperature can allow listeria, if present, to grow.

This year's food safety week focuses on Campylobacter, which is the most common form of food poisoning in the UK. We are planning a sampling programme that will focus on foods that are known to be high risk in terms of campylobacter, such as chicken liver pate. We will also plan to raise awareness of the issue through press releases etc.

4. ENFORCEMENT ACTIVITY

4.1 Formal Action Taken

The following tables summarise the level and types of formal enforcement action taken in 2009/010. We believe that to be effective, the full range of enforcement options should be used, from informal letters offering advice, through to prosecutions where this course of action is considered appropriate.

Food Safety

TYPE OF ACTION	NUMBERS TAKEN/ISSUED 2008/2009	NUMBERS TAKEN/ISSUED 2009/10
Prosecution	6	2
Simple Caution	4	3
Prohibition Notice	0	0
Hygiene Improvement Notice	84	47
Formal written warning *	5	5

* – These are written warnings issued by CYC to businesses where prosecution is not the most appropriate course of action. They are not written warnings as defined by the FSA.

Food Standards and Feeding Stuffs

TYPE OF ACTION	NUMBERS TAKEN/ISSUED 2008/2009	NUMBERS TAKEN/ISSUED 2009/10
Prosecution	0	0
Simple Caution	7	3
Formal Written Warnings	19	19

Last year we prosecuted two businesses for food hygiene offences – a takeaway and a restaurant. Both premises had failed to improve standards, despite the service of hygiene improvement notices. The takeaway premises is under investigation again due to further issues, and the restaurant has been sold and is under new ownership.

In the summer of 2008, we implemented a strategy to focus our resources on improving premises that are not broadly compliant with food hygiene law. Under this strategy, we are issuing hygiene improvement notices where advice and education fail to secure improvements. This approach is proving to be effective as the percentage of premises that are not broadly compliant is starting to drop.

An area where our food standards officers continue to find problems, is alcoholic drinks that are either under strength or falsely described. Under strength drinks are often connected with the use of open top pourers on spirits, which allows the evaporation of

alcohol and we are looking to raise awareness of this issue. Four simple cautions were issued for falsely describing alcohol.

4.2 Food Premises, Food and Feeding Stuffs Complaints

Investigation into food and feeding stuffs complaints is carried out in accordance with our quality management system procedures.

In 2009/10, 1050 complaints and requests for service were received. This high figure is consistent year-on-year, reflecting how busy the food sector is in York and the high awareness of food issues amongst our customers.

4.3 Home Authority & Primary Authority

City of York Council fully subscribes to the LACORS home authority principle, and currently has agreements with Nestle (for food standards in relation to confectionary). Our agreement with National Express East Coast for food safety is currently under review following the nationalisation of the line.

The team liaise with other local authorities about our national and regional companies. We support small/medium and new companies by giving advice on matters such as changes in the law. In 2009/10 the team received 26 referrals from other local authorities and a similar number can be expected in 2010/11.

We are committed to following the principles of the Primary Authority Scheme, where these relationships exist.

4.4 Control and Investigation of Outbreaks of Food Related Infectious Disease

The team investigate all food poisoning notifications and outbreaks of food borne disease in accordance with procedures agreed with North Yorkshire District Control of Infection Committee and our local quality procedures.

In 2009/10, the team received 400 formal notifications of infectious disease, although some of these related to mumps, rather than food poisoning.

4.5 Food/Feeding Stuffs Safety Incidents

It is the policy of the authority to handle all food alerts from the FSA in accordance with the FSA Code of Practice and our local quality procedure. Notifications are received from the FSA by e-mail and mobile phone, and an appropriate course of action is taken in each case.

The reactive nature of this task makes it difficult to estimate the likely level of activity. During 2009/10, 38 food alerts were received. Although alerts can be issued by the FSA for information only, some require a formal response. A formal response might involve issuing a local press release or contacting food businesses directly, which has resource implications.

The FSA also issue food allergy alerts - 46 were received last year.

It is expected that a similar or greater number of food alerts will be received in 2010/11.

5. OTHER AGENCIES - REFERRALS AND LIAISON

5.1 Liaison with Other Organisations

The team will ensure that it is operating in a manner that is consistent with both neighbouring and national local authorities and other agencies. Various methods will be used to facilitate this, including benchmarking, peer review and liaison with: -

North Yorkshire Food Liaison Group

This is a LACORS food liaison group working under the wing of the North Yorkshire Chief Environmental Health Officers Group. All eight North Yorkshire local authorities are represented on both of these groups. Of particular relevance is the food safety quality management system (QMS), which is accredited to the quality standard ISO 9001 (this is discussed later in Section 8 – Quality Assessment).

Yorkshire and The Humber Trading Standards Quality Standards Technical Group

Following a review of regional priorities, the Quality Standards Technical Group is now a virtual group.

A Food Fraud group has been established, which meets on a quarterly basis and seeks to promote best practice and consistency in food enforcement in the region. The group also considers emerging intelligence and looks at joint projects to detect food fraud across the region.

West Yorkshire Analytical Services

This is the Public and Agricultural Analyst for the City of York Council, used predominantly for food standards and animal feed analysis. They are contracted to provide these services to us for the next year.

Health Protection Agency

The HPA food laboratory, based in Leeds, undertake microbiological analysis of food samples on our behalf. Regular meetings are held to promote co-ordination and good sampling practice across the region.

North Yorkshire District Control of Infection Committee

This is a multi-disciplinary group of public health consultants, consultant microbiologists, environmental health officers, infection control nurses, general practitioners and associated professions. It meets on a quarterly basis to discuss infection control issues and set policies in relation to their investigation and control.

Planning/Licensing Sections

The list of all planning applications is seen by the team and plans requested where necessary, so that recommendations/conditions can be supplied.

The team liaises with licensing to ensure that an integrated approach to enforcement is followed.

5.2 Referrals to Other Organisations

Where the team receives a food related service request that does not fall within its enforcement remit or geographical enforcement area, it refers the person concerned to the correct body or forward the item of work to the relevant authority without delay.

6. CONSULTATION

We have reviewed the way in which we survey our customers. This has come about because of the new National Indicator 182 - *Business satisfaction with local authority regulatory services*. A programme is in place to send questionnaires to businesses, dependant on the outcome of the intervention. In accordance with the National Indicator, we must send questionnaires to a proportion of businesses that were found to be compliant and not compliant with food law.

We also survey our customers on a regular basis to ensure that we are providing a high quality, customer focused service. We have recently been awarded the Customer Service Excellence award, which demonstrates our commitment to providing a customer focused service.

7. RESOURCES

7.1 Financial Allocation

The overall level of financial allocation to food safety and standards enforcement activity for the year 2009/10 and 2010/11 is as follows:

	2009/10 Actual £k	2010/11 Estimate £k
Staffing costs	291.4	296.9
Support costs	121.2	121.2
Supplies & services (inc transport)	55.2	58.0
Analytical & sampling costs	8.4	12.6
Income	-38.6	-27.3
Overall Expenditure	437.6	461.4

7.2 Allocation of staff for 2010/11

Food Safety

- 3.5 Senior EHOs – fully competent to enforce food hygiene law.
- 1 Food Officer – holds environmental health degree, working towards EHORB registration.
- Contractors will be employed to undertake food safety interventions at low risk and broadly compliant premises.

Food Standards

- 0.8 Senior Food Officer – fully competent to enforce food standards law
- 1 Food Officer – fully competent to enforce food standards law

Animal feed inspections and hygiene at primary production level will be carried out by officers from a neighbouring authority.

The team is managed by the food and safety unit manager, lead officer for food safety and standards.

7.3 Staff Development Plan

Staff development needs are identified on an ongoing basis, through the team's quality management system. We also hold annual Performance Development Reviews with individual officers, where the training needs are considered in accordance with corporate policy. Identified training needs will be met by: -

- Training to achieve specific qualifications
- Attendance of technical seminars/courses
- In-house training on specific issues
- Cascade training by staff that have attended relevant courses.

Training records show that officers consistently achieve the required levels of CPD training required by the Food Law Code of Practice.

8. QUALITY ASSESSMENT

8.1 North Yorkshire Food Quality Management System

The food team operates within the North Yorkshire Food Liaison Group's quality management system (QMS)

The QMS, which is independently accredited to ISO 9001 standards, includes a rigorous system of controlled documents that state the minimum standards for our food enforcement activities. It includes internal monitoring within the authority and is further enforced by inter-authority auditing. The system is also subject to external monitoring by ISOQAR, an accredited certification body.

The system ensures the delivery of high quality enforcement activity across the City of York, which is consistent with the other North Yorkshire authorities and is in accordance with good practice. York's QMS was subject to external audits in 2004, 2006 and again in 2009. The auditor reported zero non-compliances following the latest audit.

The Environmental Health and Trading Standards service is also proud to hold the Customer Service Excellence award, which demonstrates our commitment to putting the customer at the heart of everything we do.

9. REVIEW OF PERFORMANCE AGAINST LAST YEARS SERVICE PLAN

The team performed very well in respect of its inspection targets for high and medium risk food hygiene premises.

In 2008/09, National Indicator 184 (NI 184) was introduced – “Food establishments broadly compliant with food hygiene law”. At the end of 2008/09 our figure for this indicator was 88%, which is lower than we had anticipated. This dip in performance came about because premises that were unrated at the end of the year (eg new premises due an inspection), were counted as being not broadly compliant with food hygiene law.

By the end of 2009/10, our figure for NI 184 had improved to 92%, which was the target set in the department's service plan. This improvement was due to us focusing on poorer premises, and taking a graduated approach to enforcement where advice/education was not successful in improving standards.

Our food standards officers focused on high risk and unrated premises during 2009/10 (al high risk premises were inspected). We continue to have a back log of overdue inspections in this area due to limited resources.

10. STRATEGY FOR 2010/11

For 2010/11 we will continue inspecting our high risk businesses, and premises not broadly compliant with food law in-house. We feel this makes the most effective use of our limited resources. Inspections of low risk and broadly compliant premises will be contracted out to agency staff, and followed up in-house where problems are identified.

Our approach of using a graduated enforcement approach with poor performing premises is proving to be effective in improving standards. We have also found that our scores on the doors scheme, launched in June 2009, has been an effective tool to encourage improvements.

There were an unprecedented number of unrated premises for us to deal with in 2009/10, which we struggled to inspect. We have put in place measures to ensure unrated premises are inspected in a timely manner during 2010/11.

Our Scores on the Doors scheme has been a great success, and provides an additional incentive for businesses to improve the way they operate. We are continuing with our own scheme, but will consider moving to the Food Standards Agency scheme once the full details are known.

We do not have sufficient resources to undertake all of our food standards inspections in accordance with the requirements of the Food Law Code of Practice. Therefore, we have decided that for 2010/11 we will inspect our high risk premises and undertake project work to focus on known issues (eg counterfeit alcohol). We will not routinely inspect our medium or low risk premises, unless we receive complaints or similar which indicate there is a problem.

In 2010/11 we will expand our version of the 'Retail Enforcement Pilot'. Food safety officers will take the lead for all REP inspections and will gather data for other regulatory teams as part of their visit. We feel this approach maintains the importance of food safety, whilst also making effective use of our resources and reducing the regulatory burden on businesses.

A programme of animal feed and primary production inspections are planned for 2010/11. These will be delivered on our behalf by an appropriately qualified and experienced officer from a neighbouring authority.



DIRECTORATE OF COMMUNITY & NEIGHBOURHOOD SERVICES
THE HEALTH AND SAFETY ENFORCEMENT SERVICE PLAN 2010/11

FOREWORD

Section 18 of The Health and Safety at Work etc. Act 1974 requires local authorities to make adequate arrangements for enforcing health and safety legislation. To achieve this duty, City of York Council must produce a service plan setting out its priorities and plan of interventions for the forthcoming year. These must take into account:

- The Health and Safety Executive's (HSE) priorities
- National and regional priorities, targets and plans
- Locally derived objectives
- Relevant guidance and policies.

The Section 18 mandatory standard requires every enforcing authority to have the operational, managerial, administrative, legal and political resources (both staff and infrastructure) to contribute to improving health and safety outcomes.

City of York Council must target its interventions:

- To maximise its impact in improving health and safety outcomes
- To securing action by duty holders to manage and control the health and safety risks of their work activities
- On the duty holders who are best placed to control the risks whether they be employers or others
- On other organisations and stakeholders that can influence risk reduction
- On activities that give rise to serious risks or where the hazards are least well controlled
- To stop those that seek economic advantage from non compliance
- In accordance with national guidance on interventions and priority programmes.

This services plan sets out the aims and objectives of the service for 2010/2011, based on the demands placed upon the service and the resources available. In a time of limited resource, the Council is not able to achieve all of the desirable aims for health and safety enforcement. However, this service plan makes the best use of existing resources to provide a risk-based mix of enforcement approaches.

1 SERVICE OBJECTIVES, AIMS AND POLICIES

1.1 Our Vision Is:

To deliver the highest standards of protection of health, environmental and economic well-being to the people of York, through the provision of a quality customer focused service.

1.2 The Objectives of Environmental Health and Trading Standards Are To:

- Protect residents and local businesses from unfair and unsafe business practices
- Protect residents and our environment from pollution and other public health and safety hazards
- Help local businesses achieve compliance with their legal obligations
- Promote healthy living in the city
- Reduce noise nuisance and make an effective contribution to reducing anti social behaviour in York

1.3 Aims of the Health and Safety Enforcement Team

To ensure that workplace health and safety is given sufficient priority, and contributes to building a safe human environment, the health and safety enforcement team aims are:

- To manage the risk in high risk, poor performing and/ or rogue trader businesses (targeted approach in line with the better regulation agenda).
- To investigate major injury incidents and fatalities (national justice agenda and used to assess and target poor management in line with better regulation).
- To seek to reduce work related ill health and accidents, and to protect the health, safety and welfare of people at work and to safeguard others (principally members of the public) who may be exposed to risks from the way work is carried out.
- To carry out an annual targeted programme of health and safety inspections and enforcement for all local authority enforced premises in the city, in accordance with statutory requirements, approved codes of practice and guidance.
- To support the annual inspection programme with targeted promotional advice and educational initiatives in line with HSE enforcement strategies.
- To investigate all complaints and requests for advice promptly.
- To carry out sampling when necessary to provide accurate information to identify workplace hazards.

- To be accessible, open and fair when taking proportionate enforcement action against health and safety law offenders.
- To promote and provide health and safety information and advice to businesses and members of the public.
- To carry out registration of premises operating skin-piercing activities as prescribed by government.
- To deal with enquiries referred by other agencies and refer enquiries to the health and safety executive and to other bodies when necessary.
- To continue to work in partnership with the Health and Safety Executive
- Delivery of Fit 3 program –
 1. Workplace transport (country wide approach to nationally recognised priority)
 2. Slips, trips and falls (rising cause of workplace injuries)
 3. Disease reduction programme – dermatitis (targeted at the local catering industry)
 4. Stress (of concern nationally and locally). The team is the lead authority for a large insurance company based in the city, where stress is an important issue.
 5. Management of asbestos (of concern nationally and locally because of York's legacy of asbestos related diseases).

1.4 Enforcement Policy and Service Standards

The team operates to a comprehensive, documented enforcement policy in accordance with Section 18 standards. In addition there are service standards for environmental health and trading standards.

1.5 Links to Community Strategy

City of York Council has set out its corporate strategy for 2009 - 2012. The strategy has eight objectives, including Thriving City, Safer City and Healthy City. The team supports the Thriving City objective by supporting business with advice, whilst seeking compliance from those who might seek to gain an unfair competitive advantage. The team also makes a strong contribution to Safer City and Healthy City by its interventions on targeting high risk premises and its work on work related stress, dermatitis and asbestos management.

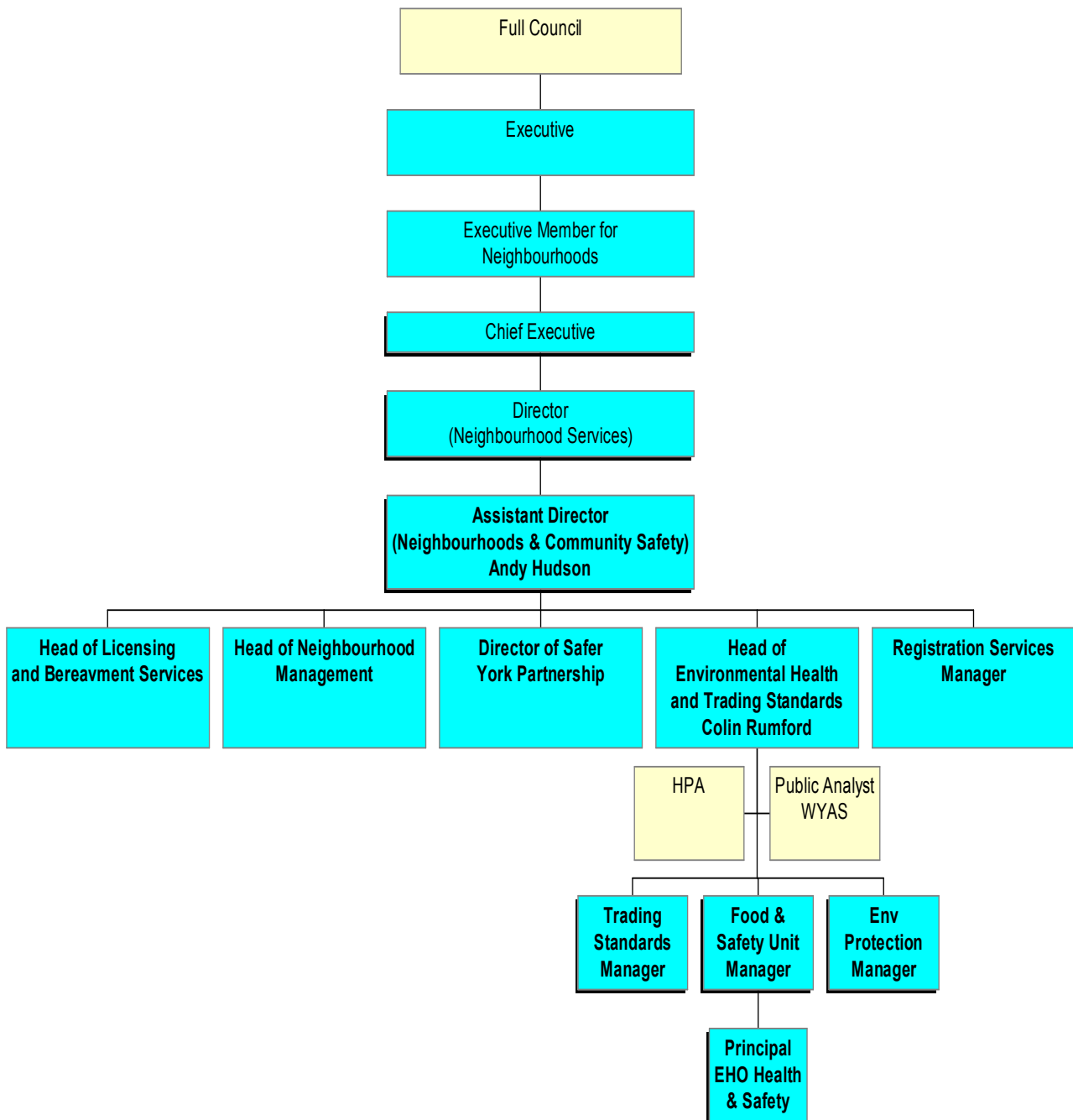
2. BACKGROUND

2.1 Profile of the Local Authority

A unitary authority with a population of approximately 193,000 and an area of 105 square miles (27,250 hectares), 60% of the electorate is based in York with the remainder resident in the outlying towns and villages.

The area is predominantly urban covering the historic city with the associated tourism, hospitality and catering activities.

2.2 Organisational Structure



2.3 Provision of Specialist services

The team makes use of the following specialist services:

- Asbestos sampling and other environmental monitoring is carried out in conjunction with AH Allen, 6 Waterside House, Maritime Business Park, Livingstone Road, Hessle, Hull
- Micro-biological examination is carried out under service level agreement with the public health laboratory service (HPA) based in Leeds, e.g. for swimming and spa pool water sampling and Legionella in water systems

2.4 Scope of the Health and Safety Enforcement Team

The team is part of the food and safety unit and deals with all health and safety issues in non-food and food premises. The principal and senior environmental health officer undertake a programme of health and safety inspections and investigations in response to complaints and accidents. In addition to its enforcement role, the service also provides information and advice to members of the public, businesses, professional bodies and organisations. It provides education, training and a variety of promotional work.

2.5 Demands on the Health and Safety team.

The local authority enforced sector mainly comprises of catering, retail, wholesale, offices, leisure, catering, places of worship and premises including hotels and guesthouses and residential care homes.

An external factor impacting on service delivery is the large number of visitors who use the city's facilities.

2.6 Service Delivery Point

The service is delivered from our office based in De Grey House, Exhibition Square, York. The hours of operation are 08:30 -17:00 Monday to Friday although officers work out of these hours when the nature of the work dictates.

3 PLANNED ENFORCEMENT ACTIVITY

3.1 Programmed Health and Safety at Work Premises Inspections

The team aims to inspect premises in accordance with a risk-based programme. However, the inspections are centred on those activities in the workplace which the HSE have identified as contributing nationally to the highest rates of accidents/incidents and ill-health at work. This programme is based on analysis of injury and ill health generation across known hazard and sector hotspots in businesses, large and small. The key topics are workplace transport, falls from height, slips and trips, musculoskeletal disorders, work induced stress, contact dermatitis, occupational asthma and asbestos.

In adopting the topic based inspection approach, the team will maximise its resources by focusing on these areas, rather than completing all-encompassing inspections.

In previous years we have worked to the standards outlined in HSE guidance LAC 67/1(Rev 3) "Advice to local authorities on intervention programmes and an inspection rating system". This document has been withdrawn by HSE and has been replaced by LAC 67/2. This document reduces the number of premises into which premises can be classified from six to four. The new priority rating system is as follows:

Old LAC 67/1	New Category	Description	Inspection Frequency
A	A	Highest Risk	12 months
B1	B1	Medium Risk 1	18 months
B2 & B3	B2	Medium Risk 2	No rigid inspection regime
B4 & C	C	Lowest Risk	No rigid inspection regime

This new priority rating scheme will come into operation in April 2010. Once the software supplier for our database provides the update, these new ratings will be applied.

Categories B2 and C premises, which under the new system require no rigid inspection regime, will be subject to other forms of intervention e.g priority topic works or questionnaires.

The total number of Health and Safety premises in City of York at 01 April 2010 was 5035.

Type	Number of premises	Inspections in work plan
High Risk Category A	0	0
Medium Risk1 Category B1	383	135
Medium Risk2 Category B2	2107	80
Lowest Risk Category C	2545	0

The team estimates that 30 revisits to premises will be carried out in the year.

Comments on Past and Projected Performance

In 2009/10, the team achieved the total number of programmed A-risk inspections (8) and B1 inspections (54), thus meeting the local performance measure for those categories of premises. In addition, another 158 inspections were carried out on the priority topics.

The team comprises of two officers, who have to carry out the number of inspections required under the HELA risk rating system. This has led to a large backlog of outstanding inspections for the lower risk premises. However, the HSE have recently shifted the

emphasis away from comprehensive, programmed inspections, onto more resource-efficient and focused enforcement activities in accordance with the FIT 3 Strategic Programme.

Following the Safer Working Community project in 2007, the York Health and Safety Forum was set up in partnership with the Health and Safety Executive. This forum is provided for local businesses to discuss health and safety issues with the HSE and CYC inspectors. The forum meets every three months and guest speakers are invited to talk on subjects chosen by the local businesses. This forum has proved very popular and will continue in 2010/11.

As part of the partnership agreement with HSE, officers in the team have been trialing a flexible warrant initiative. Officers have been authorised by the HSE to enter and exercise their powers on premises which are normally enforced by HSE and vice versa. This initiative has been very successful and provides a more efficient way of working (eg. officers from both inspectorates can take immediate action to stop dangerous activities).

The flexible warrant scheme will continue in 2009/10 and it is planned to carry out joint initiatives with HSE inspectors. The flexible warrant scheme is highly praised and now is an indicator of excellence in the Section 18 standard.

3.2 Other Planned Enforcement and Advice Work

As in 2009/2010, the team will align its proactive work to the HSE priority areas. In addition to carrying out proactive inspections of our category A and B premises, we have made an agreement with the Health and Safety Executive on areas where we can work with them on joint projects (in line with Section 18 standards).

These joint projects are:

- Agricultural Safety . Our Animal Health officers regularly visit agricultural premises. We have agreed that these officers provide HSE with intelligence on unsafe working practices on farms. Training has been provided by HSE.
- Reducing slips and trips in hotels, catering, food retail and in residential care homes.
- Reducing dermatitis in the catering and beauty industries.
- Protecting employees from noise related hearing loss in pubs and clubs
- Targeted inspections of compactors and bailers at warehouses/supermarkets.
- The management of asbestos in buildings.
- Stress in financial sector – to continue our work with Aviva (formally Norwich Union).
- Workplace transport.

3.2.1 Advice to Businesses

The team provides all reasonable support and assistance to businesses operating or intending to operate in the area. This work will be complemented by the team's contribution and promotion of the York business forum.

The council is lead authority on health and safety for Aviva, providing advice which is disseminated to the company's other UK offices.

4 REACTIVE ENFORCEMENT ACTIVITY

4.1 Formal Action Taken

The following table summarises the level and types of formal enforcement action taken in the previous year.

Type of action	Numbers taken / issued 2008/2009	Numbers taken/issued 2009/2010
Prosecution	0	0
Formal Caution	0	0
Prohibition Notice	1	2
Improvement Notice	12	9

4.2 Health and Safety Complaints/Service Requests

During 2009/10 the team received 472 complaints and service requests of all types.

It is estimated that future demands on the team are likely to increase as a result of growing awareness of health and safety at work amongst our customers, resulting in an increase of the number of complaints and service requests.

4.3 Reports of Accidents and Dangerous Occurrences

The team receives reports of accidents and dangerous occurrences from a variety of sources and is required to access the RIDDOR reporting centre at Caerphilly for notifiable injuries within the City of York Council area. Some of these reports are statutory notifications required to be made under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

In 2009/2010 the team received 288 statutory notifications.

4.4 Notification of Work with Asbestos

The team receives notification of asbestos removal work. This requires site meetings in order to ensure compliance by asbestos removal contractors with all relevant health and safety legislation.

During 2009/2010 the team received 10 notifications as apposed to 9 for 2008/2009.

5 OTHER AREAS OF SERVICE DELIVERY

5.1 Partnership Working

The team aims to continue its role in providing a more holistic approach to health and safety, by ongoing partnership working with other organisations including the HSE, Care Quality Commission, Health Protection Agency, the York Hospitality Association and other business organisations.

City of York Council supports the principle of lead authority and has signed up to a partnership agreement with Aviva.

6 REFERRALS TO AND LIAISON WITH OTHER AGENCIES

6.1 Liaison with Other Organisations

It is the policy of the team to take all reasonable steps to ensure that it is operating in a manner that is consistent with both neighbouring and national local authorities. Various methods are adopted to facilitate this including benchmarking and liaison with:

- The Health and Safety Executive Local Authority Unit
- North Yorkshire health and safety liaison group
- North Yorkshire Chief EHO training group
- North and West Yorkshire health and safety local authority liaison group
- North Yorkshire Fire and Rescue Service
- North Yorkshire Police
- Planning/building control/licensing departments of the council

6.2 Referrals to Other Organisations

Where the team receives a health and safety related service request that does not fall within its enforcement area it will refer the person concerned to the correct body or forward the request to the relevant authority within one working day or receipt.

7 RESOURCES, THEIR USE AND DEVELOPMENT

7.1 Financial Allocation

The overall level of financial allocation to health and safety enforcement activity for the year 2009/2010 is as follows.

	Actual 2009/10 £k	Estimate 2010/11 £k
Staffing Costs (inc direct employee expenses)	88.1	88.7
Support Costs	42.5	42.5
Supplies & Services (inc transport)	2.0	5.5
Income	-6.7	-1.5
Overall Expenditure	125.9	135.2

7.2 Staffing Allocation

Health and safety enforcement is led by one full time principal environmental health officer under the overall supervision of the food and safety unit manager.

In addition there is 1 FTE senior environmental health officer carrying out all functions relating to health and safety in those premises for which the team has responsibility.

7.3 Staff Development Plan

The training development needs are identified both on an ongoing basis and by annual review. Last year the HSE launched their Regulators Development Needs Analysis tool. This is an online tool which is completed by each officer with their manager. This has identified training needs for the officers. The results of this were fed back to the HSE partnership manager who has identified training needs in the region. Training needs will be met by:

- Attendance on seminars/courses. Partnership working with the Health and Safety Executive has resulted in a considerable amount of training provided by HSE specialist inspectors.
- In-house training on specific issues.
- Cascade training by staff who have attended relevant courses.

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Member Decision Meeting – Neighbourhood Services

22nd June 2010

Report of the Director of Communities and Neighbourhood

YEAR END PERFORMANCE REPORT 2009/10

Summary

- 1 This report sets out the annual performance information for the Neighbourhood Services portfolio for 2009/10.

Background

- 2 This paper provides a final statement on the year end performance for the Neighbourhood Services portfolio for 2009/10.

Performance Headlines

- 3 Key issues include:
 - Of 5 Sustainable City actions in the corporate strategy, 4 were completed by year end, and 1 will be delivered during 2010/11. Of 5 relevant Safer City actions, 4 were completed and 1 will be delivered during 2010/11.
 - 79% of the portfolio's national performance indicators that are measurable hit their target, while 73% improved on last year.
 - Both of the portfolio's LAA targets (NPI4 and 191) are likely to be met, based on progress in 2009/10.
 - 69% of the actions and measures within the 2009/10 directorate plan were delivered / targets met.

Relevant LAA measures

- 4 The Directorate leads on 6 LAA indicators, 2 of which are relevant to this report. The other indicators are relevant to the Community Safety portfolio.

Table 2: Progress on LAA measures.

Indicator	Improving?	On Target?
NPI 4: Community Engagement: Percentage of people who feel they can influence decisions in their locality. This is a Place Survey measure. In 2008/09 the overall figure was 31.7%, which is a top quartile outturn and 7th highest for unitary councils. Talkabout 33 asked an identical question – 36% of respondents agreed. Care should be taken in	Stable	Yes

comparing Talkabout and Place Survey results. However the 2009/10 figure is similar to the unweighted Place Survey result in 2008/9, so we are treating this as stable. On basis of ongoing work to engage with young people, tenants and to develop neighbourhood planning arrangements – we are treating this as on target.		
NPI 191: Waste Management: Kilograms of residual (i.e. landfilled) household waste collected, per household. During 2009/10 614kg of residual waste was collected per household. This is a forecast 2.4% reduction on last year, and continues the decrease seen over the last five years.	Yes	Yes

Corporate Strategy

- 5 The Directorate leads on a number of the commitments within the Safer City and Sustainable City sections of the Corporate Strategy. Of the 5 Sustainable City actions led by NS, 4 were completed and 1 will be completed in 2010/11 (mobilisation of front line workforce). Of the 5 Safer City actions relevant to the portfolio, 4 were completed and 1 will be completed during 2010/11 (capable guardian schemes). Table 4 shows progress on the corporate strategy actions.

National Performance indicators

- 6 The Directorate leads on 43 national performance indicators, 18 of which are relevant to this portfolio. The other indicators relate to the Community Safety portfolio.
- 7 This section shows progress on NS performance indicators in 2009/10. Table 3 shows headline figures on the number of NPIs on target, improving and declining. Overall we can report 16 of the 18 NPIs at this stage:
- 79% of the NPIs that had a target set hit that target,
 - 73% of the indicators improved on last year, where we can measure improvement.

Table 3: Neighbourhood Services National Performance Indicators

NS indicators	Total reported	On target?	Improving?	Declining?	Stable?
National Indicators set	16 of 18 (89%)	11 of 14 (79%)	11 of 15 (73%)	3 of 15 (20%)	1 of 15 (7%)
Off target			Declining		
NPI182: Business satisfaction with regulatory services. NPI192: % of household waste recycled and composted. NPI193: % of municipal waste landfilled.			NPI168: Principal roads in need of repair NPI192: % of household waste recycled and composted NPI193: % of municipal waste landfilled		
Place survey – not measured in Talkabout					
NPI3: Level of civic participation NPI138: Satisfaction of over 65s with home and neighbourhood					

Directorate Plan

- 8 The Directorate Plan sets out 11 priorities (6 Service and 5 Org Development). Under these headings, we agreed 89 actions and measures. The service priority actions and measures include work on safer city. At year end:
 - 71% of the Development priority actions were delivered and measures hit target. (74% last year)
 - 68% of the Service priority actions were delivered and measures hit target. (66% last year)
 - 69% of the Directorate Plan actions were delivered and measures hit target. (70% last year)
- 9 Table 5 provides an overall assessment.

Table 4: Assessment of Corporate Strategy Actions relevant to the portfolio – at end March 2010.

Priority vision	CYC commitments	Improvement by 2012	2009/10 action / milestones	Progress	Comment
We aim to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive	We will reduce the environmental impacts of Council activities by making it as easy as possible for residents to recycle, investing in new ways to avoid landfill methods and through the Carbon Management Programme (CMP)	* Recycle, reuse or compost 50% of household waste * Reduced CO2 emissions in the LA area per capita by at least 0.8 tonnes (12% reduction) (LAA) * Reduce Council's energy consumption in offices by 5% each year	Complete the Groves recycling pilot by Sept 2009.	Complete	The Groves recycling project was completed. The results were published and were used to inform the wider city roll out.
As above	As above	As above	Implement a wider rollout of kerbside recycling to 92% of properties by Mar 2010.	Complete	The wider city wide roll out is underway. Remaining properties in the Groves (outside the original trial area) are receiving recycling and alternate week collections (AWC). Roll out of AWC to flats and communal properties started in July and was completed. Roll out to terraced properties has now started (Leeman Road) and this will be an ongoing process until October 2010. At end March 92.3% of properties had kerbside recycling.
As above	We will improve the quality of the local environment and the condition of York's streets and public spaces	Reduce by 40% the level of service requests reported about litter in the street	Complete an easy@york review of waste, neighbourhood pride and street environment services by Summer 09.	Complete	Easy @ York and More for York reviews have been completed. Implementation has started and will be ongoing throughout 2010/11. Mobile device software is in testing. Mobile devices shown at staff showcase event in mid March - positive response from staff. Route optimisation software in place. Procurement of new recycling equipment underway.
As above	As above	As above	Introduce new technological devices to improve the identification and removal of street litter by Sept 09.	Not complete (roll out ongoing)	Not implemented. Mobile device software is in testing. Mobile devices shown at staff showcase event in mid March - positive response from staff. Go live date in early August 2010.

				through 2010/11.)	
As above	As above	As above	Improve the working arrangements across neighbourhood services by Sept 09 to reduce the occurrence of litter left in the street as a result of refuse collections.	Complete	Annual result of NPI195 shows that new approaches have been successful in high obstruction areas and in industrial areas. More work is going on with More for York project to bring collection and cleansing schedules together. Procurement of new kerbside recycling equipment will reduce the amount of wind-blown litter.
We want York to be a safer city with low crime rates and high opinions of the city's safety record	We will reduce the number of burglary and thefts within the city, utilising all available funds, such as target hardening	Reduce serious acquisitive crime by at least 18% (LAA)	A number of alleygates to be completed in South Bank and Leeman Road. If the LAA bid is successful, the total will be 60 gates will be in place by March 2010	Complete	The LAA bid for Gates was not successful. However alternative funding was found - SYP allocated £16k from SSCF and negotiated with Neighbourhood Services for a further £50k from the Highways Maintenance budget. Alleyways were identified, site visits and consultation took place and the legal notices were served. Procurement was completed, and 38 gates in South Bank and Leeman Road were installed by 7 th April 2010.
As above	As above	As above	Create 40 new Cold Calling Control Zones by March 2010	Complete	46 zones completed this year – now have 117 zones across York in total. A satisfaction survey was sent to 500 residents within zones to gauge the effectiveness of the zones and consumer satisfaction. Of 166 respondents, 66% felt less concerned about doorstep crime, and just 2% felt more concerned. 82% felt that they could call with cold callers, and 8% did not feel able to. The 8% have provided a range of further comments which will inform the future development of the initiative.
As above	As above	As above	Create a target hardening pot for CYC tenants who are burglary victims – to replicate and compliment the existing Home Security Grant.	Complete	Housing Services have extended the type of equipment they offer to include PIR lights, door and window locks, shed locks, door viewers and have also agreed to fund on basis of need rather than restricting the scheme to tenants in painting and repairs programme areas only. SYP have allocated £10k to this project. A handyperson scheme, managed by the Yorkshire Housing foundation started in September 2009 – funding was realised from a bid to the Home Office Safer Homes Fund by SYP, CYC, Yorkshire Housing, the Home

					Improvement Agency and Community Watch. The scheme will fund the fitting of security equipment for the elderly and vulnerable groups. This is an extension to the existing successful scheme run by Yorkshire Housing and the Home Improvement Agency, which presently undertakes small repairs for the same client group. Work has also been developed with the Energy Trust to distribute timer switches and low energy lightbulbs through Community Watch events and Ward Committees.
As above	We will reduce the number of first time entrants into the criminal justice system and tackle public perception of ASB.	Reduce the proportion of the public concerned with anti-social behaviour (LAA Place Survey)	Develop 3 additional capable guardian schemes in wards with high crime rates, to reduce anti social behaviour by Oct 2009.	Not complete (roll out ongoing through 2010/11.)	Schemes for Clifton, Guildhall, Heworth and Hull Road wards have been developed and agreed with all local stakeholders. The Clifton and Hull Road schemes are now operating as existing ASB groups have been renamed and refocused. The detailed logistics of how Guildhall and Heworth schemes still need to be finalised, but have been agreed in principle. Roll out of each scheme will continue as appropriate during the first part of 2010/11. In addition the Westfield scheme will be maintained.
As above	We will reduce alcohol related crime in York	Limit hospital admissions caused by alcohol related illnesses to 1,675 per 100,000 population (LAA)	Continue a targeted underage alcohol sales test purchasing programme to February 2010.	Complete	35 test purchases (mix of proactive and in response to complaints) resulted in just 1 underage sale (2.9%). Test purchases are now caught by hidden camera to make them more realistic. The service's view is that the industry is taking this more seriously than in previous years. Trading Standards Officers have now received the training to issue police fixed penalty notices for illegal sales of alcohol. Officer's have also visited and checked the retailers belonging to the responsible retailer scheme to ensure compliance (i.e. checked staff training records, records of refusals, shop signs etc.)

Table 5: Overall Assessment of 2009/10 Neighbourhood Services Directorate Plan

The 2009/10 Directorate Service Plan set out 11 priorities. This table summarises performance against the actions and measures set out in that plan, and provides an overall rating of progress, and an overall assessment.

Priority	Traffic Light Actions	Traffic Light Measures	Overall rating ¹	Overall Assessment
Inclusive City 1 Support effective community engagement	1 green	1 green	100% (2/2)	NMU restructure completed. In the longer term the structure of the NMU remains an issue for the More for York programme to consider in light of area working. The measure NPI4 (LAA) was measured through Talkabout 33, and was stable rather than improving. However additional engagement work with young people and tenants and work on developing the ward committee cycle process should improve public perception by time of next Place Survey.
Safer City 2 Make York safe	5 green, 1 amber	4 green, 1 amber, 2 red	77% (10/13)	Acquisitive crime and total crime trends positive,. 2 perception measures at red. 1 (NPI21) was not measured this year.
Sustainable City 3 Waste management 4 Keep traffic moving 5 Improve local environmental quality 6 Improve our roads and pavements	11 green, 3 amber, 1 red	11 green, 1 amber, 11 red	63% (24/38)	2 Waste management figures missed target. Missed bins and refuse complaints missed target. Local Environmental Quality indicators all positive. All 5 Parking targets missed.
Effective Organisation: Staffing 7 Organisational Culture 8 Health, safety and well-being 9 Fair pay structure	12 green	2 green, 6 amber, 5 red	68% (17/25)	EIE programme has now delivered a set of action plans which will be embedded into existing systems to ensure ownership. 3 of 4 Accident figures are at red, although RIDDOR is at green. Sickness absence level went up slightly.

¹ On basis of simple calculation – 1 mark for green, 0.5 mark for amber, totalled, and then divided by the total number of actions/measures.

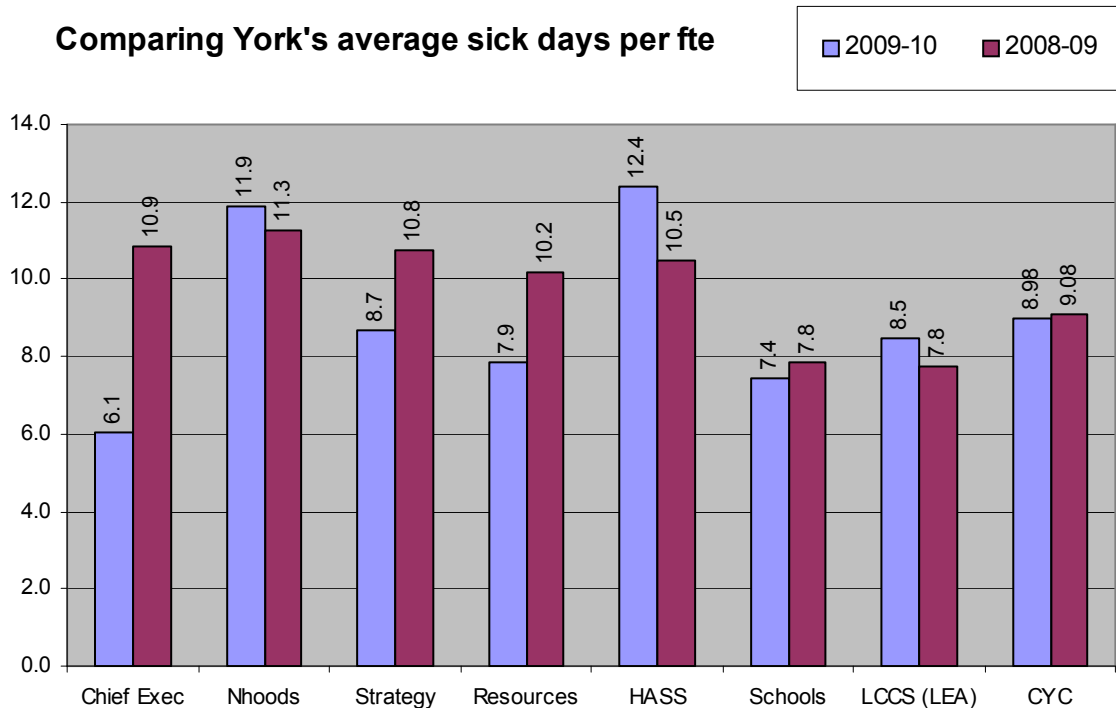
Priority	Traffic Light Actions	Traffic Light Measures	Overall rating ²	Overall Assessment
Effective Organisation: Staffing 10 Fairness and Inclusion	1 green, 3 amber	1 red	50% (2.5/5)	Some progress on EIA programme measure, but need to tighten up on ensuring completion of EIAs in line with corporate requirements. .
Effective Organisation: Staffing 11 Financial Management	5 green	1 green	100% (6/6)	Actions within plan completed and returned a 0.4% underspend.
Overall Development Priorities	18 green 3 amber	3 green 6 amber 6 red	21 green 9 amber 6 red	71% (25.5/36)
Overall Service Priorities	17 green 4 amber 1 red	16 green 2 amber 13 red	33 green 6 amber 14 red	68% (36/53)
Overall All Priorities	35 green 7 amber 1 red	19 green 8 amber 19 red	54 green 15 amber 20 red	69% (61.5/89)

² On basis of simple calculation – 1 mark for green, 0.5 mark for amber, totalled, and then divided by the total number of actions/measures.

Directorate Plan: Organisational Development Performance

- 10 The five OD priorities in the Directorate Plan are:
 - Build a healthy organisational culture around staff and customers
 - Safeguard the health, safety and wellbeing of staff
 - Implement a fair pay structure
 - Build a strong culture of fairness and inclusion
 - Improve financial management and value for money
- 11 Key issues in 2009/10 include:
- 12 Excellence in Everything programme groups reported to DMT on 26th November. Successful staff showcase events were held in December to provide further opportunities for staff to find out about the programme and feed their view, comments and suggestions in. We are now embedding the actions into the directorate and equality plans for the new CANS directorate for 2010/11. We are also looking for innovative ways to ensure that staff who have been engaged in the project can maintain their involvement as we enter the delivery phase. We will also look to recruit more members of staff to help deliver the programme during 2010/11.
- 13 Sickness absence rose by 0.6 days per fte during 2009/10 to 11.9 days per fte. The graph below compares NS with other directorates.

Comparing York's average sick days per fte



- 14 The number of days lost to stress related illness fell by 11% to 1.31 days per fte – against a target of 1.6 days. The directorate loses less than the corporate average level of days due to stress (1.74 days).
- 15 Staff PDR / Appraisals. 56% of permanent staff had a PDR in 2009/10. The PDR process was seen by the Learning & Development EIE group

as a key area of weakness, so in January 2010 we decided to abandon PDRs for 2009/10 in order to introduce a more coordinated, planned and streamlined process during April to June 2010. That piece of work has now been completed, and PDRs will be linked more closely into service plans. Training has also been offered to managers undertaking PDRs.

- 16 We have had 28% fewer RIDDOR accidents this year than last (20 compared with 28). This shift has taken a long time to come, but is very welcome. The overall number of accidents reported has risen from 93 to 103. We had 2 dangerous occurrences, and 3 major injuries so these targets were missed. A new approach to managing Health and Safety is in place, with our H&S advisors having been centralised, and an Assistant Director championing the implementation of improvements suggested by the H&S EIE group. The corporate position has also improved – dropping from 56 to 49 RIDDOR reports (12.5% fall).
- 17 Equality Impact Assessments (EIAs). 63% of the EIA programme set out in the directorate equality scheme have been completed (10 of 16). 3 of the 16 EIAs in the scheme were started but not completed during the year. A small number of additional EIAs have been undertaken during the year. We have been good at starting EIAs but not so good at completing and signing off the work.
- 18 0.4% underspend on the portfolio (£133k). All unnecessary spending was frozen from Christmas, including additional checks on recruitment and use of agency and temporary staff. The figure accounts for and includes the exceptional winter maintenance costs, unfunded landfill tax charges, and the unfunded purchase of swine flu materials on behalf of the corporate council.

Directorate Plan Performance: Service Priorities

- 19 The six service priorities in the 2009/10 Directorate plan were:
 - Effective community engagement
 - Making York safe
 - Waste management
 - Keeping traffic moving
 - Improve local environmental quality
 - Improve roads and pavements.

Directorate Plan: Inclusive City

- 20 The key outcome measure under this heading is a Place survey measure NPI 4: Percentage of people who feel they can influence decisions in their locality. In the 2008/09 Place Survey 31.7% agreed with the statement - which was a top quartile outturn and seventh highest among Unitary councils. This reflects the high profile work carried out through the Neighbourhood Management Unit and devolved budgeting to Ward

Committees – recognised nationally as best practice by central government.

- 21 Talkabout 33 asked an identical question in October 2009. 36% of respondents agreed with the statement. Care must be taken in comparing the Talkabout survey result with the Place Survey result as the survey methods are different. However the 2009/10 figure is similar to the unweighted Place Survey result in 2008/9 (37.2% agreed), so we are treating this measure as stable.
- 22 Capacity in the Neighbourhood Management Unit has been insufficient to facilitate a cross-corporate working group to work towards meeting the LAA target. However the Neighbourhood Services More for York work sets out a vision of closer neighbourhood and area-based working – of which the ward committees will form a part. This part of the blueprint is being led by the Head of Neighbourhood Management. Additional drivers include the Chief Executive's desire for a more coordinated approach to community cohesion – being led by the Director of Communities and Neighbourhoods - and the More for York organisational restructure which has brought most street level services including Housing and Leisure services under the new Communities and Neighbourhood directorate. Adding this positive strategic direction of travel to practical engagement work going on with partners around young people and tenants, suggests that we can be fairly confident of hitting the LAA target.

Directorate Plan: Sustainable City: Local Environmental Quality

- 23 Two service plan areas address local cleanliness: Neighbourhood Pride Service, and Street Environment and Enforcement Service. The main outcome measures for both services are the NPI195a-d measures – which are measured by a survey of local cleanliness undertaken 3 times per year.
- 24 This year's three NPI195a-d local cleanliness surveys were undertaken in June, October and March. The survey results are very positive across all four elements. Table 6 sets out the results. The figures represent the proportion of survey sites where we found unacceptable levels of litter, detritus, graffiti and fly-posting.
- 25 The October 2009 survey results moved us back to the levels of litter and detritus recorded when barrowman working was introduced in mid 2007. Following the June 2009 survey, steps were taken to improve performance in areas where the survey was suggesting a problem, such as high density housing areas. In high density housing areas (terraced streets and other streets with lots of parked cars), we have moved resources from other areas to implement a second full clean each year, with residents being asked to move their cars to allow cleaning to take place. This is in addition to the street cleansing that goes on alongside the annual gulley clean, where a traffic order is made. This approach is proving successful, with a majority of residents happy to help by moving their cars – and the number of survey fails in high density housing areas has reduced.

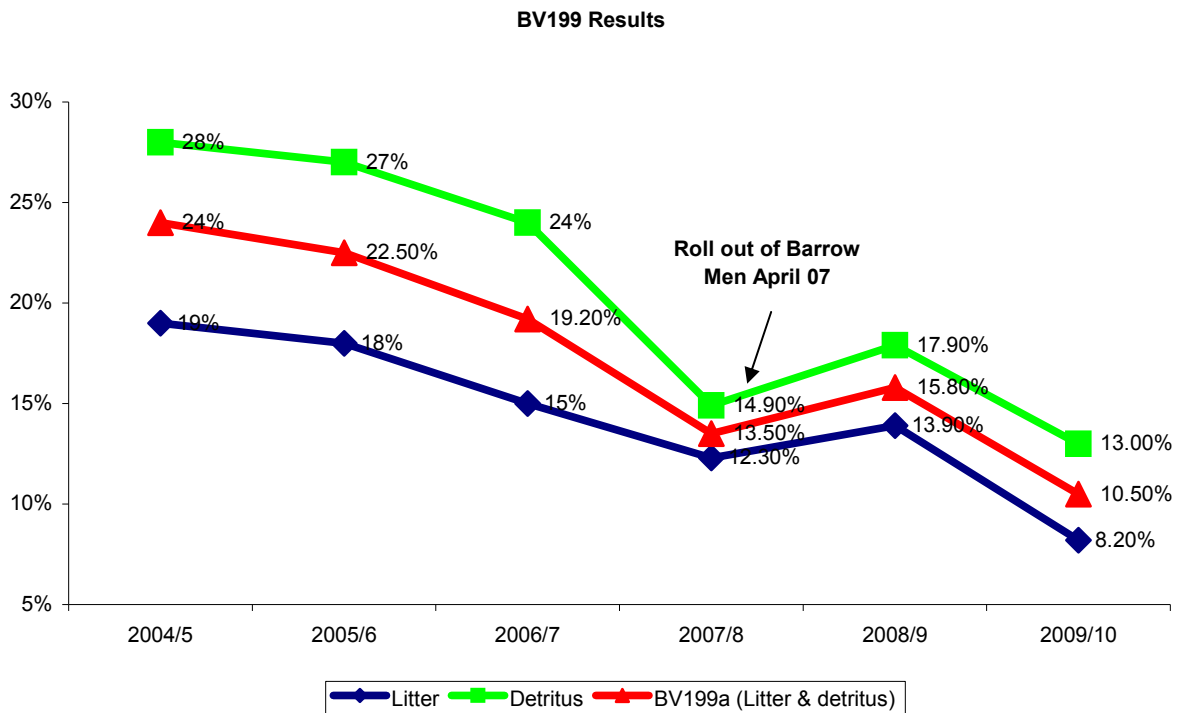
Table 6: NPI195 results

	Litter NPI195a	Detritus NPI195b	Graffiti NPI195c	Fly-posting NPI195d
2007/8 result	7.6%	8.9%	2.3%	0.3%
2008/9 result	8.9%	11.0%	4.7%%	1.1%
2009/10 performance (Survey 1 – June 2009)	4.5%	13.3%	2.6%	0%
2009/10 performance (Survey 2 – October 2009)	3.3%	4.0%	1.9%	0%
2009/10 performance (Survey 3 – March 2010)	5.2%	5.6%	1.9%	0.5%
2009/10 result	4.4%	7.5%	2.1%	0.2%
2009/10 target	7.5%	9%	4%	1%

- 26 The late winter /early spring NPI195 survey was undertaken in March 2010 – towards the end of the continuing cold spell. This was about 6 weeks after the end of the snow – which had interrupted cleansing for a period of about 4 weeks over Christmas. In addition, during the cold spell we spread over 1000 tonnes of grit on roads and pavements and this will take time to remove. Guidance from DEFRA was that sand and salt that had been spread to protect the public could be ignored as detritus for the sake of the survey. However, when we undertake the next survey in June 2010, this sand and salt will be treated as detritus for the sake of the survey.
- 27 Graffiti has returned to its long term trend level, after the blip in mid 2008. Work on a number of education and enforcement initiatives such as the Taagy database, and close working with police appears to have brought the level of graffiti down, but we remain cautious as the measure is sensitive to a small number of people being able to cause significant damage in a short time period.
- 28 The level of fly-tipping (NPI196) seen in 2009/10 has reduced by just over 40% - with fewer large fly-tips (lorries etc) having to be removed. Vacancies within the street environment team have been managed to ensure that enforcement on fly-tipping remains a priority – the level of enforcement work has been maintained. Six prosecutions have been achieved and this, coupled with significant work on publicity, will have impacted positively.
- 29 York's comparative performance on NPI195 has improved this year – with NPI195a rising from the fourth to second quartile in 2009/10, and NPI195b rising from the 3rd to 2nd quartile for 2009/10. An exercise undertaken by GOYH around Yorkshire and Humberside confirms that our 2009/10 results show York moving into the 2nd quartile on litter and detritus. The service's view remains that this comparative data is flawed

as different council's survey in different ways (Encams view our surveying results as relatively accurate).

- 30 Trend data allows us to compare cleanliness in York over time – the table below shows BVPI199a (unacceptable levels of litter and detritus) going back to 2004/5. (The measure was altered slightly when NPIs were introduced so we have converted NPI195 data back into BVPI199 data for this analysis).



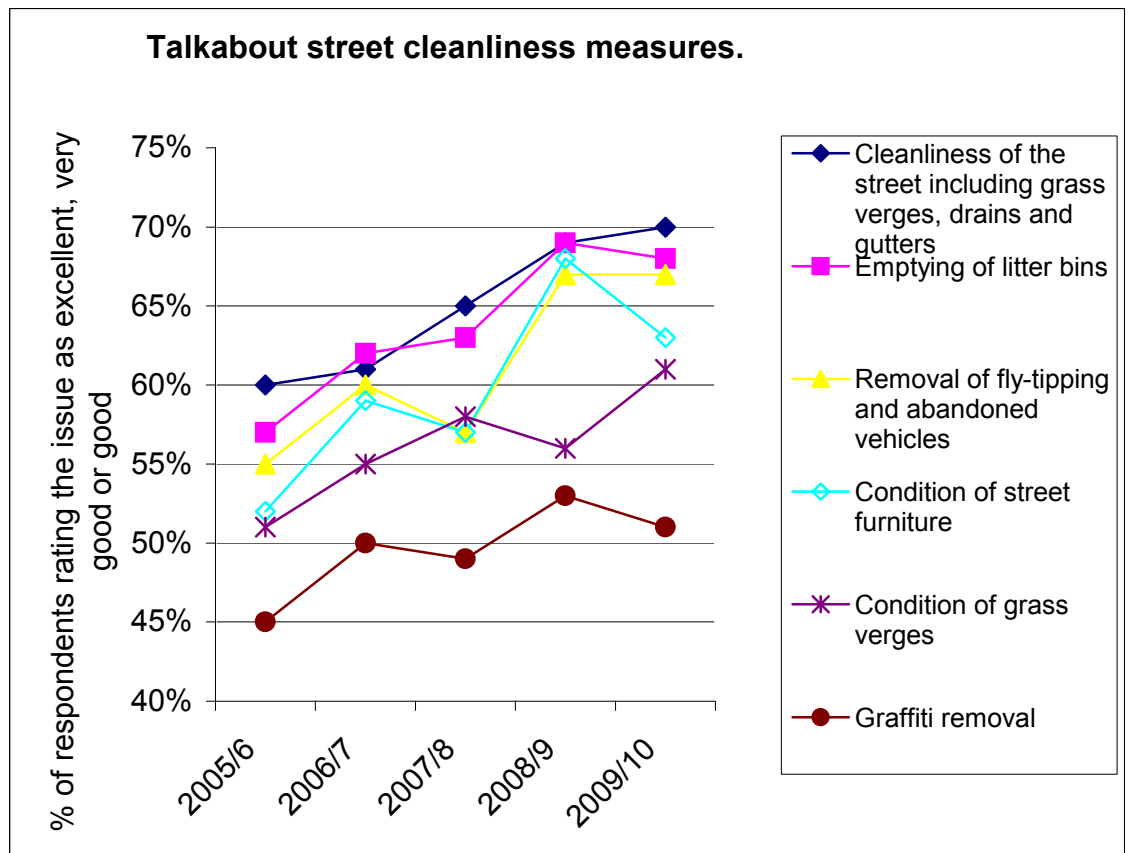
- 31 The other outcome measures for street cleanliness are customer perception measures from our Talkabout panel survey, and the Place Survey every 2 years (taken over from earlier ResOp surveys).
- 32 Overall residents appear very satisfied with their local area – with 87.4% of respondents satisfied with their local area as a place to live (NPI5). This was fourth best result among 55 unitary councils.
- 33 The result for BVPI189 (% of people satisfied with the council ‘keeping public land clear of litter and refuse’) in 2009/10 was that 69% of respondents were satisfied, against a target of 75%. This figure is similar to the 67% reported in the Place Survey in 2008/9 and in earlier ResOp surveys. This question has not been asked previously in Talkabout surveys, so caution is needed as we are comparing figures across different survey types. However satisfaction appears stable at a level which equated to top unitary council in 2008/9.

Table 7: Satisfaction with local cleanliness

2006/7	2007/8	2008/9	2009/10

RESOP	RESOP	PLACE SURVEY	TALKABOUT 33
71%	67%	67% (Top Unitary Council.)	69%

- 34 The 2008/09 place survey also saw York as the best performing unitary council in the proportion of people who agree that 'local public services are working to make the area cleaner and greener'. 75% of respondents agreed with this statement – the best for any unitary council.
- 35 Talkabout 33 (October 2009) provides a range of perception measures around street level issues. While results fluctuate from year to year, the medium term trend is positive.



- 36 These services were deeply involved in the Easy @ York review work in 2008/09. We are just about to start to implement improved systems through the YCC, and to test the implementation of mobile devices. These development will speed up our response to customers who report problems in the street, and will make it much easier for officers to report and deal with problems as they move about the city. The introduction of a work scheduling system will improve the efficiency of our response.

Directorate Plan: Sustainable City: Waste Management

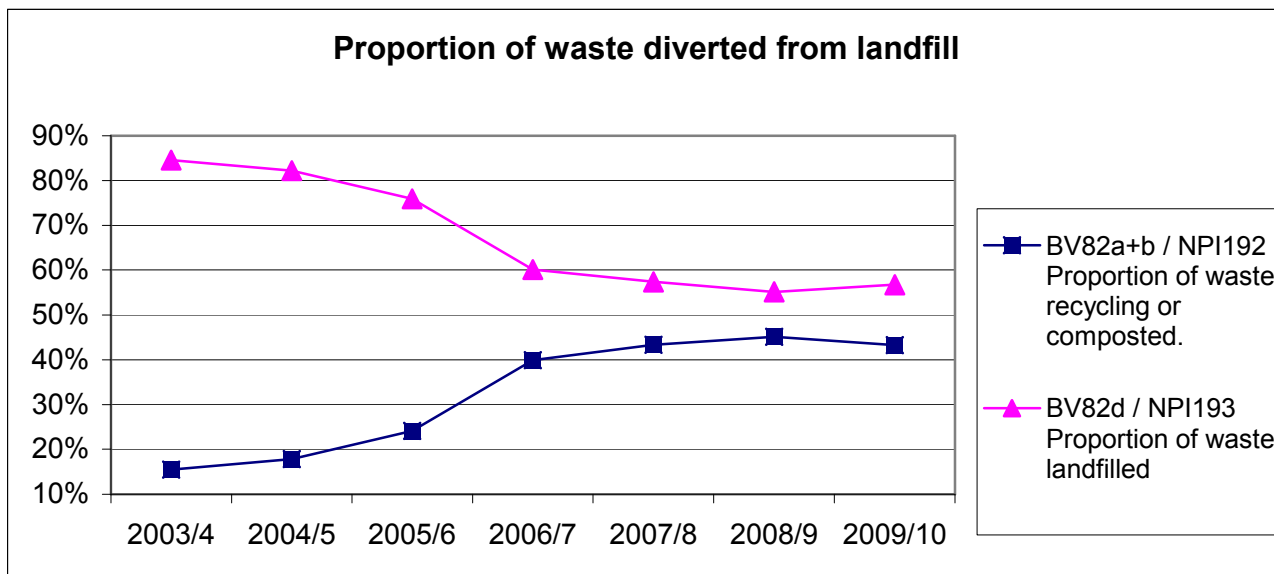
- 37 The main outcome measures under waste management are three NPIs (191-193). NPI191 (LAA – kgs of residual waste collected per household) dropped from 629kg to 614kg in 09/10 – meeting the interim LAA target. This equates to a 2.5% reduction on 08/09 (following a 5% reduction in 08/09). Overall in 2009/10 we collected 5000 tonnes less household waste, and about 7500 tonnes less municipal waste. The reduction can be attributed to a range of local and national issues such as the impact of waste prevention work, introduction of a permit scheme at the HWRCs, improvements in packaging, and of course the impact of the recession. While we have collected less waste, our information is that other areas will also have improved due to similar influences. Last year we were in the 2nd quartile of unitary councils, and this is also the case this year, based on information from the PWC benchmarking club.
- 38 While collecting less waste overall is very positive, the reduction has impacted on the two other waste management NPIs, which measure the proportion of waste recycled and reused, and landfilled. Both NPIs deteriorate in 09/10, and missed their targets. The issue was the subject of a pilot ‘Challenge and Innovation Panel’ meeting in late January – which considered ways of improving participation in recycling and composting.
- 39 NPI 192 –43.26% of waste was reused, recycled or composted against a target of 47.86%. We recycled, reused or composted 2970 tonnes fewer this year (9% less). The recession has seen a shift in buying habits, particularly a reduction in the amount of newspapers, magazines and drink bottles and cans coming through the recycling system. Data from the PWC benchmarking club suggests that we have moved from the 2nd to 3rd quartile on this measure.
- 40 NPI 193 –56.73% of municipal waste was landfilled, against a target of 52.62%. We collected 6.6% less this year than last, and landfilled 3.9% less than last year – hence the landfill rate rose compared with last year. Data from the PWC benchmarking club suggests that we have moved from the 1st to 3rd quartile on this measure.
- 41 The targets set for 2009/10, and the numbers presented here take into account the beneficial effects of the extension of kerbside recycling to 92% of households by March 2010, and the impact of the HWRC permit scheme. But the targets did not predict the impact of the recession on the waste and recycling stream. For example the targets were based on an estimated 1800 additional households in York – but in practice the number of households only rose by 436 - (which impacts on NPI191). The reversal of the long term rise in the recycling rate will overshadow the positive context of 6.1% less household waste being collected and 5.6% less waste being landfilled. Table 8 provides more detail.
- 42 In March we tried to gauge whether other authorities with relatively stable recycling schemes like York’s were seeing similar patterns (a reduction overall, but a larger percentage reduction in recycling being collected) and in general there were other councils experiencing similar trends. Other suggested reasons were to do with a shift away from newspaper towards people getting their news online, a shift towards lighter

packaging under the auspices of the wrap programme, and of course the prolonged winter weather reducing the amount of green waste collected. Work is still going on to understand why we have experienced the waste and recycling patterns we have seen.

Table 8: Waste tonnages 2009/10

Tonnes of waste:	2008/09	2009/10 forecast	% change
Total household waste collected	96,720	91,725	-5.2%
Total household waste recycled - Kerbside collection down 8.9% - Bring sites down 12.7% - HWRCs down 11.4%	25,560	22,925	-10.3%
Total household waste composted - HWRCs down 21.4% - Kerbside collection down 2.2%	18,090	16,755	-7.4%
Total household waste recycled and composted	43,650	39,680	-9.1%
% of household waste recycled and composted (NPI192)	45.13%	43.26%	
Total municipal waste collected	113,780	106,290	-6.6%
Municipal waste landfilled	62,740	60,295	-3.9%
% of municipal waste landfilled (NPI193)	55.14%	56.73%	

43 The graph below shows the trend in recycling rates over time and show the reversal of a long running improvement.



- 44 While the recycling rates have stalled, customer satisfaction with the service has risen. Talkabout 33 updated a number of satisfaction measures relating to waste services. The result in October 2009 for refuse collection is the same as that recorded in the July 2005 survey – ie the last before the alternate collection system was implemented.

Table 9: Satisfaction with waste collection (Talkabout survey)

Respondents who were very or fairly satisfied with*:	2005/6 (3 surveys)	2006/7 (3 surveys)	2007/8 (3 surveys)	2008/9 (1 survey)	2009/10 (1 survey)
Refuse collection	78%	76%	78%	78%	86%
Doorstep recycling	76%	75%	80%	77%	83%

- 45 Caution is needed, however as the Talkabout question was reworded in October 2009 to ask 'how satisfied' rather than 'how good or bad' is the service. The reason for this rewording was to allow comparison with the questions asked in the 2008/09 Place survey and previous ResOp surveys. The trend is shown below and also shows a continuing improvement in satisfaction with domestic refuse collection since AWC was implemented in 2005.

Table 10: Satisfaction with waste collection

Respondents who were very or fairly satisfied:	2005/6 ResOp	2006/7 ResOp	2007/8 ResOp	2008/9 Place Survey	2009/10 Talkabout 33
Refuse collection	69%	72% no comp. Data	75%	78.8% 2 nd quartile, UA average 78.2%	86%
Doorstep recycling	Not asked	73% 3 rd Quartile, UA average 73%	74%	74% 2 nd quartile, UA average 71.6%	83%

- 46 The waste service is involved in the More for York programme. We are now just about to start to implement improved systems through the YCC, and to test the implementation of route optimisation software. The service has also been give access to investment for an improved system of materials for collecting kerbside recyclate which will make the collection at the kerbside more efficient – and will improve the look of local streets on collection day. Work is also being done to consider how Waste and NPS can work better together to reduce the level of dissatisfaction caused by spillages from the waste collection service – improved scheduling of barrowmen rounds will play a part in this.

Directorate Plan: Sustainable City: Waste Collection

- 47 Three key measures from the Directorate plan focus on the quality of service provided to residents and all three are stable at or around the performance level experienced last year, but two are behind the challenging targets set for them this year.
- Missed 39.7 bins per 100,000 collections – against a target of 35, and a 2008/09 figure of 41.3. This equates to 1731 collections out of 4,365,400 collections.
 - Put 98.6% of missed bins right by the end of the next working day, against a target of 98%, and 2008/09 figure of 96.9%.
 - Received 52.2 CRM system complaints per month. This is against a target of 40 per month, and a 2008/09 figure of 48.3.
- 48 The period of bad weather increased the number of complaints to the service during December and January. During January it proved impossible to collect from all streets in the snow – with collections suspended on one day when conditions were deemed too dangerous. The service took a proactive approach to switching to weekly grey bin collections only for all properties until end January – which mitigated some of the problems for householders.
- 49 The start of the roll out of alternate weekly collections to terraced streets has seen another rise in the number of CRM system complaints during March. Again the service has tried to improve its level of communication with householders in the effected streets. This will inevitably reduce the ability of the service to make the significant savings envisaged within the More for York programme, as we will not be able to reduce the number of vehicles in the city in the timescales originally planned.

Directorate Plan: Sustainable City: Parking Services

- 50 All five parking indicators in the directorate plan missed their targets. Four of the five relate to targets on PCNs, and the proportion that are challenged / rescinded. These targets were set on the basis of a review of policies as part of a full review of the service under the easy project. With hindsight these targets were too stretching. Experience now suggests that it will take a number of years to challenge the culture of customers appealing against PCNs – so even if the service review had been completed on time the targets were unlikely to be met.
- 51 A service review has now started as part of the implementation work on the NS More for York blueprint. In the meantime, customer care training has been undertaken for staff, customer perception measurement has been put in place, and changes to the PCN paperwork has been put in place – we now provide a photograph on each PCN to try to dissuade customers from appealing.
- 52 The fifth measure looked at the response rate from the parking hotline. This just missed its target by 0.1% but improved on the position last year. Two other indicators that measure the level of patrolling around schools and in respark streets saw a significant improvement (3.5 patrols around schools per week – up from 1.9, and 6.8 patrols per week per respark

street in 09/10 – up from 5 in 2008/09). The latter responds to one of the key message from customers who responded to the customer satisfaction surveys that the service has started in the last year. The table below sets out the five measures from the directorate plan.

Table 12: Parking Services indicators

Measure	2008/09 performance	2009/10 target	2009/10 performance
PS5: % of parking hotline calls responded to within 45 minutes	77%	80%	79.9%
PS6: % of objections received from the issue of PCNs	26.2%	20%	26.3%
PS7: % of objections against PCNs that are accepted	15.0%	10%	16.1%
PS8: % of PCNs that result in successful appeals to the Traffic Penalty tribunal	0.02%	0%	0.03%
PS9: % of PCNs cancelled due to council policy	11.2%	10%	14.0%

Directorate Plan: Sustainable City: Highways Maintenance

53 Four of the highways indicators within the directorate plan are on target.

Table 13: Highways Maintenance indicators.

Measure	2008/09 performance	2009/10 target	2009/10 performance
NPI168: Principal roads where maintenance should be considered.	3%	4%	4%
VH37: Satisfaction with roads and pavements	50%	50%	50%
G14: Number of highway inspections completed within 4 working days	98.6%	98%	99.3%
G15: % of emergency highway work carried out within 24 hours of go ahead instruction.	98.9%	97%	97.5%
COL33: % of streetlamps not working as planned	0.8%	<1%	1.0%

54 We said that we would bring an initial report on integration of the client and contractor functions to members by July 2009. This work was implicated in the overall Organisational Review under More for York. The decision to retain separate highways functions in the new City Strategy and Communities & Neighbourhoods directorates mean that the service can now go ahead with a service review on a more limited scope to put in place more efficient working methods, and to tie the service more closely

into York Contact Centre systems. This is all ongoing within the NS More for York implementation work.

- 55 Talkabout 33 results for highways maintenance are set out below. They show very stable levels of satisfaction for the last 5 years. Clearly the roads and pavements will have taken a hammering during the severe winter so we can expect some reduction in satisfaction in the year ahead.

Table 14: Satisfaction with aspects of highway maintenance (Talkabout survey)

Respondents who rated the following issues as excellent, very good, or good	2005/6 (3 surveys)	2006/7 (3 surveys)	2007/8 (3 surveys)	2008/9 (1 survey)	2009/10 (1 survey)
Reliability of street lights	73%	77%	71%	77%	71%
Condition of roads	49%	50%	50%	51%	50%
Condition of pavements	48%	51%	50%	49%	50%
Condition of roads and pavements	49%	50%	50%	50%	50%
Drainage of water from footpaths and roads	46%	45%	48%	48%	50%

- 56 The weather this winter put considerable pressure on the service, and on customers (drivers, cyclists and pedestrians) across the city, and caused significant debate in the press. A number of internal and public reviews of winter maintenance policies and how those policies were implemented are now going on – the Community Safety Overview and Scrutiny committee is reviewing winter maintenance policies and arrangements.
- 57 After the snow, we put additional resources into repairing the backlog of road and pavements problems. Two additional maintenance gangs were in place up to the end of May 2010. The government has allocated an additional £204k funding for 2010/11 to help with the additional workload.

Consultation

- 58 The report is an information report and therefore no consultation has been undertaken regarding its contents.

Options

- 59 The report is primarily an information report.

Corporate Priorities

- 60 Neighbourhood Services supports delivery of the Inclusive City, Sustainable City and Safer City themes from the corporate strategy.

Implications

Financial

61 Financial implications are included in the body of the report.

Human Resources

62 There are no significant human resources implications.

Equalities

63 There are no significant equalities implications.

Legal

64 There are no significant legal implications.

Crime and Disorder

65 There are no significant crime and disorder implications.

Information Technology

66 There are no significant Information Technology implications.

Property

67 There are no significant property implications.

Risk Management

68 In compliance with the council's risk management strategy, there are no risks associated with the recommendations of this report.

Recommendations

69 That the Executive Member notes the performance update set out in the paper.

Reason – In accordance with budgetary and performance monitoring procedures.

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Chief Officer Responsible for the report:

Sally Burns
Director of Communities and
Neighbourhood

Report Approved



Date 2nd June 2010

Specialist Implications Officers

Financial: None, **Human Resources:** None, **Equalities:** None, **Legal:** None

Crime and Disorder: None, **Information Technology:** None

Property: None, **Risk Management:** None

Wards Affected

All

For further information please contact the author of the report

Background Papers:

Neighbourhood Services Directorate Plan 2009/10

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