



## Notice of meeting of

### Executive Member For Neighbourhood Services and Advisory Panel

**To:** Councillors Bowgett (Chair), Holvey (Vice-Chair), Orrell, Potter, Taylor, Waller (Executive Member), B Watson and Watt

**Date:** Thursday, 6 December 2007

**Time:** 5.00 pm

**Venue:** The Guildhall

### AGENDA

#### Notice to Members - Calling In:

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

**10:00 am on Wednesday 5 December 2007**, if an item is called in *before* a decision is taken, *or*

**4:00 pm on Monday 10 December 2007**, if an item is called in *after* a decision has been taken.

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

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

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

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

To consider excluding the public and press from the meeting during consideration of annex 2 to agenda item 5 on the grounds that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information). This information is classed as exempt under Paragraphs 3 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to information) (Variation) Order 2006.

## **3. Minutes (Pages 3 - 12)**

To approve and sign the minutes of the meeting held on 17 October 2007.

## **4. Public Participation**

At this point in the meeting members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Panel's remit can do so. Anyone who wishes to register or requires further information is requested to contact the Democracy Officer on the contact details listed at the foot of this agenda. The deadline for registering is Wednesday 5 December 2007 at 5pm.

## **5. 2007/08 Second Monitoring Report - Finance & Performance (Pages 13 - 42)**

This report presents the latest projections for revenue and capital expenditure for the Neighbourhood Services portfolio and traded accounts, and progress against the directorate plan priorities, including first half year (2007/08) performance against target for the directorate's key performance indicators.

## **6. York Neighbourhood Pride Update (Pages 43 - 52)**

This report summarises the work carried out to date under the York Neighbourhood Pride initiative. The report proposes a forward programme for the next 18 months.

**7. Cold Calling Controlled Zones** (Pages 53 - 60)

This report is to update Members on the introduction of Cold Calling Controlled Zones in the City of York and to seek approval for a staged approach in widening the adoption of zones across the city.

**8. Home Information Packs** (Pages 61 - 68)

This report seeks approval to adopt a policy for enforcement of the legislation introduced on 1<sup>st</sup> August 2007, requiring sellers of residential properties to provide certain information about their home, known as 'Home Information Packs' or 'HIP'.

**9. The Implementation of a Food Hygiene 'Scores on the Doors' Scheme** (Pages 69 - 76)

This report seeks approval for the introduction of a food hygiene 'scores on the doors' scheme.

**10. Neighbourhood & Community Safety Group Legal Actions** (Pages 77 - 80)

This report informs Members of the results of legal actions (prosecutions, formal cautions and fixed penalties) undertaken by the Neighbourhoods and Community Safety area of the Directorate of Neighbourhood Services (Environmental Health, Trading Standards and Licensing) for the period 1<sup>st</sup> July 2007 to 30<sup>th</sup> September 2007.

**11. Carbon Management Programme - Neighbourhood Services** (Pages 81 - 86)

This report provides information on work carried out by Neighbourhood Services in support of the environmental sustainability elements of the corporate strategy.

**12. Forward Plan** (Pages 87 - 88)

To review the forward plan for the Executive Member for Neighbourhood Services and Advisory Panel for the 2007/08 municipal year.

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

Democracy Officer:

Name: Simon Copley

Contact details:

- Telephone – (01904) 551078
- E-mail – [simon.copley@york.gov.uk](mailto:simon.copley@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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If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

**A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088**

### Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

### Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the 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 Advisory Panel (EMAP)) 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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- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
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City of York Council

Minutes

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MEETING	EXECUTIVE MEMBER FOR NEIGHBOURHOOD SERVICES AND ADVISORY PANEL
DATE	17 OCTOBER 2007
PRESENT	COUNCILLORS BOWGETT (in the Chair), HOLVEY, POTTER, TAYLOR, WALLER (EXECUTIVE MEMBER), WATT, B WATSON AND AYRE (substituting for Cllr Orrell)
APOLOGIES	COUNCILLOR ORRELL

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**29. Declarations of Interest**

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

Cllr Potter declared a personal, non prejudicial interest in agenda item 9 (Development of Community Engagement, Problem Solving and Feedback for Community Safety), as she sat on the Safer York Partnership (SYP) Board in her capacity as a Council representative on the Policy Authority.

**30. Minutes**

RESOLVED: That the minutes of the last meeting of the Executive Member and Advisory Panel, held on 6 September 2007, be approved and signed by the Chair and Executive Member as a correct record.

**31. Public Participation / Ward Member Comments**

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme. However, Cllr Scott had asked to address the meeting as a ward councillor for the Clifton Ward, with reference to agenda items 9 and 11.

On agenda item 9 (Development of Community Engagement, Problem Solving and Feedback for Community Safety – Minute 36 refers), Cllr Scott commented that feedback on community engagement work had not been sought from ward members and he would like to provide that feedback now. He noted that Joint Action Groups (JAGs) had improved after the launch of neighbourhood policing, and when priorities had been split to take account of different areas of the ward. He expressed concern that, if ward committees started to set police priorities, there was a risk that the process could be 'hijacked' by particular issues.

On agenda item 11 (Update on Refuse Collection in Alley Gated Areas – Minute 38 refers), he noted that there were still some 'teething' problems with the alley gates in Clifton – gaps between gate posts and walls, locks not working, and parking issues affecting refuse collection. Referring to

the waste presentation issues mentioned in the report, he pointed out that residents had been so keen to have the alley gates installed that they may have agreed to changes that later caused problems, such as having to carry leaking black bags through the house. There was a need to ensure that alley gating did not adversely affect delivery of the refuse collection service.

### **32. Update on Street Cleaning within the City Walls**

Members considered a report which provided an update on street cleaning within the City Walls, following the City-wide review of the street cleansing service.

Due to the unique character of the central area, Members had agreed that it be reviewed separately from the rest of the service. A series of trials had now been carried out in order to identify the changes needed to match the improved standards achieved elsewhere in the City. Trialling of the use of a small mechanical sweeper had been completed, with favourable results. Further trials relating to the times of use would continue over autumn and winter, the results to be reported to Members on completion.

Other planned or ongoing trials included; changes to the early morning street washing process, introduction of a barrow with vacuum attachment to collect small items of litter, and a review of cleansing of the market area. In addition, a barrowman had been introduced to key city centre residential areas and trials of a new bin system, incorporating recycling facilities and top mounted ashtrays, would take place subject to planning approval. Slight changes to the zone covered by the City Centre SEO had improved the monitoring of public toilets and graffiti.

At the meeting, Officers circulated a schedule of street cleaning works being carried out in the city centre and noted that a prototype of the new recycling bin had been placed in St Helen's Square that morning. Members discussed the possibility of extending the bin system across the City. The Executive Member noted that this would risk drawing funds from existing recycling schemes and the bins' cost-effectiveness must first be established.

#### Advice of the Advisory Panel

That the Executive Member be advised to:

- (ii) Note the content of the report and the progress being made on the various trials.
- (iii) Request further reports as the trials are concluded.

#### Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel, as set out above, be accepted and endorsed.

REASON: To provide an improved Street Cleaning service in the City.



**33. Yorkshire in Bloom**

Members considered a report which informed them of the success of York's entry in the Yorkshire in Bloom competition 2007 and sought their support for next year's entry.

The York in Bloom committee had decided in March this year to enter the 2007 competition – York's first entry since winning the contest in 1998. Since then, the judging criteria had changed significantly and there were now two judging periods, in April and July. In view of the short timescale, a strategic approach had been taken, with the Council's Trading Standards Manager adopting the role of co-ordinator. The outcome had been an award of Silver Gilt, and excellent feedback from the judges. At a subsequent meeting of the York in Bloom committee, it had been agreed that York should re-enter next year, concentrating on the areas of improvement identified by the judges.

Advice of the Advisory Panel

That the Executive Member be advised to:

- (i) Note the contents of the report and congratulate all those involved in a successful entry.
- (ii) Support the City of York's entry into the 2008 competition.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel, as set out above, be accepted and endorsed.

REASON: To support the York in Bloom committee's entry into the 2007 competition, which linked closely with the Council's York Pride initiative, and to give support to the 2008 entry.

**34. Neighbourhood Services Directorate Plan**

Members considered a report which sought their approval for a draft Neighbourhood Services Directorate Plan for the period 2007-2011.

The draft Plan, attached as Annex 1 to the report, aimed to provide a clear set of priorities for Neighbourhood Services, each backed up by a small number of key actions and measures. It would be revised and updated annually. The twelve priorities were a mix of service and organisational development issues and included the three corporate priorities on which the directorate took the lead; namely, Waste Management, Street Environment and tackling violent, aggressive and nuisance behaviour.

It was recommended that the Executive Member agree the draft Plan (Option 1), in order to provide a firmer foundation on which to undertake service planning. Should it not be agreed (Option 2), Officers would work to address Members' concerns and bring forward a revised draft plan in March 2008.

Advice of the Advisory Panel

That the Executive Member be advised to:

- (i) Accept Option 1 and agree the draft Plan.
- (ii) Agree to receive an updated version of the Plan, following the outcome of the budget process, at the EMAP meeting in March 2008.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel, as set out above, be accepted and endorsed.

REASON: To put in place an important element in improving the directorate's performance management and monitoring arrangements.

**35. Air Quality Update**

Members considered a report which provided an update on air quality issues, including the outcome of the recent Air Quality Support Grant (AQSG) applications made to the Department for Environment, Food and Rural Affairs (DEFRA).

Officers had submitted three AQSG bids to DEFRA in March. Due to a national shortfall in the amount of grant available, York's allocation fell short of the amount required to progress all of the air quality projects planned for 2007/08. Proposed expenditure of the actual funding granted in each of the bid areas was therefore as follows:

**Air quality monitoring** (£30k allocation) – upgrade of the existing site at Holgate – Project 1 – and replacement of the existing NOx analyser.

**Air quality modelling** (£30k allocation) – proceed with the purchase of the UPS, renew the software licences and technical support contracts for 5 years and seek DEFRA's permission to re-allocate some of the resulting £18k surplus to monitoring activities.

**Air quality action planning** (£9.5k allocation) – invest about £6k into the JorAir project, £750 in work to raise awareness of smoke control and bonfire issues and use the remainder to support the launch of a new air quality and planning guidance note.

Members also had the option to reject some or all of the grants and revise the projects accordingly. However, this was not recommended. No other source of funding existed for the projects outlined in the report.

Paragraphs 19 to 36 of the report provided a general update on air quality issues, including the national Air Quality Strategy, the recommendations of the Rogers Review, which had identified air quality as one of five national priorities for local regulatory services, and the Council's second Air Quality Progress Report, submitted to DEFRA in April 2007. Progress on the Low Emission Zone (LEZ) Feasibility Study requested by the Executive Member was set out in paragraphs 37 to 41.

It was noted that, although York's allocation fell far short of the sum requested, it was still the second highest air quality grant awarded for 2007/08. In relation to the LEZ feasibility study, Members commented that the aim should be to exclude high emission vehicles altogether rather than introducing a charging system.

Advice of the Advisory Panel

That the Executive Member be advised to accept air quality grants from DEFRA totalling £69,000 and allow the air quality projects outlined in the report to proceed.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel, as set out above, be accepted and endorsed.

REASON: The DEFRA grant represents the most appropriate way of funding the continuation of Local Air Quality Management (LAQM) in the City. LAQM is a statutory undertaking that contributes towards the Council's corporate priorities on improving the health of residents and encouraging the use of public, and other environmentally friendly, modes of transport.

**36. Noise Complaints Update**

Members received a report which responded to their request for an update on the out of hours noise enforcement service.

It was reported that, since the introduction of the Noise Patrol in April 2006, the total number of noise complaints received by the Environmental Protection Unit (EPU) had increased by 75%, and continued to grow. The appointment of an additional (temporary) environmental protection officer to 31 March 1998 had enabled the EPU to manage the additional work. Noise Patrol had also helped EPU to work more effectively in partnership with other agencies and to check compliance with licensing and planning conditions. Since April 2006, officers on Noise Patrol had made over 800 visits to premises out of hours. 114 noise abatement notices had been served during 2006/07, compared to 16 in 2005/06. The cost of the service would be met from the existing budget and LPSA2 grant allocation until 31 March 2008.

In response to queries from Members, Officers reported that a total of 1,382 noise complaints had been received, of which 73% related to domestic premises. The Executive Member thanked Officers for their hard work in providing a valued service to residents and noted that he had written to the Minister seeking the continuation of grant funding.

Advice of the Advisory Panel

That the Executive Member be advised to:

- (i) Note the report, and that the service would only continue after 31 March 2008 if funding were made available.
- (ii) Recommend that funding for the service be included as a growth bid in next year's budget.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel, as set out above, be accepted and endorsed.

REASONS: (i) For information on the steps being taken to deal with noise nuisance.  
(ii) To ensure continuation of the service.

**37. Development of Community Engagement, Problem Solving and Feedback for Community Safety**

Members received a report which presented a proposed new model for Safer Neighbourhoods, recently approved by the Safer York Partnership (SYP).

The document approved by SYP, attached as Annex 1 to the report, detailed the consultation and problem solving methods which would be used to deliver the new model. This would include the use of ward committee meetings to identify policing priorities, and ward team meetings to oversee performance against these priorities.

Members commented on the need for clarity in disseminating information about the new model, to ensure that it was interpreted consistently across the wards, whilst still allowing for flexibility in dealing with specific ward issues. In response to concerns raised about the setting of police priorities, it was stressed that ward committees would not be the only forum for consultation and that proposed priorities would be checked against SYP data to ensure they were appropriate, and feedback provided to communities.

Advice of the Advisory Panel

That the Executive Member be advised to:

- (i) Note the content of the report.
- (ii) Instruct Officers to circulate a briefing note on the new model to all elected Members.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel, as set out above, be accepted and endorsed.

REASON: For information, and to ensure that all Members are aware of the new models for delivering Safer Neighbourhoods.

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

Members considered a report which sought their approval for the 2007/08 service plans for food law enforcement, health & safety law enforcement and animal health enforcement, produced in response to national requirements. Copies of the plans were annexed to the report.

The purpose of each plan was to detail how the Council was addressing national enforcement priorities and working towards delivery of local authority corporate objectives and priorities. All of the plans linked to the Best Value Performance Indicator for environmental health and trading standards (BV 166). Government guidance required that they be submitted to the appropriate Member forum for approval. The Council was also required to submit an annual monitoring report on each plan. The 2007/08 food and health & safety plans included performance variances with targets set in the 2006/07 plans, as required by the national bodies.

Advice of the Advisory Panel

That the Executive Member be advised to agree the plans and recommend that they be referred to the Executive for approval.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel, as set out above, be accepted and endorsed.

REASON: So that the Council can discharge its statutory obligations in regard to service planning for environmental health and trading standards services.

**39. Update on Refuse Collection in Alley Gated Areas**

Members received a report which provided an update on progress with 'alley-gating' and advised of its impact upon refuse collections, street cleansing and enforcement activities.

Since approval of the Gating Order Policy, Procedure and Practice Document in March 2007, gates had been installed in 31 alleys in the City of York area and the Council had submitted a Notice of Intention to make a further 28 Gating Orders. Details were attached as Annexes 2 and 3 to the report and the Policy document was attached as Annex 1. In some areas of the City, gating had achieved an 87% reduction in burglaries.

Under the Clean Neighbourhoods and Environment Act, gated alleys retained their highway status and thus remained the responsibility of the Council in respect of cleansing and waste collection arrangements. To date, there had been few reports of problems with these issues from residents of alley-gated areas, who had agreed to service changes when voting for the gates to be installed. Each area had received a 'deep clean' prior to installation of the gates. Further cleaning would be undertaken at residents' request. However, it was important to ensure that residents

were clear on their new waste arrangements and did not continue to leave refuse in the back lanes for collection. Monitoring of waste presentation was still ongoing in the Clifton area, where some residents were continuing to place waste sacks in the back lanes. To date, 434 advice letters had been sent, but the Council had not yet used its powers of enforcement under Section 46 of the Environmental Protection Act.

Members commented favourably on the crime reduction brought about by alley-gating, but noted that there had been a mixed reception in the wards to resulting changes to waste collection arrangements. It was agreed that the Policy should be looked at again in the light of experience to date.

Advice of the Advisory Panel

That the Executive Member be advised to:

- (i) Note the contents of the report and the progress made by Neighbourhood Pride and Waste Services to minimise litter and refuse problems in alley-gated areas.
- (ii) Ask Officers to review the Gating Order Policy agreed on 26 March 2007 and report the results back to Members.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel, as set out above, be accepted and endorsed.

REASON: For information, and to ensure that the issues raised by residents following the implementation of alley gating are addressed.

**40. Forward Plan**

Members reviewed the latest version of the 2007/08 forward plan for the Executive Member for Neighbourhood Services and Advisory Panel.

Members agreed a number of changes to the forward plan, which have been incorporated in the updated plan attached as Annex 1 to these minutes.

CLLR WALLER  
EXECUTIVE MEMBER

CLLR BOWGETT  
CHAIR OF ADVISORY PANEL

The meeting started at 5.00 pm and finished at 7.30 pm.

## Neighbourhood Services EMAP Forward Plan

## Cycle 4: 6 December 2007

Title of Report and Brief Explanation		Author
1	Finance & Performance Monitor	SK
2	Carbon Management Programme	MD
3	Scores on Doors – Food Premises	CR
4	York Pride Update	MD
5	Neighbourhood & Community Safety Legal Actions Quarterly Update	CR
6	Service Plans	All
7	Update on Prosecutions, including cold calling control zones.	CR
8	Home Improvement Packs (HIPs)	CR

## Cycle 5: 21 January 2008

1	Budget	
2	Service Planning	
3	Update on Neighbourhood Action Planning	AH
4	Review of Alley Gating Policy	
5	Review of Public Toilets	
6	ENCAMS / Dealing with Graffiti	

## Cycle 6: 19 March 2008

1	Neighbourhood & Community Safety Legal Actions Quarterly Update	CR
2	Vehicle Fleet Update	
3	Community Centre Service Level Agreement	
4	Local Improvement Schemes Grants Process	

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

6<sup>th</sup> December 2007

Report of the Director of Neighbourhood Services

### 2007/08 SECOND MONITORING REPORT – FINANCE & PERFORMANCE

#### Summary

1. This report presents two sets of data:
  - a) The latest projections for revenue and capital expenditure for the Neighbourhood Services portfolio and traded accounts.
  - b) Progress against the directorate plan priorities – including first half year (07/08) performance against target for the directorate's key performance indicators.

#### Background

2. Service provision and financial performance are strongly linked. This report combines financial and service performance information and is reported as part of the Council plan each year. For the 07/08 financial year, Members will receive monitoring reports in September and December, as well as a final outturn report.

#### Management Summary

##### Financial Overview

3. The current general fund revenue budget for the Neighbourhood Services Portfolio is £14.13m, excluding the budget contribution to Safer York Partnership.
4. Current projections for the general fund portfolio shows expenditure of £14.08m compared to budget, an underspend of £48k which represents a variation of 0.3% on the net expenditure budget.
5. The original budget surplus target for the traded Neighbourhood Services Portfolio was set at £519k but this was revised to £386k after additional budget was received to contribute to the cost of rates.
6. Overall, the Neighbourhood Services portfolio is currently forecasting an overspend of £484k.

7. The financial position for each General Fund service area is dealt with separately in the following sections. The overall position can be summarised as follows:

	Exp Budget £000	Income Budget £000	Net Budget £000	Forecast £000	Var'n £000	Var'n%
Env Health & Trading Standards	2,293	400	1,893	1,907	14	0.7
Licensing & Bereavement Svs	1,005	1852	(847)	(830)	17	2.0
Neighbourhood Management	1,134	328	806	736	(70)	(8.7)
Ward Committees	997	10	987	987	0	0.0
Neighbourhood Pride Service	3,196	282	2,914	2,914	0	0.0
Enforcement and Environment	122	0	122	113	(9)	(7.4)
Waste Mgmt, Refuse & Recycling	11,318	3,110	8,208	8,208	0	0.0
Pest Control	99	52	47	47	0	0.0
<b>General Fund Total</b>	<b>20,164</b>	<b>6,034</b>	<b>14,130</b>	<b>14,082</b>	<b>(48)</b>	<b>(0.3)</b>

8. The major variance on the General Fund Account relates to Neighbourhood Management which is forecasting an underspend of £70k. A number of staff have left, and some have been seconded to other posts in the Council. This has resulted in normal delays in back filling posts and a projected under spend in salaries. All but one post has now been recruited to.
9. The significant variances relating to the trading accounts are covered in further detail in confidential Annex 2. In summary;
- Building Maintenance is forecasting an overspend variance mainly due to a reduction of internal and external client income. Action has been taken to reduce expenditure which in the short term includes not filling vacant staff posts and reducing purchasing. An assessment of the current staff structure is taking place whilst the long term business plan of the service is reviewed.
  - The Civil Engineering Section are below their target, as a result of reduced income from the Highways client this financial year. Action has been taken to reduce expenditure but the under recovery of overheads has resulted in a reduction of the surplus.
  - Commercial Waste is performing well and will exceed the forecast surplus.

- The Neighbourhood Pride Service is forecasting an overspend, mainly on agency costs (due to higher than expected sickness), overtime (for grass cutting at weekends due to the wet summer) and increased transport costs. Spend is being monitored with a view to reducing the overspend in the above areas.
  - School Cleaning will not achieve their savings target in 2007/08. The service is currently under review and officers met in September to agree a solution to improve the financial position. Schools have already been approached to discuss revised charge out rates and this should take effect towards the end of this financial year.
10. The current budget for capital schemes is £694k and a budget transfer of £250k from City Strategy for the replacement of Parliament Street Toilets has increased the budget to £944k. All schemes, with the exception of the replacement of toilets, are anticipated to be completed on programme within the financial year.

#### Performance Overview

11. The Executive Member agreed a directorate plan at EMAP on 17th October. The plan set out 12 directorate priorities, with a small number of key actions and measures for each priority. This is the first quarterly performance monitor that reports progress against these priorities. Member feedback on this approach to performance reporting would be welcome. We have also included a small number of other key customer facing measures that members have been interested in (e.g. from Street Scene Review). This report shows that in the first half of 2007/08 Neighbourhood Services has:
- *Received encouraging survey results on street cleanliness – with an improvement to 8% of land surveyed which is below acceptable standards.*
  - *Continued to increase the proportion of waste recycled and composted – to 47.6% during the first half of 2007/08.*
  - *Maintained a high level of performance against target on street scene services.*
  - *Reduced the incidence of missed bins below the national target, and seen a recovery in performance on missed bins put right the next day to 99.4% in October 2007.*
  - *Started to see a reduction in sickness absence, but at a level that remains well above target.*

#### **Financial**

##### **General Fund**

### **Environmental Health and Trading Standards**

12. The current projection forecasts that there will be an overspend of £14k or 0.7% of the net expenditure budget. This compares to a nil variance reported at monitor 1. The key reasons for the overspend are as follows:
- Budgeted income of £40k for Air Quality consultation performed on behalf of City Strategy (Planning and Transport) is unlikely to be achieved this year. This remains a budget pressure in 2008/09.
  - A net underspend of £26k on staff costs due to vacancies

### **Licensing and Bereavement Services**

13. The current projection forecasts that there will be an overspend of £17k, or 2% of the net budget. This compares to a forecast overspend of £25k at monitor 1. The key reasons for the overspend are as follows:
- An overspend on staff costs of £22k
  - A £25k overspend on repairs and maintenance to replace gas analytical panels in the crematorium. This was an unbudgeted cost in this financial year but was required to meet EPA requirements.
  - Over recovery of Licensing income of £25k in respect of gaming machines
  - Crematorium income is forecast to exceed budget by £15k

### **Neighbourhood Management**

14. The current projection forecasts that there will be an underspend of £70k, or 8.7% of the expenditure budget. This compares to a nil variance position at monitor 1. The key reason for the underspend is:
- A number of staff have left, and some have been seconded to other posts in the Council. This has resulted in normal delays in back filling posts and a projected under spend in salaries. All but one post has now been recruited to. The Head of Service is going on maternity leave in January, which will result in additional expenditure for back filling this key post. A carry forward of any under spend for this year will be requested to cover the additional costs in 2008/9.

### **Ward Committees**

15. In addition to the carry forward requests approved by EMAP in June, £70k budget was also carried forward from 2006/07 as agreed by Executive subject to an overall council underspend.
16. The projection is that net expenditure will be as budgeted, as forecast in monitor 1.

### **Neighbourhood Pride Service**

17. In addition to the carry forward requests approved by EMAP in June, £30k budget was also carried forward from 2006/07 to Street Environment as a result of an overall council underspend.
18. The majority of the 'client' street cleansing budget was transferred to Neighbourhood Services in the previous financial year. However, since some cleansing and grounds maintenance client budgets are outside the Neighbourhood Services directorate, the total operational costs of street cleansing and ground maintenance are held within the trading accounts.
19. Street cleansing expenditure is forecast to budget although there is an overspend forecast on the operational costs. This is covered in further detail in Annex 2.

### **Enforcement and Environment**

20. The service was created to provide regulatory and environmental enforcement activities. The forecast shows an underspend of £9k, or 7.4% of the net expenditure budget. The main reason for the underspend is:
  - For a short period there was a vacancy whilst recruitment took place to the newly created post.

### **Waste Management, Refuse & Recycling**

21. The current projection shows that the overall forecast will match the net expenditure budget, as predicted in the first monitor. There are overspend variances in operational budgets which are offset by corresponding underspends within the overall Waste budget.

### **Depot costs**

22. The budget for rental of the Foss Island Depot was £68k but the rent charged at the Ecodepot is £363k based on market values, a shortfall of £295k. It has been assumed that this shortfall will be met from the corporate budget.
23. It was agreed that a £50k saving on depot running costs (utilities and portacabins) could be achieved after the move to the Ecodepot. There is insufficient year to date data to determine if this will be fully achievable.

### **Traded Accounts**

24. Detailed information is provided in Confidential Annex 2.

### **Capital Programme**

25. The Neighbourhood Services capital programme includes schemes within Neighbourhood Management, Waste Management, Environmental Protection Unit and Neighbourhood Pride. Details of the budgets are set out below:

	<u>Current Budget £000s</u>	<u>Revised Budget £000s</u>	<u>Forecast £000s</u>
Ward Committees	333	333	333
Defra Waste Performance Efficiency Grant	247	247	247
Air Quality Management	104	104	104
Contaminated Land Investigation	10	10	10
Replacement of Parliament St Toilets	0	250	0
<b>Total</b>	<b>694</b>	<b>944</b>	<b>694</b>

26. The current budget is £694k. Neighbourhood Services have received a budget transfer of £250k from City Strategy for replacement of Parliament Street Toilets. This amount is included in the revised budget and is covered in more detail below.

27. All schemes, with the exception of the replacement of Parliament Street Toilets are expected to be completed on programme within this financial year. A summary of each scheme is outlined below:

#### **Ward Committees**

Budget: £333k (CYC resources)

Forecast: £333k

28. £131k was carried forward from 2006/07. This includes an additional £28k as requested at the June 2006 EMAP.

29. All schemes are expected to complete on target.

#### **Defra Waste Performance Efficiency Grant**

Budget: £247k (Defra Grant)

Forecast: £247k

30. This grant was provided by Defra to deal with waste issues and the capital element above will be used to provide recycling containers and to cover the cost of replacing grey bins.

31. £44k of the Waste Performance & Efficiency Grant was carried forward from 2006/07.

#### **Air Quality Management**

Budget: £104k (Defra Grant)

Forecast: £104k

32. The grant relates to air quality monitoring, air quality modelling and air quality action planning.

33. The grant will be used to upgrade existing air quality monitoring equipment, modelling software and publicity/ education.

34. £34k was carried forward from 2006/07.

#### **Contaminated Land Investigation**

Budget: £10k (Defra Grant)

Forecast: £10k

- 35. Defra have provided a capital grant to support some detailed contaminated land investigations at three sites in accordance with obligations placed on the council by Part 11A of the Environmental Protection Act 1990.
- 36. £10k underspend was carried forward from 2006/07.

**Replacement of Parliament Street Toilets**

Budget: £250k (CYC Resources)

Forecast: £0k

- 37. This budget was transferred from City Strategy as Neighbourhood Services are now responsible for Toilets. Additional funding has been requested for this project in 08/09 as part of the CRAM process. There will be no expenditure in this financial year, until additional funding is confirmed and this budget will be subject to a carry forward request.

**Performance Overview**

**Priority 1: Improving Absence Management.**

<b>Key actions from Directorate Plan:</b>	<b>Milestone</b>	<b>On target?</b>
Contribute to the further development of a corporate policy.	Established + ongoing.	Yes
Continue to improve how we measure sickness absence information to help manage absence.	Dec 07 and ongoing	Yes
Improve internal staff communications.	Dec 07 and ongoing	Yes

- 38. Sickness information is reported to Directorate Management Team (DMT) monthly. The reports include an overview of absence including short and long term sickness by team, and how successfully we manage breaches of short or long term absence limits. The reports will be developed to come to DMT more quickly, and to include other measures of how well we are managing against the corporate policy.
- 39. The new corporate absence management policy has been discussed and communicated to managers in the directorate. Key issues from monthly directorate sickness monitoring will be summarised and passed to corporate HR to continue to inform the development of corporate policy.
- 40. A directorate communications plan is being developed based on a communications audit that has been done. An expanded Managers Forum met in early November and discussed health & safety and absence management issues. The next step will be to re-establish a bi-monthly departmental newsletter to provide front-line staff with

departmental and directorate information. Over time, further initiatives will be taken.

<b>Key measures from Directorate Plan:</b>	2006/7	2007/8 (Apr – Sept)	2007/8 forecast	2007/8 target	2008/9 Target
BV12: Number of working days/shifts lost to sickness (per fte).	16.8	8.2	16.4	12 (CYC) 14 (NS)	11 (CYC) 14 (NS)
CPA13a. Number of days lost to stress related illness (per fte).	2.79	1.9	3.8	2 (CYC)	1.8 (CYC)

41. The figures for the first half of 2007/8 suggest that the increased focus on managing absence may be starting to improve the position. However the forecast suggests that we will not meet the directorate or corporate target.
42. While the overall absence picture is improving slowly stress related absence has increased. Although the number of cases remains small they tend to be longer term in nature (averaging 34 days per incidence against 8 days per incidence overall). Stress related absence accounts for 6% of incidences but 24% of days lost. In the first quarter of 07/08 stress accounted for 7% of incidences and 27% of days lost so the position does not appear to be worsening. More work will be undertaken to understand the extent to which the level of stress-related absence is systemic (i.e. caused by working conditions and pressures). The staff survey in May 2007 reported a positive picture in the directorate, with staff satisfaction rates generally recovering from a low point in 2005.

## Priority 2: Staff Development

<b>Key actions from Directorate Plan:</b>	Milestone	On target?
Deliver weekly meetings between the Director and front line staff.	Established + ongoing	Yes
To hold quarterly meetings of the DNS Managers Forum to further develop leadership skills.	Established + ongoing	Yes
To hold quarterly 'tool box talks' between AD's and front line staff.	Established + ongoing	Yes
Improve internal staff communications.	Dec 07 and ongoing	Yes



43. The Director holds weekly meetings with different groups of staff. A directorate communications plan is being developed based on a communications audit that has been done. An expanded Managers Forum met in early November and discussed health & safety and absence management issues. The next step will be to re-establish a bi-monthly departmental newsletter to provide front-line staff with departmental and directorate information. Over time, further initiatives will be taken.

<b>Key measures from Directorate Plan:</b>	2006/7	2007/8 (Apr – Sept)	2007/8 target	2008/9 Target
Staff receiving an appraisal (PDR) in last 12 months.	59%	N/a Annual figure	90% (CYC target)	92%

44. Due to the diverse nature of Neighbourhood Services, we deliver appraisals in a range of ways. Appraisals for white collar staff groups are done on a one to one basis. Appraisals for the blue collar staff groups are often done in groups, with the offer of individual appraisals if staff want to discuss particular issues. Most blue collar group appraisals have yet to be undertaken as they will be linked into the developing service plans which will be ready in January.

### **Priority 3: Implementing job evaluation / pay and grading**

<b>Key actions from Directorate Plan:</b>	Milestone	On target?
Contribute to reaching collective agreement with joint Trade Unions.	Dec 07	Yes

45. Head of Waste Services, Geoff Derham, has been seconded to become Pay & Grading Project Manager. He will still represent Neighbourhood Services on the Project Board.
46. Up to this point, delivering on this priority has depended on how well we have contributed to work being done corporately. Now that negotiations have started, and decisions are starting to be made, we will become directly responsible for how well the corporate agreements are communicated to our staff and implemented. We will take a positive approach alongside the Joint Negotiating Group (JNG) and Project Team.
47. Meetings, chaired by the Joint Negotiating Group, have been held with staff in Neighbourhood Services who have been receiving bonus payments. This followed the JNG reaching agreement on removing bonus payments from our pay structures. Initial feedback is that the removal of bonus payments will not present any significant industrial relations problems.
48. There were no quantitative measures set out under this priority that we can report at this point.

**Priority 4: Improving health and safety culture**

<b>Key actions from Directorate Plan:</b>	<b>Milestone</b>	<b>On target?</b>
Improve methods of ensuring a healthy workforce.	Apr 08	Yes
Improve approach to lone working.	Apr 08	Yes
Re-instate clear approach to on site inspections, training and communications.	Apr 08	To be started
Audit H&S culture across NS teams.	Rolling programme to Mar 09	Yes

49. Work on Health and Safety remains a top priority. An internal Health & Safety Improvement Plan has been produced in order to clarify roles and responsibilities, and to focus development work onto key issues. The Director met with Health & Safety Executive (HSE) in late October and we believe that we can continue to develop strong working relationships with that organisation and gain from their expertise.
50. Neighbourhood Services has helped corporate HR to revise the Occupational Health contract specification, due for renewal at the end of 2007. Of additional interest to the directorate has been revising and clarifying our approach to health surveillance. We have now agreed a clear risk based policy and started to work through a backlog of health surveillance cases.
51. Assistant Director Neighbourhoods & Community Safety is leading on developing the council's approach to CCTV and radio network linking the control room, police and other staff/groups in and around the city. One potential spin-off is that this would offer a way to improve our lone working arrangements through improving the links from lone workers to a base unit. A proposal will be taken to Executive in the new year.
52. Work on the other milestones is ongoing. A clear approach to auditing the culture in each department is due to be rolled out in the new year. A further piece of work being done is to develop a new approach to gathering information on near-miss incidents, so that action can be taken to prevent accidents from occurring.

<b>Key measures from Directorate Plan:</b>	2004/5 to 2006/7	2007/8 (Apr – Oct)	2007/8 forecast	2007/8 target	2008/9 Target
Total number of accidents reported.	124 (ave)	66	114	None set	None set
Number of RIDDOR accidents.	27 (ave)	19	32	25 (NS)	None set

53. There were 6 RIDDOR accidents in Q2, to add to the 12 from Q1. RIDDOR accidents are those which cause an absence of three or more days, in which case they must be reported to the HSE. Our forecast of

32 is based on a pro-rata calculation from the first 7 months. We have had 31 RIDDOR accidents in the last 12 calendar months. The number of accidents varies significantly from month to month. The improvement plan is intended to help us focus on key developments to reduce accidents over a long term period.

#### Priority 5: Improving financial management

Key actions from Directorate Plan:	Milestone	On target?
Provide financial regulation, procurement and budget monitor training for Budget Managers.	Established + ongoing	Yes
Reduce debtor days by improved monitoring of recovery action taken.	Established + ongoing	Yes
Review the overhead allocation model to ensure that support costs are fairly apportioned.	Nov 07	Yes

54. A summary of financial regulations and procurement was presented to the managers forum in May 07. Training on the new procurement guidance was provided to managers in November 07. A new format budget monitor report was established in November 07 and one to one training sessions between budget managers and accountants are taking place. Formal training on the new financial management system (FMS) will be provided corporately in the next financial year.
55. Overdue debtor accounts are monitored on particular high risk accounts. This could be improved by the provision of reports which are not obtained from the current FMS. We are expecting a reduction of debtor days when improved management information is available from the new FMS (implementation due Aug 08).
56. A thorough review of the allocation model has taken place and budgets will be vired to reflect the current position. The allocation method will continue to be reviewed annually.

Key measures from Directorate Plan:	2006/7	2007/8 forecast	2007/8 target	2008/9 Target
Reduction in outturn variance against budget	£524k under-spend	£484k over-spend	Zero variance	Zero variance

57. The new format budget monitor is expected to improve forecasting because it brings Budget Managers into the forecasting process at a more detailed level. A recently implemented timetable will ensure that reports are produced on a timely basis so that any variances can be managed.

**Priority 6: Tackling violent, aggressive and nuisance behaviour  
(Corporate priority)**

<b>Key actions from Directorate Plan:</b>	Milestone	On target?
Develop proposals to introduce single radio network linked to CCTV control room in York.	Dec 07 and ongoing	Yes
Approve and implement draft anti-social behaviour strategy (to include work to tackle domestic violence).	Dec 07 and ongoing	Yes
Review Safer York Partnership structure to reflect agreed business plan objectives.	Jan 08	Yes

58. Assistant Director Neighbourhoods & Community Safety is leading on developing the council's approach to CCTV and radio network linking the control room, police and other staff/groups in and around the city. One potential spin-off is that this would offer a way to improve our lone working arrangements through improving the links from lone workers to a base unit. A proposal will be taken to Executive in the new year.
59. Combating anti social behaviour is a corporate priority. An action plan is being developed to support an anti social behaviour strategy that will co-ordinate the work of different agencies and partners and focus actions onto the areas where most impact is needed.
60. The Safer York Partnership Board agreed at their September meeting to implement structural change to meet business plan objectives and budgets. They delegated responsibility to the SYP Executive, of which the Assistant Director Neighbourhoods & Community Safety is chair. Discussions are currently being held with NY Police to review the posts and management accountability for both NY Police and CYC personnel currently working in the SYP structure. Once agreed staff will be consulted and this will be put to the Executive for approval.

<b>Key measure from Directorate Plan:</b>	2006/7	2007/8 (Apr – Sept)	2007/8 forecast	2007/8 target	2008/9 Target
Total Crime (BCS total crime)	13304	5673	11346	13625	None set

<b>Key measure from Directorate Plan:</b>	2006/7	Apr 06-Sept 07	2006 –2008 LPSA2 target
SSC3.5 Illegal alcohol sales via Test Purchase Programme (LPSA2)	12.1%	11.1%	10%

61. Safer York Partnership monitor British Crime Survey crime levels by crime category each month. The first half of 2007/8 has continued to show a reduction. If the forecast was achieved it would represent a 37%

fall on the figure for 2003/4, which was when the 2007/8 target was set in negotiation with the Home Office.

62. We remain on target to meet the LPSA2 target for the illegal alcohol sales test programme. Results in the first half of 2007/8 have moved the 18-month average down to 11.1%. More data on LPSA2 targets is set out later in the report.

### Priority 7: Neighbourhood management service review and improvement

Key actions from Directorate Plan:	Milestone	On target?
Develop a model of neighbourhood management for political approval.	Apr 08	Yes
Explore and understand the implication of the forthcoming Local Government and Public Involvement in Health Bill	Apr 08	Yes

63. Work is going on to develop a model of neighbourhood management to respond to the Local Government White Paper 'Strong and Prosperous Communities' and Local Government & Public Involvement in Health Bill. Key to these models is the ethos of increasing participation, involvement and devolution. Corporate Management Team have asked us to develop proposals for Executive in late January 2008. The review is considering a number of issues that have potentially significant implications for how we manage services in the council and across the city. Options will be presented to Executive in January 2008.
64. The only measure set out under this priority was a customer perception measure about the proportion of residents who feel they can influence decisions affecting their area. At the time of writing this measure is not available through the Talk About survey.

### Priority 8: Building maintenance service review and improvement

Key actions from Directorate Plan:	Milestone	On target?
Implement Building Maintenance restructure.	Nov 07	Yes
Review the end-to-end repairs partnership with HASS.	Apr 08	Yes
Complete the mobilisation of the OGC framework agreement with St-Gobain Building Distribution (Jewson Ltd) by end Oct 07, and review the supply chain partnership by April 08.	Apr 08	Yes

65. The Building Maintenance restructure is nearing completion. Rollout of the agreement with Jewsons will be completed by mid November 2007 and we will then continue to review the agreement in its bedding in period up to April 2008.

66. The repairs partnership with Housing & Adult Social Services (HASS) is being reviewed. One of the first outcomes from the review will be an end to end measure jointly owned by HASS and Neighbourhood Services to measure the time between customers asking for an appointment and the repair or relet process being completed. This measure should be agreed and baselines developed before Christmas.

<b>Key measures from Directorate Plan:</b>	2006/7	2007/8 (Apr – Sept)	2007/8 target	2008/9 target
Urgent repairs completed within Government time limits	84%	88.6% (2726 of 3077 jobs)	98%	99%
Days taken to complete non-urgent repairs	9.7 days	8.8 days (9394 jobs)	8 days	8 days
Elapsed time for the end to end process for repairs /relets within the HASS Partnership (measure under development)	No base-line	N/a	No target set	No target set

67. Performance on the two national targets is improving but looks unlikely to meet annual target. The urgent repairs figure includes gas servicing. The figures fluctuate over time due to a range of factors – for example we completed 78% of jobs in time in April, but 91% over the second quarter of the year. On average urgent repairs take 1.59 days to complete (18% faster than last year).
68. Both these indicators are housing block Comprehensive Performance Assessment (CPA) indicators. The % of urgent repairs completed in time is just above the 'lower' CPA threshold of 88%, but the days taken to complete non-urgent repairs figure is well above the 'upper' CPA threshold of 11 days.

#### **Priority 9: Local environment (corporate priority)**

<b>Key actions from Directorate Plan:</b>	Milestone	On target?
Keep the new approach to street cleansing under review, and implement ongoing improvements as appropriate.	Established + ongoing	Yes
Review city centre zone street cleansing, and implement findings.	Apr 08	Yes
Review provision of public toilets.	July 08	Yes

69. Head of Neighbourhood Pride Service meets with his staff regularly to check on progress, and work through issues that arise. Leaf clearing commenced in mid-October with two teams of three staff using a pick up truck, towed leaf vacuum and blowers, along with the two large mechanical sweepers. In the first two weeks 62 tonnes of leaves were collected.

70. Encams (Keep Britain Tidy) have completed a review of street cleansing which was generally very positive, and which highlighted York's comparatively high satisfaction rates compared with our family group. Encams made a number of constructive recommendations. We hope to arrange a presentation at the January EMAP meeting.
71. Members received a report at the October EMAP meeting which highlighted a series of pilot exercises being undertaken within the city centre zone. We are on target to implement any findings by April.
72. Work on reviewing public toilet provision is being undertaken. We are working closely with MITIE (cleansing contractors) to improve their performance. We are also progressing plans to build new city centre toilets in Silver Street along a 'superloo' type design. Members will receive a report at March EMAP that will identify issues over the longer term toilet provision in York, many of which are capital infrastructure issues.

<b>Key measures from Directorate Plan:</b>	2006/7	1 <sup>st</sup> Survey (May)	2 <sup>nd</sup> Survey (Oct)	2007/8 forecast	2007/8 target	2008/9 Target
BV199a: % of relevant land with levels of litter and detritus below acceptable standards.	19.2%	5%	10%	10-15%	17%	16%
BV89: % of people satisfied with local cleanliness	71%	Resop survey to go into field Mid-November.			70%	72%

73. BV199 is intended to measure the cleanliness of the local area as members of the public would perceive it. The measure is based on a survey of at least 900 sites across the city – at which we check levels of litter, detritus, graffiti and fly-posting. Each year we do three surveys – each covering about 300 sites in 5 city wards. The second survey was completed in October and covered Heworth Without, Osbaldwick, Dringhouses & Woodthorpe, Micklegate and Westfield wards. The first survey in June covered Wheldrake, Fulford, Skelton, Rawcliffe & Clifton Without, Holgate and Guildhall wards.
74. Results after the first two surveys are very encouraging. To date we have an 8% fail rate for litter (out of 611 transects measured), and a 7% fail rate for detritus (out of 554 transects). Together this gives a combined BV199a score of 8%. This figure is only an indication as only when all three annual surveys are combined do we get a true indication of the city as a whole.
75. Graffiti and fly-posting problems are also measured using the BV199 survey. The measured level of graffiti has risen. 45% of the areas surveyed in October 2007 contained some level of graffiti compared with 24% in the autumn survey last year. However under the survey method used, the level of graffiti must be significant in order to fail (below acceptable standard) – and just 5% of the areas surveyed had graffiti bad enough to fail. Graffiti was a particular problem at 'secondary retail',

'other highways' and 'recreation areas' (these land types had a 13% fail rate in October).

% of sites with unacceptable levels of:	2006/7	2007/8 target	2007/8 1 <sup>st</sup> survey (May 07)	2007/8 2 <sup>nd</sup> survey (Oct 07)	2007/08 score (after 2 of 3 surveys)
BV199 a Litter fail rate	15%	None set	4%	13%	8%
BV199a Detritus fail rate	24%	None set	7%	7%	7%
BV199a: Combined litter and detritus	19.2%	17.0%	5%	10%	8%
BV199b: Graffiti	6%	4%	1%	5%	3%
BV199c: Fly-posting	0%	1%	0%	1%	0%

#### Priority 10: Waste management (corporate priority)

Key actions from Directorate Plan:	Milestone	On target?
Explore options for kerbside recycling service (to meet central govt targets)	Established + ongoing	Yes
Introduce enhanced recycling to schools and council offices (linked to NS11)	Oct 07 and ongoing	Yes
Identify and start to procure access to a short-term waste treatment facility	Oct 07 and ongoing	Yes

76. Work to pilot an extension of kerbside recycling to terraced housing and communal recycling to blocks of flats was agreed by Executive in October. We will be piloting a range of approaches in the Groves area from April 2008. This area was chosen as it contains a mix of terraced housing and blocks of flats, and it also has a relatively high level of privately rented property and student households. The area's narrow streets will allow us to see what type of vehicle would be best suited. Work has started on consulting and informing local residents. A detailed delivery plan for the pilot will be brought to EMAP before it starts.
77. The council office recycling pilot at Hazel Court is now being rolled out across the council. Initial figures suggest that 47% of all waste at the depot was recycled through the pilot scheme – so figures for other administrative buildings is likely to be higher. Champions have been identified in each building. They are now undertaking an assessment of the number and type of bins required in each case, and the cleaning and collection arrangements that would be needed. Executive agreed recommendations in October to expand the Commercial Waste service to council offices and schools – passing on the full cost of the service.



78. North Yorkshire County Council (on behalf of the York & North Yorkshire Waste Partnership) are tendering for an interim (ie prior to a waste private finance initiative solution coming on stream) waste treatment facility. Six companies tendered by the deadline on 5<sup>th</sup> November and the initial evaluation will be considered by end November. Final evaluation is due to be completed by mid-June 2008.
79. All the key indicators below are forecast to meet or exceed their 2007/8 targets.

<b>Key measures from Directorate Plan:</b>	2006/7	2007/8 (Apr – Sept)	2007/8 forecast	2007/8 target	2008/9 Target
BV82a+b – household waste recycled + composted	39.93 %	47.57%	42.15%	41.61%	43.50%
BV91b – households serviced by two recyclables	87.53 %	87.15%	87.15%	87.15%	87.30%
BV84a – waste collected per head of population	538.54 kg	280.24 kg	524.61 kg	540.19 kg	523.73 kg
BV90a – satisfaction with household waste collection	72%	Resop survey to go into field mid-November		73%	74%
BV90b – satisfaction with waste recycling facilities	75%			77%	78%

### **Priority 11: Waste service review and improvement**

<b>Key actions from Directorate Plan:</b>	Milestone	On target?
Implement new Vehicle Management Information System to help track progress in real time.	Oct 07	Dec 07
Introduce enhanced recycling to schools and council offices (linked to NS10)	Oct 07 + ongoing	Yes
Introduce new integrated commercial waste management system	Dec 07	Yes

80. Putting the vehicle tracking system into vehicles has been delayed due to technical problems, but will be in vehicles by December 2007. This system has the potential to improve the efficiency of the service, and in particular to improve the 'return' service when we do miss a collection.
81. The council office recycling pilot at Hazel Court is now being rolled out across the council. Initial figures suggest that 47% of all waste at the depot was recycled through the pilot scheme – so figures for other administrative buildings is likely to be higher. Champions have been identified in each building. They are now undertaking an assessment of the number and type of bins required in each case, and the cleaning and collection arrangements that would be needed. Executive agreed recommendations in October to expand the Commercial Waste service to council offices and schools – passing on the full cost of the service.

82. Greater opportunities for private businesses to recycle are also being introduced through an arrangement with Yorwaste. Yorwaste have agreed to collect recycling from some of the more remote school locations, which is freeing up the pilot vehicle that we have available to offer a service to some businesses in the city.

<b>Key measures from Directorate Plan:</b>	2006/7	2007/8 (Apr – Sept)	2007/8 forecast	2007/8 target	2008/9 Target
COLI3: Missed bins per 100,000 collections	77.63	55.11	60	60	50
VW19: Missed bins put right by end of next working day.	58.24 %	63.92%	85%	100%	100%
BV90a: % of people satisfied with household waste collection	72%	Resop survey to go into field mid-November		73%	74%
Number of Customer Relationship Management system complaints	67 per month	60.1 per month (365 total)	60	<60 per month	<50 per month

PI	April 07	May 07	June 07	July 07	Aug 07	Sept 07	Oct 07
COLI 3. Number of missed bin collections (per 100,000)	61	49	59	47	63	50	42
VW 19. Missed bin collections put right by end of next working day	83.5%	50.3%	32.0%	56.3%	67.5%	93.9%	99.4%

83. Performance in quarter two improved for both the number of missed collections, and the proportion put right the next day. Performance on VW19 was 99.4% during October which suggests that our 100% target, while very challenging, is achievable. Improving these key quality measures remains the focus for the service.

#### **Priority 12: Building and school cleaning service review and improvement.**

<b>Key actions from Directorate Plan:</b>	Milestone	On target?
Ensure that recruitment and selection processes are robustly applied.	Oct 07	Yes
Undertake comprehensive service review, and implement findings.	Apr 08	Yes

84. The reason this is included as a directorate priority is the need to undertake a comprehensive service review. This is due to be undertaken by April 2008, and at present we expect to meet this timescale.

<b>Key measures from Directorate Plan:</b>	2006/7	2007/8 (Apr – Sept)	2007/8 target	2008/9 Target
Customer satisfaction with cleaning service.	90%	Survey to be completed	85%	>90%
Level of staff turnover.	3.65%	2.64%	No target set	<2.5%

85. The cleaning service is a very staff intensive service. Retaining high quality cleaning staff is difficult given market conditions. Staff management is therefore the key performance issue for the service. Staff turnover in the first half of the year has reduced to near the 2008/9 target. Staff sickness which was at 23.4 days per fte in 2005/6 is now at 15.1 days per fte in the 12 months to October 2007.

### **Other Performance Areas: Street Scene Review Indicators**

86. These measures are not included in the directorate plan. However Street Scene remains a key area of our customer facing activities that members have been consistently interested in. They show strong performance across the range of activity. Work is being done to understand why performance has dropped on the second fly-tipping indicator.

Indicator	06/07 Actual	07/08 Target	Q1 07/08	Q2 07/08	½ yr 07/08	07/08 on target?
BVPI 218a. % of new reports of abandoned vehicles investigated within 24 hours of notification	99.77%	95%	100% 79/79	100% 72/72	100% 151/151	On target
BVPI 218b. % of abandoned vehicles removed within 24 hours (from the point at which we can legally remove them)	91.01%	95%	100% 10/10	84.61% 11/13	91.30% 21/23	On target
COLI 77a. Average time taken to remove obscene graffiti (days)	1.55	2	1	1.19	1.13	On target
COLI 77b. Average time taken to remove non-obscene graffiti (days)	2.46	4	2.13	3.09	2.57	On target
VH5a. Average time taken to remove fly-tips (days) (global figure)	1.69	2	1.30	1.60	1.46	On target
VH5b. Average time taken to remove fly-tips (days) (NS figure)	0.87	1	1.31	1.06	1.20	Not on target

### Local Public Service Agreement (LPSA2) Forecast

87. Two of York's LPSA2 targets relate to improving levels of street cleanliness, and improving the recycling rate. The stretch targets are likely to be achieved in both cases and therefore 100% of the reward grant is predicted - £656k across these 2 targets.
88. Four LPSA2 targets relate to community safety. Overall we expect to receive £765k out of a total available of £1312k across these 4 targets. While the latest available data suggest that target 4 (violent crime) will not be met, the forecast is a significant improvement on the 2006/7 actual. The figures for violent crimes varies between months, and given the small improvement that would be needed in the second half of the year, SYP is hopeful that this target may be met.

Target	Measure	Base figure	06/07 actual	07/08 LPSA2 target	07/08 Perf. forecast	Reward grant prediction (0,60,100%)
1	Proportion of land and highways having deposits of litter and 'detritus' (BV199a)	2003/4 and 2004/5 27%	19%	17%	8% (after 2 of 3 annual surveys).	100%
	Percentage of people satisfied with local cleanliness (BV89)	2003/4 60%	71%	70%	Survey to be done	100%
2	BV82a (ii) Tonnage of household waste recycled	2003/4 10,550 tonnes	23,440 tonnes	23,988 tonnes	24,650 tonnes	100%
3	Number of Burglaries	2003/4 2,346	1,081	1,501	872	100%
4	Number of incidents of violent crime	2003/4 2,506	2,548	2,181	2,226	0%
5	Theft or unauthorised taking of a vehicle (incl attempts)	2003/4 1,066	660	682	476	100%
	Theft from a vehicle (incl attempts)	2003/4 3,258	2,363	2,085	1,822	100%
	Vehicle interference	2003/4 544	492	348	294	100%

6	% of illegal sales detected through Test Purchase Programme	2004/5 17%	12.1%	10% (average of 2006/7 and 2007/8)	11.1% (last 18 months). 10% (forecast)	100%
	% of residents reporting noisy neighbours or loud parties represents a problem	2005/6 13%	14%	9%	Resop Survey to be done.	0%
	% of residents who agree that 'York is a safe city to live in, relatively free from crime and violence?'	2004/5 47%	53%	68%	Talk About Survey (to be reported)	0%

### Consultation

89. The report is primarily an information report for Members and therefore no consultation has been undertaken regarding its contents.

### Options

90. The report is primarily an information report for Members and therefore no specific options are provided to Members.

### Corporate Priorities

91. Three of the council corporate priorities are directly supported under this portfolio. They are:
- Decrease the tonnage of biodegradable waste and recyclable products going to landfill
  - Improve the actual and perceived condition and appearance of the city's streets, housing estates and publicly accessible spaces
  - Reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York.

### Implications

#### Financial

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

#### Human Resources

93. There are no significant human resources implications.

#### Equalities

94. There are no significant equalities implications.

**Legal**

95. There are no significant legal implications.

**Crime and Disorder**

96. There are no significant crime and disorder implications.

**Information Technology**

97. There are no significant Information Technology implications.

**Property**

98. There are no significant property implications.

**Risk Management**

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

**Recommendations**

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

Reason – In accordance with budgetary and performance monitoring procedures.

**Contact Details**

**Author:**

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*Mike Douglas  
Performance Manager  
Neighbourhood Services  
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**Chief Officer Responsible for the report:**

Terry Collins  
Director Neighbourhood Services

Report Approved



Date 15/11/2007

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

All



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

**Background Papers :**

2006/07 Budget Monitoring papers held at Neighbourhood Services

**Annexes:**

- Annex 1 Major service variations against budget for non-traded services
- Annex 2 (Confidential) Major Service variations against budget for the traded accounts

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**Major Service Variations Identified Against Budgets**

	Forecast £000	%
<b>Environmental Health and Trading Standards</b>		
Reduction in income from City Strategy (Transport & Planning)	40	
Staffing variances: Vacant Posts	(26)	
<b>Environmental Health and Trading Standards Total</b>	<b>14</b>	<b>0.7</b>
<b>Licensing and Bereavement Services</b>		
Staffing variances: Overspend on agency staffing is offset by vacancies	22	
Licensing Income	(25)	
Crematorium Income	(15)	
Repairs and Maintenance	25	
Misc Variances	10	
<b>Licensing and Bereavement Services Total</b>	<b>17</b>	<b>2.0</b>
<b>Neighbourhood Management</b>		
Staffing variances: Underspend on vacant posts	(70)	
<b>Neighbourhood Management Total</b>	<b>(70)</b>	<b>(8.7)</b>
<b>Ward Committees</b>		
No significant variances	0	
<b>Ward Committees Total</b>	<b>0</b>	<b>0.0</b>
<b>Neighbourhood Pride Service</b>		
No significant variances	0	
<b>Neighbourhood Pride Service Total</b>	<b>0</b>	<b>0.0</b>
<b>Enforcement &amp; Environment</b>		
Staffing Variances: Underspend on vacant posts	(9)	
<b>Enforcement &amp; Environment Total</b>	<b>(9)</b>	<b>(7.4)</b>
<b>Waste Management, Refuse &amp; Recycling</b>		
Operational Expenditure	148	
Waste Processing	(148)	
<b>Waste Management, Refuse &amp; Recycling Total</b>	<b>0</b>	<b>0.0</b>
<b>Total General Fund</b>	<b>(48)</b>	<b>(0.3)</b>

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

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

6<sup>th</sup> December 2007

Report of the Director of Neighbourhood Services

### York Neighbourhood Pride Update

#### Summary

1. This report summarises the work carried out to date under the York Neighbourhood Pride initiative. The report proposes a forward programme for the next 18 months.

#### Background

2. In September 2003 the York Pride initiative was launched to encourage residents to take pride in their city and to participate in achieving a better quality environment. The aim was to tackle the physical appearance and condition of the city's street, housing estates and public spaces in the suburbs, villages and city centre.
3. An Executive report in October 2006 detailed the development of a 'York Neighbourhood Pride' initiative. Members endorsed the initiative and an action programme was agreed. York Neighbourhood Pride built on the original initiative by:
  - o focusing on services that are a priority for residents.
  - o providing a cohesive and partnership approach to our environmental and community safety work in neighbourhoods and city areas.
  - o celebrating success across the council.
  - o delivering community capacity and ownership of issues that are important to residents on a daily basis.

The initiative means interacting with the public to address the issues that concern them, and long term success is measured mainly by BV199 (aspects of local cleanliness and environmental crime), and BV89 (% of residents satisfied with local cleanliness).

4. The work programme agreed in October 2006 has been completed. We have had a number of successes, and have learnt some practical lessons that have influenced the proposed forward programme.

#### Achievements

5. The next section describes the environmental campaigns that have been delivered:

6. November 2006: Back Lane Campaign. Streets in Clifton, Micklegate, South Bank and Westfield areas were targeted as areas where problems had been experienced with residents putting their refuse bags out incorrectly and too early. Over 900 properties received letters reminding them how they should deal with their refuse, and the action that would be taken if the problem persisted. Street Environment Officers monitored the areas during the campaign. There was a dramatic reduction in the number of bags left out in the back lanes at the wrong time. Prior to the campaign an average of 500 bags a month had been left out early in the targeted areas but as a result of the action taken, letters to all residents, monitoring and following up with individual properties, this reduced to less than 20 bags put out incorrectly by the end of the campaign. A number of people who persistently failed to comply with requests not to put their bags out early or leave them in the back alleys were served with formal notices under the Environmental Protection Act 1990. The majority of these residents are now putting their rubbish bags out at the correct time. Residents welcomed the improvement in their local environment. The initiative received national and regional media coverage.
7. The appointment of two Enforcement Officers in the Neighbourhood Pride Service allows us to closely monitor areas where refuse is presented in sacks, which is leading to continued improvement.
8. Overall the campaign led to a significant improvement in the hot-spot areas targeted, and raised the issue's profile across the city. Occasional problems remain in some areas, and monitoring is ongoing through the new Enforcement team.
9. January 2007: Graffiti Campaign. Street Environment Officers, with their knowledge of graffiti problems worked with other Neighbourhood Pride Service staff, North Yorkshire Police, private landowners, utility companies and other businesses to remove graffiti. Residents responded by highlighting areas where graffiti had sprung up. In addition to the normal ongoing programme of graffiti removal, over 100 individual pieces of graffiti were removed. The campaign also focused on ways to identify, catch and deal with offenders. During the campaign, two offenders were caught which allowed us to highlight the more proactive enforcement end of what the council and police do together.
10. May 2007. Dog Fouling Campaign. This campaign highlighted the problems of dog fouling and was run by Animal Health and Neighbourhood Pride teams. The teams targeted dog-fouling hot spots and asked residents to let them know about problem areas in the city or dog owners who persistently allowed their dogs to foul in public places. Information was received about a number of problem areas, which were then cleaned and patrolled. In addition officers spoke to a number of owners who were identified through the campaign. The campaign had a significant impact on a small number of areas and will have raised awareness.
11. June to July 2007: Yorkshire in Bloom. York achieved a silver gilt award for its Yorkshire in Bloom competition entry. A key aspect to this success was the high level of partnership involvement in organising the entry through the 'In Bloom' committee, and the significant community involvement in delivering a range of floral and landscaping

improvements. A report setting out the details was discussed at October's EMAP meeting.

12. July to September 2007: Feeling & Being Safe. This campaign focused on initiatives aligned to the Safer & Stronger Communities strand of the Local Area Agreement, looking at personal and property safety as well as enforcement activity to reduce actual crime. Throughout the three month period, the following planned initiatives were undertaken by the council and its partners:

July:

- Crime prevention and security 'give-aways' and advice at ward committees which saw over 978 residents attend meetings. 368 residents obtained property marking equipment, 246 had cycles tagged, 346 personal alarms were given away and 465 energy efficient light bulbs to use in time activated lamps once the dark nights started.
- Football coaching run by safer communities policing teams.
- Lock Em' Inn campaign focusing on the consequences of arrest and detention in custody for alcohol related disorder (North Yorkshire Police and Safer York Partnership (SYP)).
- Trading standards under-age sales test purchasing.
- Child car seat checking (North Yorkshire Fire & Rescue and CYC Road Safety).
- Operation Shadow (North Yorkshire Police, SYP, Probation & Youth Offending Team) – covert and overt surveillance of prolific and priority offenders.

August:

- Trading standards fake sales and raising the profile of issues around doorstep callers and identity theft.
- Community idol, talent competition as diversionary activity for young people run by Safer Communities Policing Teams & SYP.
- Child car seat checking (North Yorkshire Fire & Rescue and CYC Road Safety).
- Huntington and Acomb fire stations community safety events (North Yorkshire Fire & Rescue).
- Cycle theft "Five a Day" campaign (SYP).

September:

- Final of community idol talent competition (Safer Communities Policing Teams & SYP).
- Think Safe, Be Safe Cycle campaign (Road Safety).
- Cycle crime prevention event (SYP).
- Killing with kindness – tackling begging (SYP).
- Award of park mark secure parking award to CYC Car Parks (SYP).
- Launch of Clifton Moor Business Watch (SYP & Community Watch).

13. The summer is normally a high crime period because the city's population increases due to the number of visitors. To measure the impact of the Feeling & Being Safe campaign, we have used information held on the North Yorkshire Police Management Information Gateway that provides live information on all crime types. This suggests that

overall crime in these three months fell 7% on the same period last year. This suggests that the campaign was successful in focusing partners on proactive community and neighbourhood level crime and disorder reduction initiatives at a traditionally high crime time of year.

14. Throughout the campaign North Yorkshire Police have run a crime reduction focused campaign in conjunction with other Yorkshire forces (Operation Impact). This was linked to the Feeling & Being Safe campaign. Also, Operation Shadow focused on targeting prolific offenders throughout the duration of the campaign. Combined with a very focused and proactive approach through the Safer York Partnership task groups and initiatives driven through Neighbourhood Services the campaign has demonstrated the results that can be obtained through partnership working.

### **Litter Campaigns:**

15. Five litter/cleansing campaigns ran over the year. Overall the five campaigns detailed below plus the street scene review's move to a different approach to street cleansing has reduced the BV199 score and we are hopeful that satisfaction will increase on the 2006/7 level. It is difficult to isolate the effect of the campaigns on the level of cleanliness and customer satisfaction, but taken together as a programme they have contributed to York being a cleaner city than this time last year.
16. December 2006: Clean for Christmas Campaign. Residents were asked to identify 'grot spots' in the city that needed cleaning. Over 70 residents sent a Christmas card (virtual or real) to the street environment service about areas that needed to be tackled. The majority of issues related to street cleaning with the remainder concerning graffiti, refuse, litter and highways. Neighbourhood Services teams cleaned up and worked with private land owners where the problem related to non council land. The use of postcards which involved the public made this a memorable campaign.
17. February to March 2007: Spring Clean campaign. This campaign built on the previous graffiti and Clean for Christmas campaigns by focusing a highly visible clean and tidy up of the city centre and residential areas. Residents again were asked to identify particular grot spot areas that needed attention.
18. June to July 2007: 'Its in Your Hands' litter campaign. This campaign aimed to raise awareness about the extent of litter in the city and the cost of cleaning it up. The campaign coincided with the introduction of SmokeFree legislation and officers worked with the SmokeFree Enforcement team to raise awareness that cigarettes were also litter. The council was chosen as one of ten councils to help Encams (Keep Britain Tidy) raise awareness of cigarette litter as part of a two week national campaign in September 2007. The Litter campaign was therefore extended to September 2007. During the period, a mail shot was sent to over 100 of York's largest employers, raising awareness of litter and encouraging joint ownership of the problem. Over 4500 portable ashtrays were given out to the public from a stand in the city centre over the two weeks of the Encams campaign. During the three



months of the litter campaign, 40 fixed penalty notices were issued for littering.

19. July to August 2007: 'Cleaner City' Campaign. This focused on cleaning the city centre at the height of the tourist season.
20. October 2007: 'Litter's out' Campaign. This campaign focused on working with young people, attending secondary schools and York College. A press release led to much publicity and media interest, including York Press accompanying officers on a litter patrol. Every secondary school received a pack containing a free Litter Pick kit for on-site campaigns and a DVD about the impact graffiti has in the community, which was aimed for upper school citizenship classes. The DVD was designed by Manchester school pupils and engaged school pupils in dialogue on their level. All nine secondary schools supported using the DVDs, all agreed to assist in helping educate on the wrongs of littering, and some planned to use the clean up kits on campus. FPN monitoring took place throughout the four week period including mornings, lunch times and leaving times.

### **Overall assessment**

21. The programme of campaigns has successfully highlighted a range of environmental crime issues. We have raised the profile of these issues, and raised the council's (and partners) profile in enforcing legislation. In some cases the campaign has had direct impact while in other cases the campaign has and will contribute to longer term improvement.
22. The local environmental quality corporate priority is partly measured by BV199a which measures the proportion of survey areas that fall below acceptable cleanliness standards. BV199a has improved from 19.2% in 2006/7, to 8% over the first half of 2007/8. By tackling environmental issues and raising the profile of environmental enforcement, the campaigns will have played a part in helping achieve this improvement.
23. The experience gained from managing a year of campaigns has provided a number of lessons that have helped shape the proposed forward programme set out below.

### **Forward Programme**

24. Local level community engagement and pride in one's neighbourhood is important to residents. Listening to communities, and promoting cohesive and inclusive communities are direction of travel statements in the corporate strategy. Residents have said what is important through their engagement in the Neighbourhood Action Planning (NAP) process. The issues highlighted consistently in the NAP documents by residents and their councillors are community safety and anti-social behaviour, local cleanliness, recycling, neighbourliness and community support.
25. As part of the council's response, we propose the following programme of York Neighbourhood Pride campaigns to support these initiatives until the end of the 2008/09 financial year. We could develop a number of the proposed campaigns (e.g. spring clean, York in Bloom) through the ward

planning meetings to ensure councillor and community engagement and to ensure buy-in from other directorates.

26. Each of the campaigns would run for 6-8 weeks. This change will allow us to address wider issues in more depth, to tie into the range of work done by partners and other council directorates, and to enable the campaigns to leave a more sustainable impact on the city. Marketing & Communications advice is that 6-8 week campaigns are likely to raise the profile of these issues more successfully than 4 week campaigns. The timescales within the timetable below are indicative and we would seek to ensure a gap between campaigns as part of coordinating and managing the programme. Leaving a gap between campaigns will allow us to introduce and conclude the campaigns without tripping over the previous/next campaign.
27. Project coordination and management will be improved through adopting a project steering group / project officer approach. This approach will help lighten the load on the project officer by supporting them and helping them deal with some of the higher level issues – e.g. to ensure a greater level of corporate buy-in to their projects. We will be clearer about how we will measure the success of each campaign. In planning campaigns, we will adopt the Yorkshire in Bloom criteria of community involvement and sustainability of improvement.

Issue	Timing	Comments/Issues
Recycling and sustainability awards	Feb & March 2008	This is an opportunity to raise awareness of the new recycling opportunities being made available to schools and businesses, and to highlight good practice examples. The campaign could be used as a launching board for an in-house business award for the duty of care compliance and best practice in waste management. The campaign could go wider and look at what communities are doing e.g. as part of Neighbourhood Policing Teams local action days.
Spring Clean	April & May 2008	This will gear the city up for the summer, by improving environmental quality across the city's neighbourhoods. Potential to positively cover the work of the Neighbourhood Pride Service crews and to link into the early stages of the York in Bloom campaign as well.
York in Bloom	June & July 2008	This provides an opportunity to improve the appearance of the city and to link to the many positive things that people and groups are doing across the city.
Community Safety	Summer 2008 (tbc)	Focus and timing to be worked up with partners through the SYP Executive. An initial suggestion is to develop a summer campaign.
Students	Sept & Oct 2008	The focus would be on helping students play their part within local communities. We would seek to

		work positively with the student bodies and to support work they are already doing. A campaign would provide an opportunity to support students in positive ways e.g. welcome pack, and to tackle issues they face e.g. crime, housing standards.
Reducing environmental impact of Christmas	Dec & Jan 2008	A range of activities would be developed to remind people of the environmental impact of the Christmas rush and to help people to recycle as much as possible at this time of year.

28. The success of the Feeling & Being Safer campaign suggests that we should include crime reduction in this programme. Residents see safety as a key priority, and it is a corporate priority as well. It is an SYP core function to raise the profile of crime reduction activities. We will work through the SYP Executive to develop a crime reduction campaign that partners can engage with in terms of timing and content. We will explore ways to build this around the 'days of action' that Neighbourhood Policing Teams are running.
29. In addition to the organised set of campaigns, each department already commits to raising the profile of its service area through press releases and articles. The project steering group will look to develop this area of activity to ensure that community engagement and education are being achieved through better coordinating press releases throughout the year on a smaller scale.

### Consultation

30. Consultation in preparation of the proposals was limited to officers across the directorate.

### Options

31. The options for members to consider are:

**Option 1:** To agree the proposed programme of campaigns for the next 18 months, subject to any comment at the meeting.

**Option 2:** To not agree the proposed programme of campaigns for the next 18 months.

### Analysis

32. Option 1 would help keep the profile of environmental issues and our approach to tackling environmental crime high. This is a further piece of work (to be done alongside other ongoing work) that will help us to make and sustain improvement in local environmental quality.
33. Under option 2 ongoing work would continue, but the high profile helpful in raising environmental awareness would not be delivered. We would

lose an opportunity to focus on significant environmental issues that the programme provides.

### **Corporate Priorities**

34. The Neighbourhood Pride campaigns support the following corporate priorities:
- Improve the actual and perceived condition and appearance of the city's streets, housing estates and public spaces;
  - Reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York;

### **Implications:**

**Financial.** The reduced volume of campaigns will ensure the associated budget of £30k during 2008/09 will be adequate. Other service and staffing financial implications can be accommodated from within existing budgets.

**Human Resources.** There are no direct implications for staff.

**Equalities.** There are no equalities implications in this report.

**Legal.** There are no legal implications in this report.

**Crime and Disorder.** The proposed programme will raise the profile of how environmental crime is tackled in York.

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

**Property.** There are no property implication in this report.

### **Risk Management**

35. In compliance with the council's risk management strategy, the main risks that have been identified in this report are those which could lead to the inability to deliver the proposal (operational risks). This would lead to damage to the council's image and reputation and failure to meet stakeholders' expectations.
36. Measured in terms of impact and likelihood, the risk at this point needs only to be monitored as it does not provide a real threat to the achievement of the objectives of this report. The enhanced programme management arrangements will manage the level of risk associated with delivering the proposal.

### **Recommendations**

37. That the Advisory Panel advise the Executive Member to approve option 1.

**Reason:** to support our tackling of environmental crime issues as part of the delivery of the local environment corporate priority.

**Contact Details**

**Author:**

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3227*

**Chief Officer Responsible for the report:**

*Terry Collins  
Director of Neighbourhood Services*

**Report Approved**

**Date** 15/11/07

**Specialist Implications Officer(s)**

*Financial  
Name: Sarah Kirby  
Title: Neighbourhood Services Finance Manager  
Tel No: 3109*

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

**All**

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

**Background Papers:**

'Yorkshire in Bloom' report to Neighbourhood Services EMAP meeting 17.10.07

**Annexes:**

None

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

6 December 2007

Report of the Director of Neighbourhood Services

### Cold Calling Controlled Zones

#### Summary

1. The purpose of this report is to update Members on the introduction of Cold Calling Controlled Zones in the City of York and to seek approval for a staged approach in widening the adoption of zones across the city.

#### Background

2. Cold Calling Controlled Zones are an initiative aimed at preventing 'doorstep crime' – particularly distraction burglaries and crimes associated with cold calling. They also help reduce the fear of crime felt associated with criminals targeting people's homes. Residents within a designated zone agree that they do not wish to deal with cold callers, and report anyone breaching their wishes to trading standards or the police. Attached at Annex A is an example of the sign which is displayed at all entry points to the zone and at Annex B is an explanatory leaflet about a resident's rights when dealing with a cold caller. The signs warn uninvited callers that they are 'not welcome' in the area.
3. Working with North Yorkshire Police and Safer York Partnership, officers from trading standards identified five potential areas to become the city's first zones. The areas identified as suitable were based on police statistics for distraction burglary and complaints to trading standards about cold callers.
4. Officers from trading standards and the neighbourhood police teams delivered letters and visited the residents of the identified areas explaining that their area was considered appropriate. Residents were asked to sign a form indicating whether or not they would like to participate. All of the residents who returned a form said that they wished to participate. In addition, residents were asked 'how concerned are you about doorstep crime?', 87% of respondents replied that they were either 'concerned' or very concerned about the issue.
5. The five zones were officially launched on 30<sup>th</sup> October 2007 at the Mansion House. The event, hosted by the Lord Mayor, was attended by the Chief Constable of North Yorkshire Police amongst others.

6. The location of the five zones are as follows:-
  - Huntington – Southdown Road area
  - Acomb (Holgate Ward) – West Bank area
  - Beckfield Lane – Runswick Avenue /Melander Close areas
  - Fulford – Heath Moor Drive area
  - Dunnington – Greenside area
  
7. At the time of writing this report (6 days after the launch), there have been four further requests for zones from residents including some areas Age Concern York have identified as suitable. Trading standards officers will be assisting residents in those areas to be designated as a Cold Calling Controlled Zone.

### **Options**

8. Option 1. Trading standards officers will respond to requests from residents, the police and other interested parties to set up additional zones. However, the impact of the existing zones will be assessed by measuring doorstep crime and residents' concern about doorstep crime. Before initiating additional zones in the city. Should further zones be needed then they will be introduced in a phased and prioritised basis over time within the existing work programme. .
  
9. Option 2. Officers will respond to requests to establish zones and trading standards will proactively establish zones before the full impact of the pilot zones has been evaluated.

### **Analysis**

10. Option 1. Enables officers to respond to demand for additional zones in a controlled and co-ordinated manner by evaluating the success of the existing zones before dedicating further resources at the expense of other regulatory functions.
  
11. Option 2. Will accelerate the growth of the zones. However, there will be a negative impact on the ability to deliver other key enforcement functions and initiatives currently within the trading standards work programme. Directing resources from other areas will mean key performance measures may not be achieved. These measures impact upon the City of York Council's Comprehensive Performance Assessment.

### **Corporate Priorities**

12. The establishment of Cold Calling Controlled Zones directly supports the corporate priority 'to reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York'.



## Implications

13. **Financial:** There are no financial implications associated with this report. Activity will be undertaken within existing budgets and funding from Safer York Partnership (Burglary Task Group).
14. **Human Resources:** There are no Human Resources implications associated with this report.
15. **Equalities:** There are no equalities implications associated with this report.
16. **Legal:** There are no legal implications associated with this report.
17. **Crime and Disorder:** The establishment of Cold Calling Controlled Zones are intended to reduce the fear of crime by residents.
18. **Information Technology (IT):** There are no IT implications associated with this report.
19. **Property:** There are no property implications associated with this report.
20. **Other:** There are no other implications associated with this report.

## Risk Management

21. In compliance with the Council's risk management strategy. There are no risks associated with the recommendations of this report.

## Recommendations

22. That the Advisory Panel advises the Executive Member to approve Option 1 in relation to the development of Controlled Calling Controlled Zones.

Reason: The option enables officers to develop the zones in response to demand, in a prioritised and controlled manner within the existing work programme. Additional Cold Calling Controlled Zones will be extended once the impact of doorstep crime and residents' concerns about doorstep crime has been assessed.

## Contact Details

### Author:

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### Chief Officer Responsible for the report:

Andy Hudson  
Assistant Director (Neighbourhoods and Community  
Safety)  
Phone: 551814

Report Approved



Date 20/11/2007

Specialist Implications Officer(s): None

Wards Affected:

All



For further information please contact the author of the report.

### **Background Papers**

There are no relevant background papers.

### **Annexes**

Annex A: Example of street sign.

Annex B: Explanatory leaflet.

# WARNING

This area is a designated  
**Cold Calling Controlled Zone**



**Uninvited callers are not welcome**

and will be reported to the Trading Standards Team or the Police.

consumer

direct

[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

**08454 04 05 06**

clear, practical consumer advice

funded by government

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**Don't be a victim**

- Keep front and back doors locked
- Fit a door bar/chain and use it
- Only deal with callers by appointment
- Always ask for an identity card and check it carefully
- Do not keep large sums of money in the home.

**Beware**

Doorstep sellers may use lines like these to get into your home:

"Congratulations! You've won a prize! If you could just sign here for it..."

"This cut-price special offer is only available if you sign today..."

"I'm doing a survey..."

**Home Services Directory**

Older residents who are considering employing someone to carry out work at their property can use the Home Services Directory. City of York Council Trading Standards in partnership with Age Concern York and the Police launched the Home Services Directory in June 2000.

The directory lists a range of traders, such as electricians, decorators, joiners and gardeners, who have undergone an assessment process and have signed an undertaking that they will trade fairly and adopt certain working practices.

**For information on the directory go to [www.york.gov.uk](http://www.york.gov.uk), contact Age Concern York on 01904 627995 or telephone Consumer Direct on 08454 04 05 06.**

If you would like this information in an accessible format (for example large print, braille or by email) please telephone (01904) 551550.



## Doorstep selling – Know your rights



## Know your rights

**Cooling off period**

If the goods and services you buy cost more than £35, and you did not invite the seller to call, then you generally have seven days to change your mind and cancel the contract. Responding to an advertisement in the paper or a leaflet dropped through your letterbox counts as inviting the seller to call.

If you agree to a visit after the seller rings you up or sends someone round to ask if he or she can visit, you still have the right to cancel within seven days.

**Your right to cancel**

- By law, the seller must give you written details of your right to cancel (there are exceptions to this rule). Failure to do this is a criminal offence, and the contract cannot be enforced against you. Details of the right to cancel may be set out in the body of the contract, or you may be given a separate form.
- If you are entitled to cancellation rights but are not given details in writing then the agreement cannot be enforced and you don't have to pay a penny, even if goods or services have already been supplied.
- If you do cancel the contract, and goods have already been delivered, you must keep them safe and let the seller collect them.
- If you are given written details of your rights and decide to cancel the contract, you can get back any money you paid. But if you have received certain goods or services which would be awkward or virtually impossible to hand back (e.g. perishable goods or home improvement services), then you will have to pay for what you have received, even if you cancel the contract.
- If you make the first contact with the seller, and invite them to call, you have no legal right to change your mind and cancel the contract. There are two exceptions:
  1. if the contract specifically gives you cancellation rights;
  2. if you bought the goods or service on credit in which case you will generally have five days to cancel.

**This leaflet is a simplified statement of the law and does not spell out all the exceptions in the legislation.**

**Case studies**

A York resident was persuaded to pay £1200 to a builder who called at her home and advised her that her ridge tiles and garage roof needed replacing. The woman found that the standard of the work was so poor that the roof leaked when it rained. The woman's attempt to contact the trader by writing to the address on the receipt was unsuccessful – the letter was returned marked 'gone away'. She had to pay a reputable trader to re-do the work properly.

A man selling fish called at the home of two pensioners, who agreed to buy £20 worth of fish. The trader asked the buyers to find carrier bags and then followed them into their home where he told them they owed £156.00. The pensioners refused to pay but felt intimidated and shaken by the experience.

A 90 year old woman received a telephone call advising her that crime rates were rising and offering an alarm system and panic button. A salesman visited within hours of the call and persuaded her to pay £530.00 for the security devices. The woman's daughter sought advice from Trading Standards and was able to help her mother cancel the agreement within the statutory cooling off period.

An unsolicited call from a double glazing salesman resulted in a pensioner with dementia signing a contract for thousands of pounds worth of double glazing. The trader was reluctant to allow cancellation so relatives contacted Trading Standards for advice and the trader eventually cancelled the contract and returned the deposit.

A 87 year old woman received an uninvited visit from a salesman selling electric beds and was pressurised into agreeing to buy a bed at a cost of £3699. Once the salesman had left she tried to cancel the contract by completing the cancellation form on the agreement by sending it to the trader. This resulted in another uninvited visit where the woman was again pressurised into purchasing the bed but this time no cancellation rights form was left with her. When she tried to cancel the trader ignored her and cashed her cheque. On this occasion Trading Standards were able to prosecute the trader for failing to abide by the right of the consumer to cancel this agreement and the court awarded compensation that the consumer's money be refunded.

**For further advice or to report any suspicious caller telephone Consumer Direct on 08454 04 05 06.**

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

6 December 2007

Report of the Director of Neighbourhood Services

### HOME INFORMATION PACKS

#### Summary

1. On 1<sup>st</sup> August 2007 new legislation was introduced which requires sellers of residential properties to provide certain information about their home known as 'Home Information Packs' or 'HIP'. This report seeks member approval to adopt a policy for enforcement of the legislation.

#### Background

2. The 'HIP' provisions stem from the government's manifesto commitment to improve the home buying and selling process for consumers. The legislation is aimed at ensuring that information needed to make informed decisions is available at the beginning of the process. The inclusion of the energy efficiency information is the result of a European Directive and it is aimed at contributing towards the reduction of carbon emissions from homes.
3. The Home Information Pack (No.2) Regulations 2007 (made under the Housing Act 2004) requires that certain information must be included (required) and some information may be included (additional) in the HIP. Examples are contained in Annex A to this report. The legislation defines a 'responsible person' whose duty it is to 'have the pack', 'provide a copy on request', and 'ensure the contents of the pack are authentic'. In most cases the 'responsible person' will be an estate agent, but they may also be a private individual who is marketing their own home. Where the 'responsible person' is an estate agent, there is also a duty on them to belong to a redress scheme to enable complaints to be investigated. Two independent redress schemes have been approved so far, those being the Ombudsman for Estate Agents and RICS' Surveyors Ombudsman Scheme.
4. All properties with four bedrooms (or more) first marketed after 1 August 2007, and three bedroom properties first marketed after 10 September 2007, must have a HIP. Properties first marketed before this date are not required to comply. Further legislation is anticipated that will have the effect of requiring all properties on the market to have a HIP.
5. Local weights and measures authorities (trading standards officers) have responsibility for enforcing the legislation. Officers have a range of options for

dealing with breaches from offering help and advice, to issuing a fixed penalty notice (currently £200). If an estate agent fails to comply with their duties, this may also be treated as an 'undesirable practice' under the Estate Agents Act 1979. Under this Act, the Office of Fair Trading could decide to take action, including the issuing of a 'banning order', if it felt that was as appropriate course of action. There are however no criminal sanctions for a breach of the Home Information Pack (No.2) Regulations 2007, therefore the options of a caution or prosecution are not available.

6. An example of the fixed penalty notice that may be issued is attached in Annex 2. There are also details about how to appeal against the issue of the notice, ultimately which may be made to the County Court. If the responsible person fails to pay the fixed penalty the authority may pursue the debt through the civil courts.
7. It should be noted that it is not intended that the 'responsible person' be held accountable for the accuracy of the information contained in the HIP, unless they have reasonable cause to believe that it fails to comply. The legislation therefore recognises that the 'responsible person' is simply collating information from other sources e.g. UK Land Registry, Energy Assessors etc. A fixed penalty charge should not therefore be issued where the information is inaccurate, only where the HIP is incomplete.
8. Trading Standards Officers have undertaken advisory visits to estate agents in the city to discuss the legislation and the methods they employ to comply. At the time of writing, there have been no concerns raised and no complaints received about estate agents failing to comply with their duties in York.

## **Options**

9. Option 1. Members note the report and recommend that officers issue fixed penalty notices where appropriate. This would be when previous advice from officers has been ignored. This procedure being in accordance with the Environmental Health and Trading Standards Enforcement Policy (approved by Members in September 2005).
10. Option 2. Members note the report and do not enforce the legislation.

## **Analysis**

11. Option 1. Enables officers to undertake a 'proportionate' and 'consistent' approach to enforcement. The application of the enforcement policy would ensure that all formal action is consistent.
12. Option 2. The local authority has a duty to enforce the legislation. If option 2 is approved the council would be in breach of the legislation.



## Corporate Priorities

13. The HIP legislation links into the corporate priority 'to improve the quality and availability of decent, affordable homes in the city' and to 'Improve the health and lifestyles of the people who live in York'.

## Implications

14. **Financial:** There are no financial implications associated with this report, activity will be undertaken within existing budgets.
15. **Human Resources:** There are no Human Resources implications associated with this report.
16. **Equalities:** There are no equalities implications associated with this report.
17. **Legal:** The City of York Council has a duty to enforce the HIP duties under the Housing Act 2004.
18. **Crime and Disorder:** There are no crime and disorder implications associated with this report.
19. **Information Technology (IT):** There are no IT implications associated with this report.
20. **Property:** There are no property implications associated with this report.
21. **Other:** There are no other implications associated with this report.

## Risk Management

22. In compliance with the Council's risk management strategy. There are no risks associated with the recommendations of this report.

## Recommendations

23. That the Advisory Panel advises the Executive Member to approve Option 1 in relation to the enforcement HIP legislation.

Reason: The approach ensures that the council meets its duties under The Housing Act 2004, and that any breaches are dealt with proportionately in accordance with the enforcement policy adopted by Members in September 2005.

**Contact Details**

**Author:**

Colin Rumford  
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Trading Standards  
Phone: 551502

**Chief Officer Responsible for the report:**

Andy Hudson  
Assistant Director (Neighbourhoods and Community  
Safety)  
Phone: 551814

**Report Approved**



**Date** 12/11/2007

**Specialist Implications Officer(s):** None

**Wards Affected:**

**All**



**Background Papers:**

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

The Home Information Pack (No.2) Regulations 2007

Energy Performance of Buildings (Certificates and Inspections) (England and Wales)  
Regulations 2007

**Annexes**

Annex A: Home information Packs – Required and Authorised Information.

Annex B: Example Fixed Penalty Charge Notice

### **Required Pack Documents**

**Home information pack index** – lists all the documents contained in the pack

**Energy performance certificate and recommendation report (EPC)** – Provides a rating of both the energy efficiency and environmental impact of the building on the scale of A-G (where A is the most efficient and G is the least efficient) in a graphical format.

EPC's may be either produced by an 'Energy Assessor' or 'Home Inspector' who has been accredited under a scheme approved by the Secretary of State.

**Predicted energy assessment** – required for homes that are not yet built.

**Sale statement** – this provides a brief summary of the interest in the property being offered for sale.

**Evidence of title** – copy of certain land registry documents.

### **Examples of Authorised Pack Documents**

**A summary or legal interpretation of the contents**

**Relevant guarantees and warranties**

**Additional searches e.g. mining, environmental flood risk etc.**

**Home condition report.**

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CITY OF YORK COUNCIL

Housing Act 2004, Section 168

BREACH OF DUTY UNDER PART 5 OF THE HOUSING ACT 2004 (HOME INFORMATION PACKS)

DETAILS

Name .....

Address .....

DECLARATION AND CIRCUMSTANCES

I, (Name of enforcement officer) an authorised officer of (name of enforcement authority) believe that you have committed a breach of the following duty/duties under Part 5 of the Housing Act 2004.

- A failure to have a home information pack which complies with requirements of regulations made under section 163 of the Housing Act 2004
A failure to provide a copy of the home information pack on request
A failure to comply with the duty to ensure authenticity of documents
A failure to comply with the "other duties of person acting as an estate agent" in section 159 of the Housing Act 2004
A failure to comply with the duty to belong to an approved redress scheme

Details of Breach

.....
.....
.....
.....

WHAT THIS NOTICE REQUIRES YOU TO DO

This notice requires you to carry out one of the following actions within the period of 29 days of the date given below and ending on (insert date).

- A. - Pay the fixed penalty charge of £200; or
B. - Give notice to this authority that you wish the notice to be reviewed (see reverse of this notice)

SIGNATURE OF AUTHORISED OFFICER AND DATE OF THIS NOTICE

Signature of authorised Officer.....Date.....

## 1. HOW THE PENALTY CHARGE MAY BE PAID

**To be paid to:** The penalty charge should be paid to (insert name and address of authority).

**Address:** Payment may be provided in person within the hours of [insert times] Monday to Friday (excluding bank holidays etc) or by post to that office.

**Method of payment:** Payment may be made by:

- cheque (payable to (insert name of council));
- cash (please do not send cash by post);
- postal order;
- credit card/switch.

**Note:** Payments in cash should not be sent by post but may be made at [address] within the hours of [insert times] Monday to Friday (excluding bank holidays etc).

## 2. WHAT YOU SHOULD DO IF YOU WOULD LIKE THE COUNCIL TO REVIEW THIS NOTICE

Please give us notice by writing to [name/department] at [address/email]

Please include an explanation of why the review is being requested. We will withdraw the penalty charge notice if we are satisfied that:

- (a) you did not commit the breach specified in the notice;
- (b) this notice was not issued within six months of the date (or last date) on which the breach occurred or is not valid under Schedule 8 of the Housing Act 2004;
- (c) that in the circumstances of the case it was not appropriate for a penalty charge notice to be given.

## 3. WHAT YOU SHOULD EXPECT AFTER A REVIEW

We will consider any representations you make and the circumstances of the alleged breach and will decide whether to confirm or withdraw this notice. We will notify you of our decision in writing. If we confirm the penalty charge, you may then appeal to the county court within the period of 28 days from the day after the date of our confirmation. An appeal to the county court must be on one or more of the grounds listed in section 2(a), (b) or (c).

## 4. IF YOU DO NOT PAY THE PENALTY CHARGE FOLLOWING AN UNSUCCESSFUL REVIEW OR APPEAL

Unless we withdraw this notice, or a court quashes it, or you have already paid the charge required, we can start debt recovery proceedings against you through the County Court.

These proceedings cannot be started any earlier than:

- (a) the end of the period allowed for the payment of the charge; or
- (b) 28 days from the day after we confirm the penalty charge after the review (where requested); or
- (c) where you appeal to the county court following a review, before the end of the period of 28 days from the day on which the appeal is either withdrawn or determined.

***Important Note: All breaches of the Home Information Pack duties must be referred to the Office of Fair Trading (OFT) and may result in a banning order under the Estate Agents Act 1979.***



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

6 December 2007

Report of the Director of Neighbourhood Services

### THE IMPLEMENTATION OF A FOOD HYGIENE 'SCORES ON THE DOORS' SCHEME

#### Summary

1. The purpose of this report is to seek members approval to the introduction of a food hygiene 'scores on the doors' scheme.

#### Background

2. Scores on the doors (SOTD) is an initiative that allows members of the public to access certain information gathered during food hygiene inspections, potentially allowing them to gain information about the standards of hygiene within a particular food premise.
3. Food hygiene inspections of commercial premises (e.g. restaurants, clubs and pubs) is a statutory duty under the Food Hygiene (England) Regulations 2006. Inspections are carried out on a regular basis by officers from the food and safety unit. The main purpose of these inspections is to assess compliance with food hygiene legislation. Inspections are also used as an opportunity to educate and advise business operators. The Food Standards Agency (FSA) monitors and assesses the performance of local authorities and how they deliver their food law functions.
4. Following a food hygiene inspection the premise is risk rated by scoring the business on several criteria. Scores cover matters that are in the direct control of the business and also other matters that reflect the nature of the business, but are beyond the influence of the business (e.g. serving vulnerable customers).

The matters in the direct control of the business include:

- food hygiene and safety procedures (e.g. food handling practices and procedures, such as temperature control).
- structure of the establishment (e.g. cleanliness, layout, condition, lighting, ventilation, facilities).

- confidence in management (e.g. track record of the business, the attitude of the management to food safety, whether documented food safety management systems are in place/being maintained).
5. The score from the risk rating determines the frequency of food hygiene inspections.
  6. Where requested, councils are required to make available inspection information under the Freedom of Information Act 2000 (FOI) and the Environmental Information Regulations 2004. This inspection information can take time to gather, which means that it is not instantly accessible to members of the public or other interested parties.

### **Score on the Doors Schemes**

7. One way of making this information widely and freely available is to operate a SOTD scheme.
8. As explained at paragraph 4, information is gathered during food hygiene inspections and is used to risk rate premises. Under the SOTD scheme, the elements of the risk rating that are in the control of the food business are then used to give the premises an overall score. This score is then converted into a “star” rating, to help the public easily understand how well the business is complying with food safety requirements.
9. These “star” ratings are then published on a web site that is available to the general public, allowing them to potentially make an informed decision about how well the business is complying with food safety law. Research by Which? Magazine highlighted that over 90% of consumers wish to view this type of information online. Some schemes operate such that the local authority also provide the businesses with a certificate showing the star so rating that they can display this in their premises.
10. The adoption of SOTD schemes by local authorities is becoming widespread and there is more awareness that people are entitled access to the information gathered during food hygiene inspections. Dealing with individual FOI requests can be a significant drain on limited officer resources. It is anticipated that by publicising the results of food hygiene inspections, the demand for FOI requests will diminish, as most information will be readily available in the public domain.
11. Another important benefit of SOTD is that it encourages businesses to maintain and improve food hygiene.
12. Premises that are already operating to a high standard, are fully compliant with food hygiene legislation and implement good practice are given a high score. This has a number of potential benefits for the business, including raising their profile, earning a good reputation, generating customer confidence and potentially increasing their custom.



13. Conversely, it provides an incentive for less compliant businesses to improve their standards and in turn achieve a higher rating. Otherwise they run the risk of bad publicity, and less custom.
14. For these reasons, once the SOTD scheme is implemented, it is anticipated that businesses will become more self-regulating and meet their legal obligations under food hygiene legislation (meeting a 'broadly compliant' standard – see paragraph 15), without the need for additional interventions from the local authority.
15. This is important, as next year the FSA is proposing to change the way it monitors and assesses the performance of local authorities and how councils deliver their food law functions. Local authorities will be assessed on the number of food businesses in their area that are 'broadly compliant' with food hygiene legislation. The number of 'broadly compliant' premises will also be a performance indicator under government's new performance framework for local authorities Performance Assessment to be introduced in 2008/09.
16. As food businesses start to self regulate more, it is anticipated that this will enable officer time to be better focussed at improving standards rather than undertaking routine low risk, but statutory, inspections. Officers will be able to provide more assistance to high risk businesses and those that require guidance and advice, and also target those food premises that fail to meet minimum food safety standards.
17. The fundamental purpose of food hygiene inspections is to protect public health by reducing the likelihood of food borne illness. A SOTD scheme was introduced in Los Angeles County in 1998. Research was undertaken that looked at the number of local hospitalisations from food-borne illness. During the first year of the scheme, there was a 13% drop in the number of cases, which was sustained for the next two years of the study.
18. The FSA and Chartered Institute of Environmental Health (CIEH) fully support the implementation of SOTD. Feed back from a recent FSA evaluation workshop found that local authorities that already operate SOTD schemes are positive about the schemes and are confident that they are delivering worthwhile and cost-effective benefits.
19. There are other pressures to implement SOTD. Within the region, West and South Yorkshire already operate SOTD schemes. The Food and Safety Unit are also receiving an increasing number of enquiries about SOTD from members of the public, food businesses and organisations such as the Tourist Board.

### **Legislative requirements**

20. Councils are required to make available inspection information under the Freedom of Information Act 2000 and The Environmental Information Regulations 2004 when requested.

21. This information takes time to gather, which means that the information is not instantly accessible to members of the public or other interested parties. The advantage of a SOTD scheme is that it allows public to access most of this information, without any time delays.
22. Many local authorities across the country are already using SOTD and there are a variety of schemes in use (e.g. different rating schemes).
23. To date the FSA has not endorsed or recommended any one approach. However, it has recently embarked on an evaluation exercise of SOTD and is expected to recommend a nationwide scheme by March 2008.

### **Implementation**

24. There are a number of stages involved in the implementation of a SOTD scheme, from ensuring an accurate database of information, through to the maintenance of the scheme once it is in operation.
25. North Yorkshire local authorities have agreed to implement the FSA preferred scheme to ensure consistency across the county. It is anticipated that the scheme could be launched in York in April 2008.
26. Regardless of which SOTD solution is chosen, links to the relevant website will be placed on the council's website. We will also raise public awareness of the scheme through advertising and other promotional campaigns nearer to the launch date. It is anticipated that we will also get the support of other important partners, such as The Tourist Board.
27. York has in the region of 1800 food businesses, ranging from small retailers and home caterers, through to manufacturing sites. A decision has to be made on whether to include all, or only some types of premises as part of the scheme. It is expected that this decision will be made in conjunction with the other North Yorkshire Authorities.
28. Decisions also need to be made across North Yorkshire regarding several other factors such as whether to re-rate premises (e.g. where they have made improvements after receiving a low score) and the banding of star ratings (i.e. what score equates to how many stars).
29. As part of the SOTD scheme, it is possible to issue certificates to premises. These will be used in York as they are particularly important for such a popular tourist destination. The certificates will help visitors, and residents, readily identify those premises with a good score. However, it will not be compulsory to display the certificates.
30. It is planned that inspections carried out since January 2006 will be included in the scheme. This date has been chosen as new food legislation came into force on this date and the risk rating was amended (earlier scores are not compatible with the SOTD scheme).

31. When the scheme goes live, members of the public will be able to access ratings for those premises inspected since 1 January 2006. Data from inspections after the launch will be uploaded on the website on a regular basis to ensure the information available is up to date.
32. Prior to the launch of the SOTD scheme there are a number of tasks that need to be undertaken these include:
  - Data cleansing – This will involve a review of premises data and risk ratings relevant to the SOTD scheme, to ensure its accuracy.
  - Policy – A number of areas need to be decided upon, such as the bandings to be used. This is currently being undertaken as a North Yorkshire exercise to ensure consistency across the county.
  - Informing businesses about SOTD - This would include writing to businesses with information on the SOTD scheme.
  - Publicity campaign - For SOTD to be effective, it needs to be widely used. Publicity will be used to raise awareness of the scheme and to encourage its use, thereby helping it to deliver on the objectives previously outlined. It is also anticipated that a formal launch event of the SOTD scheme would be held.
33. Once the SOTD scheme is operating, minor maintenance will be required. This would include the regular uploading of recent food hygiene inspection scores to the web site.
34. The costs to implement and maintain a SOTD scheme can be met within existing resources.

## **Consultation**

35. Consultation on the implementation of a SOTD scheme is being carried out with the other North Yorkshire local authorities. Many are keen to implement a SOTD scheme and a number hope to launch at the same time as York.
36. The York Hospitality Association (YHA) has been made aware of the proposal to implement a SOTD scheme. Should implementation of the scheme be approved, YHA have agreed to assist in raising awareness and understanding of the scheme through their membership newsletter.

## **Options**

37. There are two options for members to consider:

### Option 1

Approve the implementation of a food hygiene SOTD scheme within York.

Option 2

Not approve the implementation of a food hygiene SOTD scheme within York.

**Analysis**

38. As previously mentioned, implementation of a SOTD scheme has several benefits, including:
- Enabling customers to be informed about a premises compliance with food hygiene legislation.
  - Improving food safety in businesses, with less routine intervention from the local authority
  - Officers will be able to dedicate more time to help food businesses and deal with food businesses that fail to meet minimum standards
  - Reducing the number of cases of food borne illness
  - Reducing the number of FOI requests
39. Not approving the implementation of a SOTD scheme will be a missed opportunity to implement a simple and cost effective way of improving food safety in York.

**Corporate Priorities**

40. The SOTD scheme has the potential to impact upon a number of the council's corporate priorities and values:
- Improving the health and lifestyles of the people who live and work in York.
  - Delivering what our customers want.
  - Encouraging improvement in everything we do.

**Implications**

41. The implications of the recommendations in this report are as follows.  
**Financial**
42. There are no financial implications associated with this report and SOTD can be delivered within existing resources.

**Human Resources (HR)**

43. There are no HR implications.

**Equalities**

44. There are no equalities implications.

**Legal**

45. The council is legally required to provide inspection data and associated documentation if requested. Providing this data through a SOTD scheme does not breach data protection legislation.

**Crime and Disorder**

46. There are no crime and disorder implications.

**Information Technology (IT)**

47. There are no IT implications.

**Property**

48. There are no property implications.

**Other**

49. There are no other implications.

**Risk Management**

50. There are no anticipated risks arising from the implementation of a SOTD scheme.

**Recommendations**

51. That the Advisory Panel advises the Executive Member to note the contents of this report, and to approve the implementation of a scores on the doors scheme.

Reason: To empower consumers, whilst also improving levels of compliance with food safety legislation in a cost effective and efficient manner.

**Contact Details**

**Author:**

Sean Suckling  
Food & Safety Unit Manager  
Tel (01904) 551599

**Chief Officer Responsible for the report:**

Andy Hudson  
Assistant Director  
(Neighbourhoods and Community Safety)

**Report Approved**

**Date** 20/11/2007

**Specialist Implications Officer(s)**

There are no specialist implications.

**Wards Affected:**

**All**

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

**Background Papers**

There are no relevant background papers.

**Annexes**

None.



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

6 December 2007

Report of the Director of Neighbourhood Services

**NEIGHBOURHOODS & COMMUNITY SAFETY GROUP LEGAL  
ACTIONS****Summary**

1. To inform Members of the results of legal actions (prosecutions, formal cautions and fixed penalties) undertaken by the Neighbourhoods and Community Safety area of the Directorate of Neighbourhood Services (Environmental Health, Trading Standards, Licensing) for the period 1<sup>st</sup> July 2007 – 30<sup>th</sup> September 2007.

**Background**

2. The Executive Member for Environment and Sustainability approved an enforcement policy for Environmental Health, Trading Standards and Licensing Services in September 2005.
3. This report details the results of prosecutions taken in the period 1<sup>st</sup> July 2007 – 30<sup>th</sup> September 2007. In accordance with the policy each case is considered on its merits before legal proceedings are instituted.
4. Annex A summarises the prosecutions completed, fixed penalty notices and cautions that have been issued (a caution is a Home Office approved procedure which is an alternative to prosecution. It involves a written acceptance that an offence has been committed and may be drawn to the attention of a court if any subsequent offence is committed within two years of issue).

**Consultation**

5. Not applicable.

**Options**

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

**Analysis**

7. Not applicable.

## Corporate Priorities

8. Two corporate priorities are “To reduce the actual and perceived impact of violent, aggressive and nuisance behaviour of people in York” and “To improve the health and lifestyles of the people who live in York”.

## Implications

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

## Risk Management

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

## Recommendations

17. That the Advisory Panel advises the Executive Member to note the contents of this report.

Reason: so that the Executive Member is updated on formal enforcement activity undertaken by the Neighbourhoods and Community Safety Group.

## Contact Details

### Author:

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and Trading Standards  
Phone: 551502

### Chief Officer Responsible for the report:

Andy Hudson  
Assistant Director (Neighbourhoods and Community  
Safety)  
Phone: 551814

Report Approved



Date 12/11/2007

Specialist Implications Officers - none

Wards Affected:

All



**Background Papers:** Environmental Health, Trading Standards and Licensing Enforcement Policy (September 2005)

### Annexes

Annex A: EH and TS Formal Enforcement Action 1<sup>st</sup> July 2007 – 30<sup>th</sup> September 2007.



Annex A: Formal Enforcement Action 1<sup>st</sup> July 2007 – 30<sup>th</sup> September 2007**Animal Health**

Defendant	Legislation	Nature of Case	Penalty	Costs
Keith ALLEN (Private Individual)	Welfare of Animals (Transport)(England) Order 2006	Transported an animal in a way which caused or was likely to cause, injury or unnecessary suffering.	Conditional Discharge	£751.72
Joan SIMPSON (Private Individual)	Dogs (Fouling of Land) Act 1996	Failed to remove dog faeces	12 months conditional discharge	250.00

- Mr Long  
(Private Individual) - A written undertaking was made under the Dogs Act 1871 to keep a dog under control.
- Karen WEBSTER  
(Private Individual) - A written undertaking was made under the Dogs Act 1871 to keep a dog under control.

**Food**

Defendant	Legislation	Nature of Case	Penalty	Costs
Greene King Brewing and Retailing Limited trading as Lendal Cellars (Public House)	Food Hygiene (England) Regulations 2006 (as amended)	Poor hygiene/failed to comply with Community Provision/Improvement Notice	Fine £9000.00	£2500.00
The Mogul Bengali Cuisine Limited (Indian Restaurant)	Food Safety Act 1990	Sold Cobra Beer which was not Cobra Indian Beer.	Fine £1000.00	£944.28

- Karen Linda HIRST  
trading as The Nags  
Head Inn  
(Public House) - Two cautions were issued under the Food Hygiene (England) Regulations 2006 for failing to comply with a Community Provision regarding cleanliness of premises, articles, fittings and equipment.

**Trading Standards**

Defendant	Legislation	Nature of Case	Penalty	Costs
Paul TATTERSFIELD (Car Boot Trader)	Trade Marks Act 1994	Counterfeit DVDs at Rufforth Car Boot Sale.	140 hours community Service	£945.52

**Trading Standards (Continued)**

- David Barry  
CLOUGH  
(Car Boot Trader) - A caution was issued under the Trade Marks Act 1994 for possessing counterfeit DVDs at Rufforth Car Boot Sale.
- Michael David  
HORN  
(Barman) - A caution was issued under the licensing Act 2003 for selling alcohol to a person under 18 at The Lowther, Cumberland Street.
- Ian Robert  
THEWLIS  
(Car Boot Trader) - A caution was issued under the Trade Marks Act 1994 for selling counterfeit DVDs

**Environmental Protection**

Defendant	Legislation	Nature of Case	Penalty	Costs
Shane HOLMES (Private Individual)	Environmental Protection Act 1990 as amended	Failed to comply with a noise abatement notice	£100.00	£500.00
Eric W SWIERS (Farmer)	Environmental Protection Act 1990 as amended	Failed to comply with a abatement notice	Trial - Not Guilty	
Whitkirk Produce Co. Ltd (Waste Disposal Company)	Environmental Protection Act 1990 as amended	Failed to comply with a abatement notice	Trial - Not Guilty	

- Lucy FILLINGHAM  
(Private Individual) - A caution was issued under the Environmental Protection Act 1990 as amended for failing to comply with noise abatement notice.

**Licensing**

Defendant	Legislation	Nature of Case	Penalty	Costs
Andrew CLARK trading as XES (Sex Shop Proprietor)	Local Government (Miscellaneous Provisions) Act 1982	Appeal against sentence - Unlicensed Sex Shop	Fine £2000.00 (reduced from £14,000)	£1108.30



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

6<sup>th</sup> December 2007

Report of the Director of Neighbourhood Services

### Carbon Management Programme – Neighbourhood Services

#### Summary

1. This report provides information on work carried out by Neighbourhood Services in support of the environmental sustainability elements of the corporate strategy.

#### Background

2. The council's corporate strategy agreed at Executive in early October 2007 includes 'reducing greenhouse gas emissions' as one of ten corporate priorities. The council has signed up to the Nottingham declaration on climate change, thus pledging to tackle climate change.
3. The council has a corporate approach to environmental management, and carbon reduction within that. An environmental policy was agreed in September 2007. As part of delivering the environmental policy, two major corporate programmes aimed at reducing our organisational environmental impact are underway.
  - the carbon trust are supporting CYC to run a carbon management programme which aims to measure and then reduce our 'carbon footprint' by an indicative 25% on the 2005/06 baseline by 2013.
  - the council has also started to implement an environmental management system (EMAS) that will limit the wider environmental impact of our activities.
4. Neighbourhood Services is playing its part in these programmes, within the corporate timeframes that are in place. In both cases the key tasks are to develop a baseline measurement of our footprint (carbon footprint and ecological footprint respectively) before moving on to reduce those footprints. Working on developing a strong evidence base is key to ensuring that we tackle the most important issues we face, which may not always be the most obvious things.
5. Much of Neighbourhood Services' activity also either helps to improve the local environment (e.g. air quality management work), or helps residents to reduce their environmental impact (e.g. work to support the diversion of methane-producing organic matter away from landfill).

### **Work So Far – EMAS**

6. The EMAS programme has just started. We have identified ten groups of activities in the directorate that together contribute to our environmental impact. We are now working through an analysis of each activity's impact on the environment – including emissions to air, water and land, and how we manage materials and our waste production. The audit process will measure the significance of the key aspects of our activities, and identify the quality of management controls in place to deal with the environmental impact. The audit will identify areas for improvement ie where the likely impact is significant and controls are weak.
7. So far (mid-November) we have begun auditing the environmental impact of bereavement services, licensing, environmental health and trading standards, neighbourhood management, building maintenance and civil engineering services, as well as our use of the depot. The aim is to complete work in these areas by Christmas, and then audit other parts of the directorate in the new year – completing the work by March 2008.

### **Work So Far – Carbon Management**

8. Work under the carbon management programme is more advanced. Neighbourhood Services contributed to the baseline measurement carried out in 2007, and we are now contributing to the development of a carbon reduction programme across the council.
9. Carbon reduction projects can be grouped into four:
  - Ongoing NS projects.
  - NS contribution to new or ongoing corporate projects.
  - NS potential new projects.
  - NS potential new projects (ongoing projects with carbon impact).
10. Ongoing Neighbourhood Services projects

Eco Depot. The move to the depot will contribute a significant proportion of our targeted carbon reduction. The new buildings and workshops are more energy efficient than the buildings we moved from. Between December 2006 and September 2007, the eco-office had gained 42% of its electrical requirements from the photo-voltaic arrays.

As the buildings bed down, regular energy monitoring will give us the information we need to make the most of the site's energy-reduction potential. The past year has been atypical weather-wise with a mild winter and cool summer. The next winter and summer should help us see how the building performs under more normal weather conditions.

Waste recycling. We are now rolling out the internal recycling scheme that has been piloted at Hazel Court across the rest of the council's buildings. Initial figures suggest that 47% of all waste at the depot was recycled through the pilot scheme – so figures for other administrative buildings would be expected to be higher. Champions have been

identified in each building who are now identifying the type and number of bins required, and the arrangements for emptying those bins.

Fleet management. The directorate has an ongoing fleet replacement programme to replace older vehicles with vehicles which are generally cleaner and more fuel efficient. Over the past few years the normal working life of a Neighbourhood Services vehicle has reduced from seven to five years. This has meant the introduction of the latest vehicle technology and efficiency much sooner. It has also brought benefits in terms of less risk of breakdowns and higher maintenance costs in years six and seven, and an improved fleet image. We are continually looking to reduce in work vehicle mileage through changes to work processes. The best example is the Jewsons project, but there is also potential to reduce vehicle mileage in refuse services through e.g. satellite tracking which may help us to improve our response and reduce our mileage when we miss a bin collection.

Neighbourhood Services' Fleet Manager is also examining potential alternative emission reduction technologies and fuels. We could seek to shift towards bio-diesel or diesel produced from recycled materials but further research is needed in this area as it is unclear whether reducing vehicle emissions in one area would be outweighed by increases in other areas. Changing fuel may also affect warranties and maintenance costs. Any shift by the directorate would ideally fit within a corporate fuel or energy source policy. If potential emission reduction fuels or technologies appear practical, then we would be keen to evaluate them.

Emissions of oxides of nitrogen (NOx) and other pollutants that affect local air quality are steadily being reduced by European emission directives that encourage manufacturers to produce cleaner vehicles. The fleet replacement programme brings these benefits to the council's fleet. Care is needed when considering other emission reduction technologies or fuels. Measures to reduce emissions that affect the upper atmosphere such as CO<sub>2</sub>, could in some cases adversely affect local air quality by producing an increased level of NOx.

Material recycling and reuse. Services in the directorate recover significant amounts of materials in the course of their work, either to reuse or to send to recycling. For example, the civil engineering service recycles about 80% of their waste road material – estimated at about 10,000 tonnes per year (with inert waste landfill tax charges at £2 per tonne). Most of this material is then processed and either sold on or reused, while it all contributes to reducing landfill tonnages. Working in this way also saves on emissions from reduced travel, and makes financial savings in terms of reduced tipping charges and staff time.

11. Neighbourhood Services contribution to new or ongoing corporate projects

'Switch it off' campaign. We are working with the corporate 'switch it off' campaign. At present we are identifying and training eco-volunteers in our buildings who will start to influence staff behaviour – for example trying to ensure that non-essential electrical equipment is turned off at

night. Projections suggest this better 'housekeeping' could save up to 10% of energy use in buildings.

Travel to work (green travel plan). There is a green travel plan for the Eco Depot. We have fewer car parking spaces available at the Depot than there were at Foss Islands. Cycle storage facilities are better (and are always full so we have increased the capacity available) and cyclists have access to showers. However the lack of parking and the relative distance of the depot from bus routes is causing some difficulties with staff recruitment and retention. We are making efforts to encourage First to reroute buses via James Street. A recent staff travel survey has been undertaken and this will help us to understand the environmental impact of staff travel to and from work.

12. NS potential new projects

The carbon reduction programme is now at the stage of identifying a range of carbon reduction projects to contribute to meeting our corporate targets.

Cremator replacement. The cremators will have to have additional equipment installed within the next 3 years to reduce mercury emissions. Adding the mercury abatement equipment will allow the cremators to operate more efficiently, thus reducing overall energy requirements.

Water use. Water has a significant carbon footprint due to the power required to treat the water we use. The review of public toilet facilities will look at the potential to reduce water used in the facilities.

13. NS potential new projects (ongoing projects with carbon impact).

Jewsons project. The ongoing development of our building maintenance supply chain through working closely with Jewsons will have a number of positive environmental impacts. It will reduce the number of miles travelled by our vehicles in stocking up. Jewsons also have a policy of sourcing sustainable timber (although carbon benefits from this would show up in Jewsons group's reduction).

More widely, we are contributing to strengthening the sustainability elements of the corporate procurement strategy. This policy will be developed by the end of 2007/8 financial year.

### **Future Programme**

14. Environmental sustainability is a corporate priority and so work is being driven primarily via the corporate programmes. A dedicated resource has now been found from within the performance team to improve our monitoring of environmental impact, and to help us derive maximum benefit from the eco-depot site. For example, we have started to develop an assessment of the directorate's carbon footprint baseline using the data collected through the carbon management programme. Once the

EMAS audit is completed, we will be able to pull together a full environmental programme for the directorate.

### **Consultation**

15. Consultation has been limited to officers in Neighbourhood Services and City Strategy directorates.

### **Options**

16. This report is primarily to provide an update for Members, and no options are presented. A further update in June 2008 would be appropriate following the development of the carbon management action plan.

### **Corporate Priorities**

17. This report sets out how Neighbourhood Services is contributing to the corporate priority around reducing greenhouse gas emissions, and the corporate direction statement on environmental sustainability.

### **Implications:**

- **Financial.** There are no financial implications in this report.
- **Human Resources.** There are no staff implications in this report.
- **Equalities.** There are no equalities implications in this report.
- **Legal.** There are no legal implications in this report.
- **Crime and Disorder.** There are no crime and disorder implications in this report.
- **IT.** There are no IT implications associated with this report.
- **Property.** There are no property implications in this report.

### **Risk Management**

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

### **Recommendations**

19. That the Advisory Panel advises the Executive Member to note the contents of the report.

**Reason:** To update members on work carried out by Neighbourhood Services in support of the environmental sustainability elements of the corporate strategy.

**Contact Details**

**Author:**

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3227*

**Chief Officer Responsible for the report:**

*Terry Collins  
Director of Neighbourhood Services*

**Report Approved**

**Date** 15.11.07

**Specialist Implications Officer(s)**

*No specialist implications.*

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

**All**

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

**Background Papers:**

CYC Corporate Strategy 2007-2011 – Executive 25<sup>th</sup> September 2007  
CYC Environmental Policy – Executive 11<sup>th</sup> September 2007

**Annexes:**

None.



Cycle 5: 21 January 2008

1	Vehicle Fleet Update	JG
2	Budget	SK
	Update on Neighbourhood Action Planning	
3		
4	Sales of age-restricted products – Replica Guns	CR
5	Service Plans	All
6	ENCAMS Presentation re Neighbourhood Pride Service	Steve Graham

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