

Public Document Pack

Simon Young, Solicitor
Head of Legal and Democratic Services



ENVIRONMENT COMMITTEE

Tuesday 7 June 2016 at 7.30 pm

Council Chamber - Epsom Town Hall

The members listed below are summoned to attend the Environment Committee meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor John Beckett (Chairman)	Councillor Rob Geleit
Councillor Lucie Dallen (Vice-Chairman)	Councillor Keith Partridge
Councillor Richard Baker	Councillor Jane Race
Councillor Steve Bridger	Councillor Mike Teasdale
Councillor Liz Frost	Councillor Tella Wormington

Yours sincerely

A handwritten signature in black ink, appearing to read 'S Young', written over a faint, larger version of the same signature.

Head of Legal and Democratic Services

For further information, please contact
Fiona Cotter, tel: 01372 732124 or email: fcotter@epsom-ewell.gov.uk

AGENDA

1. **QUESTION TIME**
2. **DECLARATIONS OF INTEREST**

Members are asked to declare the existence and nature of any Disclosable Pecuniary Interests in respect of any item of business to be considered at the meeting.

3. **MINUTES OF PREVIOUS MEETING** (Pages 5 - 6)

The Committee is asked to confirm as a true record the Minutes of the Meeting of the Environment Committee held on 12 April 2016 (attached) and to authorise the Chairman to sign them.

4. COMMUNICATIONS PLAN FOR "SIMPLY WEEKLY RECYCLING" (Pages 7 - 18)

The Council will introduce its new refuse and recycling services, to be called 'Simply Weekly Recycling' in the Spring of 2017. A comprehensive programme of activities to communicate this change will take place between now and then.

5. FOOD SAFETY/HEALTH AND SAFETY SERVICE PLANS (Pages 19 - 38)

In 2015 the Social Committee adopted the Environmental Health Service Plans for Health & Safety and for Food Safety. This report contains monitoring information on action taken in 2015-2016 and proposes new targets for 2016-2017.

6. REVISED FEE STRUCTURE AND CHARGING POLICY FOR STRAY DOGS COLLECTION SERVICE (Pages 39 - 42)

To determine a revised fee structure for the stray dog collection service and the policy for charging customers.

7. PROPOSAL ASSUME RESPONSIBILITY FOR THE ADMINISTRATION OF PARKING SUSPENSIONS AND WAIVERS (Pages 43 - 48)

This report outlines a proposal for Epsom and Ewell Borough Council to assume responsibility for managing Suspension & Waiver Certificates to current parking restrictions on behalf of Surrey County Council.

8. BUILDING CONTROL FEES AND CHARGES (Pages 49 - 54)

This report summarises the Building Control chargeable account.

9. OUTSTANDING REFERENCES (Pages 55 - 58)

The references to Officers outstanding as at 7 June 2016.

10. EXCLUSION OF PRESS AND PUBLIC

The Committee is asked to consider whether it wishes to pass a resolution to exclude the Press and Public from the meeting in accordance with Section 100A (4) of the Local Government Act 1972 on the grounds that the business involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

11. MINUTES OF PREVIOUS MEETING (Pages 59 - 60)

The Committee is asked to confirm as a true record the Minutes (considered exempt from publication) of the Meeting of the Environment Committee held on 12 April 2016 (attached) and to authorise the Chairman to sign them.

These Minutes have not been published because the meeting was closed to the press and public in view of the nature of the business to be transacted/nature of the proceedings. The Minutes report information relating to the financial or business affairs of a third party and the authority and the public interest in maintaining the exemption is considered to currently outweigh the public interest in disclosing the information.

12. PROPOSAL TO SITE BREAST CANCER SCREENING UNIT IN HOPE LODGE CAR PARK (Pages 61 - 66)

This report has not been published because the meeting is likely to be closed to the press and public in view of the nature of the business to be transacted/nature of the proceedings. The report deals with information relating to the business affairs of the Council and the public interest in maintaining the exemption currently outweighs the public interest in disclosing the information.

13. EPSOM HOSPITAL PARK AND RIDE SCHEME (Pages 67 - 70)

This report has not been published because the meeting is likely to be closed to the press and public in view of the nature of the business to be transacted/nature of the proceedings. The report deals with information relating to the business affairs of the Council and the public interest in maintaining the exemption currently outweighs the public interest in disclosing the information.

This page is intentionally left blank

Minutes of the Meeting of the ENVIRONMENT COMMITTEE held on 12 April 2016

PRESENT -

Councillor John Beckett (Chairman); Councillor Mike Teasdale (Vice-Chairman); Councillors Lucie Dallen, Neil Dallen (as nominated substitute for Councillor Steve Bridger), Liz Frost, Rob Geleit, Keith Partridge and Jane Race

Absent: Councillor Steve Bridger, Councillor Hannah Dalton and Councillor Tella Wormington

Officers present: Kathryn Beldon (Director of Finance and Resources), Mark Berry (Head of Place Development), Stewart Cocker (Countryside Manager) (For item 48), Michael Smith (Chief Accountant), Teresa Wingfield (Senior Accountant) and Fiona Cotter (Democratic Services Manager)

45 SUBSTITUTIONS

Councillor Neil Dallen was in attendance as the nominated substitute for Councillor Steve Bridger.

46 QUESTION TIME

No questions were asked or had been submitted by members of the public.

47 MINUTES OF PREVIOUS MEETINGS

The Minutes of the meeting of the Environment Committee held on 21 January 2016 and the Minutes of the Special Meeting of the Environment Committee held on 9 March 2016 were agreed as a true record and signed by the Chairman.

48 EPSOM & EWELL LOCAL BIODIVERSITY ACTION PLAN 2015 UPDATE

The Committee noted progress during 2015 in implementing the Epsom and Ewell Local Biodiversity Plan and acknowledged the hard work undertaken by staff and volunteers, in particular in relation to the creation of the new balancing ponds in Horton County Park.

It was highlighted that it had been another successful year, particularly in respect of the objective to *“ensure opportunities for the conservation and enhancement of the whole biodiversity resource in Epsom and Ewell (being) identified, considered and acted upon”*. Planning and infrastructure clearly influenced the environment and in September 2015, the Council published its new Development Management Policies which strengthened the achievement of this objective.

49 PERFORMANCE MANAGEMENT: PROGRESS REPORT THREE 2015/16 AND PROVISIONAL TARGETS FOR 2016/17

The Committee received and considered a report which set out performance against the Committee's actions in Progress Report Three 2015/16 and Provisional Targets for 2016/17.

The Committee did not consider that the action associated with EV1 (Encouraging a vibrant and successful retail and business environment in the Borough) had been achieved and requested that this action be recorded as "not met".

The Committee further agreed targets for 2016/17 as outlined in paragraph 3 of the report and detailed in Annexe 2 to assist in meeting the Key Priority of "Keeping our Borough Clean and Green". These related to keeping the streets and open spaces clean and tidy; taking action to reduce graffiti, littering, flyposting, illegal advertising and dog fouling; introducing a premium weekly collection service as standard for all residents for recycling and waste and encouraging more household waste to be recycled and encouraging and supporting volunteering initiatives.

50 OUTSTANDING REFERENCES

The Committee noted references outstanding to Officers as at 12 April 2016.

51 EXCLUSION OF PRESS AND PUBLIC

The Committee resolved to exclude the Press and Public from the meeting in accordance with Section 100A (4) of the Local Government Act 1972 on the grounds that the business involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act (as amended) and that pursuant to paragraph 10 of Part 2 of the said Schedule 12A the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

52 STREET TREE MAINTENANCE

The Committee agreed a way forward as set out in the Minutes

Note: The details are considered officially sensitive at this time and the Minutes for this item will be exempt from publication.

The meeting began at 7.30 pm and ended at 8.05 pm

COUNCILLOR JOHN BECKETT (CHAIRMAN)

COMMUNICATIONS PLAN FOR 'SIMPLY WEEKLY RECYCLING'

Report of the: Transport & Waste Services Manager
Contact: Jon Sharpe
Urgent Decision?(yes/no) No
If yes, reason urgent decision required: N/A
Annexes/Appendices (attached): Annexe1: Overview of communications programme
Other available papers (not attached): None stated

REPORT SUMMARY

The Council will introduce new refuse and recycling arrangements, to be called 'Simply Weekly Recycling' in the spring of 2017. A comprehensive programme of activities to communicate this change will take place between now and then.

RECOMMENDATION (S)

The Committee is invited to note the overall programme of communications summarised herein.

Notes

1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 1.1 Recycling supports the Council's key priorities of Sustainability and Managing Resources.
- 1.2 Refuse and recycling is a flagship service that the Council provides to every household.

2 Background

- 2.1 'Simply Weekly Recycling' will be launched in the spring 2017.
- 2.2 This new service will focus on recycling and will be easier for residents to use. All collections will be made weekly (except for garden waste, which will remain a fortnightly, subscription-based service):



- 2.3 A key feature of the new scheme will be the switch-over of green and black wheelie bins. The larger, green bin will become the recycling bin and the smaller, black bin will become the refuse bin. This will be communicated as 'The Big Switch'.
- 2.4 It is vital that these new arrangements are communicated to residents, both in advance and at the time of the changes:
- 2.4.1 We must clearly explain to residents how the new arrangements will work, and what to put in each bin. Failure to do so would risk significant dissatisfaction and additional collection costs.
- 2.4.2 We must reach as many people as possible, both those who recycle now and those who do not, and communicate the benefits of recycling more using 'Simply Weekly Recycling'. Good communication of service changes always results in improved recycling rates, which are crucial to the future financial sustainability of refuse and recycling collections.
- 2.5 It is important that we communicate why refuse and recycling collections are changing, as well as how. Success will result directly from residents clearly understanding and wanting the great blend of convenience and benefits offered by 'Simply Weekly Recycling', as well as simply knowing how collections will work.
- 2.6 Alongside the recycling message, we must be clear about the need to collect as little refuse as possible. In 2015/16 Surrey County Council paid nearly £1.7 million to dispose of Epsom & Ewell's domestic refuse. Significantly, almost a quarter of this was waste was fully recyclable under our existing collection arrangements. Therefore, we must ensure that residents understand the high, and growing, cost of simply throwing recyclable waste into their refuse bins.

- 2.7 It is to be noted that the Surrey Waste Partnership is currently discussing how funding for recycling collections might change:
- 2.7.1 At present, Surrey County Council pays districts and boroughs an amount per tonne of recycling collected, called Recycling Credits. For Epsom & Ewell, that totalled some £570,000 in 2015/16.
- 2.7.2 However, Surrey County Council's Cabinet is to receive a report recommending that Recycling Credits should be replaced with a system which also charges districts and boroughs for a proportion of refuse disposal costs. Should such a system be agreed within the Surrey Waste Partnership, it could significantly increase borough and district costs if recycling is not maximised and refuse minimised.
- 2.8 Officers will continue to contribute to these discussions within the Surrey Waste Partnership, and will update Members accordingly should the current funding situation change.

3 Proposals

- 3.1 The Committee is invited to note the communications programme summarised in Annexe 1. At the core of the programme is a series of roadshows, to directly engage with residents, explain the changes, answer questions and explore beliefs. We have good experience of this: before launching our current services in 2008/9 we spoke directly to around 3,000 residents at 23 roadshows, as well as presenting at many school assemblies and other talks. They were very popular and superbly effective.

4 Financial and Manpower Implications

- 4.1 As previously advised to the Committee, officers have provisionally set aside £60,000 for the delivery of the communications programme and launch of 'Simply Weekly Recycling'.
- 4.2 Without such funding, the programme would not be deliverable, putting the launch and subsequent success of 'Simply Weekly Recycling' at risk with potentially serious consequences for both the Council and residents.
- 4.3 Should further funding be deemed necessary e.g. if roadshows or launch are affected by bad weather and need to be rescheduled, officers will discuss with the Director of Finance accordingly.
- 4.4 **Chief Finance Officer's comments:** An additional £30,000 growth is in the budget for the communications of the Simply Weekly Recycling for 2016/17. Due to the financial deficit an initial review of funding the extra £30,000 (to bring the total communication budget to £60,000) from within existing budgets will be undertaken. If this is unsuccessful then the in year 2016/17 position will be clearer at quarter 1 monitoring which may identify possible organisation wide underspends that could cover the communication costs.

5 Legal Implications (including implications for matters relating to equality)

- 5.1 The Environmental Protection Act 1990 allows the Council to direct residents as to how and when to present their waste. The Act requires that residents must be formally advised of any changes, such as the introduction of 'Simply Weekly Recycling'. Therefore, an appropriate notice will be incorporated within the launch information given to residents from spring 2017.
- 5.2 With reference to the potential changes highlighted in section 2.7, Surrey County Council has a legal duty to pay recycling credits unless an alternative arrangement is agreed.
- 5.3 **Monitoring Officer's comments:** It is important that the changes to waste and recycling collection arrangements are made and notified in accordance with the requirements of the relevant legislation.

6 Sustainability Policy and Community Safety Implications

- 6.1 Recycling supports the Council's Sustainability Policy. The proposed new service structure is forecast to lift the Council's recycling rate from its current level of 46% to 53%.

7 Partnerships

- 7.1 The Council works closely with the Surrey Waste Partnership to consider best practice in areas such as policy, communications and operations. In particular, literature generated for this programme will follow guidance developed by the Partnership.
- 7.2 As highlighted in section 2.7, the Surrey Waste Partnership is currently considering how funding for recycling collections may be modified. Surrey County Council supports an arrangement whereby boroughs and districts may also be charged for a proportion of refuse disposal costs. Officers will continue to contribute to these discussions and report to Members accordingly.
- 7.3 The procurement of a replacement transport fleet contract, including the vehicles that will deliver the new service, is taking place via the Yorkshire Purchasing Organisation (YPO) framework. The procurement is progressing well and on time.

8 Risk Assessment

- 8.1 Failure to complete a comprehensive and considered communications programme, both before and at launch, would risk failure to achieve the required performance and cost-effectiveness of the service, as well as risking significant resident dissatisfaction.

- 8.2 To avoid this, officers have developed the comprehensive communications programme outlined in Annexe 1. It includes messages well ahead of, during and after launch. It focuses on a high level of direct engagement with residents and draws on experiences both within the long-established Epsom & Ewell officer team and across the Surrey Waste Partnership.
- 8.3 As in section 2.7, above, there is a risk that the Surrey Waste Partnership may agree revised funding arrangements for recycling collections, which may transfer some refuse disposal costs to districts and boroughs. Officers will contribute to these discussions and report to Members accordingly.

9 Conclusion and Recommendations

- 9.1 A comprehensive communications plan will underpin the launch of 'Simply Weekly Recycling'. This is designed to ensure that residents clearly understand the great benefits of 'Simply Weekly Recycling' as well as how it works. This includes 'The Big Switch' of green and black wheelie bins.
- 9.2 As well as recycling more, it is crucial for residents that we collect as little refuse as possible. This is supported by the proposals within this report.
- 9.3 Officers will contribute to Surrey Waste Partnership discussions on potential changes to the funding of recycling collections, and will report to Members accordingly.

WARD(S) AFFECTED: ALL

This page is intentionally left blank

COMMUNICATIONS PLAN FOR 'SIMPLY WEEKLY RECYCLING'

1. Purpose

The purpose of the campaign is to inform, educate and publicise 'Simply Weekly Recycling', both before and during launch. We aim to ensure that residents know what's going to happen, and when it will happen to them.

This will include preparing residents for 'The Big Switch', especially those who may not currently have a standard wheelie-bin set (240-litre green and 180-litre black).

In this way, we aim to maximise interest, knowledge and belief in the recycling opportunity presented by 'Simply Weekly Recycling' so that we maximise recycling rates and collect as little refuse as possible.

2. Key messages

- Refuse and recycling collections are improving for all residents.
- We're moving to weekly collections (not garden waste).
- 'The Big Switch' will give residents loads of recycling capacity.


We must make residents aware of the changes, to maximise performance and avoid the risk of dissatisfaction and increased collection costs. Residents must know exactly what to recycle and how, to avoid costly contamination of recycling bins.


This includes ensuring that 'The Big Switch' message is put across clearly so that residents use the right bins once the new service is launched. And we must drive home the positive blend of benefits in 'Simply Weekly Recycling' so that residents have the belief to make the most of it.


3. Target audience:

Out initial launch phase will target residents living in houses. This will take place between late April and early July 2017 (exact dates to be confirmed at the time of writing).

4. Summary of communications programme elements

<p>Late 2015/early 2016</p> <p><i>First news</i></p>	<ul style="list-style-type: none"> • Presentations at various resident meetings and events. • Articles provided for Ward magazines.
<p>Jun/Jul 2016</p> <p><i>Advance publicity</i></p>	<ul style="list-style-type: none"> • Borough Insight summer issue: two-page article ‘Simply Weekly Recycling’ coming in spring 2017 / get ready for ‘The Big Switch’. Also and e-Borough Insight feature. • EEBC website page to mirror the above. • Bin label (‘hookies’) campaign to highlight ‘The Big Switch’. This will offer residents with non-standard wheelie-bins the chance to get a standard wheelie-bin set now, in advance of launch. It will also advertise the change generally, to help get people excited and asking questions. • Information to EEBC staff through E-hub and Team Brief.
<p>Jul/Aug 2016</p> <p><i>Roadshow advertising</i></p>	<ul style="list-style-type: none"> • Pre-publicity for roadshow events taking place in September/October: <ul style="list-style-type: none"> – Borough Insight summer issue and e-Borough Insight. – Media and social media releases. – EEBC website Homepage feature link. – Posters: litter bins, Borough Boards, Banner boards, Council venues, Sainsbury’s, schools.
<p>Sep/Oct 2016</p> <p><i>Roadshows</i></p>	<ul style="list-style-type: none"> • Programme of roadshow events: details still to be finalised but already confirmed is a full week of roadshows at Sainsbury’s, Epsom (photos are of similar events in 2008): 

	 <ul style="list-style-type: none"> • Supported by media, social media, website and e-Borough Insight releases. • We will also run a roadshow for EEBC staff in the Town Hall Atrium.
<p>Nov 2016</p> <p><i>Feedback and trial</i></p>	<ul style="list-style-type: none"> • Borough Insight autumn/winter issue: case studies with three representative Borough households who will trial 'Simply Weekly Recycling' and 'The Big Switch'. • e-Borough Insight: Feedback from the recent roadshows, and general updates.
<p>Jan/Feb 2017</p> <p><i>Refresher</i></p>	<ul style="list-style-type: none"> • New Year refresher in e-Borough Insight, e-Hub, website, Team Brief, social media.
<p>Mar/Apr 2017</p> <p><i>Prepare for launch</i></p>	<ul style="list-style-type: none"> • Borough Insight spring issue: launch issue and front cover, plus e-Borough Insight and website features. • Media release. • Internal: e-Hub, Team Brief.
<p>Apr – Jul 2017</p> <p><i>Launch</i></p>	<ul style="list-style-type: none"> • Launch operations and specific launch communications (see section 5, below). • EEBC website, social media launch update.
<p>Post-launch May 2017→</p> <p><i>Reinforcement</i></p>	<ul style="list-style-type: none"> • Borough Insight summer issue and e-Borough Insight: 'Simply Weekly Recycling' and 'The Big Switch' have happened. • Social media, EEBC website updates. • Posters: litter bins, Borough Boards, Banner Boards, Vehicle graphics e.g.:

	 <ul style="list-style-type: none"> • Internal: e-Hub, Team brief.
<p>Post-launch Nov 2017 →</p> <p>Reassurance</p>	<ul style="list-style-type: none"> • Borough Insight autumn/winter issue: potential ‘Recycling Champions’ competition, feedback on the new service and information updates, launch to flats and businesses. • Media, social media and EEBC website updates.
<p>Post-launch Mar 2018→</p> <p>Retention</p>	<ul style="list-style-type: none"> • Borough Insight spring issue, e-Borough Insight: thank you to all residents, feedback on performance, ‘Recycling Champions’ awards. • Media, social media, EEBC website. • Internal: e-Hub, Team Brief

Throughout the process there will be regular updates and summaries specifically for Members, through the weekly Members’ Briefing process. Officers remain keen to assist Ward, Member or resident groups with individual talks, information or magazine copy wherever possible.

5. Launch operations and specific launch communications


The launch will be phased across our four collections routes (roughly the four quarters of the Borough). This will allow us to manage the size of launch, monitor its success and learn any lessons from the early launches. Specific phase location and timings will be advised in due course.

Each launch will take place over a three-week period, as illustrated below:

WEEK 1 – a fortnight before the start of new collections

It’s **REFUSE WEEK** (because more bins are generally out on refuse week, so we can spread the message as widely as possible). We empty the green bin and **seal its lid shut with a sticker:**

Sticky label:
"PUT BOTH YOUR BINS
OUT NEXT WEEK –
THE BIG SWITCH IS
HAPPENING "



A 'tongue' on the bin sticker seals the bin shut and must be pulled off before you can use the bin again.

So there's no way you can fail to notice the label on your bin, ensuring that it gets people's attention.

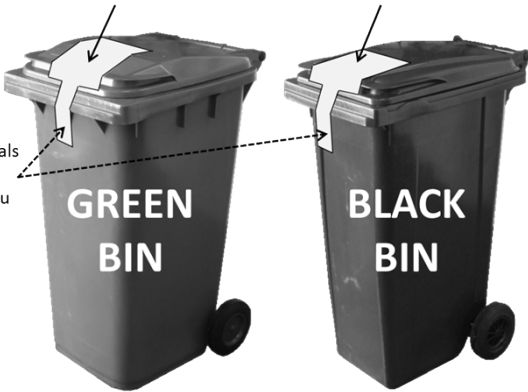
If there's no bin out we'll put a leaflet through the door.

WEEK 2 – one week before the start of new collections

Prompted by the previous week's bin sticker, residents put both green and black bins out. We empty them both, and seal the lids shut with new stickers:

Sticky label:
"THIS IS NOW YOUR
RECYCLING BIN".
Includes information about what to put in it.


Sticky label:
"THIS IS NOW YOUR
REFUSE BIN".
Includes instruction not to put any recyclables in it.



'Tongue' again seals the bins shut so there's no way you can fail to notice the stickers.

We also put a cover across the top of their recycling box after it's been emptied, to instruct that it is now for **glass only**:

Box cover:
"YOUR BOX IS JUST FOR
GLASS NOW"



The cover will be designed to enclose the top of the box so that there's no chance of it being missed. It will also act as a handy box cover thereafter.

WEEK 3 – new collections start

Residents start using 'Simply Weekly Recycling'.



As one might imagine, we will need to have contingencies in place at launch, and afterwards. Some residents will have forgotten to put their bins in Weeks 1 or 2 (or may be on holiday) and so may miss our messages. Therefore, between now and launch, officers will put contingencies in place so that we can quickly identify and rectify such situations.

6. Flats and businesses

Some flats and businesses are already using elements of the new service structure. We will convert remaining flats and businesses to 'Simply Weekly Recycling' once the launch to houses has been completed.

A project team will assess the needs of each flat or business and make changes accordingly. Specific information will be given to each flat household, or business, to reflect the change.

It should be noted that – where space allows – all flats will be issued with food waste recycling facilities (very few flats recycle food now). Businesses will continue to be able to choose and pay for the elements of the service that they wish to have, such as food waste recycling in restaurants, separate glass recycling in pubs or mixed dry recycling in offices.

FOOD SAFETY / HEALTH AND SAFETY SERVICE PLANS

<u>Report of the:</u>	Head of Housing and Environmental Services
<u>Contact:</u>	Oliver Nelson
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	Annex 1 - Food Service Plan Annex 2 - Health and Safety Intervention Plan
<u>Other available papers</u> (not attached):	None

REPORT SUMMARY

In 2015 the Social Committee adopted the Environmental Health Service Plans for Health & Safety and for Food Safety. This report contains monitoring information on action taken in 2015-2016 and proposes new targets for 2016-2017.

RECOMMENDATION (S)

That the Committee:

- (1) adopt the service plan for food safety**
- (2) adopt the intervention plan for health and safety**
- (3) agree to receive revised food and health and safety plans for 2017-2018 at the Environment Committee meeting in June 2017.**

Notes

1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 1.1 The Council's Key Priorities of Supporting Business and the Local Economy, Supporting our Community and Managing our Resources are relevant. Fair, justifiable and proportionate intervention to address poor standards in business helps to ensure a level playing field for law abiding operators whilst protecting and promoting public health.
- 1.2 The Council's Key Priority of Supporting our Community is relevant because of the beneficial effects to public health of an effective food and health & safety service. The service exists to protect and enhance public health, particularly in cases where the most vulnerable are involved.

- 1.3 The proper planning of services allows the Council to manage its resources by ensuring efficient service delivery using the available resources in the most effective manner.

2 Background

- 2.1 As a result of the recent committee restructuring, environmental health matters now fall under the remit of the Environment Committee. This was previously under the remit of the Social Committee.
- 2.2 A report setting out proposed service plans relating to Health and Food Safety were considered on an annual basis by the Social Committee, the last service plans being considered and adopted by that Committee in 2015.
- 2.3 Those plans have been updated with information on progress and achievements in 2014-2015. In addition the planned actions for 2016-2017 have been included as targets.
- 2.4 The section 18 standard under the Health and Safety at Work etc Act 1974 requires local authorities to make adequate arrangements for the enforcement of health and safety law in their area and to draw up effective intervention plans setting out how they plan to carry out their enforcement and advisory function for the year.
- 2.5 The Council is also charged with enforcement of UK and European food hygiene controls within its area. The expectation from the Food Standards Agency under the food framework agreement and code of practice is that local authorities will draw up a service plan illustrating how they intend to fulfil out their food safety duties and for that plan to be adopted by the relevant policy deciding body of the Council.
- 2.6 Best practice in the area of regulatory services is to establish transparent plans for the deployment of public resources and to publicise those plans.

3 Proposals

- 3.1 It is proposed that the Committee adopt both the food safety service plan and the health and safety intervention plan for 2015-2016.

4 Financial and Manpower Implications

- 4.1 There are no additional implications to be highlighted arising from this report.
- 4.2 **Chief Finance Officer's comments:** None for the purposes of this report.

5 Legal Implications (including implications for matters relating to equality)

- 5.1 The Council has statutory duties in relation to these service areas.

5.2 **Monitoring Officer's comments:** None for the purposes of this report.

6 Sustainability Policy and Community Safety Implications

6.1 None arising from this report

7 Partnerships

7.1 The Service is working in partnership with other Surrey Boroughs in both the health and safety and food safety areas. Further partnership arrangements exist with other bodies such as the Health and Safety Executive, OFSTED, Care Quality Commission, Surrey County Council and Public Health England.

8 Risk Assessment

8.1 The Food Standards Agency and the Health & Safety Executive monitor the effectiveness of the Authority's action taken in these service areas. The risk of under resourcing these areas is a decrease in public protection and public health, adverse publicity arising from annual reports on local authority performance and dereliction of statutory obligations.

9 Conclusion and Recommendations

9.1 It is recommended the Committee adopts the service plan for food safety and the intervention plan for health and safety and agrees to receive revised food and health and safety plans for 2017-2018 at its meeting in June/July 2017.

WARD(S) AFFECTED: ALL

This page is intentionally left blank



**Food Safety Service Plan 2016-2017
Review of Plan 2015-2016**

Contents

1.0	Service Aim, Objectives, Key Tasks and Targets	2
2.0	Background	2
3.0	Service Delivery	4
4.0	Resources	6
5.0	Quality Assessment	7
6.0	Review of 2015-2016 service plan	7
7.0	Plan for 2016-2017	9

1.0 Service Aim, Objectives, Key Tasks and Targets

1.1 Objective, Aims and Key Tasks

- To meet statutory responsibilities in respect of national and European requirements concerning official controls of food in a cost effective and responsible manner in accordance with statutory guidance.
- To encourage best practice and publish advice on Food Safety to businesses and voluntary groups.
- To discharge food safety inspection and enforcement responsibilities in accordance with the Regulators Code and the enforcement policy for Environmental Health and Licensing.
- To implement national and local food sampling programmes and to promote Food Safety.

1.2 Links to Corporate Objectives and Targets

The food inspection service is relevant to several of the current key priorities and core values.

Supporting Business and the Local Economy

By ensuring a level playing field through appropriate and proportional regulatory interventions and providing a degree of free technical advice in the fields of food safety, health and safety and pollution control. Also being a source of information of possible routes for small business loans and other support.

Supporting our Community

By ensuring a minimum standard of hygiene in business to reduce the occurrence of ill health through food borne disease. By promoting good hygiene practice in the home.

2.0 Background

2.1 Profile of the Local Authority

The Borough of Epsom & Ewell is situated in the North East of Surrey, with an area of 3,411 hectares, of which over half is open space, particularly to the South and West. The Borough has a population of approximately 75,100 predominantly in suburban areas. There are in the region of 30,250 households in the Borough and the average household size is 2.41 people.

2.2 Organisational Structure

A chart is attached showing the structure of Housing and Environmental Services and with the elements involved in food hygiene delivery highlighted.

Specialist services, when required, are provided as follows

- (i) Public Analyst: Public Analysis Scientific Services, 28-32 Brunel Road, Westway Estate, Acton, W3 7XR
- (ii) Microbiological testing: Public Health England, Food, Water and Environmental Laboratory, Manor Farm Road, Porton Down Salisbury Wiltshire SP4 0JG

2.3 Scope of the Food Service

The Food Safety Service exists to ensure that all food produced, purchased, stored or distributed in the Borough is fit for human consumption. By providing this service, the Council actively contributes to the maintenance of high standards of hygiene in processes of production, preparation and sale of food throughout the Borough. Advice is given to food businesses and handlers to ensure they meet legal requirements and observe best practice designed to protect public health. In addition there is the programme of premises inspections followed by enforcement where hygiene standards are found to have fallen below an acceptable level.

The Service also undertakes routine food sampling, a service which complements and reinforces the overall objective of protecting public health.

The Environmental Health Service, in certain circumstances, works in association with Public Health England in relation to the investigation of notifications of infectious disease and food poisoning.

In addition to programmed food hygiene inspections, and the investigation of complaints related to food and food premises other services are delivered in commercial business premises. These include health and safety interventions, smoke free visits, infectious disease investigations, water quality testing and pollution emanating from premises where food is prepared, processed or sold. The full range of the environmental health service includes the varied elements of pollution control and conditions in private sector housing.

2.4 Demands on the Food Service

As at April 2016 there were 501 food premises in the Borough. Of these 391 were restaurants, cafes, canteens or other caterers, and 97 were retailers. The remainder are made up of small scale producers and distributors. 152 premises fall into the high risk categories of A to C. Category A requires inspection at 6 month intervals, category B at 12 month intervals and category C at 18 month intervals in accordance with Food Safety Code of Practice issued by the Food Standards Agency. Included in the total number of businesses are 17 premises which are yet to receive an inspection as they are recently opened. Presently there are no approved establishments operating within the Borough. The service advises and inspects the in-house and external catering provision at the Derby Race meetings including the mobile traders.

Environmental Health Services is based at the Town Hall, and the service is available from 9am to 5pm Monday to Friday although a substantial proportion now only open in the evening necessitating out of hours visits. In the event of a major incident or an outbreak of food poisoning, there are arrangements for contacting senior officers outside of normal office hours.

A significant proportion of catering establishments are operated by people whose first language is not English. Arrangements are in place for professional translation of necessary documentation and use of interpreters in relevant cases.

2.5 Enforcement Policy

The Environmental Health Enforcement Policy was revised in 2014 to reflect the national Regulators Code.

3.0 Service Delivery

3.1 Food Premises Inspections

Food premises are inspected in accordance with the Food Law Code of Practice (England) as published by the Food Standards Agency.

Other premises e.g. childminders are not routinely inspected other than at their request or by referral from OFSTED. The Council, in line with other Surrey local authorities have reached an agreement with OFSTED whereby any food hygiene concerns from OFSTED inspectors will be referred to the local authority for follow up.

Additional to programmed inspections, the service also carries out a proportion of revisits during the same period. These are necessary to check whether informal action has been successful, where compliance with notices needs to be assessed and where a formal request has been made by a food business operator as part of the Food Hygiene Rating Scheme.

Any significant increase in the numbers of food related complaints or incidents would place additional demands on the service. Without additional resources this demand could only be met at the expense of the premises inspection programme and/or other areas of environmental health.

3.2 Food Complaints and requests for service

Procedures exist to deal with food complaints which allows for working with Surrey and Buckinghamshire Trading Standards when necessary.

Enforcement of food safety is undertaken in accordance with the Food Safety Act 1990, EU Regulations 852/2004, the Food Safety and Hygiene (England) Regulations 2013 and associated legislation. Enforcement decisions and decisions to bring legal proceedings in appropriate cases are made in accordance with the Service's Enforcement Policy and the Scheme of Delegated Authority to Officers.

3.3 Primary Authority / Home Authority Principle

The Council is committed to the Home Authority Principle and Primary Authority principal whereby, in order to ensure consistency of enforcement, a business can form a partnership with a local authority, normally the authority where its head office exists and enforcement issues can be moderated by that authority.

Epsom & Ewell have no formal partnerships with any food business at this time.

3.4 Advice to Business

The Service has created certain leaflets for commonly requested subject areas. These are available on the Borough Council's website and freely distributed to businesses on request. Officers give guidance on how best to comply with legislative requirements and businesses are advised of published guidance which is readily accessible from a variety of appropriate sources.

The service works with businesses to help them comply with the law by

- Issuing general advice, for example, kitchen layouts in new businesses
- Providing verbal advice during routine visits and inspections
- Answering questions
- Issuing written information and leaflets.

The number of times businesses contact Environmental Health for advice is not separately recorded, but advice is sought during more than 80 per cent of programmed food safety inspections.

The Borough spends considerable time delivering the recommendations of the "Safer Food Better Business" initiative which is a way for business to comply with EU requirements by providing a food safety management system.

3.5 Food Sampling

The authority undertakes planned food sampling in coordination with the Public Health England (PHE) and local initiatives.

Samples may also be submitted to the PHE laboratory or to the Public Analyst in support of food complaint investigations.

3.6 Control and investigation of Outbreaks and Food Related Infectious Disease

In respect of an outbreak of food poisoning or infectious disease, procedures are set out in the Surrey Outbreak Control Plan and the Environmental Health Service will act in conjunction with PHE under the guidance of the Consultant in Communicable Disease Control (CCDC).

In 2015-2016 the Environmental Health Service received 151 notifications of infectious disease including food poisoning, actual or suspected. A small number,

typically less than 5%, require investigation under the direction of the CCDC. The remainder are investigated by means of a standard letter and questionnaire sent to the patient.

3.7 Food Safety Incidents

Food Alerts are part of a national system of letting local authorities and consumers know about problems associated with food and, in some cases, provide details of specific action to be taken.

Where necessary a media release or high priority visits to premises are arranged.

Out of hours contact arrangements are in place whereby the Environmental Health Team Leader can be contacted by national authorities via the Mole Valley out of hours call centre.

The resource implications are very much dependent on the category of any given alert 'For Action' alerts can potentially involve a considerable amount of work contacting and inspecting food outlets, whilst 'For information' may involve less response. To date, all work relating to food alerts has been undertaken by Environmental Health Officers and resources are considered adequate. In the event of a large-scale warning, support staff will be drawn from other areas of the Council as required.

3.8 Liaison with Other Organisations

The authority has in place various arrangements to ensure that enforcement action taken in its area is consistent with that in neighbouring local authorities.

Epsom & Ewell is represented on the Surrey Food Liaison and Study Group that includes the other Surrey local authorities, Surrey County Council Trading Standards, Public Health England and the Food Standards Agency.

Joint working with, in particular, Trading Standards will continue and where possible, inspections will be coordinated as will action on food alerts.

Epsom & Ewell is also represented on the Surrey Infection and Environmental Control Group, which is chaired by Public Health England.

The service responds to planning consultations involving new food premises or alterations to existing premises.

Any application received by the Borough's Licensing Service that includes food preparation or sales are individually reviewed for compliance with regulations.

The Service routinely works with organisations such as OFSTED, the Care Quality Commission, Surrey Commercial Services, Business Link, the Inland Revenue and the Health and Safety Executive.

3.9 Food Safety Promotion

Resource constraints are such that food safety promotion is largely confined to the point of service delivery and mostly at the time of food premises inspection.

The service will seek to publicise any enforcement action which results in a fine or other sanction issued by the Courts.

4.0 Resources

4.1 Staffing Allocation

The number of staff working on food law enforcement and related matters (including infectious diseases) is 1.2 officer full time equivalent. There are no dedicated administrative support staff.

All Environmental Health Officers are authorised in all aspects of Food Safety Enforcement with appropriate supervision as necessary. The service operates a competency checking procedure utilising document review and occasional shadowed visits.

4.2 Staff Development Plan

The Council operates a staff appraisal scheme that includes an agreed Personal Development Programme for the forthcoming twelve months following any appraisal. Each year learning needs are identified and may be provided in house or externally depending on the requirement. Environmental Health Practitioners must achieve 20 hours of professional development (30 hours for Chartered members).

5.0 Quality Assessment

In line with the Food Law Code of Practice, monitoring measures are in place to assess performance of EHOs and adherence to standard working methodology.

Any newly recruited officer will be assessed in accordance with the team monitoring procedure involving shadowed visits and follow up. This also applies periodically for EHOs already in post. Team meetings address consistency issues within the team and food service matters are discussed.

6.0 Review of 2015-2016 service plan

6.1 Interventions

- There were 501 registered food premises by the end of the year
- 189 interventions were due (interventions typically meaning an inspection)
- 193 interventions were carried out. It is common to visit more premises than were due owing to the number of new ownerships and new businesses which start during the year.
- 34 visits were made for the purposes of verification and surveillance, sampling, advice and intelligence gathering

- 38 self assessment questionnaires were issued and reviewed in support of the low risk business alternative enforcement policy.

Performance of the service was directly monitored by the Environmental Health Team Leader.

Additional Epsom Derby full food hygiene inspections were carried out plus detailed negotiations with catering contractors and subcontractors.

The service met monitored the number of businesses that are “broadly compliant”. Overall 87% percent of food businesses met this criterion, down by three percent from the previous year.

The service continued to monitor a higher number of people wishing to start their own catering business either conventionally in commercial premises or from home. The service supports these businesses by offering advice through a specially designed leaflet and through verbal advice. These businesses are additionally subject to inspection.

6.2 Food Hygiene Rating Scheme

2015-2016 was the sixth year the service operated the national Food Hygiene Rating Scheme (FHRS), having been an early adopter. Official food hygiene ratings appear on a national website available for public information at www.food.gov.uk/ratings. All food businesses were given window stickers and certificates to record their achievement and continue to have their rating revised upon inspection. Ratings run from 0-5 with 5 being the highest score.

The service took part in an intra authority audit specifically examining the authority’s implementation of the rating scheme. A report has been received and action plan submitted which will be completed in the first half of 2016-2017.

6.3 Complaints

In total 19 complaints were received and investigated concerning both complaints about food and of food businesses. These ranged from allegations of food poisoning, complaints about foreign bodies in food, unfitness of food and hygiene of premises.

6.4 Sampling

In 2015-2016 18 samples were submitted to the Public Health England Environmental Microbiological Service. These were a combination of samples taken to investigate complaints, participation in a national sampling programme and a meal alleged to be the cause of illness.

The financial allocation set aside for Epsom & Ewell in 2015-2016 was at £2800 and this was found to be adequate. This allocation facilitates bacteriological and qualitative sampling and analysis of food, water and environmental monitoring.

6.5 Education and information

The service does provide a degree of free advice to business who either make contact independently or request advice during inspections. Environmental Health Officers are also in the position to be able to refer potential new businesses to the Economic Development Support Officer, the local Growth Hub and in the possible sources of funding.

6.6 Partnership working

Representation was made on the Surrey Food Liaison Group with includes trading standards officers to develop joint working relationships such as sampling initiatives and procedural guidance.

6.7 Document review

The majority of documentation now exists on the internet and the service no longer carries hard copies of leaflets. The Council's website contains information for businesses and the consumer whilst the Food Standards Agency website contains more technical information for those involved in food production and catering.

6.8 Enforcement

158 written warnings were issued, 40 improvement notices were served, one premises was closed down and one voluntarily surrendered meat after it was found to be unfit. Two prosecutions were concluded totalling fines of £7,500 and a further business accepted a caution having admitted his shortcomings.

6.9 Alternative Enforcement Strategy (AES)

The service continued to operate an alternative enforcement policy for low risk food premises involving a self assessment process. The aim of this strategy is to enable the Council to focus attention on those businesses which present the greatest risk to consumer safety and/or who are failing to meet their statutory obligations whilst relieving low risk businesses from a proportion of formal inspection.

7.0 Plan for 2016-2017

7.1 Programmed inspections 2016-2017

In 2016-2017 265 premises inspections are due broken down as follows.

Category	Number
A	16
B	39
C	74
D	69
E	67 (AES)

It is planned to undertake all high risk (category A-C) premises inspections within +/- 28 days of their due date. This will include evening and weekend visits. It is anticipated that the service will also be able to carry out category D interventions within +/- 28 days of their due date. Category E interventions will be achieved in batches as per the Alternative Enforcement Strategy.

It should be noted that within the due inspection programme additional inspections are also required for new food premises and business premises that close and re-opened as a different category operation and those that change management. This number is largely unpredictable.

The inspection of food businesses at the Derby is once again a priority. Prior to the event discussions will be held with the racecourse management and the contractors for food supply to ensure best practice in food and health & safety.

The local performance indicator of 100% of due high risk inspections complete will continue to be monitored. The service will continue to monitor satisfaction as reported by the post inspection questionnaire.

7.2 Accuracy of database

The accuracy of the commercial premises database will be ensured by the following means:

- Liaison with OFSTED regarding childminders in the borough
- Liaison with the Care Quality Commission regarding care homes in the Borough
- A periodic cross check against web based directories for changes to businesses in the Borough
- Updating of details during other regulatory visits such as smoke free advice/enforcement visits, licensing visits and health and safety visits
- Use of local knowledge
- Use of Yellow Pages
- Liaison with Trading Standards.

7.3 Sampling

A budget of £500 has been allocated for chemical sampling of food and water and it is expected that this will still be sufficient. An allocation of around £2,500 is expected from Public Health England for the routine microbiological sampling of food and water.

7.4 Complaints

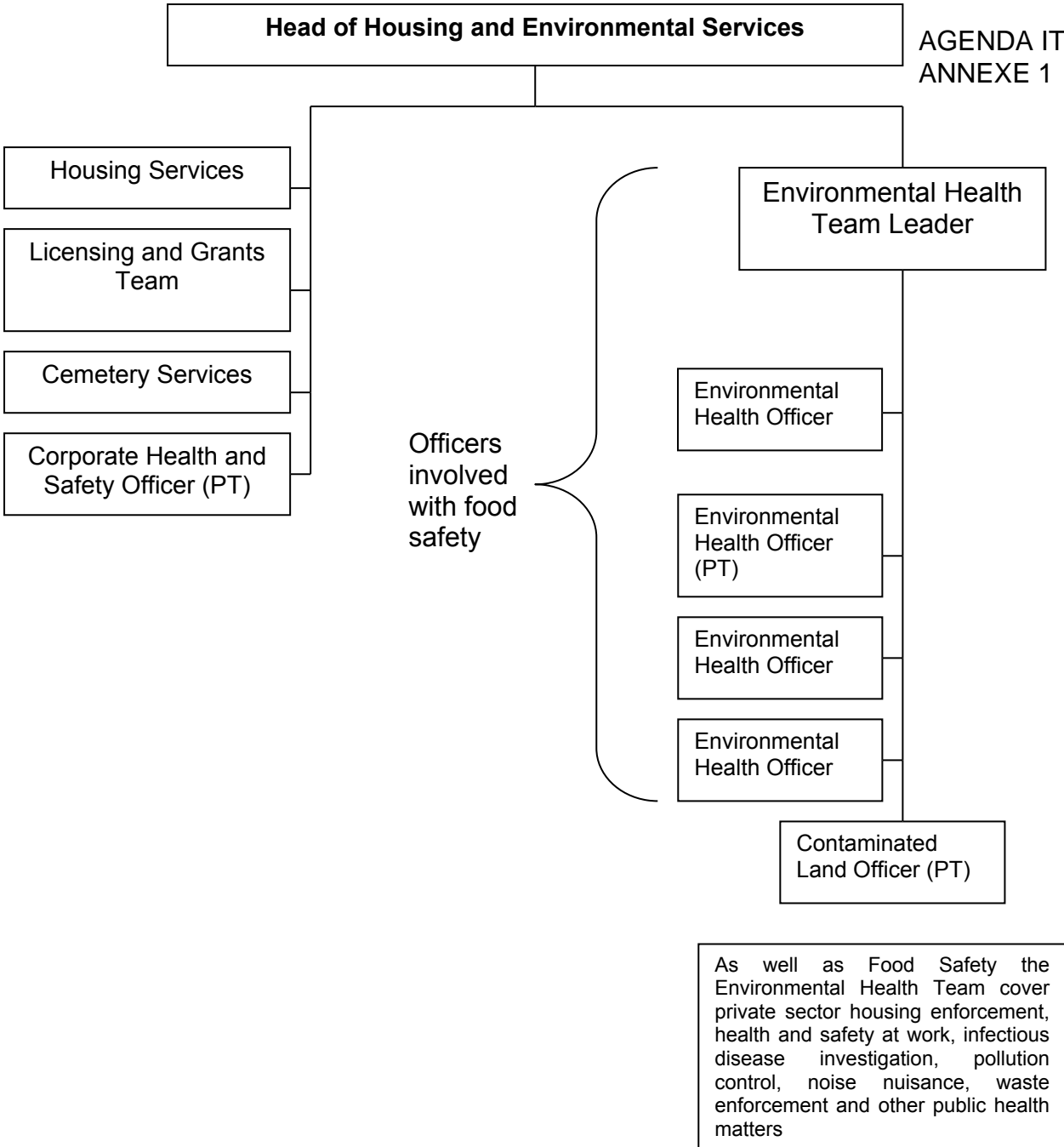
Complaints and enquiries from members of the public will be assessed and priority given to situations representing immediate or urgent public health risks. In some circumstances it will be appropriate to follow the matter up at the next routine inspection.

7.6 Publicity

The Service will seek to publicise successful initiatives which are of benefit and interest to the public. In particular the service will utilise the Council's social media channels to inform, advise and alert the public to issues pertaining to food safety. Additionally the service will explore the options of proactively publicising highly rated businesses as a way of aiding consumer choice and rewarding those better performing businesses.

7.7 Young Report

Lord Young published his report "Common Sense, Common Safety" on 15 October 2010 and called for, amongst other things, food hygiene interventions to be coordinated with health and safety inspections. At Epsom & Ewell since the same team deal in both it is intended that the existing system be continued and food interventions as far as possible be combined with health and safety interventions.



Structure of Housing and Environmental Services



**Epsom & Ewell Borough Council
Health and Safety Intervention Plan 2016-2017**

Epsom & Ewell Borough Council has a duty to enforce the Health and Safety at Work etc Act 1974 and associated regulations within its district. The Council has enforcement responsibilities in many areas including retail units, offices, warehousing, catering premises, leisure and entertainment premises, consumer services such as beauty parlours and tattooists and tyre and exhaust fitters - the vast majority of areas the public has access to.

The primary objective of the health and safety service placed within the Environmental Health Service at Epsom & Ewell Borough Council is to protect employees and the public from hazards arising from work activities and to seek improvement in working conditions in terms of health, safety and welfare.

This intervention plan sets out the overall aim of the service and identifies specific areas where we will prioritise our efforts in line with the better regulation concepts of modern regulatory enforcement.

Contents

Service aim and objectives 3
Key Delivery Priorities 3
Proposed 2016-2017 interventions 4
 Measurable Targets 4
Review of 2015-2016 Service Plan 4
 Proactive 4
 Reactive 4
 Formal action 4

Service aim and objectives

The primary objective of the health and safety service placed within the Environmental Health Team at Epsom & Ewell Borough Council is to promote health and protect employees and the public from hazards arising from work activities and to seek improvement in working conditions in terms of health, safety and welfare through advisory and enforcement activities.

We will do this by both proactive and reactive means.

Key Delivery Priorities

In 2013 changes in government guidance and direction caused the service to review its method of operation. For example, The Löfstedt review¹, the Department for Work and Pensions Ministerial Statement on Good Health and Safety² the Young Report³ and the Health and Safety Executive/Local Government Association guidance on reduced proactive inspections⁴ is directing enforcement authorities to carry out fewer overall inspections and utilise greater targeting of proactive interventions. The result of these changes meant that very few routine inspections are carried out in Epsom & Ewell, and instead the Council concentrates on a project based approach taking into account national priorities and local initiatives where there is evidence that intervention is warranted.

The key delivery priorities are as follows

- Execution of proactive inspections of businesses and undertakings representing particularly high risk or poor standards.
- Investigating accidents and incidents in line with the Health and Safety Executive's (HSE) incident selection criteria which has been adopted for use locally
- Responding to service requests in line with the Council's customer charter

¹ Reclaiming health and safety for all: An independent review of health and safety legislation
Professor Ragnar E Löfstedt November 2011 www.dwp.gov.uk/docs/lofstedt-tor.pdf

² Good Health and Safety, Good for Everyone The next steps in the Government's plans for reform of the health and safety system in Britain 21 March 2011 www.dwp.gov.uk/docs/good-health-and-safety.pdf

³ Common Sense Common Safety www.hse.gov.uk/aboutus/commonsense/index.htm

⁴ Joint guidance for reduced proactive inspections www.hse.gov.uk/lau/pdfs/reduced-proactive-inspections.pdf

Proposed 2016-2017 interventions

In 2016-2017 the service plans to deliver the following programme of interventions.

- Identification and resolution of matters of evident concern identified during interventions for other regulatory reasons.
- Reactive responses to complaints, accidents and requests for assistance from business.

Measurable Targets

- We will deliver the identified priorities as planned during the year
- We will not investigate all accidents reported to us. Instead we aim to investigate 100% of those accidents which meet the accident investigation criteria.
- We will respond to matters of evident concern highlighted during our work with business and in the community at the time they are identified or as soon as possible afterwards.

Review of 2015-2016 Service Plan

Proactive

During the year, the team was subject to high staff turnover which confined the delivery of this particular service largely to reacting to events.

Reactive

The service responded to 17 complaints ranging from concerns over asbestos, sufficiency of risk assessments and dangerous lifting gear. Seven issues were identified during visits for other reasons and the responsible party was required to remedy the issue. The service also responded to 43 formally notified accidents.

Formal action

One improvement notice was served to improve the risk assessment process in a leisure venue.

**REVISED FEE STRUCTURE AND CHARGING POLICY FOR STRAY DOGS
COLLECTION SERVICE**

Report of the: Head of Housing and Environmental Services
Contact: Oliver Nelson
Urgent Decision?(yes/no) No
If yes, reason urgent decision required: N/A
Annexes/Appendices (attached): None
Other available papers (not attached): None

REPORT SUMMARY

To determine a revised fee structure for the stray dog collection service and the policy for charging customers.

RECOMMENDATION (S)

Notes

- (1) To adopt the revised fee structure as proposed in paragraph 3.1.**
- (2) Except where there is an outstanding amount owed from a previous seizure, and for cases of genuine hardship where payment is made during the day, to permit half the appropriate fee to be taken up front followed by the remainder taken by monthly direct debit over no longer than four months.**
- (3) To delegate to Officers the ability to waive or to vary the fee payable in individual circumstances where it is judged to be necessary.**

1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 1.1 The proper and efficient delivery of this service whilst maximising the amount of recovered money is relevant to the key priority of Managing our Resources.

2 Background

- 2.1 The Council has a long standing statutory responsibility for the seizure of stray dogs and the legal right to claim back the costs of doing so from the owner prior to release of the dog.

- 2.2 For many years, the dog warden service has been contracted out. The most recent tendering exercise took place in 2015.
- 2.3 The change in price structure from the dog warden contractor plus the range of possible cost permutations now requires the fees charged to the customer to be varied.
- 2.4 Officers are also seeking authority to offer half up-front payment and half direct debit payments for cases of genuine hardship and a general authority to either wave or adjust the fees charged in applicable circumstances.

3 Proposals

- 3.1 To vary the fees and charges in line with the table below

Service	Cost to the Council £	Proposed fee £
Full Day Service	165	165
Day service (dogs taken back directly to owners and NOT booked in at dog kennel)	130	130
Full Night Service	270	216
Night Service (dogs taken back directly to owners and NOT booked in at dog kennel)	245	196

- 3.2 In the case of a night time seizure, it is proposed not to seek to recover the entirety of the costs but accept a fee which covers 80 percent of the costs. This is in recognition that to charge the full costs would be a barrier to payment and the risk that the dog will be abandoned with no prospect of any costs being recovered. Fees collected outside of office hours are taken by the dog warden contractor on behalf of the Council and feedback to date indicates any substantial increase the night time fee could result in conflict.
- 3.3 In cases of genuine hardship, it is proposed to offer the option of half the fee paid up front with the remainder paid by direct debit monthly over no more than four months. This option is only viable should the customer present during office hours as the dog warden contractor has no facility for setting up direct debits.
- 3.4 There are cases where the same dog again comes to the attention of the service without the owner having settled the amount from the previous seizure and/or cancels the direct debit leaving an outstanding debt. In these cases it is proposed not to offer the option of a phased repayment through direct debit but to require the settlement of the entire fee up front.

4 Financial and Manpower Implications

- 4.1 The budget for stray dog collection is £11,000 down from £15,000 in 2015-2016. The nature of the service is such that it is impossible to accurately predict the final expenditure but budgets are set taking into account the previous year's expenditure experience.
- 4.2 The income target is £3,500 down from £4,600 to reflect the anticipated decrease in activity.
- 4.3 By law, the Council can only recover reasonable costs and it is not possible to generate a profit from this service.
- 4.4 It has never been realistic to recover the full costs of this service owing to difficulties in collection and in the circumstances where the dog is not claimed, the Council must bear the full amount of the seizure and kennelling fees.
- 4.5 In principle the proposal to collect 80 percent of the costs of night time seizures represents a subsidy. However in practice the service has always operated at a loss for the reasons described above and these proposals offer a pragmatic solution to the problem of non-payment and abandonment of the animal which in the long term represent the greater drain on resource.
- 4.6 **Chief Finance Officer's comments:** The financial implications are set out in the body of this report. Budgets are reviewed annually as part of our estimates process with managers. Expenditure and income levels are reviewed and reported quarterly. The option for direct debit payment is intended to offer a more flexible and economical approach to recovering costs. This approach will be reviewed after its first year of operation should the decision be made to proceed.

5 Legal Implications (including implications for matters relating to equality)

- 5.1 The stray dog collection service is a legal requirement placed upon the Council which the Council discharges using an outside contractor.
- 5.2 **Monitoring Officer's comments:** None for the purposes of this report.

6 Sustainability Policy and Community Safety Implications

- 6.1 There are no implications for sustainability or community safety

7 Partnerships

- 7.1 There are no partnership implications arising from this report

8 Risk Assessment

- 8.1 Failure to maintain effective arrangements for the seizure and collection of stray dogs would place the Council in breach of its statutory obligations and potentially lead to an increase in stray dogs roaming in the Borough.

9 Conclusion and Recommendations

- 9.1 The stray dog collection service operates as a 24 hour a day service on an outsourced contract. The Council is entitled to recover all of its costs from the owners of the dogs. In reality it is never possible to recover all of the costs owing to non-payment. The proposals in this report seek to strike a balance between the maximum return for the Council whilst being sensitive to genuine hardship cases.
- 9.2 The Committee is asked to accept the recommendations in this report.

WARD(S) AFFECTED: ALL

**PROPOSAL TO ASSUME RESPONSIBILITY FOR MANAGING ON-STREET
PARKING SUSPENSIONS AND WAIVERS**

Report of the: Head of Customer Services and Business Support

Contact: Richard Chevalier/Joy Stevens

Urgent Decision?(yes/no) No

If yes, reason urgent decision required: N/A

Annexes/Appendices (attached): Annex 1: Parking Suspension & Waiver Certificate Policy

Other available papers (not attached): None stated

REPORT SUMMARY

This report outlines a proposal for Epsom & Ewell Borough Council to assume responsibility for managing Parking Suspensions & Waiver Certificates to current on-street parking restrictions on behalf of Surrey County Council.

RECOMMENDATION (S)

That the Committee:

- (1) Agrees to Epsom and Ewell Borough Council assuming responsibility for the management of parking suspensions & waiver certificates on behalf of Surrey County Council on a trial basis until the end of the financial year;**
- (2) Agrees the Parking Suspension & Waiver Certificate Policy set out in Annexe 1;**
- (3) Delegates agreement of the start date of this trial period to the Head of Customer Services and Business Support.**

Notes

1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 1.1 The Council needs to balance the opportunity for income generation with managing its resources.

2 Background

- 2.1 Surrey County Council currently manages on-street parking suspension and waiver certificate requests in Epsom and Ewell.
- 2.2 Epsom & Ewell Borough Council is currently the only Borough carrying out enforcement on Surrey County Council's behalf which does not manage parking suspension and waiver certificate requests.
- 2.3 A parking suspension is where the restriction (Traffic Regulation Order) allowing or disallowing an act to take place is suspended for a set time period.
- 2.4 A waiver certificate is where a vehicle or vehicles are given a dispensation to park within an existing Traffic Regulation Order restriction.
- 2.5 Reasons for suspension or waiver certificate include, but are not limited to, maintaining public or traffic safety, essential building or maintenance works, filming, special events, furniture removals, weddings or funerals.
- 2.6 At the Epsom & Ewell Local Committee Parking Task Group on 18 January 2016 Surrey County Council requested that Epsom & Ewell Borough Council assume responsibility for parking suspensions and waivers. Epsom & Ewell Borough Council Officers were requested to investigate the request and formulate a policy.
- 2.7 A draft policy was presented to the Epsom & Ewell Local Committee Parking Task Group on 14 March 2016 (see annexe 1). The policy was written to reflect the Surrey County Council Policy.
- 2.8 At that meeting it was agreed, in principle, that Epsom & Ewell Borough Council should manage parking suspensions & waiver certificates on behalf of Surrey County Council, subject to the necessary approval.
- 2.9 Officers have requested from Surrey County Council Highways Department details of the previous requests for parking suspensions and waivers within the Borough of Epsom & Ewell. Unfortunately, Surrey County Council was unable to provide these.

3 Proposals

- 3.1 It is proposed that Epsom & Ewell Borough Council manage parking suspensions & waiver certificates on behalf of Surrey County Council for an initial trial period from the agreed start date until the end of the financial year.
- 3.2 At the end of this period a review will be undertaken to ensure that Epsom & Ewell Borough Council is not incurring any additional costs from operating the parking suspensions and waivers which are not covered by the waiver and suspension charges.

- 3.3 If Epsom & Ewell Borough Council has incurred a financial loss during the trial period then Surrey County Council has agreed to cover the costs and also agreed that Epsom & Ewell Borough Council will then either hand back the parking suspensions and waivers operation to Surrey County Council or continue to carry out the operation if costs are covered by Surrey County Council.

4 Financial and Manpower Implications

- 4.1 Requests for parking suspensions & waivers will be agreed by the Parking Manager and processed by the Customer Services team.
- 4.2 Epsom and Ewell Civil Enforcement Officers will be required to put signs in place at the location a maximum of but ideally no less than 10 working days before the work is due to be carried out.
- 4.3 Epsom and Ewell officers will enforce the suspended parking area during the parking suspension and remove the signs once the suspension has ended.
- 4.4 Parking suspensions are charged at £65 per 6m length for an initial period of 3 days with a subsequent charge of £10 for each additional day required. This cost has been set by Surrey County Council.
- 4.5 The waiver certificate is charged at £15 for the first 3 days with a subsequent charge of £5 for each additional day required. This cost has been set by Surrey County Council.
- 4.6 All income received will be placed in the on-street parking account.
- 4.7 If the account makes a surplus during the year the surplus is split between the Local Committee (60%), Surrey County Council (20%) and Epsom and Ewell Borough Council (20%).
- 4.8 Chief Finance Officer Comments:** The on-street parking account is managed by Epsom and Ewell Borough Council. As mentioned above, any surplus is split out. However, should the account make a deficit then this is fully absorbed by Epsom and Ewell Borough Council. The trial period represents a good opportunity to properly monitor costs, particularly additional staff time and administration, which would be charged into the on street account along with the corresponding income.
- 4.9 We will review the costs and income during the trial period but must ensure we are not exposed in future years when there will be limited potential and no agreement for Surrey County Council to cover our costs incurred on the account.

5 Legal Implications (including implications for matters relating to equality)

- 5.1 Local authorities generally have the power to delegate functions to other local authorities.

5.2 Traffic Regulation Orders are implemented under a specific statutory framework, and suspensions and waivers must also be operated in accordance with that framework. The responsibility for making the appropriate orders rests with Surrey County Council.

5.3 **Monitoring Officer's comments:** It is important that the scope of the delegation from Surrey County Council to Epsom and Ewell Borough Council is recorded in writing, and that officers check that the appropriate Traffic Regulation Orders are in place before operating the suspension and waiver process.

6 Sustainability Policy and Community Safety Implications

6.1 The proper management of parking suspensions and waivers should not impede, and might improve, traffic flow in the Borough.

7 Partnerships

7.1 The Council will be working in partnership with Surrey County Council and with local and national companies such as Gas, Electricity and Water companies.

8 Risk Assessment

8.1 Officers will be required to place and remove signs.

8.2 As noted above there is a financial risk as the Council does not have any information regarding the previous operation of suspensions and waivers in Epsom and Ewell. This is mitigated by running this as a trial scheme for one year, after which the position can be reviewed.

9 Conclusion and Recommendations

9.1 The Committee is asked to approve the Parking Suspension and Waiver Certificate Policy in Annexe 1.

9.2 The Committee is asked to note and approve the recommendations of the trial scheme until the end of the financial year.

WARD(S) AFFECTED: All

Policy for Suspensions and Waiver Certificates

Epsom and Ewell Borough Council (EEBC) administer parking suspensions and waiver certificates on behalf of Surrey County Council. These are issued wholly at the discretion of EEBC.

Suspensions

A suspension is where the restriction (Traffic Regulation Order) allowing or disallowing an act to take place is suspended for a set time period. Suspensions are charged at £65 per 6m length for an initial period of 3 days with a subsequent charge of £10 for each additional day required.

Waiver Certificates

A waiver certificate is where a vehicle or vehicles are given a dispensation to park within an existing Traffic Regulation Order restriction. The waiver is charged at £15 for the first 3 days with a subsequent charge of £5 for each additional day required.

Application Procedure

All applications should be submitted at least ten working days prior to the date it is needed.

Applications must be submitted in writing by either letter or email to the addresses below:

Customer Support Services or contactus@epsom-ewell.gov.uk
Town Hall
The Parade
Epsom
Surrey
KT18 5BY

We may require information supporting a request for a suspension or waiver certificate. On receipt of the application EEBC will determine whether to approve the waiver or suspension and will contract you for payment.

You are responsible for consulting with and informing local businesses and residents about the timing and duration of the parking suspension.

A suspension or waiver may be allowed in circumstances that include but are not limited to:

- Maintaining public or traffic safety
- Essential Building or Maintenance works
- Furniture Removals*

- Filming
- Special Events
- Weddings or Funerals*

*Some dispensations already apply in these circumstances

Fees

	Initial Period	Initial Charge	Subsequent Period	Subsequent Charge
Suspension (each 6m length)	3 days	£65	Each additional day	£10
Waiver Certificate (per vehicle)	3 days	£15	Each additional day	£5

Exemptions

Local Authorities while carrying out statutory duties on the highway and utility companies while carrying out works on the highway are only subject to the initial charge.

No refunds are available

BUILDING CONTROL FEES AND CHARGES

<u>Report of the:</u>	Head of Place Development
<u>Contact:</u>	Michael Hill
Urgent Decision?(yes/no)	No
If yes, reason urgent decision required:	N/A
<u>Annexes/Appendices</u> (attached):	<u>Annexe 1</u> :- Financial report for year-ending 31 March 2016.
<u>Other available papers</u> (not attached):	Report to Environmental Committee 21 March 2012

REPORT SUMMARY

This report summarises the Building Control chargeable account.

RECOMMENDATION (S)

That, the Committee notes the contents of this report.

Notes

1 Implications for the Council's Key Priorities, Service Plans and Sustainable Community Strategy

- 1.1 This item does not directly relate to the Council's key Priorities, Service Plans or Community Strategy.

2 Background

- 2.1 Applications for Building Regulations approval attract charges to cover the cost of checking plans and inspecting work on site to verify compliance.
- 2.2 The principles of the charges regulations require authorities to ensure that the price charged is an accurate reflection of the costs of carrying out the chargeable Building Control functions and for giving chargeable advice relating to Building Regulations. Authorities should not increase their charges above the level of their costs. The principles in the charges regulations require authorities to achieve full cost recovery on their Building Regulation chargeable work and determine standard and individual charges that reflect the cost of the service on individual building projects.

- 2.3 The Building (Local Authority Charges) Regulations 2010 provide that a review of the level of charges is undertaken at the end of the financial year and shall prepare a statement which outlines the chargeable costs, the chargeable income and the amount of any surplus or deficit.

3 Proposals

- 3.1 The Building Regulations chargeable account for 2015/16 (Annexe 1) shows a surplus of £73,962 for the year and this compares to a £43,400 surplus for the previous year. This has come about due to the upturn in the economy and more confidence in the building industry.
- 3.2 The Audit Commission have agreed in previous years for the chargeable account to generate a deficit or surplus of approximately 15% of total expenditure. The chargeable account for 2015/16 generated a surplus of 29% of total gross expenditure. In view of this it is not proposed to change our standard charges.
- 3.3 The fees and charges for Building Control service was agreed for the next 3 years at the Environment Committee on 27 October 2015, and authority given to allow officers to vary tariffs by up to 20% from the approved schedule during the 3 year period. During the year it has not been necessary to either reduce or increase our charges.
- 3.4 The budget for 2016/17 on the chargeable account has been reduced by £44,052 mainly due to the increase in income and efficiency savings. The budget for 2016/17 assumes that the Council will generate £277,504 from building control charges, compared to £255,000 in 2015/16. This increase is of a prudent level as whilst the income levels have performed above budget in the last 2 financial years there is still a risk that income may not remain at the levels seen previously.
- 3.5 The Committee is advised that discussions continue on the formation of an East Surrey Partnership and current predictions is that this will take place towards the end of the year should it be accepted.

4 Financial and Manpower Implications

- 4.1 No additional expenditure has been identified for the coming financial year.
- 4.2 There are no manpower implications.
- 4.3 **Chief Finance Officer's comments:** The building control account performed strongly in 15/16 with surpluses contributing towards overspends in other service areas. The chargeable account contributes c£81,000 annually towards the Council's central service charges (fixed costs).

4.4 The budget for 16/17 has taken the increased income received in 15/16 into account and has been built into our 4 year financial plan. Current forecasts suggest that 16/17 will be another strong year for building control income.

5 Legal Implications (including implications for matters relating to equality)

5.1 None for the purposes of this report.

5.2 ***Monitoring Officer's comments:*** None for the purposes of this report.

6 Sustainability Policy and Community Safety Implications; Partnerships; Risk Assessment

6.1 No implications for the purposes of this report.

7 Conclusion and Recommendations

7.1 The Committee is asked to note the contents of the report which provides a review of the Building Control chargeable account following the end of the 2015/2016 financial year.

WARD(S) AFFECTED: ALL

This page is intentionally left blank

BUILDING REGULATIONS CHARGING ACCOUNT 2015/16 FINAL OUTTURN

Based on 65% expenditure to chargeable and 35% to non-chargeable

Building Regulations Charging Account	2014/15 Actuals			2015/16 Outturn		
	Total	Chargeable	Non - Chargeable	Total	Chargeable	Non - Chargeable
	£	£	£	£	£	£
<u>Expenditure</u>						
Employee expenses	194,777	125,436	69,340	217,209	141,186	76,023
Premises	0	0	0	0	0	0
Supplies and services	26,023	16,759	9,264	38,980	25,337	13,643
Central and support service charges	137,794	88,740	49,055	130,542	84,852	45,690
Total Expenditure	358,594	230,935	127,660	386,731	251,375	135,356
<u>Income</u>						
Building regulations charges	(274,335)	(274,335)	0	(323,175)	(323,175)	
Miscellaneous income	(8,561)	0	(8,561)	(2,162)	(2,162)	
Total Income	(282,896)	(274,335)	(8,561)	(325,337)	(325,337)	0
(Surplus) / Deficit for Year	75,699	(43,400)	119,099	61,394	(73,962)	135,356

This page is intentionally left blank

OUTSTANDING REFERENCES – JUNE 2016

<u>Report of the:</u>	Head of Legal and Democratic Services
<u>Contact:</u>	Fiona Cotter
<u>Urgent Decision?(yes/no)</u>	No
<u>If yes, reason urgent decision required:</u>	N/A
<u>Annexes/Appendices (attached):</u>	Outstanding references as at 7 June 2016
<u>Other available papers (not attached):</u>	None stated

REPORT SUMMARY

This report lists references to officers outstanding as at 7 June 2016.

RECOMMENDATION

That the references to officers detailed in the attached Annexe 1 be noted.

Notes

WARD(S) AFFECTED: All

This page is intentionally left blank

The following references to officers are outstanding as at 12 April 2016:-

Date of Reference/ Item	Title and Nature of Report Required	Officers	Report Due	Position as at last meeting	Latest Position
16/10/14 Min 17	Hook Road Car Park – Review of Opening Hours	Head of Customer Services and Business Support	Report to October 2016 Meeting	It had been proposed to review opening hours once the works to the roof section had been completed. The works to the roof section are now complete and the section is open. It has been agreed to monitor usage and review the position in six months.	No change
16/10/14 Min 13 16/06/15 Min 6 27/10/15 Min 15	Future Structure of Refuse and Recycling Collections	Transport and Waste Services Manager	Report pending	Detailed launch and communications plans, timings and funding requirement to be presented to the Committee at a future date.	See report elsewhere on this Agenda

ENVIRONMENT COMMITTEE
7 JUNE 2016

Annual reports

The Committee will receive the following reports annually:

Date of Reference/item	Title and nature of annual report	Responsible Officer	Next report to be received
16/10/13 Min 14	Budget Targets	Director of Finance and Resources	October 2017
16/10/13 Min 15	Parking Fees & Charges – initial views on next year’s tariffs	Head of Customer Services and Business Support	October 2017
12/03/14 Min 41	Biodiversity Action Plan – Annual Progress Report	Countryside Manager	April 2017
05/06/12 Min 6	Building Control Fees & Charges – Annual Report.	Building Control Manager	See report elsewhere on this Agenda

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank

Document is Restricted

This page is intentionally left blank