

Select Committee Agenda



Neighbourhoods and Communities Select Committee Tuesday, 15th September, 2015

You are invited to attend the next meeting of **Neighbourhoods and Communities Select Committee**, which will be held at:

**Committee Room 1, Civic Offices, High Street, Epping
on Tuesday, 15th September, 2015
at 7.30 pm .**

**Glen Chipp
Chief Executive**

**Democratic Services
Officer**

A Hendry, Directorate of Governance
email: democraticservices@eppingforestdc.gov.uk Tel:
01992 564246

Members:

Councillors M Sartin (Chairman), H Brady (Vice-Chairman), N Avey, R Gadsby, L Hughes, R Jennings, L Mead, A Mitchell MBE, S Neville, A Patel and B Surtees

SUBSTITUTE NOMINATION DEADLINE:

18:30

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

(Director of Governance) To report the appointment of any substitute members for the meeting.

3. NOTES OF THE LAST MEETING (Pages 5 - 10)

To agree the notes of the last meeting held on 8 July 2015.

4. DECLARATIONS OF INTEREST

(Director of Governance). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a matter.

5. TERMS OF REFERENCE AND WORK PROGRAMME (Pages 11 - 14)

(Chairman / Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Committee. This is attached along with an ongoing work programme. Members are asked at each meeting to review both documents.

6. CRUCIAL CREW INITIATIVE (Pages 15 - 18)

(Director of Communities) to consider the attached report.

7. KEY PERFORMANCE INDICATORS 2015/16 - QUARTER 1 PERFORMANCE (Pages 19 - 54)

(Director of Governance) to consider the attached report.

8. DRAFT COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT FOR 2014-15 (Pages 55 - 74)

(Director of Communities) to consider the attached draft CSP annual report for 2014-15.

9. REVIEW OF THE LOCAL PLAN (Pages 75 - 78)

(Director of Neighbourhoods) to consider the update on the current position of the Local Plan.

10. REVIEW OF THE WASTE CONTRACT - PICK FORM (Pages 79 - 84)

(Director of Neighbourhoods) to consider the attached scoping report.

11. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

To consider which reports, if any, should be submitted to the Overview and Scrutiny Committee at its next meeting.

12. FUTURE MEETINGS

To note the scheduled future meetings. They are:

17th November 2015;
17th December (special meeting)
19th January 2016; and
15th March.

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**EPPING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF NEIGHBOURHOODS AND COMMUNITIES SELECT
COMMITTEE
HELD ON WEDNESDAY, 8 JULY 2015
IN COMMITTEE ROOM 2, CIVIC OFFICES, HIGH STREET, EPPING
AT 7.30 - 9.15 PM**

Members Present: M Sartin (Chairman), , N Avey, L Hughes, R Jennings, S Neville, A Patel and B Surtees

Other members present: W Breare-Hall, G Waller and J H Whitehouse

Apologies for Absence: H Brady, R Gadsby, L Mead and A Mitchell MBE

Officers Present D Macnab (Deputy Chief Executive and Director of Neighbourhoods), K Durrani (Assistant Director (Technical Services)) and A Hendry (Democratic Services Officer)

1. DECLARATIONS OF INTEREST

There were no declarations of interest made pursuant to the Member's Code of Conduct.

2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

It was noted that there were no substitute members for this meeting.

3. DRAFT TERMS OF REFERENCE AND WORK PROGRAMME

(i) The Committee considered their draft terms of reference for the new Select Committee structure suggested by the Scrutiny Review Task and Finish Panel and instituted by the main Overview and Scrutiny Committee. The Committee noted that Mr Macnab would be the lead officer and that he would, when the subject under discussion demanded, bring in other Assistant Directors or senior officers for their relevant expertise to aid the Committee in their discussions.

The Committee then went through their draft terms of reference and made the following comments and amendments:

- That it should specifically exclude Housing matters from the Communities section;
- That a regular review and update of the Local Plan be included; and
- That the monitoring and procurement of the Leisure Management Contract be added.

The Committee then went on to consider their draft work programme. They noted that:

- Under item 7, on the Bobbingworth Nature Reserve Liaison Group, in addition to receiving the notes of the meetings, the committee asked to have a specific updates, when appropriate, on the current position of the site;
- Under item 8, update on the Green Corporate Working Party, that they receive one at their November meeting; and

- That regular updates on the position of the Local Plan be added to the work programme.

They noted that a PICK form would be going to the Overview and Scrutiny Committee asking that the Waste Contract be looked at. In anticipation of receiving this item of work onto their work programme the meeting considered, that if the Overview and Scrutiny Committee asked them to look at this, that it should be scoped out at their September meeting and that if appropriate, a one item special meeting be arranged for November. This gap would enable the current situation to resolve itself and enable the committee consider not only the details but also the wider implications of the waste contract. The meeting should be opened out to all members and the public to attend. Also, it should not only have council officers in attendance but also officers from Biffa as well as the external consultant to enable a more complete picture to be had.

This meeting should be held in the Council Chamber and webcasting should also be considered.

(ii) The Committee then considered if they would like to receive the minutes of appropriate outside bodies that they would like to keep under review, namely the Local Highway Panel; the North Essex Parking Partnership; the Police and Crime Panel; and the Leisure Partnership Board.

Receipt of these minutes proved to be erratic for the Safer Cleaner Greener Scrutiny Panel and the Committee thought it better that they should be put in the Council Bulletin when they were received, to eliminate any delay in members seeing them. In this way they can identify any items of interest and could ask appropriate officers to report back on these specific matters at the next Select Committee meeting.

Councillor Sartin asked about tourism in our district and where was this reported on. She was told that it was reported to the Asset Management and Economic Development Cabinet Committee.

Councillor Whitehouse asked about One Epping Forest and for any feedback from the LSP. She was told that they published their minutes on their website; a link could be put into the Council Bulletin highlighting this.

Councillor Waller noted that the minutes for NEPP could run into a lot of pages. Could this be summarised and then put into bulletin, as it would save a lot of paper.

AGREED that the notes of meetings for the Local Highways Panel, the North Essex Parking Partnership, the Police and Crime Panel, and the Leisure Partnership Board be published in the Council Bulletin when they were first received by officers.

4. KEY PERFORMANCE INDICATORS 2014/15 QUARTER 4 (OUTTURN) PERFORMANCE

The Committee considered the outturn (Q4) report for the Key Performance Indicators for 2014/15 specific to this Select Committee area of responsibility.

Nine of the thirty-six KPI for 2014/15 that was adopted by the Finance and Performance Management Cabinet Committee in March 2014 fell within the Neighbourhoods and Community Services Select Committee area of responsibility. The overall position in regard to the achievement of target performance at the end of the year for the nine indicators was:

- 6 (67%) indicators achieved the end of year target;
- 3 (33%) indicators did not achieve the cumulative end of year target.

Councillor Patel noted that the percentages given were useful but corresponding figures would be more helpful in making sense of the percentage figures.

The Committee went on to review each indicator and question any inconsistencies that they came across.

NEI002 - *% of all household waste sent to be recycled, reused or composted* – Mr Durrani the Assistant Director, Technical Services, commented that this target had not been achieved; the target of 60% had not been an easy one. Although, he noted that we were the 10th best authority in England for this. Officers still had to keep reminding the residents to recycle. Food was not being recycled in flats and that 50 to 60% of black bin waste was food.

The target for the coming year was to be 60% again.

Councillor Neville commented that he had observed that some bags had things falling out of them, and that the spillage was not being collected by the refuse collectors and was being left for their street cleaning colleagues. Mr Durrani replied that they should have picked up any spillage as that was part of the contract. If members know of any such incident that they should let him know, giving the time and location, and officers would chase it up.

Councillor Whitehouse asked why did the targets for each quarter change. She was told that it used to be a static 60%, but with food and recycling being seasonal, attempts were made to even this out over the year and give it a seasonal profile.

Councillor Surtees commented that it was unfortunate that such a small percentage would mean the difference between pass or fail. Would it be possible to have the tonnage put in as well? Mr Durrani said that this could be put into the comments section.

NEI003 – *what % of the district had unacceptable levels of litter* – and **NEI004** – *what % of the district had unacceptable levels of detritus* – the committee noted that these were linked. Partly responsible for not meeting the targets was the change over from Sita to Biffa. There should be an improvement over the coming months. This system looked at random sections of the district and it could be that it just happened to look at a bad part of the district, but we do have high standards, better than most districts in Essex.

It should be noted that we now recycle the detritus and can even make some money from this.

Councillor Neville noted that officers said that they chose areas at random across the district, but was there a good mix of the different type of areas. Mr Durrani said that they did try to have a representative mix of urban and rural sites.

Councillor Surtees said that it was right to say that the settling down of the Biffa contract would take some time. Was it unreal to say that we would be getting good results soon and that we would need some time for it to settle down?

NEI006 – *what % of recorded incidences of fly-tipping are investigated within 3 working days of being recorded;*

NEI007 – *what % of recorded incidents of recorded fly-tipping (contract cleared) are removed within 5 working days of being recorded; and*

NEI008 – *what % of recorded incidents of fly-tipping (variation order/non-contract) are removed within 10 working days of being recorded.*

The Committee considered the above KPIs on fly-tipping.

Councillor Surtees asked if we could stop and search vehicles carrying waste. He was told that was part of the licensing system and the Environment Agency assisted by the Police could do this but not our officers. The District Council did have use of mobile CCTV and this was used in certain hotspots.

Councillor Patel wondered what was the difference between contract clearance in 5 working days and non-contract clearance in 10 working days. He was told that contract clearing was for land owned by this authority. This was easier to manage as we were also responsible by statute. Non-contract clearing was in areas not owned by us, this was private land and it was more complicated in that we have to identify the land owner and serve notice on them to remove the waste.

Councillor Neville noted that under NEI008, the percentage had gone down to 91% from 97% in quarter 1. He was told that this indicator was driven by what we were told about the various sites. Mr Nolan could give him a fuller explanation.

NEO009 – *what % of out of hours noise complaints are responded to within 15 minutes* – it was noted that officers did go out with noise meters but they had to make judgement calls on the complaints and they also needed evidence.

Councillor Surtees noted the comments section said that “issues needed to be improved regarding Mears initial call handling” was this getting any better? He was told that this was a more efficient way of dealing with out of hours complaints, but there was some issues encountered in the early days. They were now becoming more confident in handling this type of complaint and getting better.

The Committee asked that in future the sheets on the KPIs be reproduced in colour. Officers agreed to do so.

RESOLVED:

That the Quarter 4 (outturn) performance figures in relation to the Key Performance Indicators relevant to this Select Committee be noted.

5. UPDATE ON THE ADOPTION OF THE RIVER RODING FLOOD RISK MANAGEMENT STRATEGY

The Committee considered the letter from the Environment Agency updating the council on the River Roding Flood Risk Management Strategy. It was noted that the Environment Agency (EA) attended the Safer Cleaner Greener Scrutiny Panel sometime ago to brief them on this management strategy. This letter was sent to every property next to the river and to us as we had land by the river. It was noted that members were very unhappy about this strategy.

This was the first part of the strategy. The EA was responsible for the overview of flood risk management in England and had identified the best way to manage flood

risk in the Roding catchment over the next 100 years, with the aim of protecting as many properties as possible while carefully balancing the amount of public money they spent. It was noted that the assets and channel which they would cease to maintain would remain the responsibility of the riparian owner.

The EA would also be investigating proposals for a flood storage area in the north of the catchment which would provide increased protection from flooding to over 1000 properties downstream. They would be contacting those affected shortly with further information on this proposal.

6. UPDATE ON WASTE MATTERS

The Portfolio Holder for the Environment, Councillor Breare-Hall gave a short update on the recent problems with the collection of waste in the District.

He noted that the situation was slowly getting better, the number of missed collections continued to decline as did the calls of complaint.

There were still issues that needed to be improved such as improving the working relationship with Biffa, and the problems with consistently missed collections. They would be meeting again to ask for an explanation and the need to put in additional resources to make it work.

Councillor Sartin asked if there was any improvement in the assisted collections. She was told that there had been an improvement. It seemed that the IT was not working and they were currently trying to put it right. They had heavily invested in IT for each vehicle. But this was still causing problems both for us and them and residents. As it was not fully operational some residents were being missed.

Councillor Patel wondered that, as the vehicles were being monitored electronically, was there anything on this system to say why roads were being missed. He was told that roads were missed in the early days as they were not shown clearly on the PDAs and the crews were not familiar with the routes; they were missing some side roads, although they were being marked off as being collected. It was not deliberate as Biffa would be losing money on this as they would have to follow up on these missed collections.

Councillor Neville asked if it was down certain roads that houses were being collected but not the flats. Mr Durrani said that some properties were not on our gazetteer and so was not on their devices. Other factors also were in play such as not having the key for access to the flats, or too narrow access roads etc.

Councillor Surtees commented that some Biffa employees felt that the balancing of the routes was still not right and that they were also critical of upper management.

Councillor Whitehouse asked if officers had to channel any complaints through the computer system or could they still phone? Mr Durrani replied that they could still be contacted directly by phone if need be. But the computer system was better for as soon as a complaint was logged on our system it went straight through to the Biffa system.

Councillor Breare-Hall concluded that when they were back to a level service they would recommence trying to re-educate the public on what we do and how they can help us achieve our goals.

7. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

The committee noted that their terms of reference and work programme would be going to the next Overview and Scrutiny Committee meeting.

8. FUTURE MEETINGS

The Committee noted their scheduled future meeting dates.

TERMS OF REFERENCE – SELECT COMMITTEE

Title: Neighbourhood and Community Services

Status: Select Committee

Terms of Reference:

General

1. To undertake overview and scrutiny, utilising appropriate methods and techniques, of services and functions of the Neighbourhood and Communities Directorates (not including Housing matters) and excluding those matters within remit of the Audit and Governance Committee, the Standards Committee or the Constitution Working Group;
2. To consider any matter referred to the Select Committee by the Overview and Scrutiny Committee;
3. To keep under review:
 - (i) *Environmental enforcement activities;*
 - (ii) *Safer communities activities;*
 - (iii) *Waste management activities; and*
 - (iv) *Leisure Management*
 - (v) *Local Plan Scrutiny*
4. To respond to applicable consultations as appropriate;
5. To establish working groups as necessary to undertake any activity within these terms of reference;
6. To identify any matters within the services and functions of the Neighbourhoods Directorate and the community services and community safety activities of the Communities Directorate that require in-depth scrutiny and report back to the Overview and Scrutiny Committee as necessary;

Crime and Disorder

7. To act as the Council's Crime and Disorder Scrutiny Committee and to keep under review the activities of the Epping Forest Community Safety Partnership as a whole or any of the individual partners which make up the Partnership;

Performance Monitoring

8. To undertake performance monitoring in relation to the services and functions of the Neighbourhoods Directorate and the community services and community safety activities of the Communities Directorate, against adopted Key Performance Indicators and identified areas of concern;

Environment

9. To monitor and keep under review the Council's progress towards the development and adoption of a corporate energy strategy / environmental policy and to receive progress reports from the Green Working Party.

10. To receive reports from the Waste Management Partnership Board in respect of the operation of and performance of the waste management contract;

11. To receive and review the reports of the Bobbingworth Nature Reserve (former landfill site) Liaison Group.

Leisure

12. To monitor and keep under review leisure management matters and in particular the procurement of the Leisure Management Contract.

Chairman: Cllr. Sartin

Neighbourhood & Community Services Select Committee (Chairman – Cllr Sartin)
Work Programme 2015/16

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
(1) Enforcement activity	January 2016	Annual report to Committee	8th July 2015; 15 September; 17 November; 19 January 2016; 15 March
(2) CCTV action plan review	January 2016	Annual report to Committee	
(3) Annual Report of the Community Safety Partnership	September 2015	Annual report to Committee	
(4) KPIs 2014/15	July 2015	Outturn Report for 2014/15	
(5) To review the specific quarterly KPI's for 2015/16	Quarterly	Progress reports to meetings: Q1 in September 2015; Q2 in November '15; Q3 in March '16	
(6) Receive notes of Waste Management Partnership Board	As appropriate	Notes reported to Committee at first available meeting following receipt.	
(7) Receive notes of the Bobbingworth Nature Reserve Liaison Group and updates as appropriate.	As appropriate	Notes to the Committee at first available meeting following receipt.	
(8) To receive updates from the Green Corporate Working Party	As appropriate (To receive an update on the current position in November '15)	To monitor and keep under review the Council's progress towards the development and adoption of a corporate energy strategy/environmental policy and to receive progress reports from the Green Working Party.	
(9) Feedback on the success of the Crucial Crew Initiative and learning points for future programmes	September 2015		

Neighbourhood & Community Services Select Committee (Chairman – Cllr Sartin)
Work Programme 2015/16

Item	Report Deadline / Priority	Progress / Comments	Programme of Future Meetings
(10) Report on the outcome of Stage 1 feasibility study on the options for establishing a Museum, Heritage and Culture Development Trust	September 2015		
(11) Feedback on the success of the Summer Holiday Activity Programme and Learning points for future programmes	November 2015		
(12) Feedback on the success of the Reality Roadshow initiative and learning points for future programmes	January 2016		
(13) Report on the extensive new offer provided to visitors following the expansion and improvement of the Epping Forest Museum	March 2016		
(14) To receive regular updates on the current position of the Local Plan	Update to go to each meeting.	Committee to keep a watch in brief on the position of the District's Local Plan	
(15) To review the waste Contract and associated problems as put forward by the PICK form	September (Scoping) and 17 December 2015	To scope out the PICK form at the September meeting and to hold a one off review in December 2015.	



Report to Neighbourhoods & Communities Select Committee

Date of meeting: 15th September 2015

SCRUTINY

Subject: Crucial Crew Initiative



Officer contact for further information: G Wallis (01992 564557)

Committee Secretary: A. Hendry (01992 564246)

Recommendations/Decisions Required:

That the Committee notes the success of the Crucial Crew 2015 initiative, which is delivered to all children aged 10 years, at school within the Epping Forest District.

Report:

1. Crucial Crew is an annual initiative which is facilitated and delivered by the Council's Community Services and Safety teams. It is specifically designed to educate primary school pupils aged 10 (Year 6), in a range of personal safety, health and wellbeing topics, as research has identified, that the imminent transition of these pupils into secondary school is a particularly challenging period in their lives.

2. Crucial Crew has been provided in the Epping Forest District for over 10 years and is historically delivered over the same two week period in June, in line with agreed primary school timetables. In 2015 Crucial Crew ran from Monday 8th June to Friday 19th June inclusive. Every Year 6 primary school pupil in the Epping Forest district attends the half-day event and this year, 1351 Epping Forest pupils participated. Additionally, 13 schools from the Brentwood area paid to attend Crucial Crew, bringing a further 408 children into the project, to reach a total of 1759.

3. Pupils participate in 10 interactive scenarios delivered by a range of agencies, each of which lasts 10 minutes. Scenarios are reviewed and modified on an annual basis to ensure the themes covered are relevant and appropriate and take into consideration emerging trends or issues. In 2015 the scenarios delivered were:

- Online safety and cyber bullying – Essex Police
- Healthy relationships, incorporating domestic abuse issues – Safer Places
- Roads safety awareness – Essex County Council
- Water safety – RNLI
- Alcohol and drug awareness – AlcoHelp
- Bullying and peer pressure – Red Balloon Family
- Anti-social behaviour and environmental responsibility – EFDC
- Smoking awareness – ACE
- Fire safety – Essex County Fire & Rescue Service
- Safety around construction sites – Mears

4. Having participated in the 10 scenarios, pupils come together for a plenary session and answer a series of key questions which are directly linked to the topics that have been covered. Hand-held monitors are distributed to pupils enabling the percentage of correct answers to be displayed on a screen in real-time. The quiz serves to add to the fun, yet educational feel of the day and provides valuable monitoring information in respect of the

assimilation of the educational messages delivered. Overall, the interactive quiz questions were answered correctly by 93% of participating children.

5. Feedback is sought directly from participating schools in the form of a post-event questionnaire. This information is assessed annually and, where possible, improvements or appropriate changes are implemented as a result of the comments received. Overall, feedback from schools is resoundingly positive and specifically references the relevance and importance of the key messages delivered. With schools reporting that their curriculum time is increasingly tightly programmed, initiatives such as Crucial Crew are seen as a vital mechanism by which pupils are educated in wider community safety and wellbeing issues.

6. Every pupil who attends the event is provided with a Crucial Crew work book in order that the educational messages delivered may be re-visited and explored in more detail post event. Schools are provided with Teachers Information Packs which detail the lesson plans associated with each scenario and provide links to additional resources available in order that follow up classroom work may be facilitated.

7. In 2015, and for the previous 8 years, Crucial Crew has been staged at the Gilwell Park Scouting Headquarters at Gilwell in Epping Forest. Historically, this site has been one of the few venues in the district that has the space and facilities flexible enough to accommodate the layout of the separate scenarios, along with a large assembly area. The cost and availability of alternative venues is viewed annually. However, following recent notification of a planned increase in hire costs for Gilwell by approximately £2K in 2016, the alternative venue of Debden House will be piloted in 2016 at the same venue cost as 2015.

Reason for decision:

This report serves as an information item for the Neighbourhoods and Community Services Select Committee.

Options considered and rejected:

N/A

Consultation undertaken:

Consultation is undertaken with participants, schools and all partners involved in Crucial Crew,

Resource implications:

The individual agencies who deliver scenarios as part of Crucial Crew give their time freely for the full fortnight. The costs of the project are, therefore, as follows:

<u>Expenditure</u>		<u>Income</u>	
Venue hire	£ 8,000	Epping Forest school recharges	£6,714
Transport	£11,500	EFDC Community Safety Budget	£8,200
Pupil Work Books	£ 3,230	High Sheriff's Award	£1,000
Refreshments	£ 80	CSP (Balance for work books)	£2,320
	£22,810		£22,878

Budget provision: As above

Personnel:

Staff from the Council's Community Services and Safety teams organise and manage Crucial Crew, with support from the partner agencies listed.

Land:

N/A

Community Plan/BVPP reference:

Crucial Crew contributes to the Safeguarding agenda, as it relates specifically to the safety

and wellbeing of all children that live and go to school in the district.

Relevant statutory powers:

Background papers: N/A

Environmental/Human Rights Act/Crime and Disorder Act Implications:

As stated above, Crucial Crew plays a key role in delivering safety messages to children in their last year at Primary School and also raises awareness of safe conduct and behaviour.

Key Decision reference: (if required)

N/A

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Report to: Neighbourhood and Community Services Select Committee

Date of meeting: 15 September 2015

Portfolio: Safer, Greener and Transport Portfolio Holder (Councillor G. Waller)

Subject: Key Performance Indicators 2015/16 - Quarter 1 Performance

Officer contact for further information: B. Copson (01992 564042)

Democratic Services Officer: A. Hendry (01992 564246)

Recommendations/Decisions Required:

That the Select Committee review progress against the Key Performance Indicators within its areas of responsibility, at the end of quarter 1 (Q1)

Executive Summary:

The Local Government Act 1999 requires that the Council make arrangements to secure continuous improvement in the way in which its functions and services are exercised, having regard to a combination of economy, efficiency and effectiveness.

As part of the duty to secure continuous improvement, a range of Key Performance Indicators (KPI) relevant to the Council's services and key objectives, are adopted each year by the Finance and Performance Management Cabinet Committee. Performance against the KPIs is monitored on a quarterly basis by Management Board and overview and scrutiny to drive improvement in performance and ensure corrective action is taken where necessary.

Reasons for Proposed Decision:

The KPIs provide an opportunity for the Council to focus attention on how specific areas for improvement will be addressed, and how opportunities will be exploited and better outcomes delivered.

It is important that relevant performance management processes are in place to review and monitor performance against the key performance indicators to ensure their continued achievability and relevance, and to identify proposals for appropriate corrective action in areas of slippage or under performance.

Other Options for Action:

No other options are appropriate in this respect. Failure to monitor and review KPI performance and to consider corrective action where necessary could have negative implications for judgements made about the Council's progress, and might mean that opportunities for improvement are lost.

Report:

1. A range of thirty-six (36) Key Performance Indicators (KPIs) for 2015/16 was adopted by the Finance and Performance Management Cabinet Committee in March 2015. The KPIs are important to the improvement of the Council's services, and comprise a combination of some former statutory indicators and locally determined performance measures. The aim of the KPIs is to direct improvement effort towards services and the national priorities and local challenges arising from the social, economic and environmental context of the district.
2. Progress in respect of each of the KPIs is reviewed by the relevant Portfolio Holder, Management Board, and overview and scrutiny at the conclusion of each quarter. This report includes in detail only those indicators which fall within the areas of responsibility of the Neighbourhoods and Community Services Select Committee
3. A headline end of year performance summary in respect of each of the KPIs falling within the Neighbourhoods and Community Services Select Committee's areas of responsibility for 2015/16, is attached as Appendix 1 to this report together with details of the specific three-month performance for each indicator. In response to feedback from the former scrutiny panels, some of the indicator dashboards now include more detail in the chart and the 'Additional Information' fields.
4. Improvement plans are produced for all of the KPIs each year, setting out actions to be implemented in order to achieve target performance, and to reflect changes in service delivery. In view of the corporate importance attached to the KPIs, the improvement plans are agreed by Management Board and are also subject to ongoing review between the relevant service director and Portfolio Holder over the course of the year. The Improvement Plans for the suite of indicators which fall within the areas of responsibility of the Neighbourhoods and Community Services Select Committee are attached at Appendix 2 to this report.

Key Performance Indicators 2015/16 – Quarter 1 Performance

5. The overall position with regard to the achievement of target performance for **all** of the KPIs at the end of the year, was as follows:
 - (a) 22 (61%) indicators achieved target at the end of Q1;
 - (b) 14 (39%) indicators did not achieve the Q1 target; although
 - (c) 3 (8%) performed within their tolerated amber margin.
6. Twelve (12) of the Key Performance Indicators fall within the Neighbourhoods and Community Services Select Committee's areas of responsibility. The overall position with regard to the achievement of target performance at the end of the year for these twelve indicators, was as follows:
 - (a) 5 (42%) indicators achieved the Q1 target;
 - (b) 7 (58% indicators did not achieve their Q1 target; and
 - (c) 0 (0%) indicators performed within their tolerated amber margin.
7. The 'amber' performance status used in KPI reports identifies indicators that have missed the agreed target for the quarter, but where performance is within an agreed tolerance or range (+/-). The KPI tolerances were agreed by Management Board when targets for the KPIs were set in February 2015.
8. The Select Committee is requested to review first quarter performance in relation to the KPIs for 2015/16 within its areas of responsibility.

Resource Implications:

Resource requirements for actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director/chief officer and reflected in the budget for the year.

Legal and Governance Implications:

There are no legal or governance implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director.

Safer, Cleaner, Greener Implications:

There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the corporate Safer, Cleaner, Greener initiative, or any crime and disorder issues within the district. Relevant implications arising from actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director.

Consultation Undertaken:

The performance information and targets set out in this report have been submitted by each appropriate service director and have been reviewed by Management Board. The individual KPI improvement plans for 2015/16 will be agreed by the Board.

Background Papers:

First-quarter KPI submissions held by the Performance Improvement Unit.













Impact Assessments:***Risk Management***

There are no risk management issues arising from the recommendations of this report. Relevant issues arising from actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director.

Equality:

There are no equality implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2015/16 will have been identified by the responsible service director.

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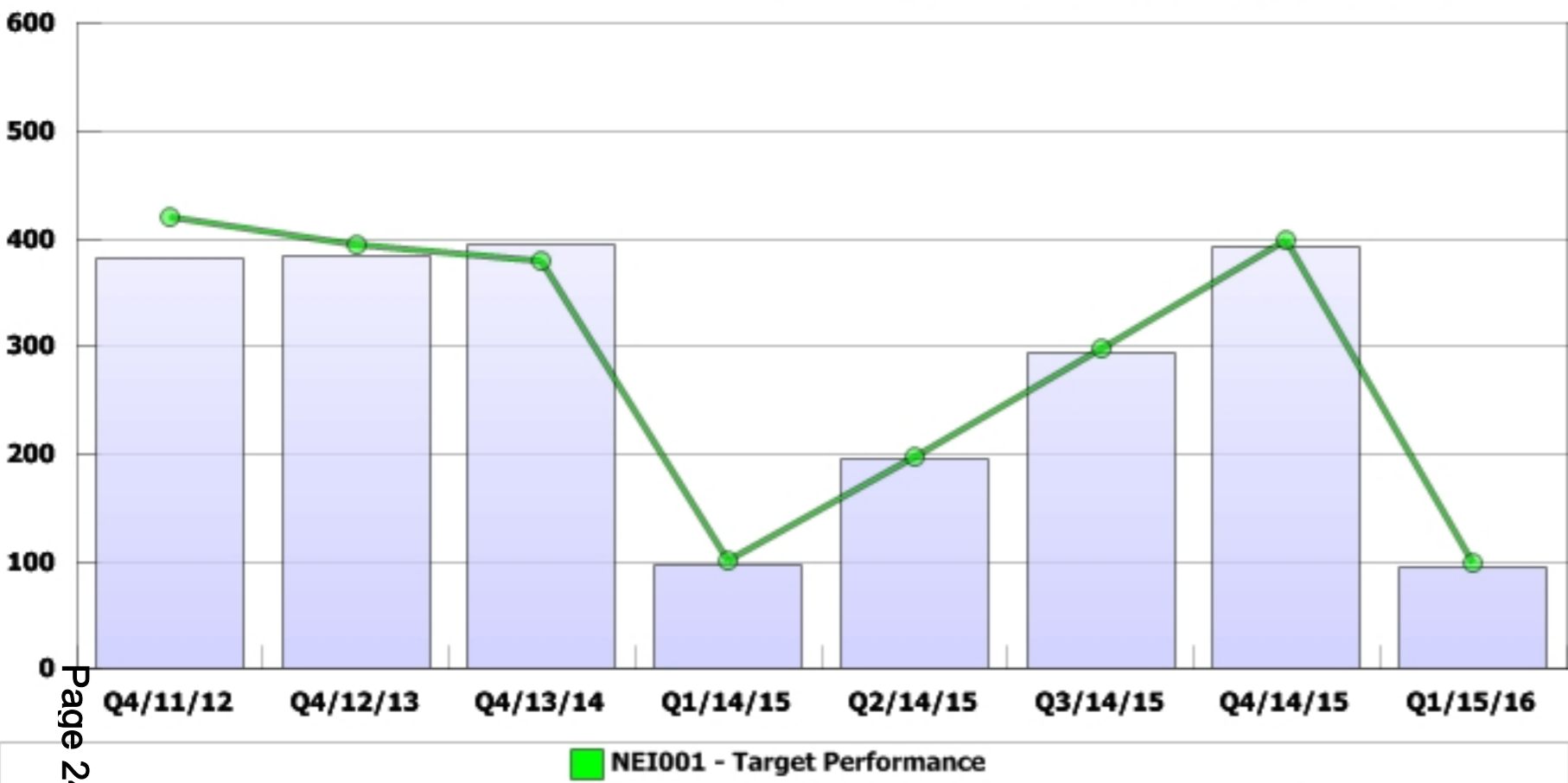
Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	
Neighbourhoods Quarterly KPIs										
NEI001	(Non-recycled waste) (kg)	100	95		199		299		400	Yes
NEI002	(Household recycling) (%)	64.58%	61.00%		62.53%		61.51%		60.00%	No
NEI003	(Litter) (%)	8%	11%		8%		8%		8%	No
NEI004	(Detritus) (%)	10%	14%		10%		10%		10%	No
NEI005	(Neighbourhood issues) (%)	95.00%	96.22%		95.00%		95.00%		95.00%	Yes
NEI006	(Fly-tip investigations) (%)	90%	95%		90%		90%		90%	Yes
NEI007	(Fly-tip: contract) (%)	90%	91%		90%		90%		90%	Yes
NEI008	(Fly-tip: non-contract) (%)	90%	68%		90%		90%		90%	Uncertain
NEI009	(Noise investigations) (%)	90%	88%		90%		90%		90%	Yes
NEI010	(Increase in homes) (no.)	70	43		111		182		230	Yes
NEI011	(Commercial rent arrears) (%)	3.00%	5.19%		3.00%		3.00%		3.00%	No
NEI012	(Commercial premises let) (%)	98.00%	98.98%		98.00%		98.00%		98.00%	Yes

NEI001 How much non-recycled waste was collected for every household in the district?

Additional Information: This indicator supports reductions in the amount of residual waste collected, through less overall waste and more reuse, recycling and composting. Quarterly targets and performance details for this indicator are measured in kilograms per household, and represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	100	95	✓
Q4/14/15	400	393	✓
Q3/14/15	298	294	✓
Q2/14/15	199	196	✓
Q1/14/15	101	98	✓

Annual Target: 2015/16 - 400kg
 2014/15 - 400 kg
Indicator of good performance:
 A lower waste figure is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



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Comment on current performance (including context):

(Q1 2015/16) The trend of tonnage collected is on track to meet the year end target.
 There is evidence that recycling materials are being presented in the non-recycling/residual wheelie bin. Efforts will continue to divert more recyclables from the residual wheelie bin.

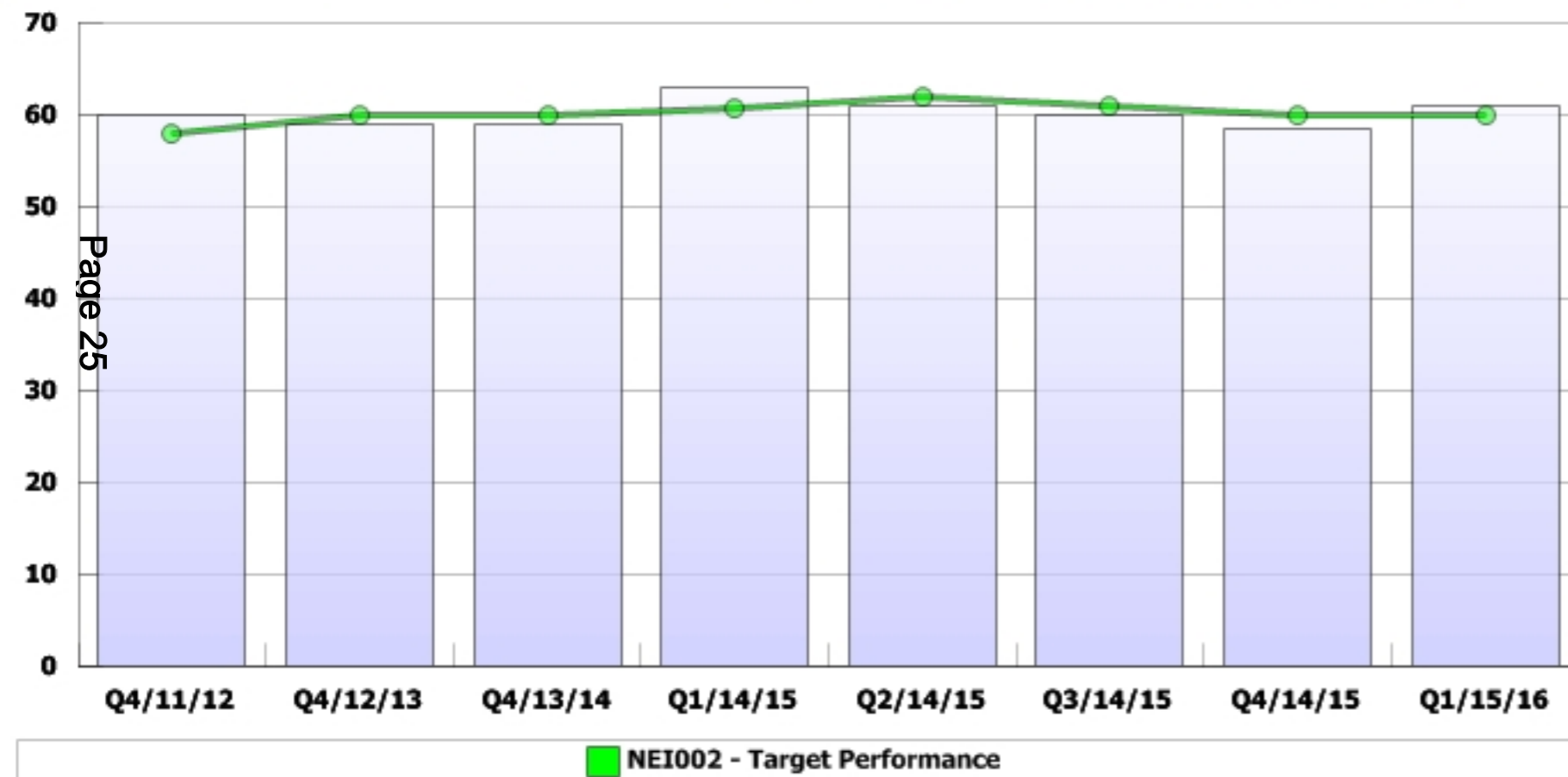
Corrective action proposed (if required):

NEI002 What percentage of all household waste was sent to be recycled, reused or composted?

Additional Information: This indicator supports year on year reductions in the amount of residual waste collected, and measures the percentage of household waste arisings sent for reuse, recycling, composting or anaerobic digestion.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	64.58%	61.00%	✗
Q4/14/15	60.00%	58.53%	✗
Q3/14/15	61.02%	60.00%	✗
Q2/14/15	62.03%	61.00%	✗
Q1/14/15	60.95%	63.00%	✓

Annual Target: 2015/16 - 60.00%
Annual Target: 2014/15 - 60.00%

Indicator of good performance:
 A higher percentage recycled is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No



Comment on current performance (including context):

(Q1 2015/16) The performance is below the quarterly target. This can, to some extent, be related to the collection issues faced by Biffa following the service changes on 12 May 2015, even though Biffa collected all the materials that were presented albeit not on the same day.

The commencement of new collections: small electrical items, textiles and batteries should, in time, help with recycling performance.

Corrective action proposed (if required):

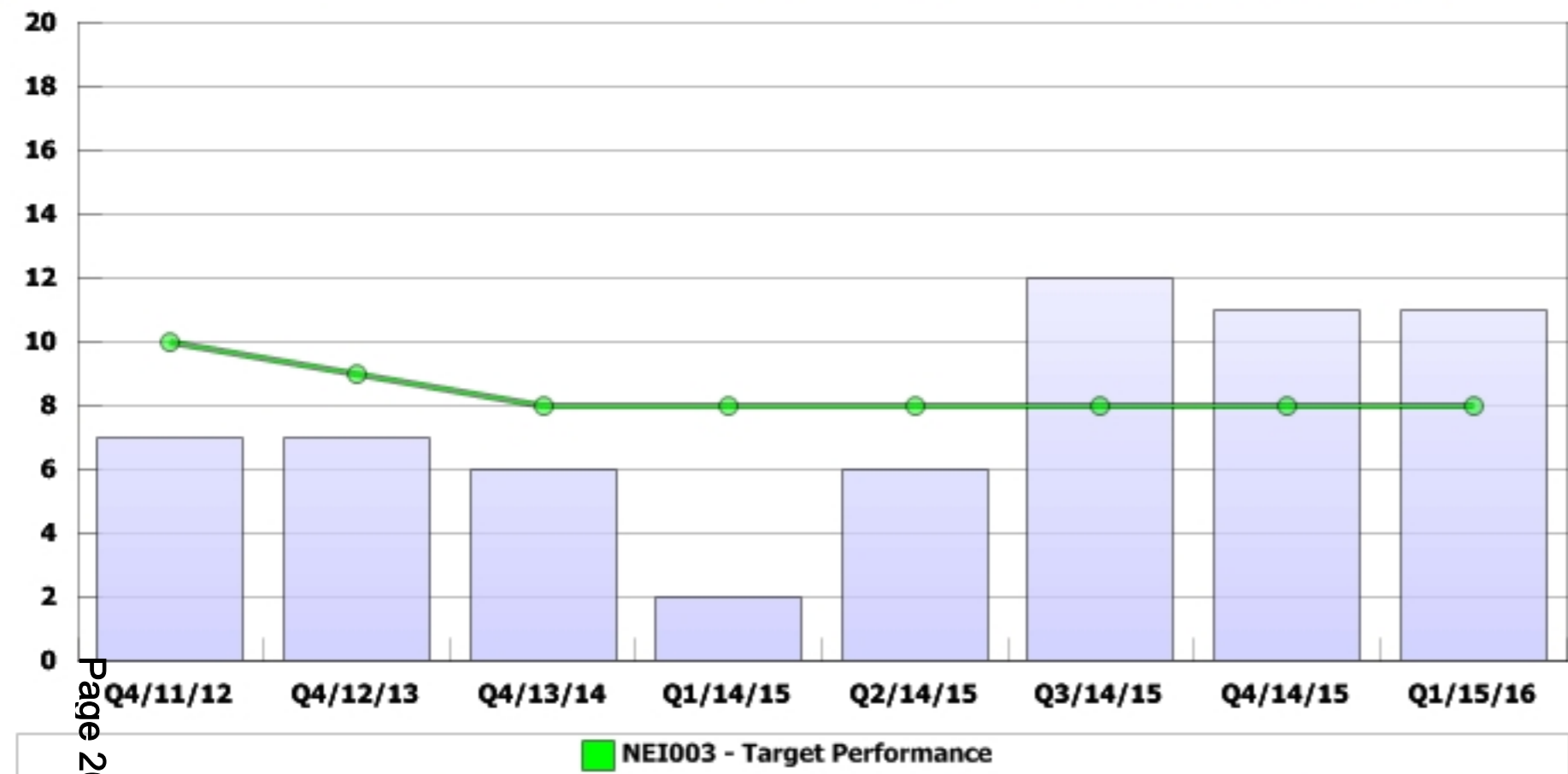
(Q1 2015/16) As part of the new 4 Day collection services more materials will be collected for reuse and recycling. New plans will be introduced to carry out recycling of weekly food waste from schools. Additionally some blocks of flats will receive new recycling facilities. At the same time new strategies are being developed to reduce contamination in communal bins, which is one of the problem areas across all multi occupancy dwellings.

NEI003 What percentage of our district had unacceptable levels of litter?

Additional Information: This indicator seeks to reduce unacceptable levels of litter. Performance is based on surveys of prescribed sites carried out over four quarterly periods each year, and represents the percentage of relevant land with deposits of litter which exceed the acceptable level.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	8%	11%	✗
Q4/14/15	8%	11%	✗
Q3/14/15	8%	12%	✗
Q2/14/15	8%	6%	✓
Q1/14/15	8%	2%	✓

Annual Target: 2015/16 - 8%
Annual Target: 2014/15 - 8%

Indicator of good performance:
 A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No

Comment on current performance (including context):

(Q1 2015/16) The relocation from Langston Road Depot and the resulting changes to collection arrangements have placed a strain on street cleansing operations including the loss of staff. Biffa have also had to reallocate some of the more experienced street cleansing staff to the collection operations. Council officers are working with Biffa to ensure provision of non-agency/permanent staff for street cleansing operations.

Corrective action proposed (if required):

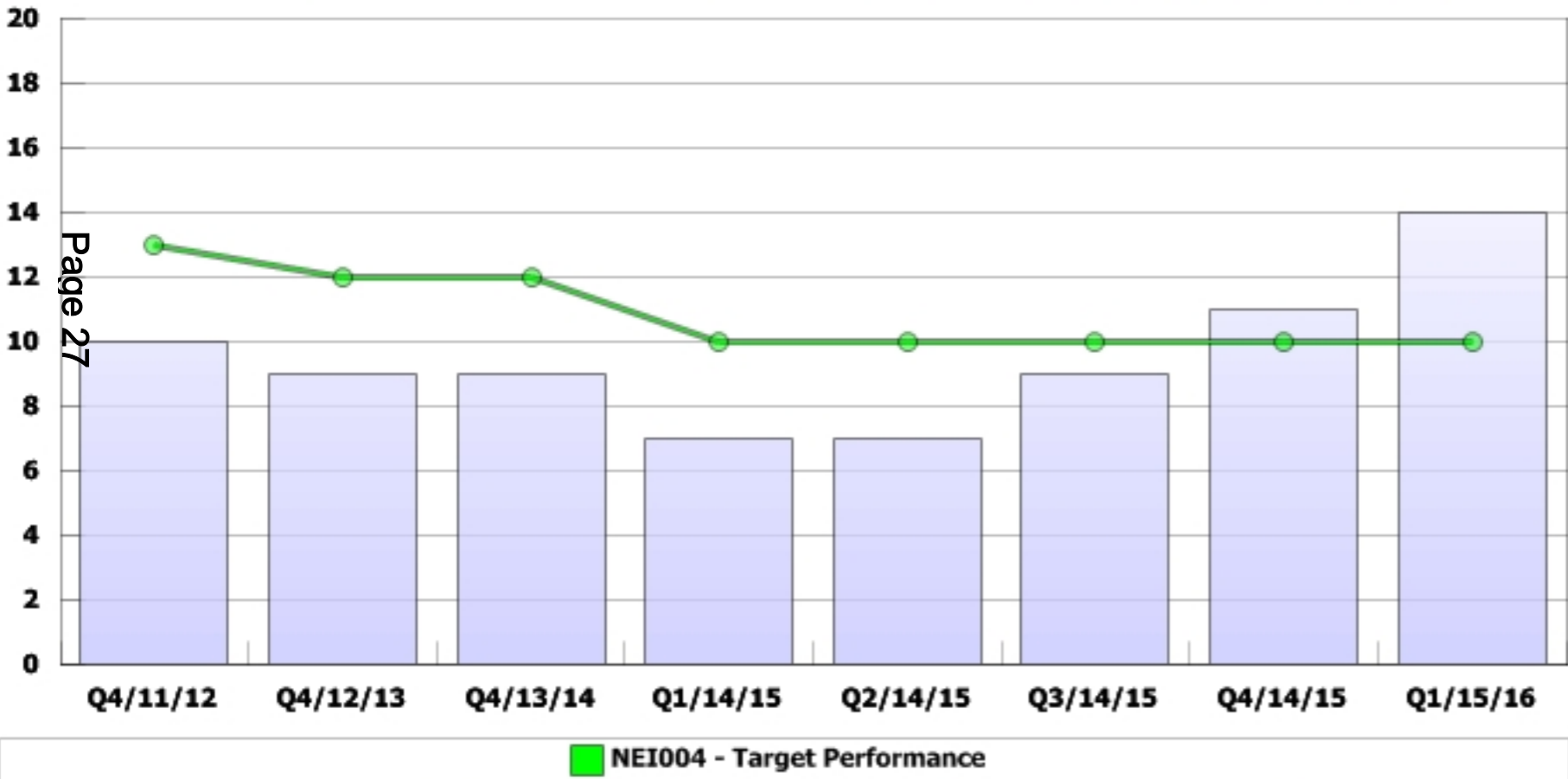
(Q1 2015/16) New strategies are being put in place to see a rapid recovery in the street cleansing standards, these include: increased contract monitoring by Council officers and joint inspections with Biffa supervisors to agree corrective actions.

NEI004 What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?

Additional Information: This indicator seeks to reduce unacceptable levels of detritus. Performance is based on surveys of prescribed sites carried out over the four quarterly periods each year, and represents the percentage of relevant land with deposits of detritus which exceed the acceptable level.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	10%	14%	✗
Q4/14/15	10%	11%	✗
Q3/14/15	10%	9%	✓
Q2/14/15	10%	7%	✓
Q1/14/15	10%	7%	✓

Annual Target: 2015/16 - 10%
 2014/15 - 10%
Indicator of good performance:
 A lower percentage is good
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 No



Comment on current performance (including context):

(Q1 2015/16) The target has not been achieved. This indicator is linked to NEI003 and the reasons for failure are the same, namely: changes in depot and waste and recycling collection arrangements placing a strain on street cleansing including the loss of staff.

Corrective action proposed (if required):

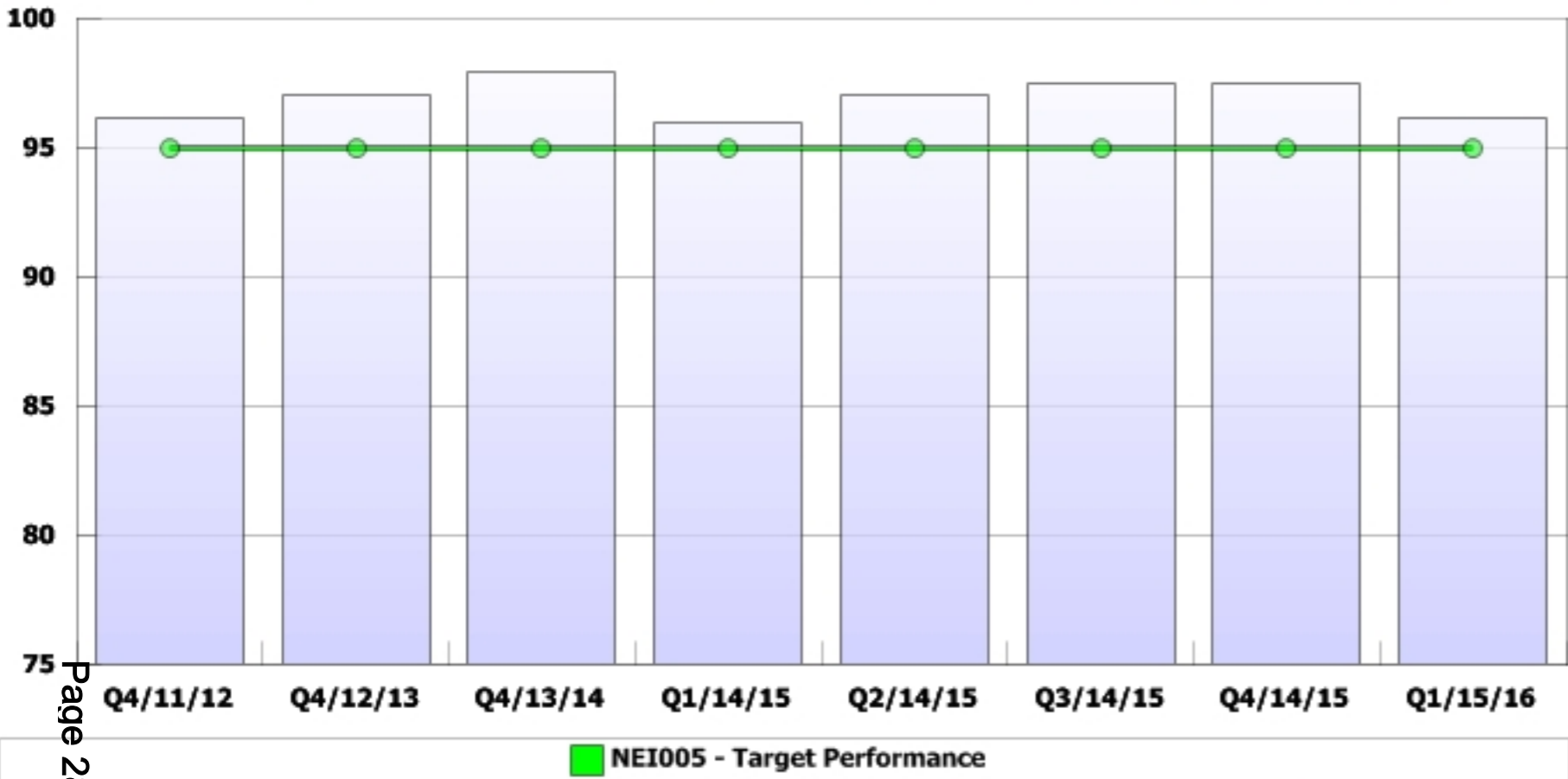
(Q1 2015/16) Officers are working with Biffa to ensure there is continuity in staff, increased contract monitoring with joint inspections with the contractor to identify areas for improvement and provide adequate training for staff.

NEI005 What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

Additional Information: Dealing with 'enviro-crime' is a key element of the 'Safer, Cleaner, Greener' initiative, and this indicator measures the percentage of issues raised and complaints received by the Environment and Neighbourhoods Team that are responded to within three working days

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Performance
Q1/15/16	95.00%	96.22%	✓
Q4/14/15	95.00%	97.51%	✓
Q3/14/15	95.00%	97.56%	✓
Q2/14/15	95.00%	97.08%	✓
Q1/14/15	95.00%	96.03%	✓

Annual Target: 2015/16 - 95.00%
2014/15 - 95.00%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

Comment on current performance (including context):

(Q1 2015/16) Target achieved. 739 out of 768 issues and complaints received an initial response within 3 working days

Corrective action proposed (if required):

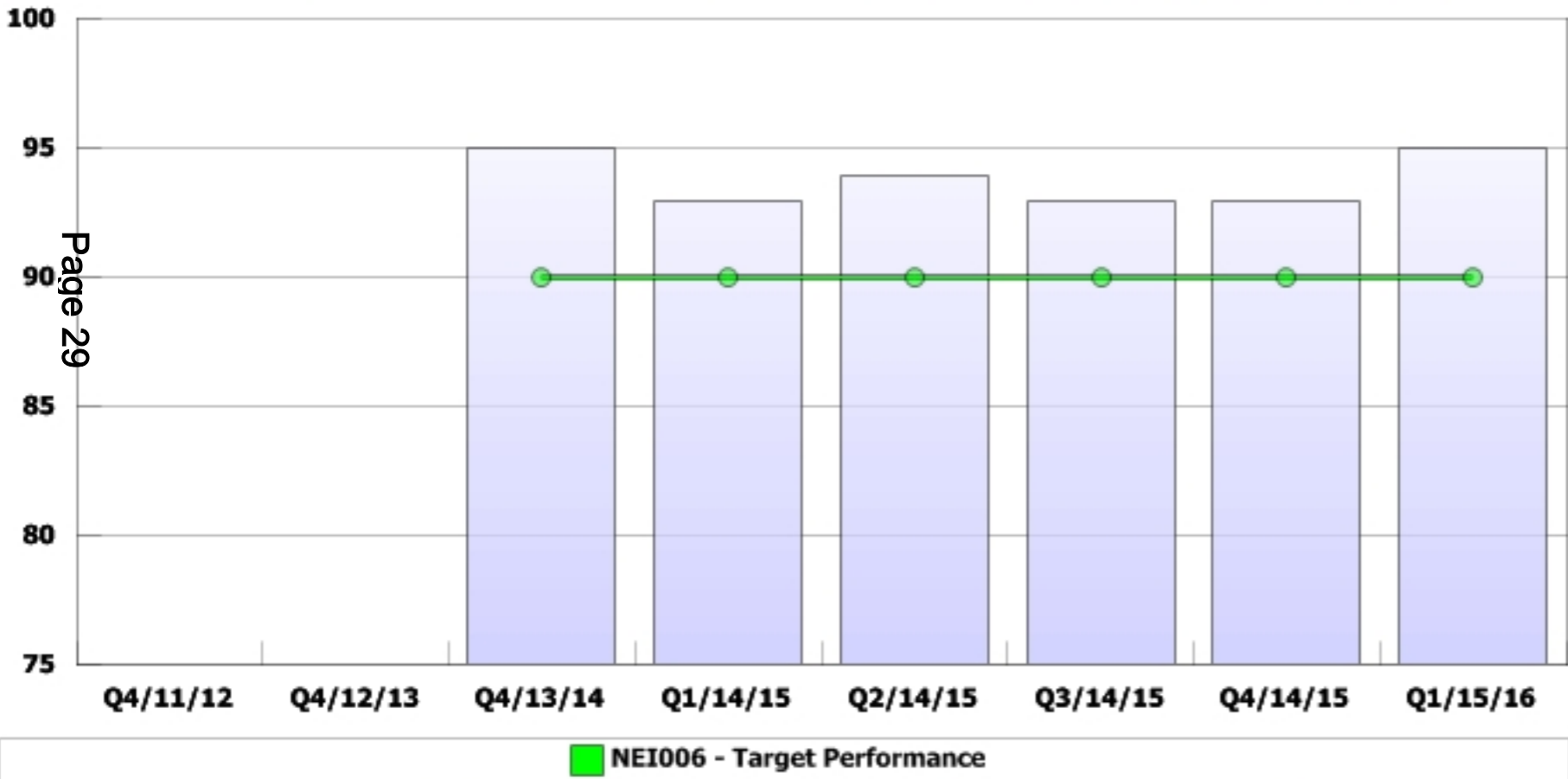


NEI006 What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of being recorded?

Additional Information: The Team register all fly-tipping incidents reported or found on public and private land in the district. Incidents that may have evidence that can lead to the source of the waste are investigated, subject to resources and priorities at that time. Clearance is delayed until investigated (unless there are other factors that require the waste to be cleared immediately).

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	90%	95%	✓
Q4/14/15	90%	93%	✓
Q3/14/15	90%	93%	✓
Q2/14/15	90%	94%	✓
Q1/14/15	90%	93%	✓

Annual Target: 2015/16 - 90 %
2014/15 - 90%

Indicator of good performance:
A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2015/16) Target achieved 123 of 129 incidents of fly-tipping that were investigated in this period were within 3 working days of the fly-tip being recorded.

N.B. A working day is any one of Monday to Friday inclusive. Bank Holidays are not a working day. The three working day period shall commence the next working day after the incident has been reported to the Council.

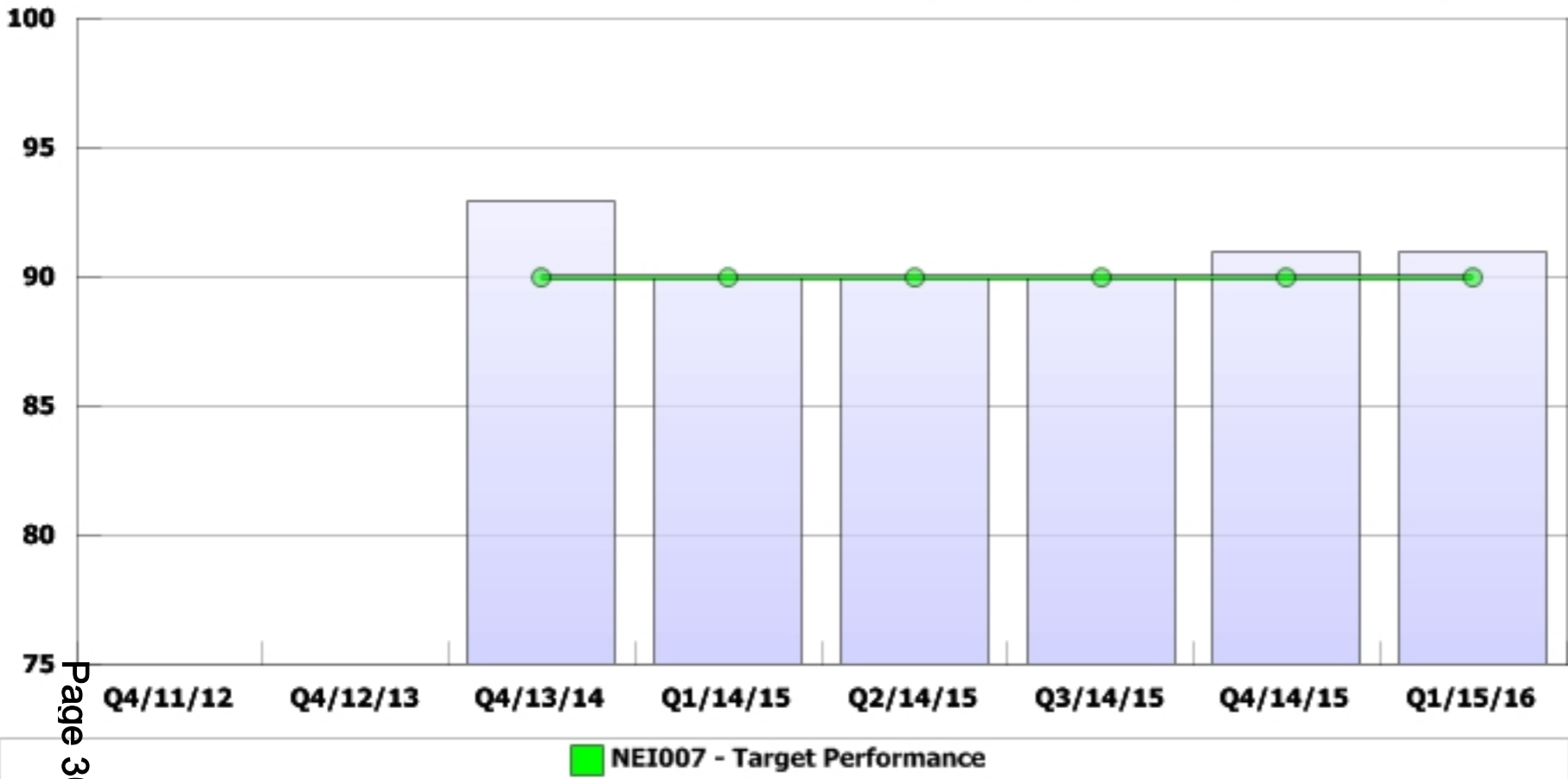
Corrective action proposed (if required):

NEI007 What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which can be cleared under the existing waste contract.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q1/15/16	90%	91%
Q4/14/15	90%	91%
Q3/14/15	90%	90%
Q2/14/15	90%	90%
Q1/14/15	90%	90%

Annual 2015/16 - 90%
 Target: 2014/15 - 90%
 Indicator of good performance:
 A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes



Comment on current performance (including context):

(Q1 2015/16) Target achieved. 119 of 131 (90.84%) incidents were cleared under the waste contract within the target of 5 working days.

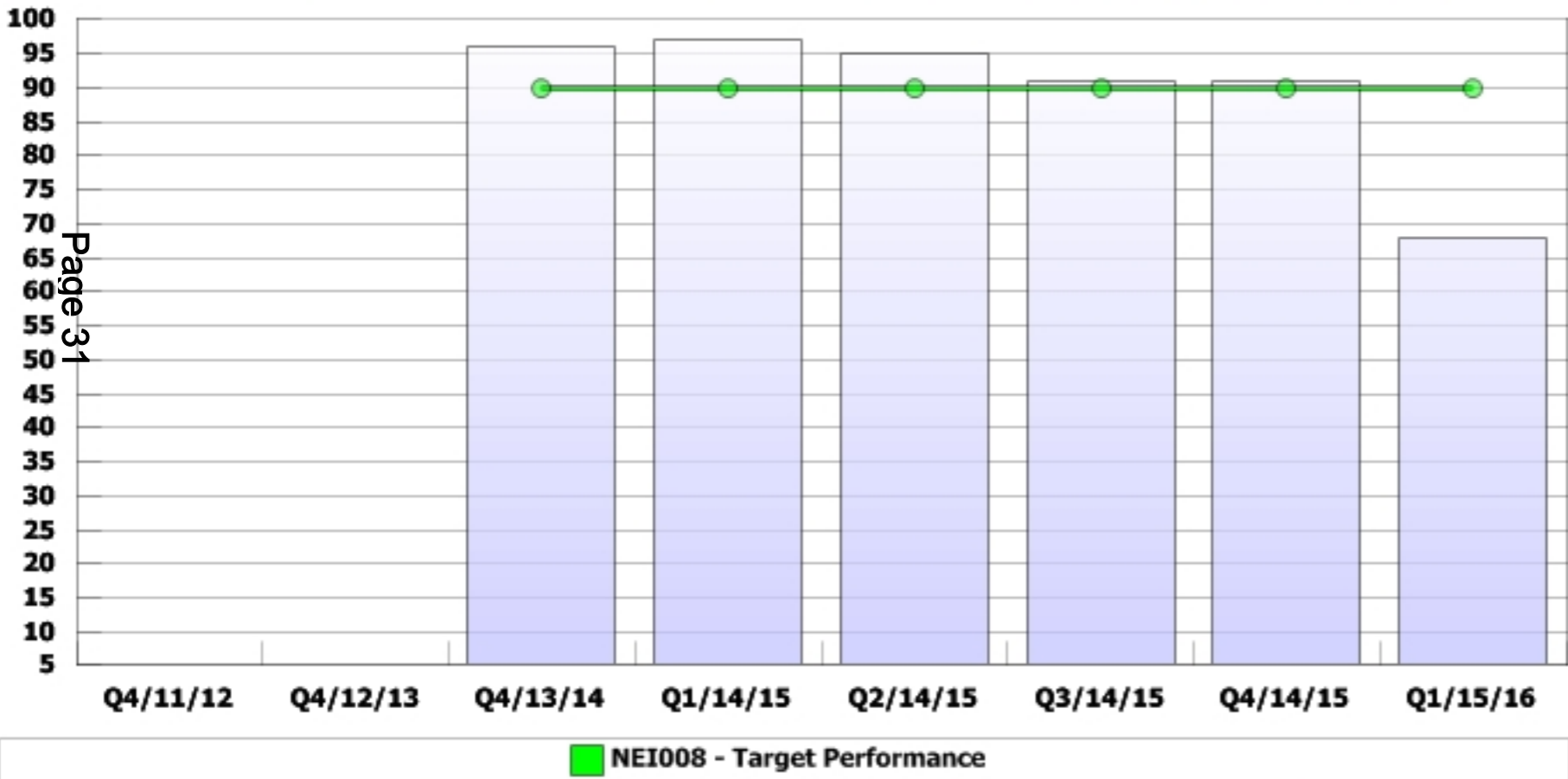
Corrective action proposed (if required):

NEI008 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?

Additional Information: This indicator specifically considers fly-tip incidents which occur on land which the council is responsible for clearing and which require an additional variation order or other non-contract clearance.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	90%	68%	X
Q4/14/15	90%	91%	✓
Q3/14/15	90%	91%	✓
Q2/14/15	90%	95%	✓
Q1/14/15	90%	97%	✓

Annual Target: 2015/16 - 90%
Target: 2014/15 - 90%
Indicator of good performance: A higher percentage is good
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Uncertain



Comment on current performance (including context):

(Q1 2015/16) The target has not been achieved. 128 incidents were cleared within 10 working days, out of 189 incidents (67.72%)

In this quarter we experienced considerable difficulties with BIFFA and the change in some household waste collection days and routes. This produced an unprecedented number of telephone calls from residents and a backlog in passing on and inspecting some fly-tips that require an additional quote before clearance work can commence.

We also identified a technical problem with passing on some reports for clearance, which meant some clearance requests were not being picked up automatically when BIFFA's system integrated with the Council's software. This has now been rectified. Complaints from residents have also now significantly reduced.

Corrective action proposed (if required):

(Q1 2015/16) The workload pressure due to issues around the change in household waste collection has now been resolved, so we are hopeful that officers will have more time to investigate and arrange clearance quickly, in line with the 10 working day target. With the new recording system we are now more able to identify errors, monitor performance automatically and respond more quickly to issues that arise. We will be monitoring performance closely throughout quarter 2. We are investigating whether we can provide an automatic report that sends an early warning regarding potential service failures.

Technical issues with integrating software have now been resolved.

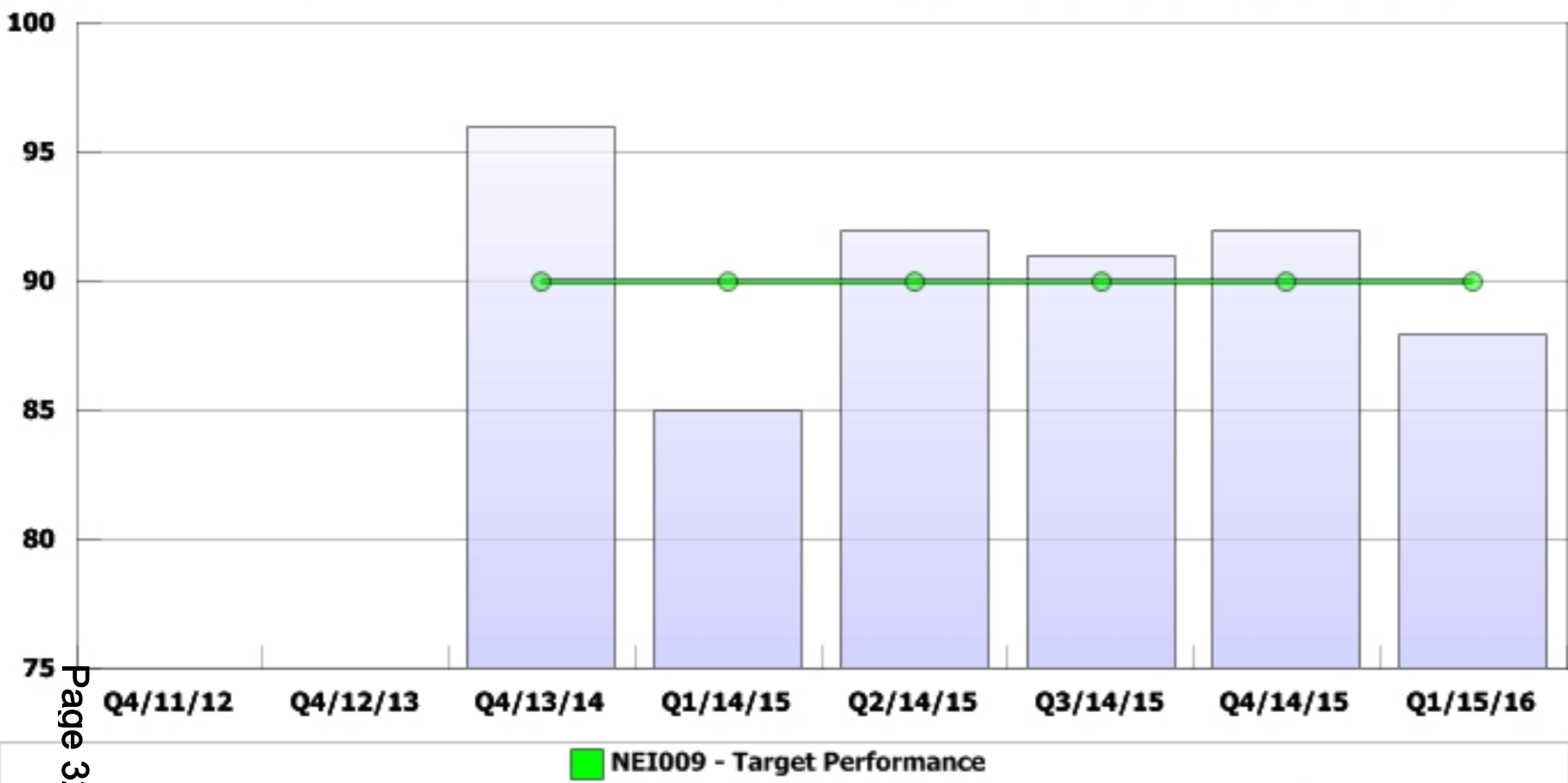
We expect quarter 2 to achieve the target, but overall the running total is still likely to be below the 90% target due to the under achievement in Q1.

NEI009 What percentage of out of hours (OOH) noise complaints are responded to within 15 minutes?

Additional Information: The callout service for noise complaints is 24 hours (restricted emergency service after 00:00 and before 13:00 at the weekend). Calls are recorded by the Council's stand-by officer and passed to the duty noise officer who telephones the complainant. A response has been made when the duty noise officer has telephoned the complainant.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	90%	88%	✗
Q4/14/15	90%	92%	✓
Q3/14/15	90%	91%	✓
Q2/14/15	90%	92%	✓
Q1/14/15	90%	85%	✗

Annual Target: 2015/16 - 90%
 2014/15 - 90%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?
 Yes

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Comment on current performance (including context):

(Q1 2015/16) The target has not been achieved. 108 of 123 calls achieved the target and received a call back within 15 minutes (87.80%).

An analysis of the 15 incidents that have not achieved the 15 minute call back target identified that 4 calls were delayed by the Council's contractor Mears when the duty noise officer was picking up the details of the call. Reducing this delay has been raised with Mears. Responses to 3 other calls were unavoidably delayed because the duty noise officer was already attending to other calls. 2 calls failed because the duty noise officer did not hear the pager. We expect the target to be achieved in the next quarter.

Corrective action proposed (if required):

(Q1 2015/16) Officers on the call out rota have been reminded about the 15 minute call back target.

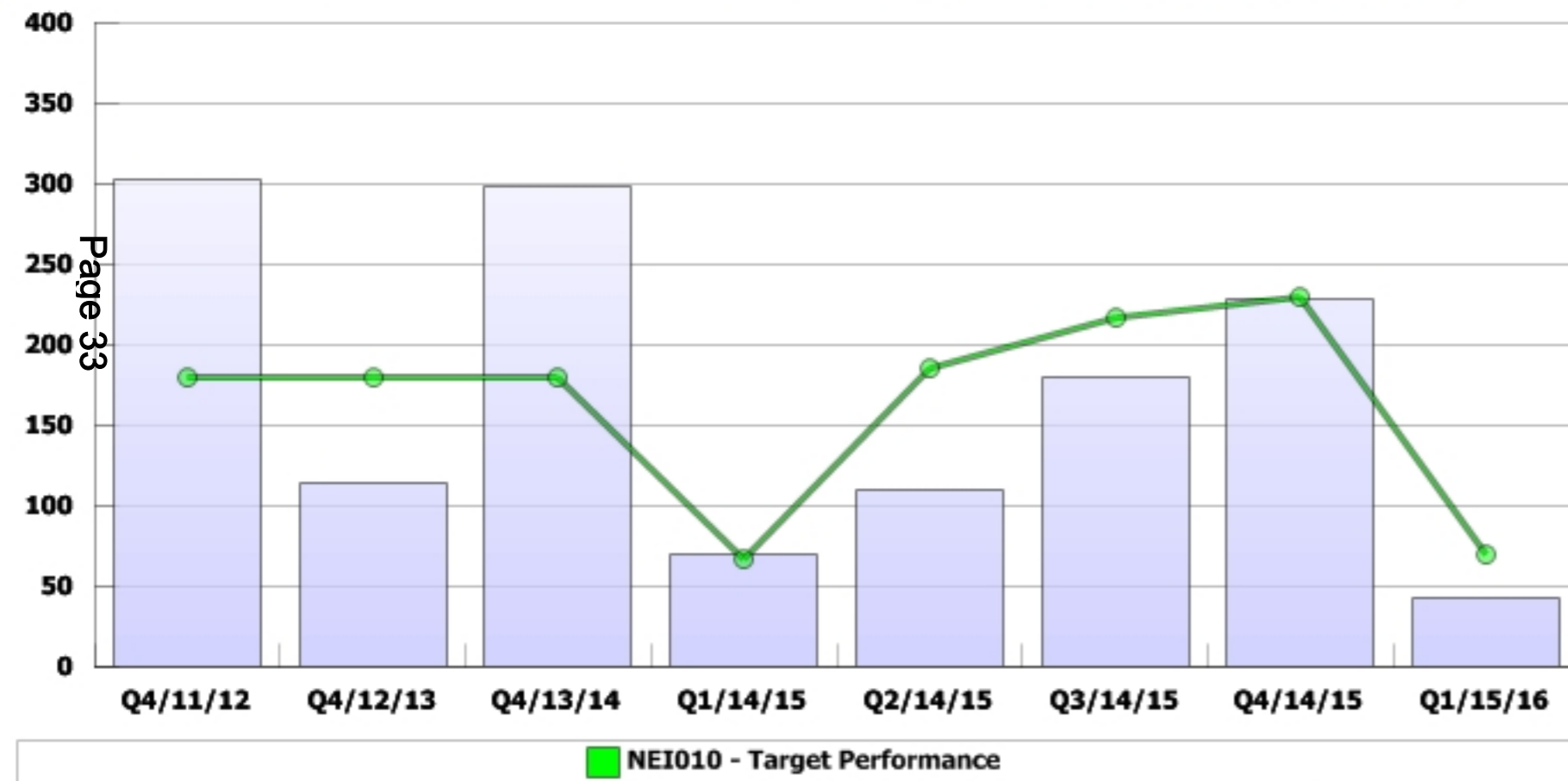
The delay caused by Mears when officers have tried to pick up the details of calls has been raised with Mears. We are investigating introducing a new pager system that may be able to speed up this part of the process.

NEI010 What was the net increase or decrease in the number of homes in the district?

Additional Information: This indicator encourages a greater supply of new homes to address long-term housing affordability issues, and measures the net increase in dwelling stock over one year. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	70	43	✗
Q4/14/15	230	229	✗
Q3/14/15	209	181	✗
Q2/14/15	187	111	✗
Q1/14/15	68	70	✓

Annual Target: 2015/16 - 230
2014/15 - 230

Indicator of good performance:
A higher number is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?

Yes

Comment on current performance (including context):

(Q1 2015/16) – Our Quarter 1 KPI figure is 43. If this rate of housing completions were to continue it would mean that we would fail to meet our Annual Target for 2015/16 Housing Completions of 230 additional units. It is however envisaged that completion figures should increase throughout the remainder of the monitoring year. Provision for future housing development will be made through new housing designations in the emerging Local Plan.

Corrective action proposed (if required):

(Q1 2015/16) - None proposed at this time.

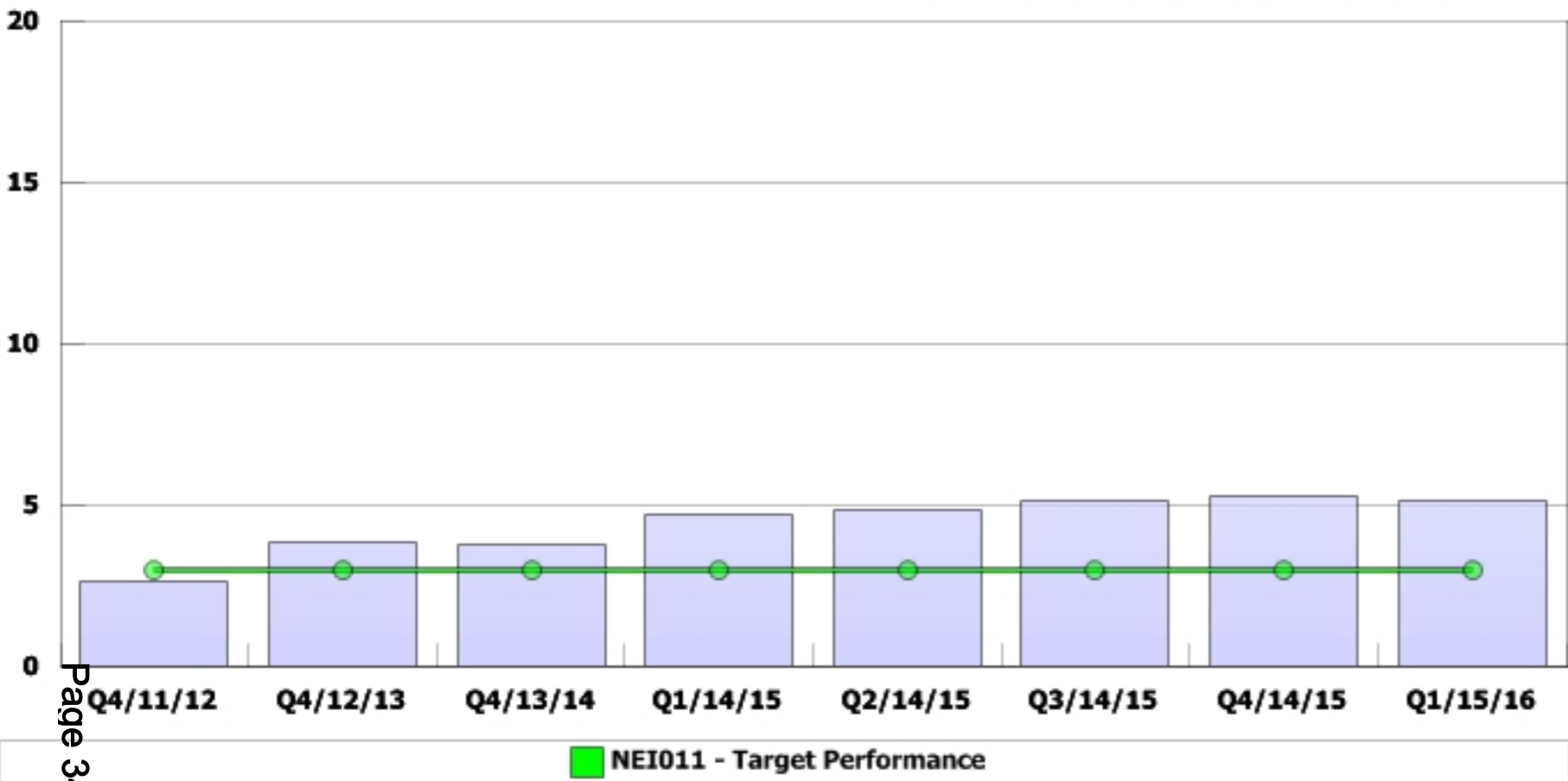
It is important to note that the Council has a limited influence over housing completion figures meeting targets. The Council can encourage more building of dwellings by granting planning permission, making strategic housing site allocations through the Local Plan etc., but it does not actually build the vast majority of the dwellings, so it cannot control if and when they are completed. Even if a site is given planning permission, the state of the housing market can mean that at times, housebuilders will not complete units they have permission to build, if it is felt that they will not be sold. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.

NEI011 What percentage of the rent we were due to be paid for our commercial premises was not paid?

Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported on a quarterly basis.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual	Status
Q1/15/16	3.00%	5.19%	✗
Q4/14/15	3.00%	5.33%	✗
Q3/14/15	3.00%	5.17%	✗
Q2/14/15	3.00%	4.86%	✗
Q1/14/15	3.00%	4.73%	✗

Annual Target: 2015/16 - 3.00%
 2014/15 - 3.00%

Indicator of good performance:
 A lower percentage is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?

No



Comment on current performance (including context):

(Q1 2015/16) The debt has reduced slightly as a result of closer monitoring of specific debtors and regular arrears meetings.

Corrective action proposed (if required):

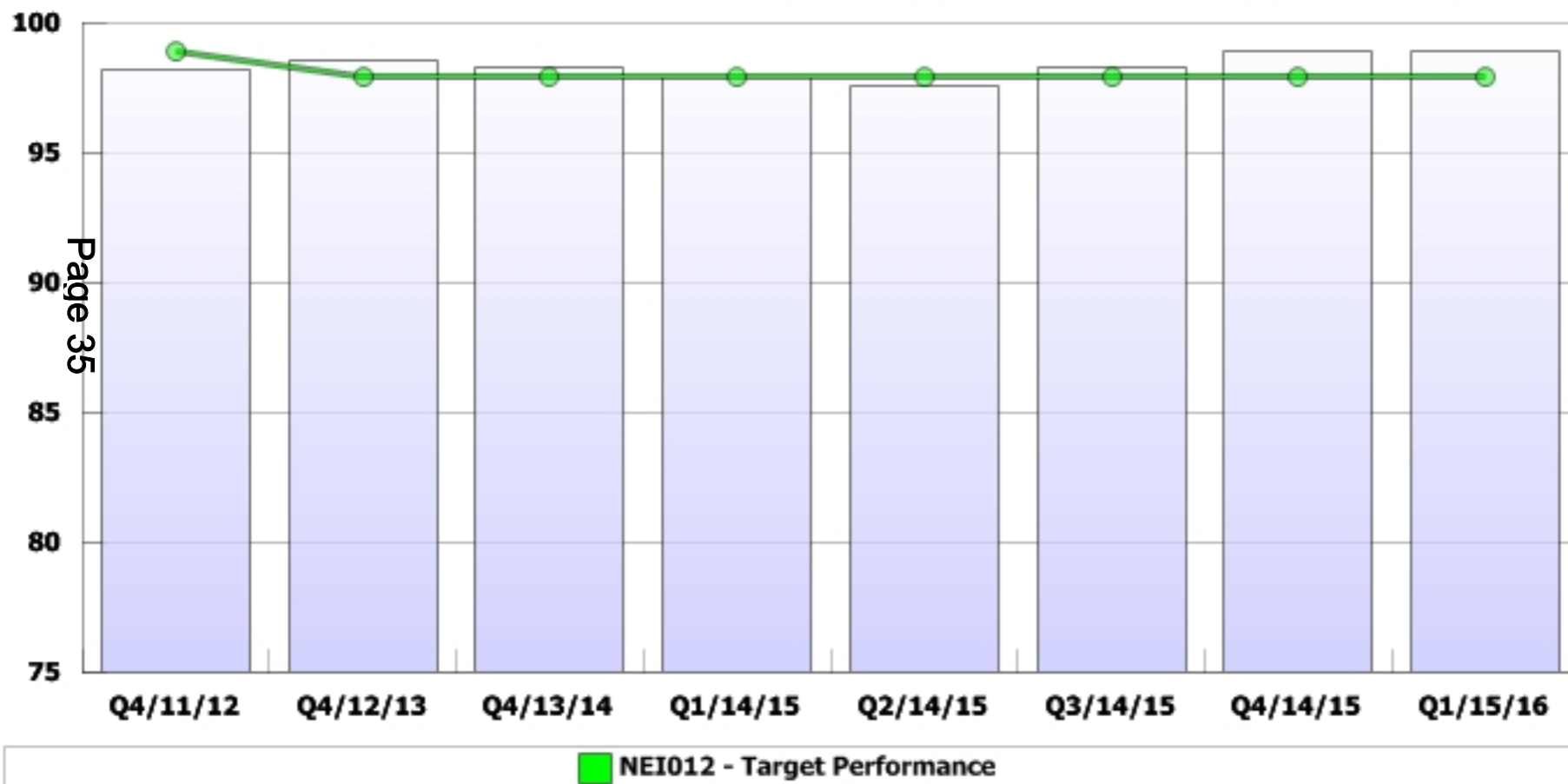
(Q1 2015/16) Currently reviewing debtors policy and working with finance and legal on strategy for larger debts.

NEI012 What percentage of our commercial premises was let to tenants?

Additional Information: This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported on a quarterly basis.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564042.

Current and previous quarters performance



Quarter	Target	Actual
Q1/15/16	98.00%	98.98%
Q4/14/15	98.00%	98.98%
Q3/14/15	98.00%	98.31%
Q2/14/15	98.00%	97.63%
Q1/14/15	98.00%	97.97%

Annual Target: 2015/16 - 98.00%
 Target: 2014/15 - 98.00%

Indicator of good performance:
 A higher percentage is good

↑ is the direction of improvement



Is it likely that the target will be met at the end of the year?

Yes



Comment on current performance (including context):

(Q1 2015/16) Vacancy rate has not changed. All 3 vacant properties currently under offer awaiting works or planning.

Corrective action proposed (if required):

(Q1 2015/16) Nothing further to be done.

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NEI01 How much non-recycled waste collected for every household in the district?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
384kg	396kg	393kg	400kg

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
The trend in non-recycled waste has been upwards and the following actions are proposed to reduce.		
Review Policy options for dealing with situations when dry recycling (cans, paper, cardboard plastic containers and glass bottles) are presented in the residual waste stream (black lidded wheelie bin) and what actions could be taken to encourage residents to avail the recycling services offered at the door step	Policy review by Cabinet in December 2015	Policy agreed
Use of community events to publicize the materials and extent of recycling in the district. Look at reuse organisations to reduce waste	ongoing	Attendance at events

Improvement Action	Target Dates	Key Measures / Milestones
Review the Policy on size of residual (black lidded) wheelie bin to encourage residents to make full use of the comprehensive recycling service offered by the Council.	Policy review by Cabinet in December 2015	Cabinet approval of Policy Rationalisation/review of some of the larger wheelie bin allocated to individual properties
Diversion of food waste from the residual waste stream.	Waste Management Partnership Board to consider	

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

At this stage no additional cost implications are envisaged.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Waste analyses have repeatedly shown that some residents do not make full use of the door step recycling services available. In framing a revised Policy due regard will be given to the factors responsible for the lack of recycling by some residents.

NEI02 What percentage of all household waste was sent to be recycled, reused or composted?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
59.14%	59.00%	58.53%	60.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Collection calendar to every household around publicity on recycling of textiles, batteries and small WEEE electrical items	October 2015	Delivery of new collection calendar
Review Policy options for dealing with situations when dry recycling (cans, paper, cardboard plastic containers and glass bottles) are presented in the residual waste stream (black lidded wheelie bin) and what actions could be taken to encourage residents to avail the recycling services offered at the door step	Policy review by Cabinet in December 2015	Policy agreed
Use of community events to publicize the materials and extent of recycling in the district	ongoing	Attendance at events

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

At this stage no additional budget is envisaged however some reallocation of budgets within Waste Management Service may be required to rationalise expenditure, for example to carry out additional publicity

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Waste analyses have repeatedly shown that some residents do not make full use of the door step recycling services. Recycling performance has dipped in some other local Essex authorities.

NEI03 What percentage of our district had unacceptable levels of litter?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
7%	6%	11%	8%

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
Joint inspections with Biffa will take place when assessing this KPI – regular monitoring of all zones after cleansing to ensure standards are reached subject to workload and collection problems	October 2015 January 2016	Reduction in litter
Development of a computer Application for monitoring streets	October 2015	Reduce double handing/input of data collected
Join in county wide campaigns on litter reduction by publicity and education	December 2015	Complete publicity campaign

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

No budgetary impact is envisaged

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Now that the refuse and recycling collection services are beginning to normalise it should be possible to refocus on this Indicator and increase the performance to meet and exceed the target.

NEI04 What percentage of our district had unacceptable levels of detritus(dust, mud, stones, glass etc.)?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
9%	9%	11%	10%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Joint inspections with Biffa will take place when assessing this KPI – regular monitoring of all zones after cleansing to ensure standards are reached subject to workload and collection problems	October 2015 January 2016	Reduction in detritus
Development of a computer App for monitoring streets	October 2015	Reduce double handing/input of data collected

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

No impact envisaged

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Now that the refuse and recycling collection services are beginning to normalise it should be possible to refocus on this Indicator and increase the performance to meet and exceed the target.

NEI05 What percentage of the issues & complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
97.1%	98.00%	97.51%	95.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Target achieved in 2015. We intend to continue with our aim to respond to all issues as quickly as possible, but when necessary prioritising more urgent issues. We continually monitor performance to ensure that issues are responded to as quickly as possible. No specific additional action is planned.	Performance continually monitored and checked at the end of each quarter.	Ensures that team is focused on responding to enquires as quickly as possible, which is vital as a predominately reactive service.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

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Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

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NEI06 What percentage of recorded incidences of fly-tipping are investigated within 3 working days of being recorded where the fly-tip is on public or privately owned land?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	95%	93.00%	90.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
<p>Target achieved in 2014/15. The investigation of fly-tipping can delay clearance whilst evidence is obtained. A balance has to be maintained between clearing waste quickly and missed opportunities to gather evidence. Officer will continue to be reminded of the need to prioritise cases and ensure investigations are carried out quickly or clearance commenced.</p>	<p>Target assessed at end of each quarter.</p>	<p>Prompt investigation of fly-tip incidents and minimal delay in clearance</p>

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

NEI07 What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	93%	91%	90%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Target achieved 2014/15. A new system of recording fly-tips and clearance data has been implemented to integrate with BIFFA. This has enabled a standard report to be produced that automatically identifies potential service failures or errors in data. We are hoping to implement officer mobile reporting, to further speed up the process of clearance immediately after an inspection for evidence has been completed.	Target monitored on a weekly basis and reported at each quarter	Target aimed to ensure that typical fly-tip deposits (that can be cleared under the waste contract) are quickly cleared and any delay identified and challenged.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

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Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

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NEI08 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	96%	91%	90%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
<p>Target achieved 2014/15. A new system of recording fly-tips and clearance data has been implemented to integrate with BIFFA. This has enabled a standard report to be produced that automatically identifies potential service failures or errors in data. We are hoping to implement officer mobile reporting, to further speed up the process of clearance immediately after an inspection for evidence has been completed.</p>	<p>Target monitored on a weekly basis and reported at each quarter</p>	<p>Target aimed to ensure that large or hazardous fly-tip deposits (that cannot be cleared under the waste contract) are quickly cleared and any delay identified and challenged.</p>

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

NEI09 What percentage of out of hours noise complaints that are passed through to the duty noise officer are responded to within 15 minutes?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	96%	92%	90%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Target complied with 2014/15. Discussions are ongoing with Mears (call handling contractor) to try and minimise errors and delay. Response to calls is constantly monitored and service failures followed up immediately.	Individual response to calls is regularly checked and reported on a quarterly.	Target ensures officers respond quickly to any out of hours noise complaints on a consistent basis.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

NEI010 What was the net increase or decrease in the number of homes in the District?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
115	299	229	230

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
There are no specific improvements planned, partly because performance in the 2014/15 year was only one unit short of the target, and partly because the Council does not have much control over the outcome of this indicator, as it does not have control over how many housing units are built in the district. Obviously the Council can encourage more building of dwellings by granting planning permission, making strategic	n/a	n/a

Improvement Action	Target Dates	Key Measures / Milestones
<p>housing site allocations through the Local Plan etc., but it does not actually build the vast majority of the dwellings, so it cannot control if and when they are completed. Even if a site is given planning permission, the state of the housing market can mean that at times, housebuilders will not complete units they have permission to build, if it is felt that they will not be sold. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.</p>		

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

n/a

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

n/a

NEI011 What percentage of the rent we were due to be paid for our commercial premises was not paid?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
3.90%	3.80%	5.33%	3.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Regular team meetings to ensure arrears are being reduced and if applicable instalment plans are being introduced / met.	At least once a quarter	Reduction in overall arrears outstanding more than 90 days
Closer liaison with Finance and Legal teams to ensure debts are manageable and being passed to Legal if no prospect of obtaining rent amicably	On-going	Increased number of "older" debts longer than 90 days going to Legal
Suggest improvements in current process / policy to make collection of arrears more efficient and successful	By end December 2015	Amendment in policy to allow fewer reminders and a more streamlined process eg bailiffs / legal.
Direct Property Manager liaison with tenants in arrears.	On-going	Reduction in overall arrears

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

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Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

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NEI012 What percentage of our commercial premises were let to tenants?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
98.64%	98.31%	98.98%	98.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Regular Property Team meetings to discuss voids and up-coming lease expiries – pre-empting any possibility of vacant units.	Every 3 months	
Promptly placing properties to let on the Council’s website and instructing letting agents	As vacant properties become available	Reduction in non-occupied property at year end. Increased rent collection.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.



2014—2015 Annual Report



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CSP Chair Introduction

The Epping Forest District Community Safety Partnership (CSP) continues to function efficiently and effectively despite resource reductions. The Partnership continues to maintain strong links between organisations involved in community safety within the District which provide benefits in targeting reductions of crime, disorder and anti-social behaviour. The previous 12 months have been a challenging time which have brought about innovative changes in maintaining standards and, in a number of cases, improving service delivery to the businesses and residents of the district.

Councillor Gary Waller – Chair of the Community Safety Partnership

How we work

The CSP is made up of representatives from Essex Police, Essex Fire and Rescue Service, Community Rehabilitation Service (CRC), Epping Forest District Council (EFDC), Voluntary Action Epping Forest (VAEF) and the Magistracy, which meet on a quarterly basis to oversee the range of work undertaken. The CSP is responsible for undertaking an annual review of current crime and disorder issues and each year, the CSP Analyst prepares a Strategic Assessment based around local identified priorities. The Strategic Assessment sets out to;-

- Understand the patterns of crime, disorder and substance misuse
- Set clear and robust priorities for the Partnership
- Develop activity that is driven by reliable intelligence and which meets the needs of the local community
- Incorporate the views of residents living in the area

Once local priorities are identified, an annual CSP Plan is formulated to address those issues. The CSP's local priorities are currently;-

- Domestic Abuse
- Assault/violent crime
- Anti-social Behaviour
- Burglary in a dwelling

Funding

The main source of funding for the CSP is the Office of the Police & Crime Commissioner (PCC). This funding is allocated to the 14 District, Borough and City CSPs in Essex on an annual basis. This PCC grant is allocated to CSPs to ensure continuity of service, build on effective relationships and to support key priority areas of focus in the Police and Crime Plan.

In Epping Forest District, this funding is supported by a range of other funding sources and, in 2014/15, the funding profile for the Epping Forest CSP was as follows:

Income 2014/15	Amount
Essex Police & Crime Commissioner – Community Safety Fund	£21,800
Essex Fire & Rescue Service – Partner Contribution	£3,000
New Initiatives Fund – Young Persons Guide to Volunteering Boxing Club	£1,500
High Sheriffs Awards – Crucial Crew	£1,000
Epping Forest District Council – Crucial Crew	£8,200
Total	£35,500



Performance Summary: What have we done?

Domestic Abuse - Home Safety Checks

The CSP continues to provide care to victims of domestic abuse that are considered 'high risk', and this involves carrying out safety surveys by the Community Safety Officer and the Police Crime Prevention Tactical Adviser. The voluntary sector are also involved in supporting this work through Voluntary Action Epping Forest's (VAEF) Safe & Sound Scheme, to fit additional security devices where specified by the survey. This scheme has been successful in reducing repeat victimisation by 38% for up to 6 months after the survey is carried out, when compared to those not subject to a visit.

Between 1st April 2014 and 31st March 2015, EFDC's Community Safety Team carried out 30 security surveys with Essex Police in relation to high risk victims of domestic abuse. Satisfaction surveys, together with home security and fire safety leaflets, were sent to all victims. Of those surveys 12 (40%) were returned. All the surveys reflected an appreciation of the contact and comments made about the service included;

'I felt valued and they took good care of my safety – I am so grateful to them.'

'Feel so much better since the visit; feel a lot safer making the changes suggested to my home and advice given.'

'Fantastic team that visited us in a time of need. Very good at their jobs; gave us some control again in a time of fear.'

'Fantastic help & advice; extremely grateful; wonderful service.'

'so supportive & kind and ever so helpful especially as you feel embarrassed asking for help.'

Source: Domestic Abuse survey feedback forms

Sanctuary Scheme

EFDC's Community Safety, Housing Options and Housing Repairs Teams work closely together to support local people at risk. The Housing Options Team manage a district-wide Sanctuary Scheme, which involves them working together with Community Safety, Essex Police and Essex County Fire & Rescue Service to provide enhanced security to very high risk victims that do not wish to move. The scheme allows for family life to remain as normal as possible for victims, giving them enhanced levels of security and threat management and reduction, through lifestyle action plans. The scheme is tenure neutral and costs are reduced by work being carried out in-house, by EFDC Housing Repairs Team in accordance with best practice guidelines.

There are currently 6 Sanctuary Schemes in Epping Forest
Source: EFDC Housing Options

J9

In order to deal with the preventative side of domestic abuse, we continue to run a programme of J9 training courses to local partners and businesses across West Essex, in conjunction with Safer Places' Domestic Abuse Support Services. Over the last 12 months there have been 5 courses in Epping Forest involving 93 participants. The courses provide information on identifying victims and signposting them to appropriate services.

"The J9 Course helps me support my staff and families who access our services"

"I will listen more, not tell victims what to do, but give options. Be more patient."

Since the development of J9 Safer Places Outreach Services in Epping Forest have seen an increase in referrals of over 135%.

Source: J9 Feedback forms

Anti-Social Behaviour (ASB)

Anti-social behaviour continues to be a priority area for the CSP and with the increased threat from street gangs in the south of the district, there is a cross border working group hosted by EFDC ASB Investigators to deal with this issue. Members on this group include EFDC Housing Service, Essex Police, Metropolitan Police Safer Neighbourhoods Team, British Transport Police, Redbridge Homes and London & Quadrant Housing Trust. The Community Safety Officer with responsibility for the South area works closely with the Assistant Area Housing Manager from the housing office at Limes Farm. This allows local contact with service providers and residents and provides an intelligence conduit to Community Safety and the Police.

The North Area ASB Investigator is trained in mediation and is also the EFDC Restorative Justice Ambassador to the Office of the Police and Crime Commissioner. This is a new initiative to identify emerging problem families and provide mediation and support before problems escalate. Both Investigators deal with graffiti complaints which allows them to monitor any emerging community tension issues. The investigators are responsible for running a 6 weekly ASB Co-ordinating Group (ASBCG). This allows a multi-agency approach to deal with the problems of anti-social behaviour, ensuring tasks are not duplicated and each problem has a clearly identified lead officer.

ASB complaints received by EFDC are set to increase, as the level of Essex Police priority for dealing with ASB reduces, through triage of cases in relation to threat, risk and harm. Cases not assessed as high risk will in future be sign-posted by Essex Police to other agencies to deal with. This is likely to place additional burdens on EFDC's Community Safety, Housing, Environment & Neighbourhoods Officers.

ASB investigators dealt with 277 complaints between 01/07/13 – 30/06/14 which increased to 307 between 01/07/14 – 30/06/15 a 10.8% rise.

Source: M3 PP system

CCTV Abus Camera Systems

In 2013, with funding from the PCC New Initiatives Fund, EFDC's Community Safety Team purchased 5 cameras which allowed the installation of a self-contained CCTV system (camera / monitor and recorder). These are offered to local residents on a 'loan' type basis for a specific period of time, with an option to purchase (at cost price). The cameras can be used to assist across a broad spectrum of matters including; gathering evidence in support of allegations of Anti-Social Behavior; deterring bogus callers and reassurance to victims.

Since 2013, 6 cameras have been installed in the district, 1 camera is currently still in use, 3 have been removed, and 2 were purchased by the homeowners. These cameras were replaced so that the project continues to be self-sustaining.

Source: EFDC Community Safety Team

Burglary Dwelling

Burglary from dwellings continues to be a priority crime to address locally. This is due to the District's close proximity to the London Metropolitan area and the excellent transport links through the district, allowing travelling criminals to enter and leave by a number of different means. The district is made up of many affluent areas which thereby encourages the theft of desirable products from homes. The police response to burglary dwelling is Operation Insight. This involves predicting patterns of crime and targeting areas that could potentially be the focus of a linked series of crimes. The response involves 'cocooning,' which is a door knocking and leaflet drop exercise by Police Community Support Officers. EFDC's Community Safety Team supports this operation by providing 'Lock 'em Out' leaflets and witness reporting cards for this type of criminal activity.



EFDC's Housing Options Team also issue new tenants with Homesafe security packs when they take up a new tenancy. This is a general security advice pack which additionally contains fire safety advice, electoral information and details of NHS services in the district.

Neighbourhood Watch has gone from strength to strength in the district, with a dedicated Essex Watch Liaison Officer co-ordinating the activity of groups and identifying new ones. Working with Essex Police's Crime Prevention

and EFDC's Community Safety Teams, the number of Neighbourhood Watch groups in the district now stands at 600, with approximately 20,000 houses covered.

Assault / Violent Crime

Generally, a high proportion of assaults in the district relate to domestic abuse, or the 'night time' economy. The district has night clubs located in Epping and Loughton High Streets that attract large numbers of customers which can generate occasional disorder. Essex Police and EFDC are working closely together to provide public safety. Recently, high quality cameras were installed to cover the 'Club 195' and 'Villa' Clubs in Epping. The evidence of disorder relating to the 'Villa' recorded from these cameras played a significant part in closing the club. Further CCTV upgrades are taking place in Loughton which will improve evidence gathering of crime and disorder.

Re-deployable CCTV cameras were used at the Limes Farm Estate in Chigwell earlier this year to support police operations and reduce the fear of crime, after violent, gang related activity was identified. Staff were also briefed on 'cuckooing', which is a process of recruiting and using residents who have vulnerabilities, to assist in the facilitation of crimes. Residents likely to be vulnerable to this activity were identified and monitored by Essex Police and housing officers, with police making one arrest where cuckooing was identified in Loughton.

West Local Policing Area Analyst

The CSP funds, and EFDC is responsible for managing an Area Analyst who is dedicated to support the partnership activities of West Local Policing Area (LPA). These areas include Epping Forest, Brentwood, Harlow and Thurrock Districts. The selection process was carried out in conjunction with the Principal Analyst from Essex Police and the police are providing training and support to the role. West LPA is currently the only district or borough in Essex with this resource.

Between 01/04/13 – 31/03/14 EFD recorded 6,871 crimes. Between 01/04/14 – 31/03/15 EFD recorded 6,689 crimes - a reduction of 3%

Source: Home Office iQuanta data

Voluntary Action Epping Forest Home Safety / Handyperson Scheme

Between April 2014 and March 2015, 51 visits were made to elderly residents' homes, via referrals from EFDC's Community Safety Team. Over 100 items of equipment were fitted during that time. In the same period, security checks were undertaken for 403 elderly people that were visited for "Falls Prevention" work. During these visits, smoke detectors were also checked and replaced where necessary.

Comments from clients included:



"I feel so much safer after your visit; your advice has been invaluable and I am so grateful for your help."

"The lighting you fitted has made such a difference. I now have more confidence when I arrive home during the evenings"

**VOLUNTARY
ACTION** EPPING
FOREST

"What a wonderful service. I have been very impressed with everyone that has assisted me. Thank you for the work you have carried out; it has made me so much safer and I worry much less now knowing that I am secure within my home. "

Source Voluntary Action Epping Forest

Young Persons Independent Sexual Violence Advisor (ISVA) Post

During the review year, Epping Forest CSP, Braintree CSP and Victim Support funded a six month Young Person's ISVA post. The aim of the post are to carry out targeted work with young people who have been victims of sexual abuse, or have been sexually exploited. This includes raising awareness, through the delivery of workshops to young people in relation to consent and the law, the grooming process, the effects of rape/sexual assault and Child Sexual Exploitation (CSE). Training to raise awareness of sexual violence, including CSE, has also been provided to professionals working with young people, including educational establishments, Youth Offending, Essex Police, housing associations, Social Care and Health and this has included provision of a referral and support pathway for schools.

From April 1st 2015, Epping Forest & Braintree CSPs and the Office of the Police & Crime Commissioner agreed to joint fund the post for a further year, until March 2016, when the Countywide ISVA Service, which will incorporate workers for young people, is due to go live.

From 1st Jan – 31st March 2015 there have been 13 Young Person Referrals (7 Braintree and 6 Epping Forest.) The referrals came from Schools, Social Care, Police, Victim Support and Oakwood Place. A CSE Awareness Programme was delivered to Epping St Johns School to 98 pupils.
Source: Victim Support

Young Persons Guide to Volunteering

EFDC's Community Engagement Team were successful in securing £1,390 from the Police and Crime Commissioner's Fund, to produce 1,000 copies of a Young Persons' Guide to Volunteering in Epping Forest. They obtained agreement from the following local partner organisations that will support young people to volunteer from age 14+, to be promoted in the guide: Voluntary Action Epping Forest, Essex Youth Service, Lambourne End Outdoor Centre, Epping Forest District Museum, The Red Balloon Family, and City of London Corporation.

To promote the guide, the Epping Forest Youth Council (EFYC) have so far presented to 2 school assemblies at Davenant Foundation School (167 pupils) and Chigwell School (88 pupils). At the school assembly, the Youth Councillors distributed the Volunteer Guides and travel wallets, which were well received and the teachers all complimented the Youth Councillors for their excellent presentation. Due to the summer term being considered their busiest, several schools have requested their respective presentations to be booked for the Autumn term, as it is the start of the new school year.

Sports Activities

A range of sports activities and projects are delivered across the district through funding from the CSP and PCC. Currently these include football, boxing and multi-sports at the following locations and times;

- Football for 11 – 16 year olds at the Limes Farm Estate, Chigwell every Monday (6pm – 8pm), with an average weekly attendance of 20 young people.
- Multi-sport session on Thursdays at Limes Farm Estate, (6pm – 8pm) (introduced following requests from local young people), with an average weekly attendance of 12 -16 young people.
- Football for 11 – 16 year olds at TownMead, Waltham Abbey every Friday (6pm – 8pm). This is an incredibly successful session with an average attendance of 80 - 90 young people each week.
- Boxing sessions at Buckhurst Hill and Limes Farm.

The various projects have had a positive impact upon young people in terms of improving their health and wellbeing and their regular engagement has helped to reduce anti-social behaviour. Feedback from young people identifies that they just 'want something to do and love playing football'. Parents have also fed back that they really appreciate the sessions, as they know that their children are in a safe environment and where they are. The young people have shown more respect for their community and the facilities within the community and this has been very significant at Town Mead in Waltham Abbey, where young people are no longer causing a nuisance to people using the new 3G astro turf pitch, as they are actively involved in the sessions. The projects have also contributed to improving crime prevention through positively engaging young people in constructive activities. The experienced coaches employed to deliver the sessions have taught the young people new skills and respect, through the way sessions are delivered, and have provided pathways for several young people to go on and play for local football teams. The project has also improved their life skills and training opportunities.

The Boxing Project, which is organised in conjunction with Eastside Amateur Boxing Club (ABC) in Buckhurst Hill, has become sustainable through the Club taking the Project on board, and sessions are provided at the club in Buckhurst Hill. A new boxing session for young people has also been set up at the Limes Centre in Chigwell, which is currently being delivered by Gator ABC, and although the number of young people attending these sessions is low at present, work is being done to develop and promote the sessions further.



Crucial Crew

Nearly 1,700 children aged 10 and 11 years old from the Epping Forest and Brentwood districts were given a snapshot safety experience, at the annual Crucial Crew event held in June 2014 at Gilwell Park in Sewardstone, Waltham Abbey.

Part funded by the CSP, Crucial Crew is a specially designed initiative which covers a wide range of topics including fire safety, road safety, internet safety, healthy relationships, water safety, environmental issues, bullying and the dangers of alcohol. Children attend Crucial Crew over a 2 week period every June and follow a strict timetable of activities which take them through various scenarios, where they are given the chance to role play potentially dangerous situations, experiencing risk in a safe environment.

Reality Road Show

Reality Road Show is a similar initiative to Crucial Crew, but is targeted at 14 year olds in local secondary schools. Reality Road Show however includes more high level messages around potential health and safety risks to young people and includes different scenarios. In 2014, the Council delivered Reality Road Show in the following schools:

- Epping St Johns
- West Hatch, Chigwell
- Roding Valley, Loughton
- Davenant Foundation, Loughton
- King Harold, Waltham Abbey

The schools each received an Arc Theatre educational production which focussed on key issues of concern in the district, which was designed by Arc Theatre's script writer in conjunction with EFDC's Community Services. This year the production was a bespoke piece, focussing on child sexual exploitation (CSE), internet safety and grooming. Schools were re-charged for the theatre element of the day.

All pupils attending participated in scenarios covering the following key themes:

- Consequences of crime via an offender's insight
- Internet safety
- Legal highs
- Alcohol misuse
- Sexual health
- Healthy relationships, incorporating domestic abuse

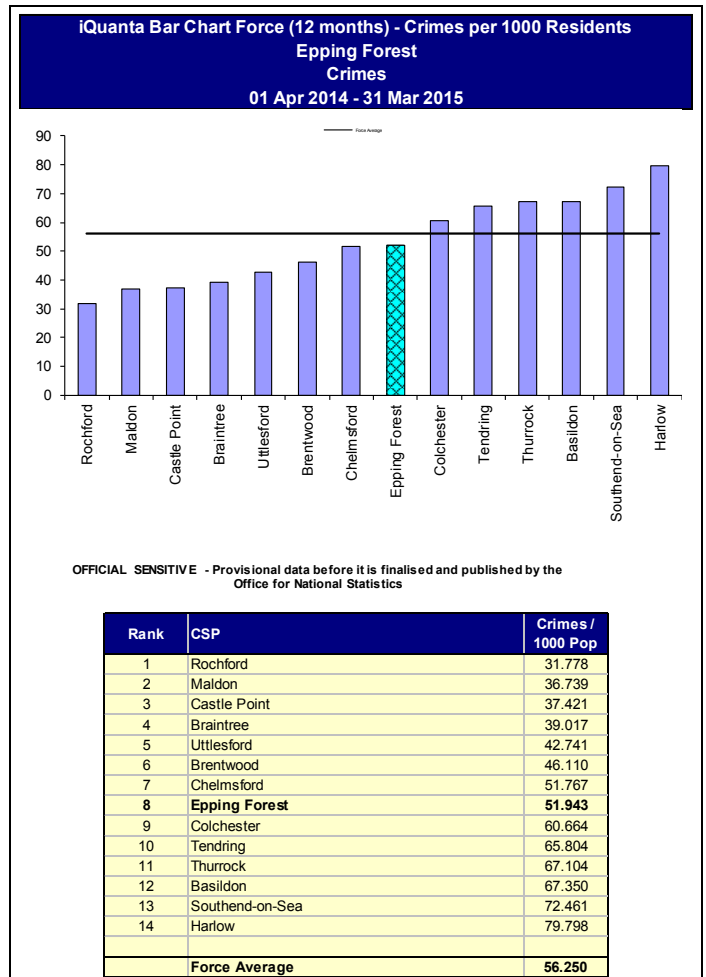
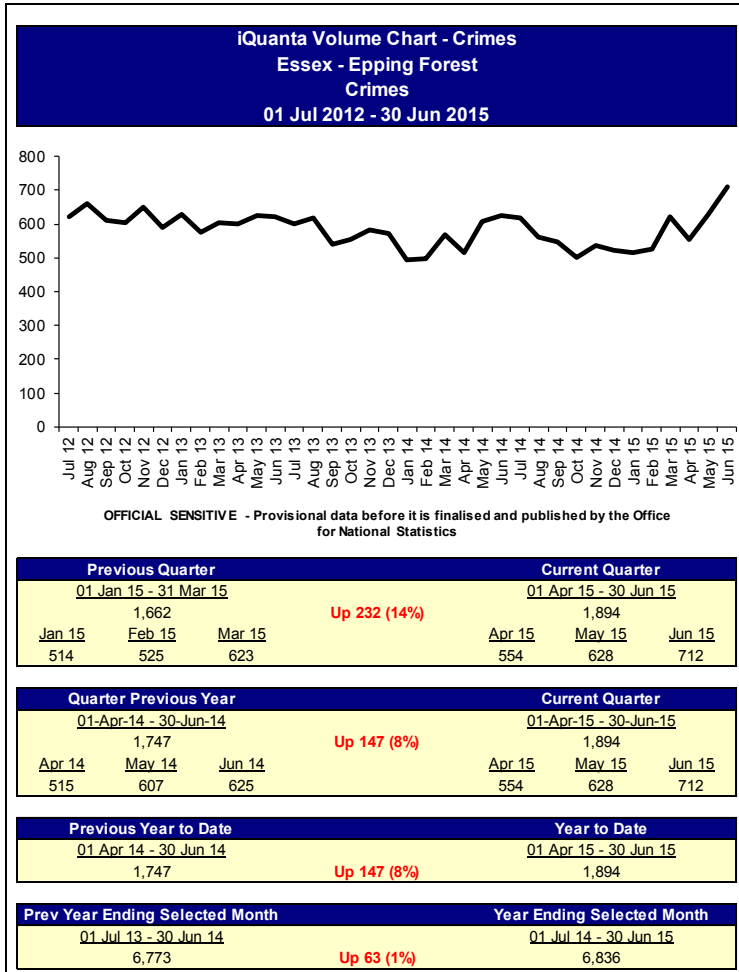




Crime Statistics

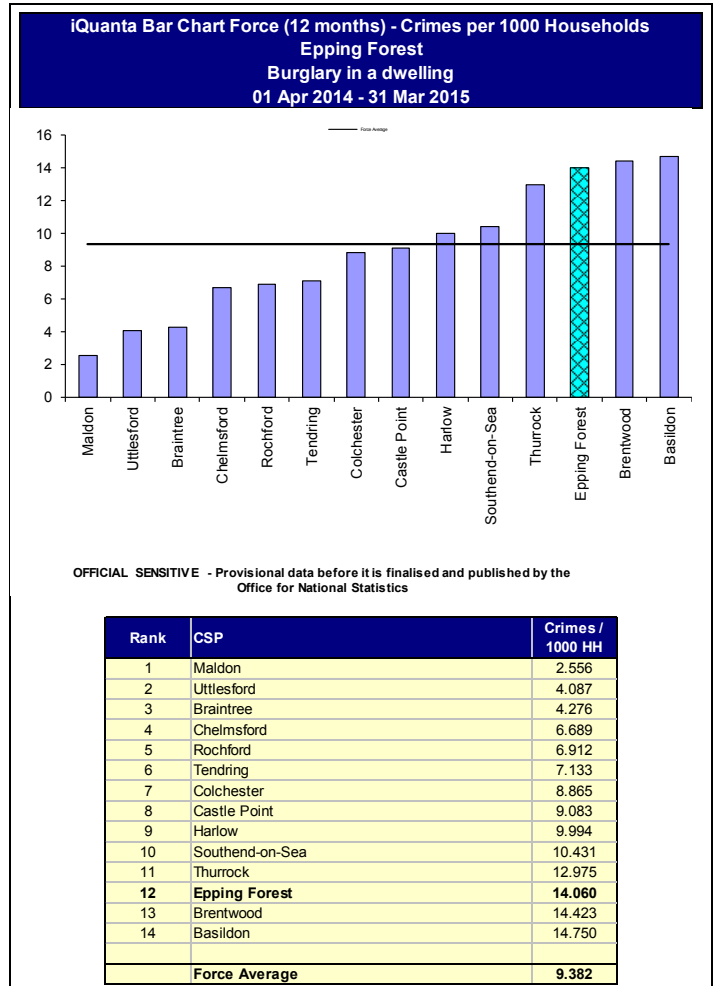
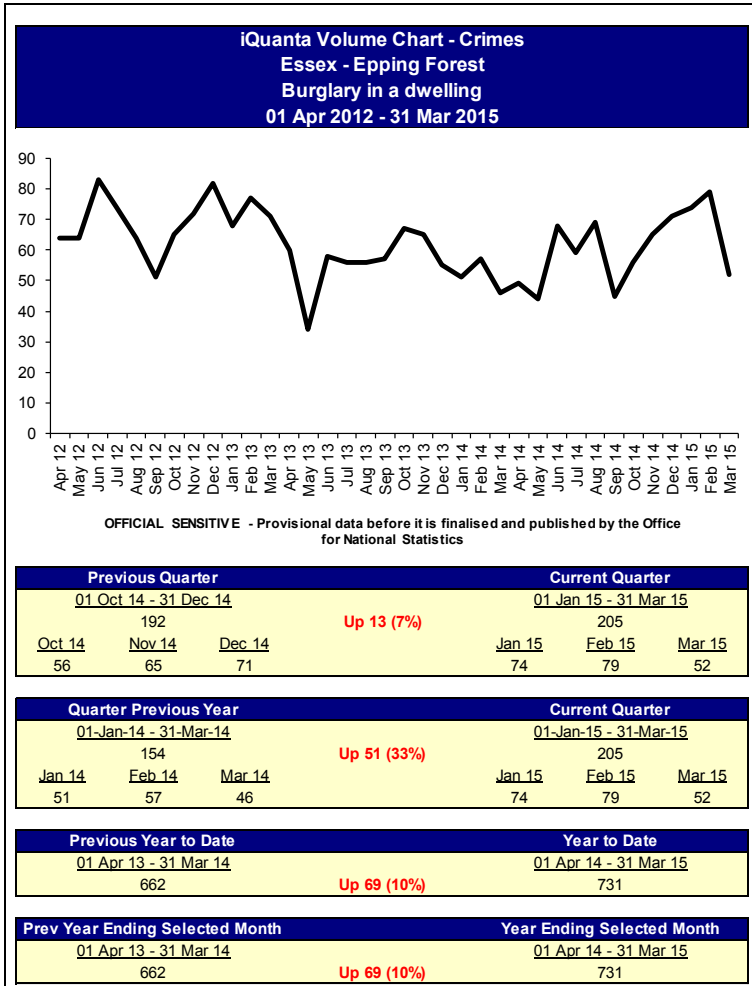
Data is extracted from iQuanta, the Home Office system for recording reported crime figures.

All Crime



There were 182 fewer reported crimes overall compared to 2013/14, a decrease of 3%. The projection is for a nil to slight increase. Epping Forest rated 8th in Essex and 8.6% below the Essex average. Crime in Epping Forest is also 35% less than in neighbouring Harlow, which was top of the Essex list.

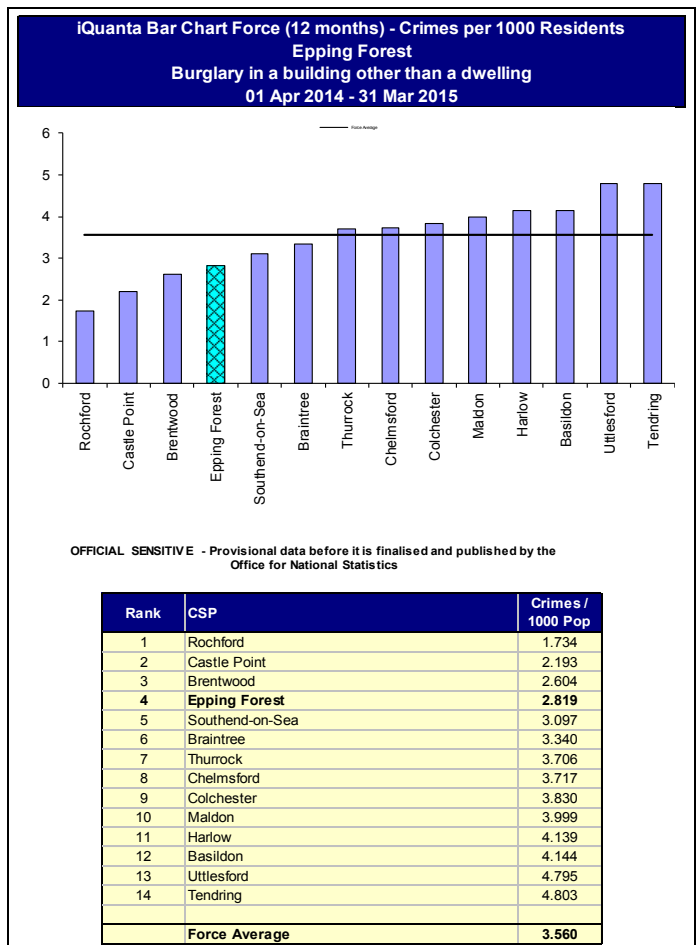
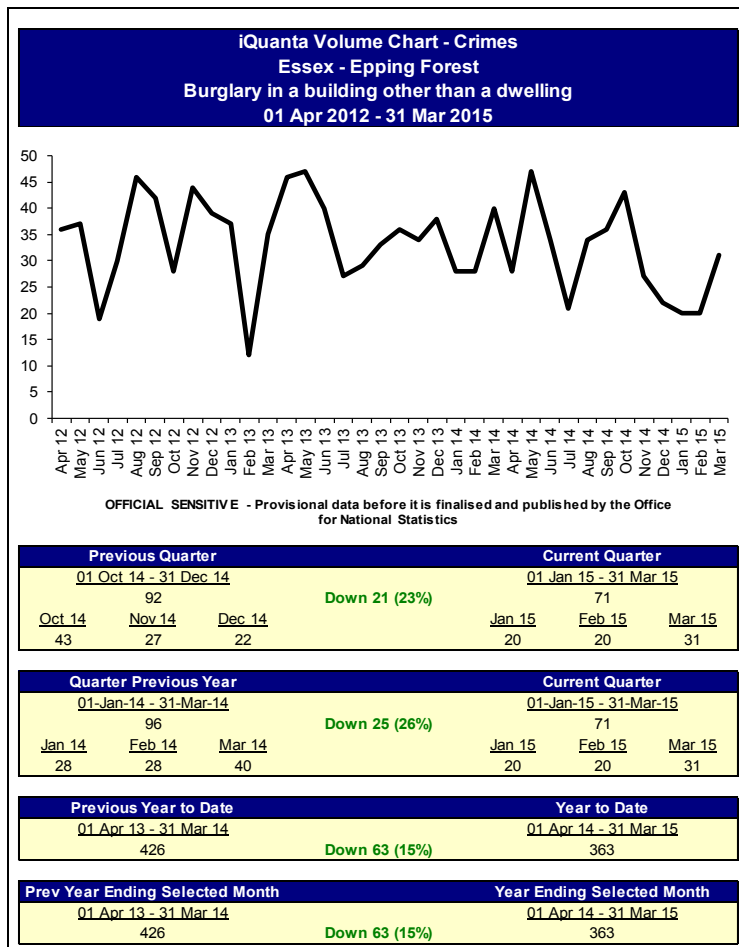
Burglary Dwelling



With 731 reported dwelling burglary crimes, this was a 10% (69) increase on the previous year. This placed Epping Forest as the 12th highest district in Essex when compared by per thousand residents. However, the projection is for a slight increase, but nothing significant.

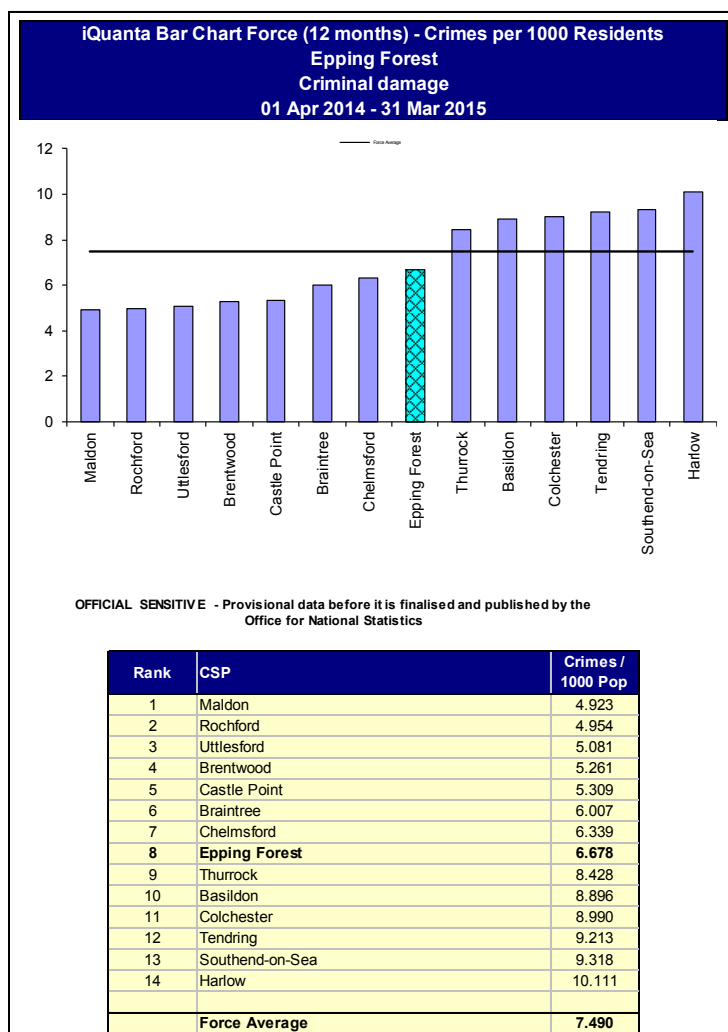
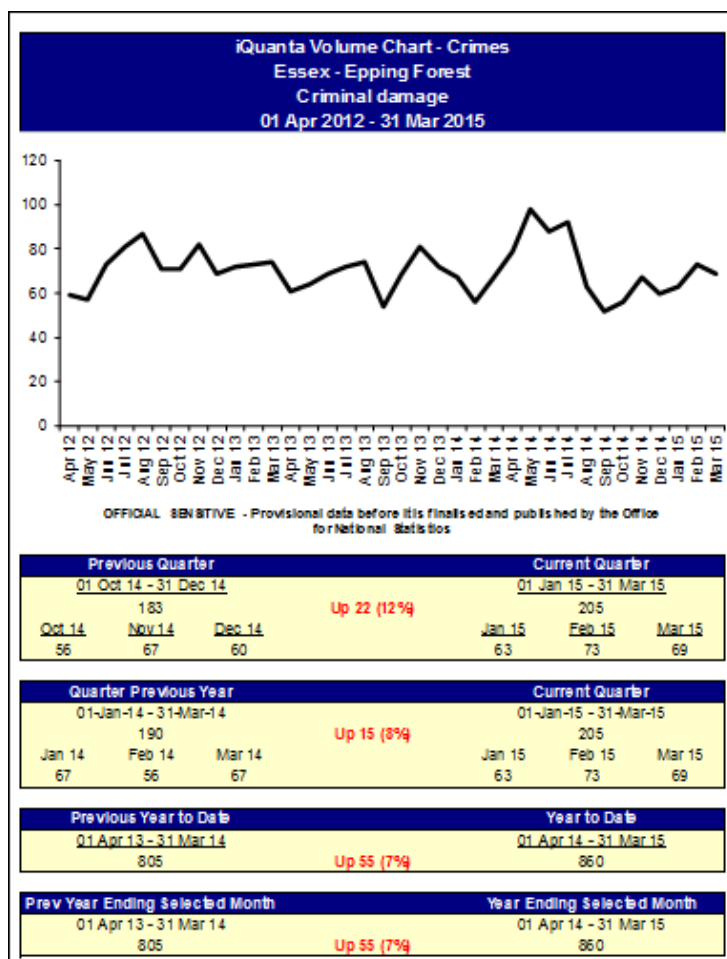
There are no particular patterns of peak or trough months/seasons over the past 3 years.

Burglary (Other)



There were 363 reported non-dwelling burglary crimes, which was a decrease of 15% (63) compared to the previous year. In comparison to the rest of Essex, Epping ranked fourth which was 21% below the Essex average. There are significant peaks and troughs throughout the 3 year comparison but there are no particular months or seasons trends. The long term projection is for a significant reduction.

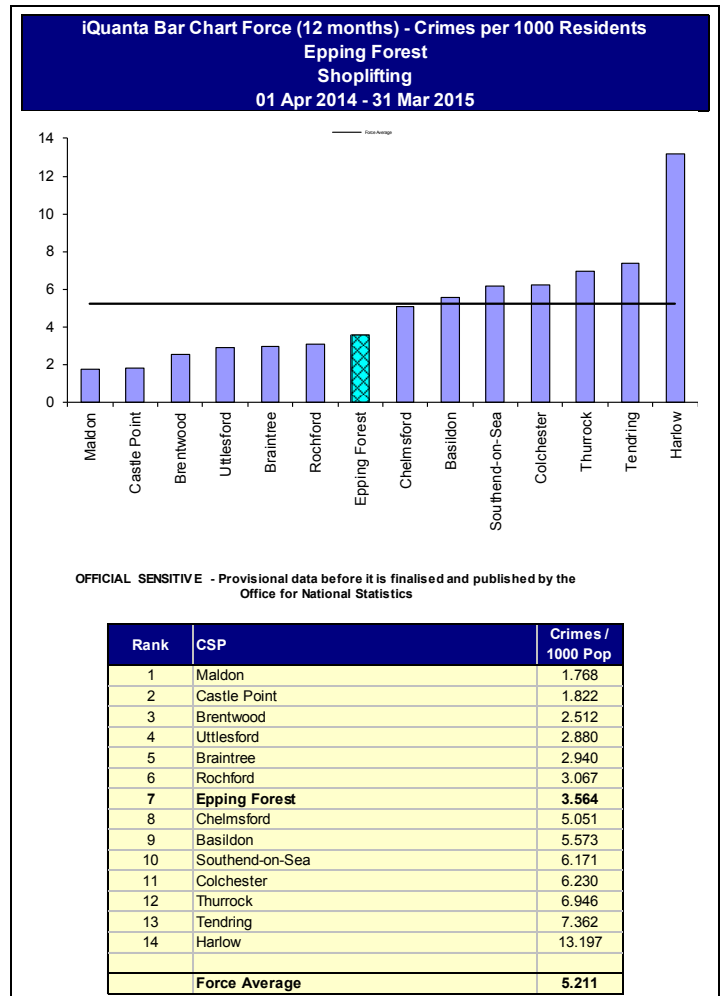
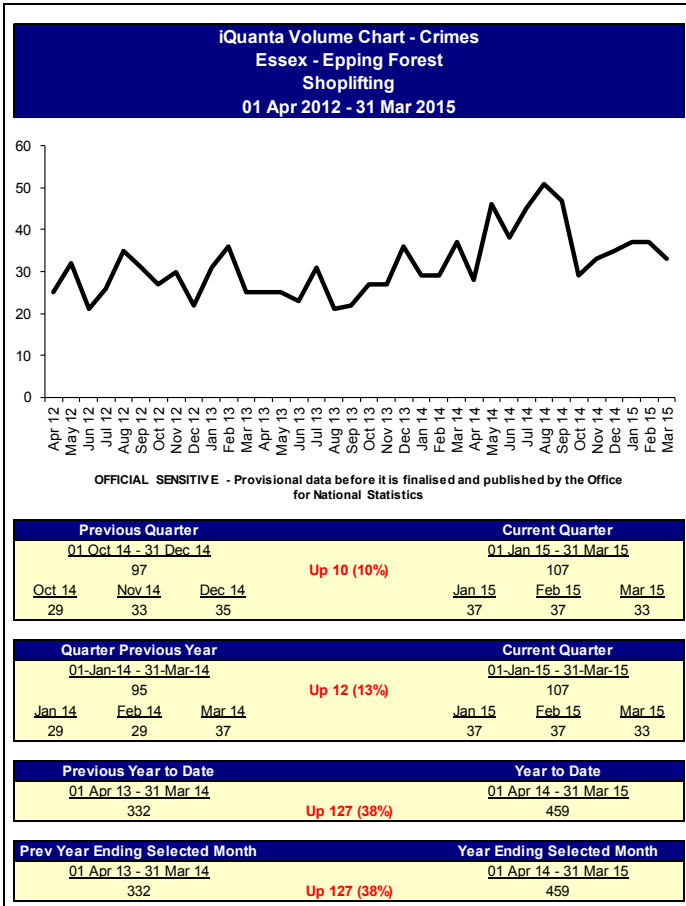
Criminal Damage



There were 860 reported crimes of criminal damage, an increase of 7% (55) over the previous year. In comparison to the remainder of the Essex area, Epping Forest was placed 8th lowest, and below the Essex average.

Whilst there was a spike of activity between May to July 2014, the figures have returned to previous levels and the projection is for a steady decrease.

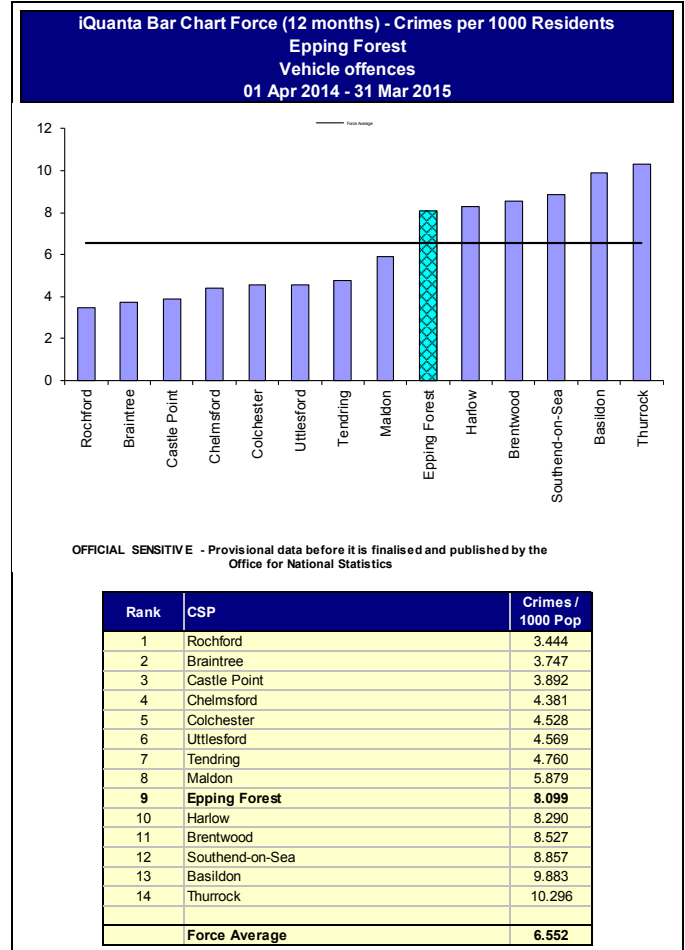
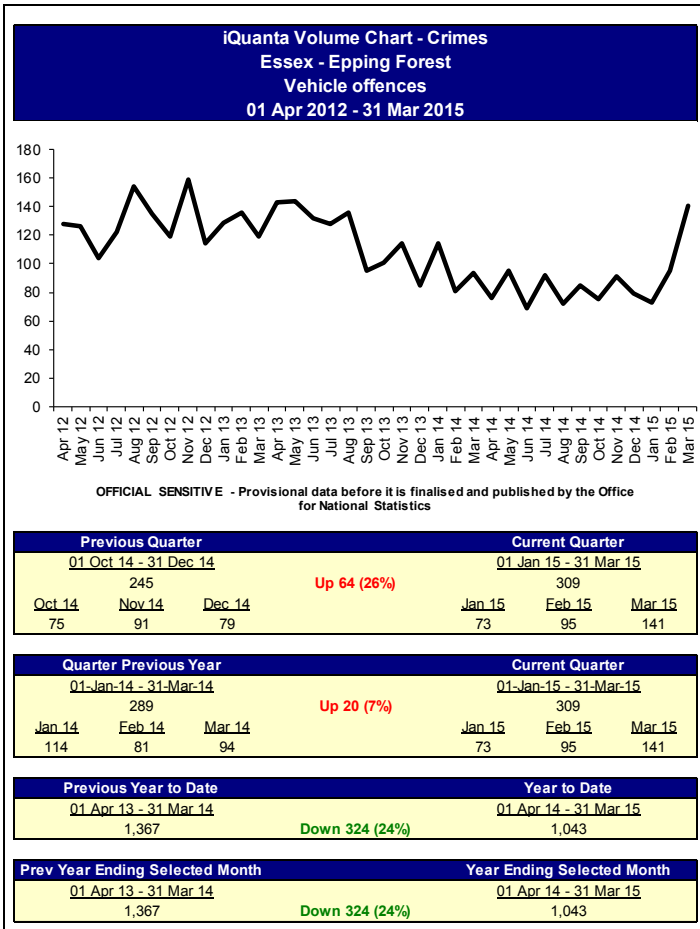
Shoplifting



There was an increase of 38% (127) in shoplifting compared to the previous year. Epping Forest is the seventh in Essex and below the Essex average. However, the Essex average figure is significantly inflated by the figure for Harlow which is 23.6% of the Essex total.

Again, there was a peak of activity between May and September and the projection is for a steady but slight increase.

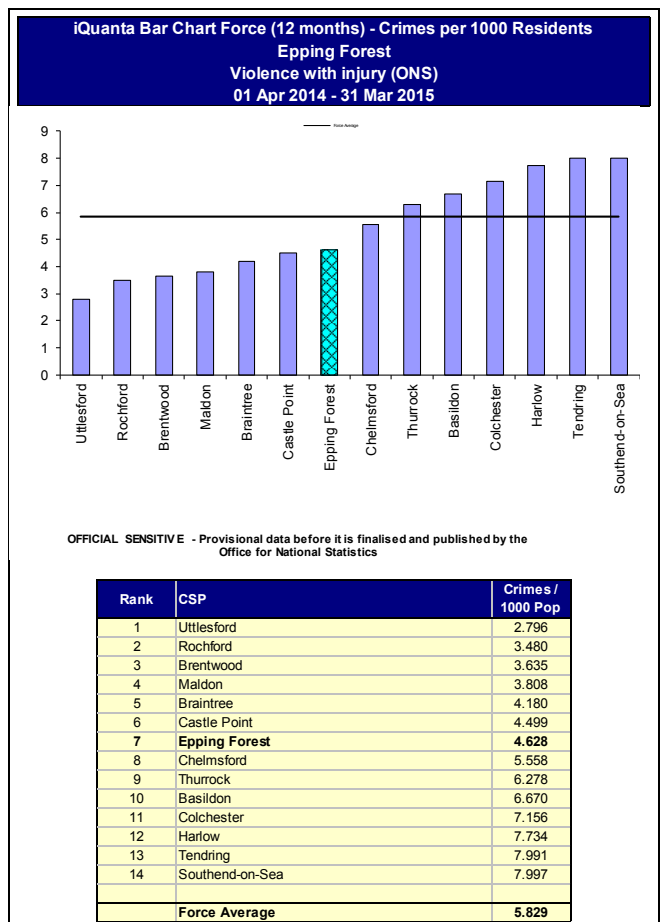
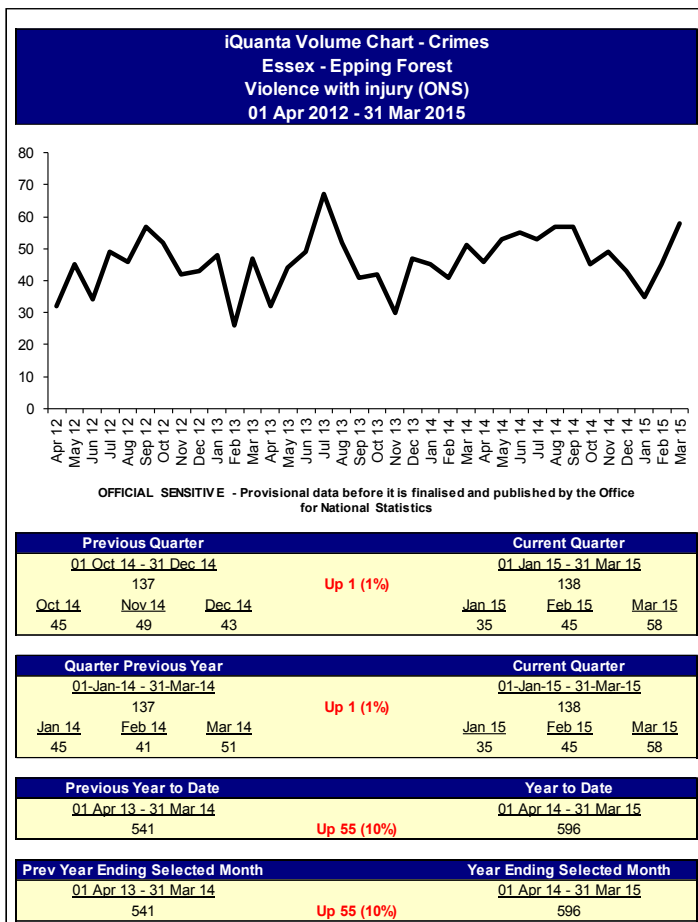
Vehicle Offences



Vehicle offences have increased by 7% (20) against the previous year. There are slight rises and falls between Feb 2014 – Feb 2015, but the total offences are significantly lower than the previous 12 months. However, it should be noted that March 2015 shows a significant increase of 47% (46) compared to Feb 2015 and it is known that the figures continue to climb significantly from April 2015 onwards.

Epping Forest is 6th highest in the Essex table and 24% above the Essex average.

Violence with Injury



Offences involving violence with injury have increased by 10% (55) over the previous year. Epping Forest is seventh lowest in Essex and below the Essex average. The projection is for a slight increase. Whilst March 2015 figures might indicate a rise in numbers, this has not been continued in the following months.



Report to Neighbourhood and Community Select Committee

Date of meeting: 15 September 2015

Subject: Local Plan - Update

Officer contact for further information: Ken Bean – Planning Policy Manager

SCRUTINY



Epping Forest District Council

Committee Secretary: Adrian Hendry

Recommendations/Decisions Required:

For the Committee to note the progress on the Local Plan

Report:

Under the terms of reference, the Neighbourhoods & Communities Select Committee has requested a regular review and update on the Local Plan.

Project Management/Local Plan timetable

1. A revised Local Development Scheme (LDS) that officers are working to was agreed by Cabinet on 11 June 2015.

Key dates / stages in new LDS adopted June 2015
Council draft for approval - May 2016
Preferred Approach Draft Plan consultation - July 2016 to September 2016
Proposed revisions for submission plan publication discussions - December 2016
Publication Plan to Cabinet and Council - March 2017
Publication for representations - April/ May 2017
Submission to Planning Inspectorate - October 2017
Examination - early 2018
Adoption - September 2018

Key Local Plan Evidence

2. There are a range of evidence base reports that, once completed, will be used to inform the policies included in the Draft Plan Preferred Approach that we will be consulting on next summer. Production of two of the most important pieces of evidence – the Green Belt Review (GBR) and Strategic Housing Market Assessment (SHMA) have reached key stages as explained below.

i) Green Belt Review

3. Following Local Councils Liaison Committee on 15 June 2015, 6 weeks was allowed for the Town and Parish councils (and District Cllrs) to provide comments on the draft Stage 1 Green Belt Review and settlement hierarchy papers. The reports on the high level strategic Stage 1 Green Belt Review and the settlement hierarchy are to be considered by Cabinet on 3 September 2015. The Council received 20 responses (out of a possible 24) from Parish/Town Councils and 11 from District Councillors. A number of these detailed comments required changes to the study and settlement hierarchy reports. As part of the report to Cabinet officers prepared a detailed analysis recording comments received and the proposed action / response to them.

4. Consultants, jointly commissioned with Harlow, are being engaged to undertake the more detailed next stage of the Green Belt Review work which should be completed early next year. This work will entail a finer grain, more detailed assessment of the broad locations identified in Stage 1 of the study. It will confirm at a more detailed level:

- The areas where the Green Belt policy designation should remain;
- Any historic anomalies in the existing boundaries or locations where development has taken place, which may therefore suggest minor amendments to the Green Belt boundaries are required; and
- Areas that may be least harmful in Green Belt terms for potential development purposes.

5. The consultant's brief includes provision for workshops with officers, district council members and parish/town council representatives to feed into the work.

ii) Strategic Housing Market Assessment (SHMA)

6. Considerable work has been required under the **duty to cooperate** and working with our **SHMA partners** (Harlow, Uttlesford and East Herts) in particular to update the SHMA and development of an objectively assessed housing need for the area. The revised SHMA is now almost complete and is scheduled to be considered by the Cooperation for Sustainable Development Board on 22 September 2015 with a report to the 8 October Cabinet meeting with the objectively assessed need numbers. Once the SHMA has been signed off further work will then be required to develop the housing target for the district.

iii) Other Evidence Work

7. The **economic work** by Hardisty Jones Associates will shortly be complete too, and will also be reported to Cabinet on the 8th October along with the revised SHMA. The economic work will give a range for jobs growth in the district over the new Local Plan period, along with ranges for the other 3 authorities in the Functional Economic Market Area (FEMA) which is the same as the SHMA area. Detailed work on **EFDC's local economy** by the same consultants will also provide analysis of the employment sectors in our district which are strongest, how they are predicted to change, and what types of employment space we should look to provide in the Local Plan, for example, small business units, office space etc.

8. There have been delays in the **strategic transport assessment** work being undertaken by Essex County Council using the new VISUM modelling, the initial results received at the end of April 2015 are not complete and require additional work.

9. High level **economic viability work** has also recently been completed. The Dixon Searle Partnership (DSP) has been engaged by the Council to undertake an assessment of the economic viability across the District and advise on the implications for the drafting of Local Plan policies. The consultants were also asked to consider the scope for the introduction of a Community Infrastructure Levy (CIL). This work is being undertaken in two stages. The stage 1 report reviews economic viability of development at a high level and introduces potential options for Local Plan policy development, including on the proportion of affordable housing and affordable housing thresholds. The stage 1 report also considers the

prospects for the introduction of a Community Infrastructure Levy across Epping Forest District and advises on broad parameters for viable levels of CIL for various different land uses across the District.

Other matters

Officer and Member Working: Following the development of a revised programme, the policy team are in the process of setting up a number of officer working group meetings to consider draft Local Plan policies as they start to be formulated and these will be happening regularly from October. A programme of member workshops to follow these is also being prepared.

Neighbourhood Plans: Moreton, Bobbingworth and the Lavers are expected to submit their draft Plan for examination shortly. Neighbourhood areas have been agreed for a further 6 Town and Parish Councils (Epping, Loughton, Buckhurst Hill, Theydon Bois, Chigwell and North Weald Bassett), all except North Weald Bassett covering the whole parish area applied for. Most of these Town and Parishes are progressing neighbourhood plans for their areas. An application from Epping Upland Parish Council to establish a neighbourhood area for their parish is currently under consideration and being consulted on.

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Report to Neighbourhood and Community Services Select Committee



SCRUTINY



**Subject: Scope of Review of Waste and Recycling
Collection Arrangements**

Officer contact for further information: Derek Macnab (01992 564050)

Committee Secretary: A Hendry (01992 564246)

Recommendations/Decisions Required:

That Members consider the scope of the Review of the Council's Waste and Recycling Collection Arrangements.

Report:

(1) The Council's contract with Sita, its previous waste, recycling and street cleansing contractor, came to an end after a seven year period on 3 November 2014. The process of awarding a new contract began in 2013, with competitive dialogue chosen as the procurement methodology, in recognition of the scale and complexity of the contract.

(2) At the final tender stage, all the remaining contractors bid on both a five-day collection and a four-day collection basis. The most advantageous tender, in terms of price and quality, was submitted by Biffa Municipal Ltd, who were appointed by Council in May 2014. The contract mobilisation and handover went well and Biffa performed satisfactorily during the period from November 2014 up until May 2015, during which time they were operating the previous five-day collection arrangements.

(3) However, following the switch to the four-day collection schedule and the introduction of new vehicles and technology on 12 May, it quickly became apparent that the contractor was struggling to provide the service required of them. Over a period of several weeks, an unacceptably high level of missed collections were reported and the service is yet to fully stabilise. The Council's Environment Portfolio Holder, believing that it is very important to establish the reasons behind this service failure, not only to help in rectifying any ongoing problems and achieving an acceptable level of future service, but will also help in identifying any lessons for the Council, with respect to the letting of other major service contracts.

(4) To this end, the Environment Portfolio Holder formally requested that Overview and Scrutiny Committee undertake a review on his behalf, the outcomes to be formally reported back to Cabinet. Overview and Scrutiny Committee subsequently agreed the request and determined that the Neighbourhoods and Communities select Committee was best placed to undertake the review by virtue of their Terms of Reference.

The Review Process

(5) Given the likely level of both Member and Public interest, particularly with respect to the introduction of the revised 4-day collection arrangements, it has been proposed that an additional meeting of the Select Committee will be dedicated to this single subject. Given the current Working Programme of the Committee, the availability of external contributors to the review and to allow a period of time for the contract to fully stabilise, a date of the 17 December 2015, has been identified.

(6) In order to ensure that the review focuses on the main issues that Members may wish to explore, this report seeks to establish the scope of the review and how the meeting will be practically undertaken.

(7) In order to stimulate discussion, a proposed draft format is outlined below. Members are asked to comment and identify any other issues they would like to be addressed. In addition to the Environment Portfolio Holder and the Council's Lead Officers on Waste and Recycling, it is intended that Senior Representatives of Biffa Municipal will be present along with Len Attrill, the Consultant from White Young and Green, who supported the Council through the procurement process. They will be invited to give evidence and answer questions at appropriate intervals.

Proposed Structure and Scope of Review

It is proposed that the review is broken down and undertaken in 4 parts, covering the following issues and allowing for questions.

Part One – Procurement Process

- i. Why the Council elected for Competitive Dialogue;
- ii. The Procurement Process and Key Considerations;
- iii. Contractors' Service Improvements identified through Competitive Dialogue;
- iv. Rationale behind the adoption of 4-Day Collection;
- v. Final Tender Evaluation and Award.

In attendance White Young and Green.

Part Two – Mobilisation and First 6 months of Contract

- i. Mobilisation in run-up to Contract Start Date November 2014;
- ii. Operation of 5 Day Service during initial 6 months;
- iii. Procurement of new fleet and depot relocation;
- iv. Preparation for Service Change to 4 Day Collection;
- v. Communication/Information to residents.

In attendance Biffa Municipal.

Part Three –

- i. Revised Arrangements from the 12 May 2015;
- ii. Problems encountered by Residents. Type and Scale;
- iii. Operational issues faced by Contractor;
- iv. Remedial Actions and Recovery Plan;
- v. Current Performance of Contract and Future Prospects.

In attendance Biffa Municipal.

Part Four – Conclusions and Key Recommendations

On the basis of what has been identified through the review process, to reach a set of conclusions around what could have been done better and to recommend any key considerations with respect to how the Council could improve procurement and implementation of any future major service contracts.

Public Participation

Given that in the 2 month period from the 12 May 2015, the Council was in receipt of 17,000 enquiries regarding approximately 5400 missed collections, it is not unreasonable to expect a considerable amount of public interest in the review. In order to maximise participation, whilst at the same time avoiding unnecessary duplication, it is proposed that the review meeting is publicised and residents are asked to register an interest in asking a question in person/or in writing, with an indication of what they would like to ask. Thereafter, depending on the response, a decision will be taken on how the practicalities will be managed. However, it is the intention that residents will have the opportunity to attend and address questions.

Timing

The meeting is planned to commence at 7.00 p.m. with 50 minutes allowed for each Part with Questions. This would allow 30 minutes at the end to identify key findings and recommendations. The meeting to conclude by 10.00 p.m.

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**Request by Member for Scrutiny Review
2015/16 Work Programme**



Please complete the form below to request consideration of your issue by the
Overview and Scrutiny Committee

<p>Proposers Name:</p> <p>Councillor Will Breare-Hall – Environment Portfolio Holder</p>	<p>Date of Request</p> <p>6 July 2015</p>
<p>Supporting Councillors (if any):</p> <p>Councillor Chris Whitbread – Leader of the Council</p>	
<p>Summary of Issue you wish to be scrutinised:</p> <p>The Council’s contract with Sita, its previous waste, recycling and street cleansing contractor, came to an end after a seven year period on 3 November 2014. The process of awarding a new contract began in 2013, with competitive dialogue chosen as the procurement methodology, in recognition of the scale and complexity of the contract.</p> <p>At the final tender stage, all the remaining contractors bid on both a five-day collection and a four-day collection basis. The most advantageous tender, in terms of price and quality, was submitted by Biffa Municipal Ltd, who were appointed by Council in May 2014. The contract mobilisation and handover went well and Biffa performed satisfactorily during the period from November 2014 up until May 2015, during which time they were operating the previous five-day collection arrangements.</p> <p>However, following the switch to the four-day collection schedule and the introduction of new vehicles and technology on 12 May, it quickly became apparent that the contractor was struggling to provide the service required of them. Over a period of several weeks, an unacceptably high level of missed collections were reported, and the service is yet to fully stabilise. As Environment Portfolio Holder, I believe it is important we fully understand the reasons behind this service failure. Doing so will not only help in rectifying the current problems and achieving an acceptable level of service, but will also help in identifying any lessons for the council with respect to the letting of other major service contracts. Accordingly, I seek the support of Overview and Scrutiny to undertake this review.</p>	
<p align="center">NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK</p>	

PROCESS. PLEASE REFER TO THE EXPLANATORY NOTES TO THIS FORM FOR FURTHER INFORMATION

Public Interest Justification:

Since 12 May, the Council has received over 17,000 enquiries from residents, relating to more than 5400 missed bin collections. Historically, residents have enjoyed a good service, with the district in the top ten nationally for its recycling rate. Public and media interest has been considerable and residents have a right to be provided with information as to why the problems occurred.

Impact on the social, economic and environmental well-being of the area:

Waste, recycling and street cleansing is a core service provided by the council, and one that all residents are in receipt of. The service plays an important part in maintaining both the quality of life of residents and the attractive appearance of the district. It also serves a valuable environmental function through the delivery of high recycling rates. Costing around £5m per annum, the contract represents a significant area of expenditure so best value for money is a key consideration. For these reasons it is important to understand and address any service deficiencies.

Council Performance in this area (if known: Red, Amber, Green):

Green – the council is in the top ten nationally for recycling rates and has a good record on street cleansing. Customer satisfaction was previously good.

Keep in Context (are other reviews taking place in this area?)

No other reviews are taking place in this area, but the council's new Leisure Management Contract is to be procured through competitive dialogue and there may be relevant lessons/learning to transfer across.

Office Use:

Pick score:

Considered By OSCC: