

Environmental and Development Services Performance Action Plan - Quarter 4, 2016/17

Appendix C



48%

% of all
collected waste
recycled and
composted

Annual target
>50%

Theme - People. Action – PE5.2 % of all collected waste recycled and composted

Target: Q4 - >45%. Year end - >50%
Performance: Q4 - 43%. Year end - 48%

Trend (compared to last quarter) – Trend is improving. Quarter three was four percentage points below target. Quarter four was two percentage points below target.

Background – National trends are showing a reduction in materials being recycled and composted. While the national trend is around a five percentage point drop, ours is staying fairly stable at around a two percentage point drop.

Key actions underway – We are currently analysing data and tonnage trends, both locally and nationally, to better inform any potential actions. Typically it takes around six months for any direct actions to deliver improved performance figures. Plans will be developed to improve performance on compost waste collections and new residents' behaviours.

Opportunities/risks: National trends are showing a reduction in materials being recycled and composted. The recycling market is depressed and material processing companies are becoming increasingly reluctant to accept any levels of contamination due to the volume of high quality material available.



758

Downward
trend in fly-
tipping
incidents

Annual target
<676

Theme - Place. Action – PL3.1 Downward trend in fly-tipping incidents

Target: Fewer than 676 recorded incidents of fly-tipping over the financial year
Performance: 758 recorded incidents.

Trend (compared to last quarter) – Until September 2016 the general trend of fly-tip incidents had been downward. Since October there has been a general increase, although there does not seem to be any obvious underlying reason for this.

Unfortunately, the increase in incidents seems to reflect a national trend of increases in fly-tipping. We've already taken a number of actions during 2016/17 to discourage fly-tipping and to take proportionate legal action against those who we find to be responsible.

Key actions underway:

- E&DS approved the use of Fixed Penalty Notices to fine small scale fly-tip offenders from May 2016. Six offenders have subsequently been issued with fines of £400.
- The Council has taken four successful prosecutions for waste offences since July 2015. One of these prosecutions in April achieved substantial national press coverage. We recently featured on "The One Show" on the BBC (March 2017) and on BBC East Midlands "Inside Out" programme in October 2016.
- Recycling centres, particularly in Hatton, have been acting as hot spots where large quantities of household waste are being dumped. Neighbourhood Wardens are now routinely issuing littering fines to individuals caught leaving household waste at recycling centres. From 2013-15 inclusive the Wardens issued 11 littering fixed penalty notices. In 2016/17 they issued 60.
- Safer Neighbourhood Wardens are investing more time and energy into fly-tip investigations than ever before. Twenty people were interviewed under caution in 2016/17.
- The Council has taken the lead in a major investigation into fly-tipping following an incident in Church Gresley. We have seized a 42 tonne 3 axle articulated HGV involved in the incident and are pursuing the investigation in partnership with national regulators. An arrest warrant has been issued for the primary suspect.
- We have invested in additional motion capture surveillance equipment to monitor for potential offences at known fly-tipping hot-spots.
- In order to achieve efficiencies in fly-tip investigations, Clean Team staff have been trained in how to collect and retain evidence to a criminal investigation standard.
- We have peer reviewed our existing services against the 2016 Tidy Britain Group Fly-tipping National Action Plan. The plan contained very little in the way of practical anti fly-tip actions that we are not already doing.

Theme - Place. Action – PL3.1 Downward trend in fly-tipping incidents (continued)

Further actions proposed:

- Recent new powers have become available to us to seize vehicles suspected of being involved in fly-tipping. We fully intend to utilise these powers and publicise it as a deterrent when the case circumstances are right.
- We intend to increase our use of social media to try to bring in more intelligence from our local communities about incidents and to promote the message about the consequences of both householders and businesses not meeting their legal duty of care.

Opportunities: Enhanced co-operation between separate departments. Opportunity to show that we are well ahead of other local authorities in our use of relevant powers and interventions. We are looking at opportunities to re-invest the income from the fixed penalty notices back into providing more support and expertise into the team.

Risks: Fly-tipping investigations are time consuming. Therefore, the more time officers spend investigating these offences the less time we have to spend on other matters such as dog control and noise nuisance. Performance may slip in these areas.

Our high press profile in this area could give the incorrect perception the South Derbyshire has a significant fly-tipping problem.



5.4

Reduce number
of noise
complaints per
1,000 people

Annual target
<4.6

Theme – Place. Action – PL4.1 Reduce number of noise complaints.

Target: Q4 and year end - <4.6 per 1,000 people.

Performance: Q4 and year end - 5.4

The target equates to 465 complaints (i.e. clients) over a year. The total number of people who complained about noise over the year was 548.

Despite the increase in complaints over the monitoring period, noise complaints in South Derbyshire are still roughly 25% below the national average.

Trend (compared to last quarter) – There were 6.1 noise complaints per 1,000 people in quarter three.

There is no single underlying cause of this increase. The largest increases have been seen in complaints about construction noise, all forms of domestic noise (music, DIY, shouting), noisy animals (mainly dogs), noise from pubs and clubs and noise from sports and leisure activities.

Other local authorities have anecdotally told us that they too have observed increasing numbers of noise complaints.

The biggest single underlying factor is that since early 2016 noise complaints from Council tenants are now received by and investigated by the Environmental Health team. This category of complaint was not recorded prior to 2016 and has accounted for 45 (8%) of the total complaints.

Based on anecdotal evidence from investigating officers, the increase in complaints about construction noise seems to be at least partially motivated by the complainant's discontent with the outcome of planning approvals, rather than due to the impact of noise from construction per se. Complaining about noise from the development seems to be a means of objectors continuing to express their objection to a planning approval.

We also suspect that the increase in complaints could be due to the higher accessibility and visibility of the service rather than an increase in noise. We intend to investigate this further by analysing how many of these allegations result in objective evidence of confirmed noise nuisance and provide a briefing report during 2017.

Theme – Place. Action – PL4.1 Reduce number of noise complaints (continued)

Website – The revised corporate website and webforms will contain significant improvements in the content and accessibility of information on noise. Only 5% of noise investigations ever result in formal legal action and therefore setting expectations is vital.

SDDC Tenant Noise – New tenancy conditions have been introduced which will provide officers with a more robust process for addressing noise problems. An article on noise control has been produced for the next Housing News.

Dog Noise – 30% of noise complaints relate to noise from dogs. We have published a comprehensive self-help guide which currently get sent to dog owners who have been complained about. We will make this more widely available to dog owners through vets, kennels and pet shops in an attempt to raise the awareness of the problem in the local dog owner community.

Opportunities/risks - This is the first year that this performance indicator has been introduced, meaning the evidence base is small. The targets for 2017/18 have been revised to set challenging but realistic targets for next year.



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Deliver an
adopted South
Derbyshire Local
Plan, parts I and II

Target 1

Theme - Place. Action – PL1.3 Deliver an adopted South Derbyshire Local Plan, parts I and II

Target: Q4 - Examination in public of Local Plan part 2. Year end - Plan adopted.
Performance: Work has been ongoing answering the inspector's questions in readiness for the examination, scheduled for April in Q1 of 2017/18.

Trend (compared to last quarter) – Q3 saw regulation 19 consultation undertaken.

Key actions underway – The examination is taking place in Q1 of 2017-18 and therefore adoption should follow.

Opportunities/risks: Once the plan has been adopted, it will replace the current 1998 Local Plan in full. The new Local Plan, alongside part one (adopted in June 2016), will then be the primary document that the Council will need to take into account in making decisions on planning applications across the plan area.



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Publish
Infrastructure
Delivery Plan

Target 1

Theme - Progress. Action – PR4.1 Review and update the Infrastructure Delivery Plan.

Target: Q4 - Support the delivery of the plan. Year end - Plan published.
Performance: Inevitable slip into 2017-18 given progress of Local Plan Part 2.

Trend (compared to last quarter) – An initial review was completed in quarter three, but changes to sites meant further review work had to be undertaken.

Key actions underway – The Infrastructure Delivery Plan will be considered again following the Local Plan part 2 examination.

Opportunities/risks: An Infrastructure Delivery Plan (IDP) is a key supporting document to ensure our Local Plan is robust and deliverable. It sets out the transport, physical, social and green infrastructure required to support the District's future growth.



1.40%

Annual improvements in the energy consumption of public buildings.

Annual target - 3% reduction

Theme – Outcomes. Action – O3.1 Annual improvements in the energy consumption of public buildings.

Annual target: 3% reduction
Annual performance: 1.40% reduction

Failure to meet annual target influenced by outlying gas consumption at Green Bank Leisure Centre; a 21% increase on 2015/2016, and approximate 4.66% total energy consumption increase at Rosliston Forestry Centre.

Trend (compared to last quarter) – Q3 Target: 3% reduction. Performance: 1.95% increase. Target not achieved

Background – Long-term trends continue to indicate a steady reduction in energy consumption from the Council's operational buildings, evident from Q4 2013/2014 - an approximate 8.9% reduction from the now 4.8k MWh/year estate.

The factors influencing this reduction are numerous and affected by many external factors; the weather, usage/participation, etc. Analysis indicates the reduction in electricity at the Civic Offices has been significant (8.5%), a likely result of lighting scheme upgrades and IT hardware changes to new more energy efficiency products.

The most significant activity affecting energy performance has been as a result of the refurbishment work at both leisure centre sites. Green Bank and Etwall Leisure Centres have undergone significant improvement work, including the replacement of large energy intensive equipment, HVAC, gym equipment and building fabric improvements to deliver better thermal performance.

Key actions underway – Complete investigatory and corrective action underway at Green Bank Leisure Centre, report on and manage via the Active Nation contract management framework. Continue to develop energy efficient improvement activities across the operational buildings. The current focus at Green Bank Leisure Centre has been feasibility work into Combined Heat and Power (CHP) technology to recover heat from onsite electrical energy, potentially realising savings in both gas and electricity.

Opportunities/risks – As the decarbonisation of the electricity market continues, subsidies for green/renewable energy continue to be passed on to consumers. As a result, we are likely to see energy prices continue to rise. Climate change projections highlight likely increases in cooling demand for public buildings.

Depot relocation - Though not quantifiable at this time, indication is that both gas and electricity consumption will decrease once the Depot has relocated.

Contract management change at Rosliston - Recently converted to a kerosene fired conventional boiler (replacing decommissioned biomass boiler), the new contract tender process opens opportunities and risks associated with energy consumption and utilising existing wood chip fuel infrastructure to support a business case for bringing back low carbon heat at the main site.

Considering the above, it is recommended that during this state of flux/changing circumstances we don't have the required level of insight to set ourselves a meaningful target. However, in order to allow energy management to remain a priority and focus attention on the worst performing areas, energy reporting remains an important measure (kWh/m² per quarter) over 2017/2018.

Looking ahead to 2018/2019, we would then have a full year of changed circumstances at the Green Bank Leisure Centre and understand the demand of the new Depot, providing representative data to set realistic annual reduction targets.



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Implement
climate change
mitigation and
adaptation plan
in line with
consultation
outcomes.

Target 1

Theme - Outcomes Action – O6.1 Deliver campaigns to mitigate and aid adaptation of climate change and flooding.

Q4 target: Implement climate change mitigation and adaptation plan in line with consultation outcomes.

Q4 performance: Flood mitigation events have been delivered in Scropton and Shardlow. Event offerings have been made to Barrow and Willington. Work is continuing on the mitigation and adaptation plan.

Key actions underway: A proposed climate change mitigation and adaptation plan is due to go to E&DS in June.

Opportunities/risks: The plan will identify the significant risks to both our communities and the operation of the Council from the local effects of climate change. It will enable us to deploy available staff time and energy on resilience measures which will deliver the greatest return on investment. We also hope it will create opportunities to access funding in order to mitigate against some of the identified risks.



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Completion of
works to Diana
Memorial Garden
in Swadlincote

Target 1

Theme - Progress. Action – PR2.2 Enhancement of Diana Memorial Garden.

Q4 target: Completion of works.

Q4 performance: Further tender details required, delaying the start of the works.

Key actions underway: Work was slowed due to re-tendering. Appointment of contractor was made at the end of Q4 and works will be completed in Q1 of 2017/18.

Opportunities/risks: The key principle informing the landscape strategy of the Diana Memorial Garden is to facilitate an exemplary public space at the heart of Swadlincote that will draw people in from the town centre and act as a stopping space for activity, enjoyment and social interaction.

There are eight actions for Environmental and Development Services