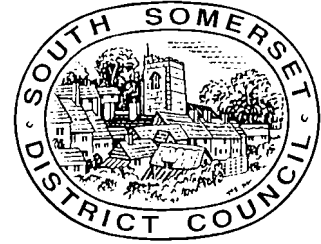


# South Somerset District Council

*Notice of Meeting*



## District Executive

*Making a difference where it counts*

### Thursday 1st December 2016

### 9.30 am

**Council Chamber  
Council Offices  
Brympton Way  
Yeovil  
Somerset BA20 2HT**



Disabled access and a hearing loop are available at this meeting venue.

---

Members listed on the following page are requested to attend the meeting.

The public and press are welcome to attend.

If you would like any further information on the items to be discussed, please ring the Agenda Co-ordinator, **Angela Cox 01935 462148**, [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk)

This Agenda was issued on Wednesday 23 November 2016.

**Ian Clarke**, Assistant Director (Legal & Corporate Services)

This information is also available on our website  
[www.southsomerset.gov.uk](http://www.southsomerset.gov.uk)



INVESTORS IN PEOPLE

# District Executive Membership

Ric Pallister  
Clare Aparicio Paul  
Carol Goodall  
Peter Gubbins  
Henry Hobhouse  
Jo Roundell Greene  
Sylvia Seal  
Peter Seib  
Angie Singleton  
Nick Weeks

## Information for the Public

The District Executive co-ordinates the policy objectives of the Council and gives the Area Committees strategic direction. It carries out all of the local authority's functions which are not the responsibility of any other part of the Council. It delegates some of its responsibilities to Area Committees, officers and individual portfolio holders within limits set by the Council's Constitution. When major decisions are to be discussed or made, these are published in the Executive Forward Plan in so far as they can be anticipated.

Members of the Public are able to:-

- attend meetings of the Council and its committees such as Area Committees, District Executive, except where, for example, personal or confidential matters are being discussed;
- speak at Area Committees, District Executive and Council meetings;
- see reports and background papers, and any record of decisions made by the Council and Executive;
- find out, from the Executive Forward Plan, what major decisions are to be decided by the District Executive.

Meetings of the District Executive are held monthly at 9.30 a.m. on the first Thursday of the month in the Council Offices, Brympton Way.

The Executive Forward Plan and copies of executive reports and decisions are published on the Council's web site - [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk).

The Council's Constitution is also on the web site and available for inspection in Council offices. The Council's corporate priorities which guide the work and decisions of the Executive are set out below.

Further information can be obtained by contacting the agenda co-ordinator named on the front page.

## South Somerset District Council – Corporate Aims

**Our key aims are:** (all equal)

- **Jobs** - We want a strong economy which has low unemployment and thriving businesses
- **Environment** - We want an attractive environment to live in with increased recycling and lower energy use
- **Homes** - We want decent housing for our residents that matches their income
- **Health and Communities** - We want communities that are healthy, self-reliant, and have individuals who are willing to help each other

# District Executive

**Thursday 1 December 2016**

## Agenda

### 1. Minutes of Previous Meeting

To approve as a correct record the minutes of the District Executive meeting held on 3<sup>rd</sup> November 2016.

### 2. Apologies for Absence

### 3. Declarations of Interest

In accordance with the Council's current Code of Conduct (adopted July 2012), which includes all the provisions relating to Disclosable Pecuniary Interests (DPI), personal and prejudicial interests, Members are asked to declare any DPI and also any personal interests (and whether or not such personal interests are also "prejudicial") in relation to any matter on the Agenda for this meeting. A DPI is defined in The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 (SI 2012 No. 1464) and Appendix 3 of the Council's Code of Conduct. A personal interest is defined in paragraph 2.8 of the Code and a prejudicial interest is defined in paragraph 2.9.

Members are reminded that they need to declare the fact that they are also a member of a County, Town or Parish Council as a Personal Interest. As a result of the change made to the Code of Conduct by this Council at its meeting on 15<sup>th</sup> May 2014, where you are also a member of Somerset County Council and/or a Town or Parish Council within South Somerset you must declare a prejudicial interest in any business on the agenda where there is a financial benefit or gain or advantage to Somerset County Council and/or a Town or Parish Council which would be at the cost or to the financial disadvantage of South Somerset District Council. If you have a prejudicial interest you must comply with paragraphs 2.9(b) and 2.9(c) of the Code.

### 4. Public Question Time

Questions, statements or comments from members of the public are welcome at the beginning of each meeting of the Council. The total period allowed for public participation shall not exceed 15 minutes except with the consent of the Council and each individual speaker shall be restricted to a total of three minutes. Where there are a number of persons wishing to speak about the same matter, they should consider choosing one spokesperson to speak on their behalf where appropriate. If a member of the public wishes to speak they should advise the committee administrator and complete one of the public participation slips setting out their name and the matter they wish to speak about. The public will be invited to speak in the order determined by the Chairman. Answers to questions may be provided at the meeting itself or a written reply will be sent subsequently, as appropriate. Matters raised during the public question session will not be debated by the Council at that meeting.

### 5. Chairman's Announcements

*Items for Discussion*

6. **Recycle More - Domestic Waste Collection Services** (Pages 5 - 38)
7. **Quarterly Corporate Performance and Complaints Monitoring Report - 2nd Quarter 2016/17** (Pages 39 - 56)
8. **Local Strategic Partnership South Somerset Together (SST) Six Month Review Report** (Pages 57 - 60)
9. **District Executive Forward Plan** (Pages 61 - 66)
10. **Date of Next Meeting** (Page 67)
11. **Exclusion of Press and Public** (Page 68)
12. **Chard Town Centre Redevelopment - Update Report (Confidential)** (Pages 69 - 74)

# Agenda Item 6

## **Recycle More – Domestic Waste Collection Services**

*Executive Portfolio Holder:* Jo Roundell Greene, Portfolio Holder for Waste & Recycling  
*Strategic Director:* Vega Sturgess, Strategic Director  
*Contact Details:* Vega.sturgess@southsomerset.gov.uk or 01935 462333

### **Purpose of the Report**

1. Members will recall that the work to develop a new collection model has been a major part of the Somerset Waste Partnership (SWP) Business Plans over the last three years. SSDC members endorse this work when the Business Plans come to District Executive in February each year.
2. The work is now complete and costs have been received from the contractor. If members choose to support this business case the Council will enhance services to its residents and decrease current, and future collection costs.
3. Somerset Waste Board (SWB) recommended in October 2016 that Recycle More is the preferred collection option for the future. All partner councils are now consulting with their own members to feed back into a final decision by SWB, hopefully at their December meeting. Therefore, this report and appendices outline the proposals, the benefits and risks, potential savings and seeks SSDC approval for the new collection model.

### **Forward Plan**

4. This report appeared on the District Executive Forward Plan with an anticipated Committee date of December 2016.

### **Public Interest**

5. Our residents have often told us in feedback that they would like to recycle more materials, in particular plastic pots, tubs and trays which take up significant volume in wheelie bins. Other items that residents would like recycled at the kerbside for recycling include small electrical appliances and batteries.
6. SWP has trialled a scheme called Recycle More in several areas of Somerset. It received extremely high satisfaction from residents and increased recycling tonnages. Residual waste volumes dropped and 86% of those residents preferred the model to Sort it+ (our current model)
7. Recycle More essentially collects more materials weekly from the kerbside. The smaller amount of residual waste after the recycling collections will be collected every three weeks. However, it should be noted that existing policies to help those with specific needs will remain. In particular:
  - Those with children in nappies will still be able to ask for an additional bin to manage the volume of nappies.
  - Those who struggle to carry their bins and boxes can request an assisted collection.

### **Recommendation**

8. It is recommended that members support the new waste service model, Recycle More, as outlined in Appendix One and its accompanying appendices, A, B & C.

## **Background**

9. The collection of domestic waste is a responsibility of the district councils, with the final disposal costs being the responsibility of the County Council.
10. SSDC like all others in Somerset meet their statutory requirements through the Somerset Waste Partnership who manage the domestic collection and disposal on our behalf.
11. The rising costs of waste collection and disposal has been a matter of concern for the partner councils for some time and SWP were asked to look for alternative models that would limit our exposure to cost increases as the number of properties, contractual costs and landfill tax continues to rise.

## **Why move to *Recycle More*?**

12. Put simply, residents want us to collect more including plastic pots tubs and trays, the council has a stated aspiration to recycle more in its Council Plan, Recycle More brings a range of environmental benefits and the council needs to find savings. Recycle More can deliver all of these benefits.
13. The reports attached as appendices are produced by SWP following a number of discussions at SWB over more than two years and a workshop at SSDC in November 2015. They look at various aspects and impacts of the proposals and one is commercially confidential.

## **Appendix One: Recycle More – Recycling and Refuse Collections.**

14. This appendix outlines the current service position and where improvements could be made to the recycling performance. It summarises the trial of Recycle More, the response of the public and the evaluation of the trial's success. It discusses the options considered and why other options have been rejected. It also indicates how the changes will be communicated to the public should members agree the model. There is a section that looks at the risks of delivering the new model. The report is a summary of the information gathered during the development of the model and the background papers identified in the report carry further detail.

**Appendix A** - This is a commercially confidential appendix that outlines Recycle More costs, collection depot costs etc.

**Appendix B – Equalities Impact Assessment.** This EIA is the version considered by SWB in October and it will be further updated by the final Board meeting in December.

## **Appendix C – Options for nappies and absorbent hygiene products.**

15. Although SSDC has taken regular savings from the waste budget the council has never set a target for savings from waste as the expectations of our residents and the fundamental importance of providing an excellent waste collection service complexity make it difficult to establish a realistic reduction. Over recent years savings have been taken from the client group by reducing its size and seconding or sharing staff.

16. Significant savings have been realised in SSDC by working to increase the income from garden waste. This work has taken several years. The price increase for 2017-18 will achieve cost neutrality on the collection costs (but not admin costs). NB. There are no proposed changes to the Green Waste collection service under Recycle More and any price changes will continue to be managed through the Fees and Charges process.
17. Work that has been undertaken to achieve a much higher level of saving has evidenced that the adoption of Recycle More is the only viable opportunity that:
  - achieves significant savings,
  - sets us up for renegotiations when the current contract has a break clause in 2021
  - and enhances the principles of “Sort It Plus”.
18. There are other collection models that might be cheaper, but overall would cost significantly more. This is because the value of the materials collected would reduce impacting on the overall package of costs and therefore not deliver the level of savings we have on offer.
19. In summary the following materials would be collected weekly and recycled (\* new material):
  - Plastic pots tubs and trays\*
  - Small electrical appliances\*
  - Domestic batteries\*
  - Current box 1 materials: Glass bottles and jars, paper and foil
  - Current box 2 materials: Cans, aerosols, cardboard and plastic bottles
  - Textiles and shoes
  - Food waste
20. Allowing residents to put more materials out weekly means that the volume in the residual waste is reduced meaning that three weekly collections are now viable. A number of other councils have moved to comparable collection models and our neighbour, East Devon, will start a similar model in 2017.

## **Savings**

21. Moving to this model of collections and with the assumptions made on waste diversion from landfill to recycling presents an opportunity for savings. The savings identified by Somerset Waste Partnership for SSDC can be seen in Appendix Two. This appendix also details the set up costs but it should be noted that these cover all five district areas in Somerset and are shared between partners.
22. Should members agree, the proposed implementation start date for Recycle More is October 2017 taking in the region of 12 months to fully roll-out. Taking the figures in Appendix Two it is required that the upfront costs will be the first draw on savings, with the addition of vehicle sales income this will mean that Districts will see an 85% saving from October 2019/20 and a full year saving from 2020/21 onwards.
23. The Strategic Director (Operations and Customer Focus) has led the Recycle More project in South Somerset and has engaged in the SWP task and finish group over the past two years. It is believed that this is a positive proposal that meets the aspirations of our residents, provides the best savings possible and puts the authority in the best place for renegotiating the contract in 2021 while still delivering on our statutory requirements.

## Points to note

- a) Members will recall that in November 2015 a workshop on the Recycle More proposals were held in Brympton Way. A large number of councillors attended that workshop and no one expressed adverse views on the collection model and welcomed the additional recycling. Some comments were made on the collection containers which have been fed into an extensive review of the best collection container for the service.
- b) It will be noted in the appendices to this report that West Somerset and Taunton Deane Borough Councils have a higher % saving through Recycle More than SSDC. This is because they still provide some weekly collections and SSDC took the saving from removing weekly services in 2007 and has enjoyed the ongoing benefit of doing so since that time.
- c) The proposals require all collection authorities to sign up to Recycle More in order to generate the savings shown, however it might be possible for other configurations to work but these are unlikely to generate similar savings.
- d) The Inter-Authority Agreement does not allow one partner to make changes that impact on another partner without appropriate compensation.
- e) The proposals are positive for the environment with more materials collected weekly and recycled rather than going to landfill. They are also positive for the council tax payer in South Somerset as the County Council will have reduced landfill costs. There is a possibility that fly tipping will increase but this does not appear to have been a problem in other areas rolling out similar services.
- f) Members should note that extensive trials were undertaken in 2014. This established:
  - a. Good customer satisfaction
  - b. That the reduced frequency of waste collection was managed well by residents
  - c. That recycling levels rose significantly. This was both from the new materials but also from existing materials which increased the environmental and cost benefits.
- g) Nappies and Adult Hygiene products have been considered as part of the business case and there may be options available which members can consider. It is important to note that existing policies on these products will still apply which will allow additional bins for those who need them.
- h) The roll out of Recycle More is likely to begin in South Somerset in late 2017. While the majority of the capacity required for the project will be in the SWP Client Group there will undoubtedly be an impact on the current Customer Services. The officer leading Waste Collection issues for SSDC will need to liaise closely with the Transformation teams, SSDC Customer Services and SWP client to ensure that this is a smooth process. Additional customer service capacity is allowed within the set up costs .
- i) While the business case details a two super- depot option there are no plans to stop using Lufton depot as a small additional waste collection depot.

## Financial Implications

24. Members should note the financial risks laid out in Appendix One and Two. Members should also note that there are no immediate plans to stop using Lufton Depot for waste



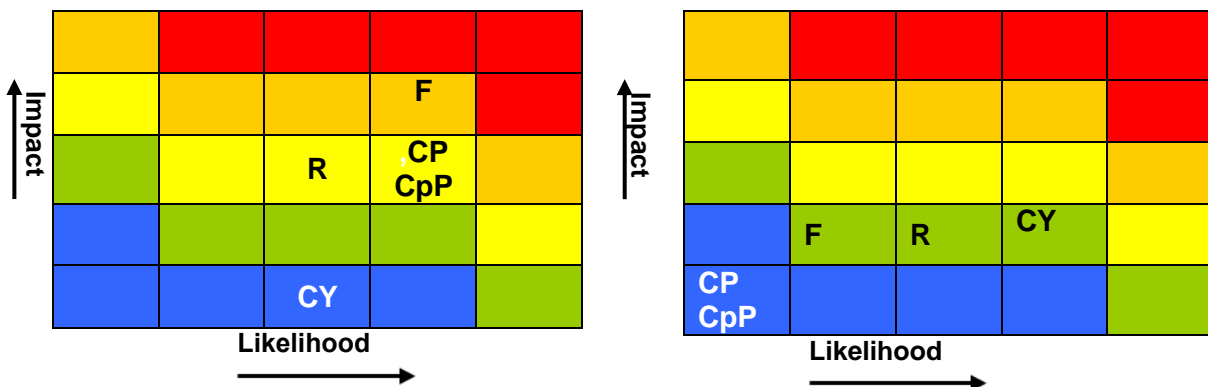
collection for part of South Somerset and hence our income of £29,304.40/pa is unaffected

## Risk Matrix

25. This risk matrix has been developed with South Somerset District Council issues (SSDC Council Plan, SSDC Capacity, SSDC reputation, South Somerset resident priorities, SSDC finance) in mind. Please see the risk sections in both Appendix One and Appendix Two for the risks applying to the project as a whole.

### Risk Profile before officer recommendations

### Risk Profile after officer recommendations



## Key

Categories	Colours (for further detail please refer to Risk management strategy)
R = Reputation	Red = High impact and high probability
CpP = Corporate Plan Priorities	Orange = Major impact and major probability
CP = Community Priorities	Yellow = Moderate impact and moderate probability
CY = Capacity	Green = Minor impact and minor probability
F = Financial	Blue = Insignificant impact and insignificant probability

## Council Plan Implications

*Recycle more supports two priorities for SSDC*

**1. High quality cost effective services.** In order to protect front line services we will: Work with partners to achieve economies, resilience and influence

**2. Environment.** To keep South Somerset clean, green and attractive we will: Increase recycling.

For the 2016-17 Council Plan Action Plan the following action (C3.01) is delivered:

**H** Agree a new waste and recycling collection model to enhance recycling and reduce costs.

## Carbon Emissions and Climate Change Implications

The report identifies a key area for improvement, this being more things collected weekly.

The additional waste streams set out below will no longer go to landfill and will be less of a burden on the environment as a result.

- Plastic pots tubs and trays
- Small electrical items
- Batteries

The trial of Recycle More undertaken in 2014 provided evidence of the reduction in material in the residual waste bin, this reduction means that with more materials collected on a weekly basis the few remaining non recyclables can be collected on a 3 weekly collection schedule.

Through the trial it was also identified that other already recyclable materials also increased in volume, this additional benefit further improves the environmental impact of waste disposal.

### **Equality and Diversity Implications**

As there are no equality and diversity issues that apply uniquely to South Somerset the equalities impact assessment that has been undertaken by SWP is appropriate evidence to support members in making this decision and is attached the business case.

### **Privacy Impact Assessment**

None arising from this report.

### **Background Papers**

See list in Appendix One

## Recycle More – Recycling and Refuse Collections

Lead Officer: Steve Read, Managing Director

Author: David Mansell, Development and Monitoring Manager

Contact Details: david.mansell@somersetwaste.gov.uk or 01823 625713

<p><b>Summary:</b></p>	<p>The report covers the environmental and financial benefits of moving to new Recycle More collection services, which will increase recycling and meet public aspirations to recycle more materials, including plastic pots, tubs and trays.</p> <p>Feedback from partners will be reported to Somerset Waste Board in December 2016, with a view to a final decision then being taken on the new collections, which will also follow negotiations being finalised with SWP's collection contractor, Kier MG CIC.</p> <p>If approved, Recycle More services would then be rolled out to all district areas in Somerset from Autumn 2017.</p>
<p><b>Purpose of report:</b></p>	<p><b>For Somerset Waste Partnership partners to:</b></p> <ol style="list-style-type: none"> <li><b>1. Note the preferred option for future Recycle More collections, with arrangements as detailed in 2.1 and 2.3 and proposed communications plan in 4.6.</b></li> <li><b>2. Provide feedback which will be included in a final report to Somerset Waste Board in December 2016, with a view to delivery of the Recycle More collections as a central part of SWP's Business Plan 2017-22.</b></li> </ol>
<p><b>Reasons for report:</b></p>	<p>To allow Somerset Waste Board to take a final decision on a new service model to be adopted for collections in all Somerset districts, with the intention of ordering vehicles and plant early in 2017 for service roll out to commence in Autumn 2017.</p>
<p><b>Links to SWP Priorities and Impact on Annual Business Plan:</b></p>	<p>This decision relates to one of the partnership's three priority areas established in the 2015-2020 Business Plan: New Service Model for changes to future kerbside collection services. Action 2.1 in SWP's Business Plan 2016-2021 is for 'implementation of service changes resulting from decisions taken following collection service review'.</p>
<p><b>Financial, Legal and HR Implications:</b></p>	<p>The new Recycle More services are estimated to deliver savings of approximately £1.7m per annum, before initial roll out costs</p>

	<p>are taken into consideration. Estimated savings for each partner are set out in confidential Appendix A.</p> <p>Initial roll out and support costs are estimated at approximately £2.2m, which should be fully covered from savings achieved by Summer 2019, so that partners benefit from 85% of the full-year savings in 2019/20 and from 100% of the savings from 2020/21.</p> <p>Arrangements are already in place to provide funding for new recycling collection vehicles in exchange for a contract discount to the net advantage of the partners.</p> <p>The revised agreement with Kier can be covered by a service change notification and contract variation within the original terms of the contract (let to ECT Recycling) in October 2007.</p> <p>The agreement does not involve a further extension to the contract beyond the end date of 1<sup>st</sup> October 2021.</p> <p>Additional temporary staff resources will be required by SWP and possibly by customer services to support the change process. These costs are included in the communication plan outlined in the report.</p>
<p><b>Equalities Implications:</b></p>	<p>An Equalities Impact Assessment has been completed and included in a report to Somerset Waste Board on 21<sup>st</sup> October 2016. This is attached as Appendix B. A final version of the assessment will be included in the report to Somerset Waste Board in December 2016.</p>
<p><b>Risk Assessment:</b></p>	<p>Somerset Waste Partnership has a record of innovation and effective risk management. It is an aspiration of the SWP that we continue to add value through innovation, effective analysis of opportunities and well managed risk.</p> <p>A Risk Management Policy was agreed by the Somerset Waste Board in December 2015 and this sets out our general approach to risk/opportunities and risk management.</p> <p>Specific risks and opportunities associated with this project are set out in section 5 of the main report with additional confidential risks in Appendix A.</p>

## 1. Background

- 1.1. Most Somerset households recycle but many do not separate all materials and there is potential to still recycle a lot more. Recycling achieves big energy savings and allows resources to be used again. It is also the most effective method for reducing expensive and polluting waste disposal costs, so achieving savings.

- 1.2. When Sort It services, with weekly recycling and food waste and fortnightly refuse collections, were rolled out throughout Somerset from 2004-2011, this had the effect of doubling recycling and halving refuse put out for disposal. It also had a welcome impact of reducing total waste arisings, especially for food waste. Both of the collection frequency changes were key contributors to the level of recycling performance achieved, as they made recycling more convenient.
- 1.3. A study examining the composition of refuse in November 2012 found that half (50%) could be recycled through current kerbside collection services, with recyclable food waste being the largest material in refuse at 29%. Another 9% could be recycled at Recycling Centres and a further 13% were materials with potential to be recycled in future. These findings reflect earlier studies and those in other areas.
- 1.4. Enquiries and customer surveys show that the most requested additional materials to recycle are plastics, followed, to a lesser extent, by cartons, such as Tetra Pak. It is also worth noting that the composition of our waste materials has been changing, most notably paper is an on-going downward trend and cardboard has been increasing.
- 1.5. The fleet of recycling vehicles used in Somerset will start coming to the end of their design life and start to need replacing from 2017. This gives an opportunity to introduce new collection vehicles able to accommodate additional materials and also changes in material volumes. Changes to collection depot facilities for storing materials and sorting additional plastics from cans would also be required.
- 1.6. A series of trials, called Recycle More, were undertaken in 2014 to test changes to collection services, with findings reported to Somerset Waste Board in June 2015. The trials covered 5,213 households in Taunton Deane and tested the recycling of additional materials, including plastic pots, tubs and trays, some container options and different frequencies for both recycling and refuse collections.
- 1.7. Further work was then undertaken by independent consultants, Eunomia, who were commissioned to assess future collection options, including different systems, such as comingled and twin stream collections with wheeled bins, and their costs, performance and any health and safety implications.
- 1.8. Following a report on the further assessments, Somerset Waste Board resolved in December 2015 to authorise the Managing Director to:
  - a) proceed to a detailed evaluation of a new service model for recycling and refuse collections with additional materials recycled, the kerbside sort system, continuing weekly food waste and three-weekly refuse collections, and
  - b) commence formal negotiations with Kier regarding the appropriate changes to the contract and service payments required for the above option.
- 1.9. This new service model was one of the service package options tested during the Recycle More trials in 2014. This covered 1,231 households on two rounds in the small town of Wiveliscombe and surrounding rural area, which has a range of housing types and social characteristics representative of Somerset.
- 1.10. Before this trial started, residents welcomed the collection of additional plastics but some were concerned that they may not be able to manage with refuse

collections every three weeks. Once underway, this trial proved the most effective of all the options tested in increasing the amount of food waste and dry materials recycled and in achieving a corresponding reduction in refuse put out for disposal.

- 1.11. Recycling plastic pots, tubs and trays greatly reduced the amount of refuse, so that the volume remaining for collection every three weeks was less than most households previously put out every fortnight. This meant that no change was needed to the capacity of refuse containers used.
- 1.12. All households on the trials were invited to complete a survey to provide feedback on the arrangements. The response rate for the Wiveliscombe trial was twice as high as for the other trial areas and over three-quarters (81%) of respondents said the trial arrangements were better than the previous collections. Only 6% said they were worse and 13% said they were neither better nor worse.
- 1.13. 86% of survey respondents on the Wiveliscombe trial said they would prefer for the three weekly collections of refuse to continue with additional plastics recycled, rather than to go back to fortnightly refuse without the extra plastics recycled.
- 1.14. A common comment was that people were surprised by how little refuse was left for collection due to the additional recycling. A few were concerned about nappy waste being collected every three weeks, but others with children in nappies did not report difficulties. Extra refuse capacity was provided on request where households needed it for nappies or absorbent hygiene products.
- 1.15. A number of people, who had expressed concern to SWP about refuse being collected every three weeks before the trial started, provided a different view during or at the end of the trial, when they said that their concerns had not been realised and it had worked better than they had initially expected.
- 1.16. Before the trial, recycling performance on the Wiveliscombe rounds was slightly above the Somerset average. During the trial, the recycling of dry materials increased by 28%, food waste recycling increased by 45% and refuse reduced by 27%. The biggest contributors to the increase in dry recycling was more paper, glass, card, plastic bottles and cans being recycled, which all increased by at least 22%. The tonnage contribution from the extra plastics recycled was much smaller but this had a big effect in reducing the volume of waste remaining for disposal.
- 1.17. There were a few authorities proposing 3-weekly refuse collections when SWP first proposed the Recycle More trials, but none had rolled it out. Falkirk was the first from May 2014, with Bury and Gwynedd following in October 2014. Now at least 14 local authorities have successfully introduced 3-weekly refuse collections in their areas and more are planning to make this change. East Devon undertook a trial in 2015 and awarded a new contract to roll it out in 2017. North Devon will be undertaking a trial in 2017.

## **2. New services and costs**

- 2.1. Service arrangements proposed for Recycle More household collections are:
  - Continued weekly food waste collections.
  - Continued weekly recycling collections using the kerbside sort method with the following added to materials accepted: plastic pots, tubs and trays,

small electrical appliances and batteries.

- An additional reusable bag with cover provided for plastics and cans.
- Refuse collected every three weeks. Current guidelines for refuse capacity will be applied and, where needed and requested, additional sack or bin capacity will be provided for nappies and adult absorbent hygiene products.

**2.2.** The photo below shows recycling containers proposed for Recycle More collections. Boxes can be stacked or the reusable bag can be placed partially in or top of a box too. The bag has a weighted base to avoid it being blown away after collection. As detailed in 1.12-1.16, the proposed service arrangements achieved big increases in recycling when trialled in Somerset in 2014 and also where it has been introduced in other areas around the UK.



**2.3.** Service arrangements proposed for Recycle More communal collections from blocks of flats are:

- Continued recycling collections using shared bins with cardboard and plastic bottles, pots, tubs and trays added to materials accepted.
- Shared refuse bins emptied so that no more than 80% of the refuse capacity on each site has been filled and all bins are emptied at least every fortnight, except where sites require a more frequent collection or a different frequency has been agreed by SWP's Contract Manager.
- Small blocks or groups of flats will be offered the household collection service where this offers improved service and operational arrangements. Where switching from communal collections, the new arrangements will need to be taken up by all residents and existing communal containers removed.

**2.4.** Discussions with Kier have been underway for some time, including before and after the 2014 trials and 2015 option assessments. Following the December 2015 Board resolution, a specification for service change to the preferred new service model was finalised and issued to Kier for pricing at the end of December 2015.

**2.5.** Initial prices supplied by Kier in March 2016 were not acceptable and following verification and further negotiation, Kier submitted new pricing in September 2016 and a further improvement on this in October 2016, which is summarised with analysis in confidential Appendix A.

- 2.6.** The new services are estimated to deliver savings, across all SWP partners, of approximately £1.7m per annum, before initial roll out costs are taken into consideration. Estimated savings for each partner are set out in confidential Appendix A.
- 2.7.** It is proposed to roll out Recycle More services throughout Somerset in three phases in Autumn 2017, early Summer 2018 and Autumn 2018. On-going savings will increase as the service roll out expands.
- 2.8.** One-off roll out costs will be incurred for new containers, Kier's transition and roll-out costs, and SWP communications and roll-out support, which are estimated at approximately £2.2m.
- 2.9.** A set of financial principles for Recycle More have been agreed by Somerset Waste Board (18 December 2015), which include:
- District collection partners should not be penalised or rewarded for when they roll out within the programme.
  - Sharing of the additional costs of roll out will be based on household numbers unless there is a District-specific cost.
  - SWP will hold a central earmarked reserve for Recycle More and any balance (positive or negative) on the roll out process at year end to be kept centrally by the SWP to be used or recovered in future years.
  - SWP will retain one-off income received from Kier for extended use of SWP vehicles and the sale proceeds of the old fleet as initial pump-priming for Recycle More.
- 2.10.** Following these principles, roll out costs will be fully covered from savings achieved by Summer 2019, so that partners will benefit from 85% of the full-year savings in 2019/20 and from 100% of the savings from 2020/21.
- 2.11.** SWP's extended contract with Kier MG CIC currently runs to October 2021. The capital costs of new collection vehicles will be financed over 7 years and the capital cost of depot building and equipment for material storage and sorting will be financed over 10 years. SWP will own and finance these assets at the end of the current contract. A new contract is due to be awarded in October 2021 which will require continued use of these assets.

### **3. Options considered and reasons for rejecting them**

- 3.1.** Alternative recycling collection arrangements, including comingled and twin stream collections with wheeled bins, were considered as part of earlier options appraisal and independent assessments undertaken, as noted in 1.6 - 1.8.
- 3.2.** Comingled collection options had higher costs due to the need to provide separate arrangements for food waste, the provision of new wheeled bins and due to the costs incurred in sorting mixed materials after collection. Comingled materials also have lower market values due to the quality for recycling being lower than achieved by kerbside sort collections.
- 3.3.** The best recycling performance and lowest costs were offered by the Recycle More option preferred by Somerset Waste Board and described in this report.



- 3.4. Potentially, costs could be further reduced by collecting refuse every four weeks, but the 180 litre standard size for refuse bins in Somerset was thought to be too small, whereas analysis showed it was the right size for most households on 3-weekly collections if more plastics were recycled. Experience of 4-weekly collections is also limited. It has been rolled out in Falkirk from October 2016 and trials are underway in Conwy and Fife.
- 3.5. It was hoped, following the Recycle More trials, to include cartons in the additional materials to be recycled. Extensive discussions on collection methods were held with both Kier and with representatives of the carton and cardboard recycling industry. Kier have given a significant additional cost of approximately £250k per annum to collect cartons separately, which would reduce savings for a small gain in recycling. The extra value of disposal savings achieved would only be £25-28k per annum. Therefore, it is not proposed (on cost grounds) to recycle cartons on household collections, but this can be revisited at a future date or included now should all partners wish to do so. The most economic separation method for cartons would not affect the design of collection vehicles proposed by Kier, but it would require additional sorting capability at depots.
- 3.6. Alternative collection arrangements for nappies and adult absorbent hygiene products (AHP) have been considered, as described in Appendix C. These would incur significant additional costs and the availability of additional refuse capacity, as proposed in 2.1, should be sufficient.

#### **4. Outline of communications plan**

- 4.1. SWP has an established and proven track record for successfully rolling out new collection arrangements, including the introduction of Sort It collections in three Somerset districts from 2004-2007 and the roll-out of Sort It Plus collections in all five Somerset districts from 2009-2012.
- 4.2. Sort It involved the introduction of weekly food waste collections, change in recycling collection frequency from fortnightly to weekly and change in refuse collection frequency from weekly to fortnightly.
- 4.3. Sort It Plus involved the addition of plastic bottles and cardboard to all kerbside recycling collections and the introduction of Sort It services in the remaining two Somerset districts.
- 4.4. These roll-outs established a successful communication plan for large scale collection service changes, which will also be adopted for the roll-out of Recycle More collections.
- 4.5. The same communication plan was adopted for the Recycle More trials, including in Wiveliscombe. Additional work was done to provide details of collection cycles to householders and to directly target a few households who were not aware when collection cycles were changed for refuse.
- 4.6. The main features of the communications plan that will be adopted to support the roll-out of Recycle More collections in all areas are as follows:
  - The use of Recycle More as the name for the new service package of collections, with a focus on the new arrangements being introduced to increase recycling, which benefits our environment and allows shared

savings on disposal costs.

- Initial press releases to announce in advance the changes to Recycle More and how these will be communicated, including the benefits from improved recycling and savings that benefit other public services.
- Supporting information provided on SWP and partner websites and by social media posts. SWP's website will include full guidance on the new collections, including answers to common questions.
- Notification packs delivered to all households to explain forthcoming services changes, how to find out more and how to raise any questions. In advance of which information will be sent to district and county councillors for these areas and to parish councils.
- Roadshows will be held which are accessible to all communities, so residents can find out more about the new collections and speak directly to SWP officers.
- Notification packs will include options to order replacement containers for current services, primarily on-line but by hardcopy form for those for whom this would be difficult. Also to request other services, such as assisted collections.
- Leaflets to fully explain arrangements for the new services will be delivered to all households at the same time as new and replacement collection containers are delivered prior to the start of the new collections.
- Residents will be able to download a smartphone app to notify them of collection days and sign up for e-mail alerts for service information. Collection calendars will be available to download and print and paper copies provided where required. Improvements will be made to look up collection days online.
- There will be a small amount of advertising to support the new service roll-outs in local papers and on local radio and inserts in Your Somerset.
- Within 2-3 months of each roll-out, a newsletter with feedback form will be delivered to all households. This will report the change in recycling that has resulted from the new collections, highlight the benefits of recycling and address any concerns that have arisen. This will also be an opportunity for residents to feedback their views on the new collections. For previous Sort It roll-outs and the Recycle More trial, this confirmed that a large majority preferred the new arrangements.
- Communication materials will include photos and images to illustrate how to use the new collections and clear plain English will be used.
- Press releases and online posts will continue to provide information as the services are rolled out.
- Good planning will ensure roll-out problems are avoided. The aim will be to quickly rectify any that do occur.
- During the roll-outs, SWP will have additional officers to support roll-outs, including on the ground, additional resource will be funded for Customer Service centres and Kier will have additional crews deployed to ensure any collection issues that arise are swiftly addressed.
- SWP officers will directly monitor new collections when refuse cycles change, so any identified households putting their refuse out on the wrong

cycles are visited or have a leaflet delivered to ensure they understand the new collections and that they have the information and support they need.

- 4.7. SWP will consult with partners on communications for the new collections.

## 5. Risks

- 5.1. SWP maintains and updates a risk register which covers broader financial, political, operational, health and safety and reputational risks. This project is proposed within the overall risk appetite of the partnership:

*“We will be confident with risk, identifying risk and managing risk in order to optimise opportunities to achieve corporate objectives, value and service excellence.”*

SWP generally seeks out opportunities to be innovative in approach to improving recycling and waste diversion and the Recycle More project is very much in line with that ethos.

- 5.2. As detailed in this report, Recycle More collections offer a number of positive opportunities. Plastic pots, tubs and trays would be added to materials collected for recycling, which is the most requested service improvement by residents. The new service would significantly increase recycling and divert waste from costly disposal and it would achieve a high level of savings on overall collection costs.
- 5.3. One of the principal risks around this project is reputational – ensuring the majority of residents understand and are appropriately encouraged to get behind the reasons for the change. This will be in large part influenced by the effective management of the change process. These risks are potentially amplified by undertaking the roll out in three large phases. The principal means of mitigating these risks are through meticulous project planning for operational change and the delivery of a robust communications plan.
- 5.4. Although there has been unanimous agreement by all partners at Somerset Waste Board and some have indicated they are very keen to make the change as soon as possible, there may be a risk that not all partners will agree to implement the service change to Recycle More at this time in their areas. Other options for savings on collection services have been considered and Recycle More is the most effective means of achieving savings on collection services needed by partners, while also offering improvements to recycling collections, which are the source of the savings. If the majority of District partners wished to implement Recycle More, those wishing to remain on Sort It Plus collections may face higher contract costs, due to lost operational efficiencies from not offering a common service package across all partners. The best outcome for SWP partners as a whole is for all partners to agree the adoption of the same service model.
- 5.5. There is a potentially significant financial risk that the Recycle More initiative does not perform as well as predicted in terms of capture of recyclable material, thereby eroding the forecast savings from waste diversion and improved recycling credit income to district partners. Based on available evidence, a reasonable and prudent estimate has been made, which is lower than achieved on the Wiveliscombe trial, and it is possible that the scheme may over-perform.
- 5.6. The risk on changes in material values and quantity of material to end-use

markets will continue to rest, contractually, with Kier. This provides an incentive for the contractor to work towards the same objectives as SWP in terms of maximising capture of quality material.

- 5.7.** The market for post-consumer plastic pots tubs and trays (PTT) is still immature and currently the main outlet for these materials is export to the Far East. The proposed collection and sorting methodology will help to ensure Somerset materials are among the highest quality available but it cannot be guaranteed that all the PTT will secure an end-use for materials recycling. SWP can however be confident that the fall-back route will be energy recovery and therefore value will still be obtained and landfill avoided. The demand for plastic bottles remains good and they should continue to be sent for material recycling.
- 5.8.** There is a risk of a small amount of additional fly-tipping following the roll-out of Recycle More and budget provision has been made for district partners to cover this, as noted in Appendix A. However, fly-tipping has not been reported as a significant problem by other authorities who have already rolled out 3-weekly refuse collections and no incidents were observed during the 2014 trial in Wiveliscombe. SWP and partner officers work together to deter fly-tipping, which is closely monitored and will be kept under review.
- 5.9.** There are no significant adverse environmental, safety and health implications of the scheme. The new scheme will reduce the total number of collection vehicles on the road by around 18, although the new style recycling vehicle will be larger to accommodate the new materials and the online shopping driven growth in cardboard in recent years. The 'footprint' of the new recycling vehicles will be similar to a standard sized refuse collection vehicle. The reduction in vehicles required will reduce risks around recruiting and retaining HGV drivers. The total number of loaders will increase slightly as more recycling vehicles will operate with two loaders. This should in many instances also help reduce total time taken to traverse narrow lanes and streets.
- 5.10.** Additional risks are described in confidential Appendix A.

## **6. Consultations undertaken**

- 6.1.** Consultation on the new service model has been undertaken with all SWP partners as part of the consultation on SWP's Business Plan 2016-2021 and at also at a series of other meetings with committees of all partners in late 2015.
- 6.2.** Many reports and updates on Recycle More and other collection options have been considered by the Somerset Waste Board, which consists of two representatives, including the Portfolio Holder, from each partner. The main reports are listed under background papers below, all of which can be viewed or downloaded online. Somerset Waste Board unanimously agreed that the present Recycle More proposal was their preferred option in December 2015 and in October 2016.
- 6.3.** Consultation was undertaken with all households on the Recycle More trials, including the two collection rounds in Wiveliscombe. The feedback from most people was positive and the new collections were preferred to current pre-trial arrangements.

- 6.4. As part of the planning for the Recycle More trials, a focus group of service users was held to discuss collection containers and frequency and new materials that could be added to recycling collections. Findings from this were followed in designing the Recycle More trial arrangements, with reusable bags provided as a third recycling container as many users said they would prefer this to using another box.
- 6.5. SWP regularly receives feedback and comments from residents on improvements that could be made to collection services. The biggest request by far is to collect more plastics for recycling.
- 6.6. In 2015 a representative survey was undertaken in all five Somerset districts to measure service satisfaction and ask about improvements and changes to SWP services. The findings were reported to Somerset Waste Board in February 2016. The most suggested improvements for recycling and refuse collections were to recycle more plastics and cartons.

## **7. Background papers**

- 7.1. All of the following reports to Somerset Waste Board are available online via a link to board papers at: [www.somersetwaste.gov.uk/about/board/](http://www.somersetwaste.gov.uk/about/board/)
- 7.2. Report to Somerset Waste Board on 22 February 2013: Somerset Waste Composition Study (Agenda Item 5, Appendix B)
- 7.3. Report to Somerset Waste Board on 21 February 2014: Business Plan 2014-2019 (Key Aims and Priorities for 2014/2015 and Action Table reference 6.4 – high diversion options and trials)
- 7.4. Report to Somerset Waste Board on 19 June 2015: Towards a New Service Model for Collections
- 7.5. Report to Somerset Waste Board on 18 December 2015: Draft Business Plan 2016-2021 (Appendix on New Service Model for Future Collections)
- 7.6. Report to Somerset Waste Board on 18 December 2015: Draft Budget 2016/2017 (Appendix 1 – Financial Principles for Recycle More)
- 7.7. Report to Somerset Waste Board on 18 December 2015: SWP Risk Management Policy
- 7.8. Report to Somerset Waste Board on 26 February 2016: Customer Survey Results
- 7.9. Report to Somerset Waste Board on 21 October 2016: Recycle More Project Update

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

Document is Restricted

## APPENDIX B – Equalities Impact Assessment Form and Action Table

"I shall try to explain what "due regard" means and how the courts interpret it. The courts have made it clear that having due regard is **more than having a cursory glance** at a document before arriving at a preconceived conclusion. Due regard requires public authorities, in formulating a policy, to give equality considerations the weight which is **proportionate in the circumstances**, given the potential impact of the policy on equality. It is not a question of box-ticking; it requires the equality impact to be **considered rigorously and with an open mind.**"

**Baroness Thornton, March 2010**

### Why are you completing the Impact Assessment?

Change to Policy or Service

What are you completing the Impact Assessment on (which policy, service, MTFP reference, cluster etc)?

**New arrangements for recycling and refuse collections, mainly applying to all receiving kerbside collection services.**

### Section 1 – Description of what is being impact assessed

Currently, kerbside services consist of weekly recycling collections for food, paper, card, glass bottles and jars, cans and aerosols, foil, plastic bottles, textiles and shoes, alongside fortnightly collections for refuse (residual waste left over after recycling) and garden waste (optional service with a fee).

Blocks of flats receive a communal service with shared bins for paper, glass bottles and jars, cans and aerosols and refuse. In a separate project, plastic bottles and cardboard will be added to these collections during 2017.

Kerbside services will change to a new service model to be called Recycle More. Weekly recycling collections will continue with plastic pots, tubs and trays, small electricals and batteries added and garden waste collections will continue as currently. Refuse collections will change to being every three weeks.

It is planned to add the same additional plastics to the communal services for blocks of flats. Communal collection frequencies will continue to match current requirements for emptying at least every fortnight and so that no more than 80% of refuse containers on each site are full at any time (some require weekly and more frequent emptying, which will continue where needed). Different communal refuse frequencies may be agreed with SWP's Contract Manager where an acceptable service would be maintained, which could involve three-weekly collections in some cases.

Additional refuse capacity will be provided for the collection of nappies and adult hygiene products (AHP) and additional arrangements made to communicate collection days to residents.

### Section 2A – People or communities that are **targeted or could be affected** (for Equalities - taking particular note of the Protected Characteristic listed in action table)

All households in Somerset (approximately 250,000).

**Section 2B** – People who are **delivering** the policy or service

Staff of Somerset Waste Partnership and our collection contractor, Kier MG, and Customer Services teams at partner District Councils and the County Council in Somerset.

**Section 3 – Evidence and data** used for the assessment (Attach documents where appropriate)

Trials were undertaken covering over 5,000 households in Taunton Deane in 2014, with 1,200 on two rounds receiving the collection arrangements, including three-weekly refuse, now proposed. Prior to these trials, a focus group was held to discuss recycling collection container options for the collection of additional materials. At the end of the trials, all households were supplied with a survey form and invited to return this online or using a freepost address. There was a 30% response rate (369 submissions) from the two rounds with the new collection arrangements, with 81% of these saying the new collection arrangements were better than current arrangements (13% did not know and 6% said they were worse). 86% said they would prefer for the trial arrangements to continue rather than go back to the previous arrangements (fortnightly refuse without the extra recycling).

5.1% of the 369 survey respondents were aged 16-34, 18.3% were 35-49, 33.8% were 50-64 and 42.8% were 65 or over. 77.2% had lived in the area for more than 4 years, 8.1% for 2-03 years, 8.9% for 1-2 years and 5.8% for less than 1 year. 18.9% considered themselves to have a disability or long term health condition.

Inspections were made of collections during the trials, especially on the two rounds with three-weekly refuse. At the start, this helped to identify those who were not aware or had not understood the collection changes, by noting those putting refuse out on the first day that a previous fortnightly refuse collection would have been made but which had changed due to the new three-weekly cycles. These were then directly contacted, mostly on the same day and face to face if possible, by knocking on their doors. A targeted letter was delivered where no-one was home. Full service information was provided and explained and any issues addressed.

A report on the trials with full survey results was presented to Somerset Waste Board in June 2015 (item 11 at: <http://www1.somerset.gov.uk/council/meetings/reports.asp?item=1180>).

A focus group, involving residents of Taunton Deane, was held in 2013 before the trials to discuss collection containers and potential options if more materials were recycled. Preferences expressed were taken into account in the design of the trial, especially the use of a reusable bag.

Also, as part of the advance preparation for the trials, volume calculations showed that for average household waste arisings, the volume removed from refuse by allowing recycling of plastic pots, tubs and trays more than offset the refuse volume reduction from the change in picking up a standard 180-litre refuse bin every fortnight (90 litres per week) to every three weeks (60 litres per week).

Guidance will be followed from a report commissioned by Zero Waste Scotland on 'The potential health impacts of extending the frequency of non- recyclable waste collections' (July 2014), which reviewed impacts for a refuse collection service being provided every four weeks. This concluded that "the availability of simple precautions mean the risk for [householders] is little changed from



that experienced with existing weekly and fortnightly collections.” These precautions include providing a separate, frequent food waste collection (already provided by SWP), increasing food waste capture (successful SWP projects in 2015 which will be boosted further by Recycle More), and encouraging householders to adopt good practice for storage (refuse bins are provided to most households with suitable space and others are instructed to use refuse sacks), to bag refuse and to wash hands and work surfaces after handling waste. The report also recommended to:

- Undertake composition analysis to understand the biodegradable content of non-recyclable waste (analysis has been undertaken by SWP and can be repeated if thought necessary due to composition changes).
- Develop policies for missed collections to limit collection delays, particularly when the service is bedding in and residents may have difficulty remembering their collection schedule (SWP policy and arrangements are to pick up missed collections within two working days).
- Residents may wish to wash their wheeled bins to clean out residues and maintain good hygiene practices (advice to be provided on SWP website and occasionally in other publications, such as Your Somerset).

Bury, Falkirk and Gwynedd Councils, where three weekly refuse collections have been operating for over a year, have been contacted to gain lessons on their experience and service arrangements. Overall, these councils reported that some residents had initial concerns before the new collections started, especially with regard to a three weekly refuse service, but once the services were in place, complaints reduced and most concerns appeared not to be realised in practice.

### Impacts and mitigations Action Table

Identified issue drawn from your conclusions	Actions needed – can you mitigate the impacts? If you can how will you mitigate the impacts?	Who is responsible for the actions? When will the action be completed?	How will it be monitored? What is the expected outcome from the action?
<p><b>Age:</b> New issues or impacts should not arise as a result of these service changes, but, due to refuse being collected every three weeks (instead of every two weeks as currently), existing impacts may be increased for some older people, as a higher proportion may have extra medical or sanitary waste for disposal</p>	<p>Notification packs distributed before roll-outs will carry clear advice to attend a roadshow or contact Customer Services if there are concerns or likely to be issues with three-weekly collections of refuse, including the volume capacity provided. Somerset Waste Partnership will then agree appropriate support for the resident.</p> <p>Weekly clinical waste collections will continue to meet the statutory requirements. Hygiene waste will continue to be accepted with refuse and additional capacity (stickers for sacks or a bigger or</p>	<p>Somerset Waste Partnership</p> <p>Notification packs will be provided and roadshows held in advance of service roll outs.</p> <p>Collection calendars are to be provided with service leaflets to all households. It is planned that these will cover up to and including the following two</p>	<p>Monitored by on-going recording and reporting of number and type of enquiries about waste services.</p> <p>Also questions to monitor can be included in SWP’s service tracker survey every three years.</p> <p>Outcome is expected to be that most</p>

<p>or have issues with independently managing their affairs. One set of potential impacts relate to the less frequent collection of refuse and especially adult hygiene products. Another set of impacts relate to understanding and recalling new service arrangements, including the three-weekly cycle for refuse collections and the additional materials recycled.</p>	<p>extra bin) provided if needed and requested, with a form included for this purpose in notification packs.</p> <p>Acceptance of adult hygiene products on weekly clinical waste collections will also be considered on a case-by-case basis where needed to address specific issues.</p> <p>Roadshows will be held before service roll-outs and promoted in notification packs, local press and through local posters and parish councils. Roadshows tend to be particularly welcomed and attended by older people, who have the opportunity to ask questions and raise any matters of concern, so these can be addressed, where possible.</p> <p>Service leaflets will follow accessibility guidelines and provide a clear guide to new service arrangements. Guidance will include bagging all refuse, double bagging any refuse that may smell, washing hands and surfaces after handling waste.</p> <p>To assist with awareness of collection days, collection calendars are to be provided and other aids, such as email alerts and a smartphone app.</p> <p>To help identify and then directly contact households who may not have understood or be aware of the new collections, SWP plans to inspect complete collection rounds on the first time that a previous fortnightly refuse collection is not made due to the change to new three-weekly cycles. Targeted information and full service details will be provided, which will also be explained face to face where someone is home; otherwise, a helpful notification letter will be delivered, which includes contact</p>	<p>calendar years, when they will be reissued.</p> <p>Inspections will be undertaken on the first time that a refuse collection is moved that would have been made on previous fortnightly cycles for all rounds. They will also be undertaken on other collection days following the introduction of the new services, especially in any areas where it is understood difficulties with the new arrangements are being experienced.</p>	<p>residents, including those in older age groups, understand the service changes and special arrangements are provided where needed.</p>
---	---	--	---

	details. Any issues raised will be addressed.		
<p><b>Disability:</b> Due to refuse being collected every three weeks (instead of every two weeks, as currently), existing impacts may be increased for some people with disabilities who have extra medical or sanitary waste arising.</p> <p>The change in frequency may be harder to manage for people who have issues with independently managing their affairs.</p> <p>There may be issues for people living independently with a learning disability on a path to independence, who may need accessible guidance or additional support in managing a more complex waste routine.</p> <p>People with significant visual impairment will not be able to access printed leaflets.</p>	<p>Some issues listed will be addressed by the actions proposed above, including roadshows, clear literature using images to communicate changes and provision of services to manage adult hygiene waste.</p> <p>Options must be readily available on request to provide literature in large print, Braille, easy read and audio formats.</p> <p>There may be an increased demand for assisted collections for people who cannot independently manage their affairs. Customer service staff should be briefed to accept and log requests for assisted collections if submitted on this basis.</p> <p>Officer support should be available should we receive notification that a householder is struggling to understand the new collection frequencies. This would be in the form of on-demand home visits. We expect the demand for this to be low.</p> <p>SWP should identify disability groups and networks and proactively seek feedback on the impact of proposed changes, and ensure that feedback is considered and built into communication.</p>	SWP	SWP will monitor demand for additional support and adjust resources to ensure adequate support is available through the course of the roll out.
<p><b>Gender Reassignment:</b> No specific impacts identified.</p>			

<p><b>Marriage and Civil Partnership:</b> No specific impacts identified.</p>			
<p><b>Pregnancy and Maternity:</b> Families using disposable nappies for children may be impacted by this change due to the extra quantity arising with the longer period between refuse collections while, due to the changed frequency, their current refuse volume would be reduced if the capacity provided stayed the same.</p>	<p>Notification packs distributed before roll-outs will carry clear advice to attend accessible roadshows or to contact Customer Services if there are concerns or likely to be issues with nappy collections. Somerset Waste Partnership will then agree appropriate support for the resident.</p> <p>Notification packs will also encourage use of reusable washable nappies, by highlighting the waste and financial savings that arise for the household and by signposting further information.</p> <p>For current services, a supply of excess waste stickers is provided on request so families with children in disposable nappies can put out additional refuse sacks.</p> <p>With the service changes, this will be extended so that an additional refuse bin will also be offered as another option for the period that nappies continue to be used.</p>	<p>Somerset Waste Partnership</p> <p>Notification packs will be provided in advance of service roll outs.</p> <p>Advice on nappy collections and assistance will also be provided on service leaflets, on the SWP's website and by Customer Services teams.</p>	<p>Monitored by on-going recording and reporting of number and type of enquiries about waste services.</p> <p>Outcome is expected to be that families with children in nappies have additional arrangements available to meet their needs.</p>
<p><b>Race</b> (including ethnicity or national origin, colour, nationality and Gypsies and Travellers): Some people may not sufficiently understand communication materials due to primarily using another language to English and not having sufficient ability to interpret guidance provided in English.</p>	<p>Notification packs will include brief messages in other languages to allow those who need versions in other languages to request these.</p> <p>Advice will be sought on language options to offer, which it may be possible to vary by district.</p> <p>Details of the request will be recorded, so a suitable interpretation can also be provided for service leaflets.</p> <p>Communication materials, especially the notification pack and service leaflet, will include the use of photos and images to help people understand new service</p>	<p>Somerset Waste Partnership</p> <p>Other language options will be offered in notification packs provided in advance of service roll outs.</p>	<p>Monitored by on-going recording and reporting of number and type of enquiries about waste services.</p> <p>Outcome is expected to be that those unable to sufficiently interpret English are provided with guidance in their preferred language and so are able to understand new</p>

	arrangements, as far as possible.		collection arrangements.
<b>Religion and Belief:</b> No specific impacts identified.			
<b>Sex:</b> No specific impacts identified.			
<b>Sexual Orientation:</b> No specific impacts identified.			
<b>Other - caring responsibilities:</b> Due to refuse being collected every three weeks (instead of every two weeks, as currently), existing impacts may be increased for some people caring for those who have extra medical or sanitary waste arising for disposal or who have issues with independently managing their affairs.	In addition to above actions SWP will contact carers through carers networks to identify additional concerns to address.	SWP	Monitoring response to contact.
<b>Other – flats above shops:</b> These households may not have sufficient space for a full set of recycling containers and to store their refuse between collections every three weeks. Flats above shops are expected to be the property type which may have this issue, but other property types with the same issue will also be similarly	It should be noted that providing a property has space to store and put out a full set of recycling containers (minimum of one box and food bin) and to store refuse between collections, then they should be OK to receive Recycle More services. Compared to current collections, Recycle More allow more materials to be recycled at the kerbside, including more plastics and cartons, so reducing the amount of refuse. This results in a greater volume of waste materials being collected weekly, rather than less frequently with refuse, with Recycle More.	Somerset Waste Partnership  These properties will be identified during round planning in advance of service roll-out.	Monitored by on-going recording and reporting of number and type of enquiries about waste services.

considered.			
<b>Other</b> (including, rurality, low income, Military Status etc): Possible impact on service personnel who are out of the country for the period of the roll out.	SWP will ensure reserve copies of literature are available on demand for those who have missed the initial communications.	SWP	Store of literature retained for 12 months after roll out is completed.

**Section 4 – Conclusions drawn about the equalities impact of the proposed change or new service/policy (Please use prompt sheet in the guidance for help with what to consider):**

Potential equality impacts of the change in service may arise for some households due to the less frequent collection of refuse, especially for nappies and adult hygiene products. Some households, particularly those living in flats above shops with limited storage, may have problems in storing a full set of recycling containers for weekly collections and refuse for three weekly collections.

Another set of potential impacts relate to understanding and recalling new service arrangements, including the three-weekly cycle for refuse collections and the additional materials recycled. As indicated above, some of the issues may be greater for some people, such as those who are older or have disabilities, than for others.

All these potential impacts can be mitigated by actions described in the table above.

**Section 5 – After consideration please state your final recommendations based on the findings from the impact assessment. Also include any examples of good practice and positive steps taken.**

Mitigation actions, as described in the table above, need to be planned and implemented as an integral part of the new service arrangements and change to Recycle More collections. SWP's Recycle More trials were an example of good practice, which included positive steps, such as advance notification, roadshows and inspection on collection days to identify and address with the service changes.

Evaluation of the trials have helped to identify proportionate further steps which it is planned to include as part of the roll-out of the new services.

**Section 6** - How will the assessment, consultation and outcomes be published and communicated? E.g. reflected in final strategy, published. What steps are in place to review the Impact Assessment

This impact assessment will be reported to members of Somerset Waste Board and partner authorities for decision as part of the report to confirm adoption of Recycle More collections. The report and assessment will be published on the internet via Somerset Waste Partnership and Somerset County Council's websites.

This impact assessment will be reviewed within two-three months after the start of each phase for the roll-out of Recycle More collections. Also within six months after roll-out has been completed.

SWP will maintain this impact assessment as a live document and address new equality issues that are identified or arise.

<b>Completed by:</b>	David Mansell		
<b>Date</b>	12 October 2016 (updated to version 2)		
<b>Signed off by:</b>	Steve Read		
<b>Date</b>	12 October 2016		
<b>Compliance sign off Date</b>	4 February 2016		
<b>To be reviewed by: (officer name)</b>	Mark Blaker		
<b>Review date:</b>	No later than three months after the start of each phase for the roll-out of Recycle More collections.		
<b>Version</b>	Draft 2.0	<b>Date</b>	12 October 2016

## **APPENDIX C – Nappies and Absorbent Hygiene Products**

Somerset Waste Partnership (SWP) currently offers additional refuse capacity on request for nappies and for adult absorbent hygiene products (AHP). It is proposed to continue the same arrangements with Recycle More, with stickers provided to allow an additional sack to be put out with refuse and a larger refuse bin option too.

This appendix provides further information on nappies and AHP waste, including current services, proposed arrangements with Recycle More and other additional options Members may wish to consider with their costs.

### **1. Nappies and AHP Waste in Somerset**

- 1.1. It is estimated there are 12,920 babies in nappies in Somerset, with up to 5-10% of these using real nappies. Waste composition analysis indicates Somerset's refuse and clinical waste contains about 3,400 tonnes of baby disposable nappies and about 665 tonnes of adult absorbent hygiene products (AHP).

### **2. Current services**

- 2.1. Most Somerset households with nappy and AHP waste put this out with other refuse in standard 180-litre bins collected fortnightly. If residents have problems with their collections, they are advised to contact customer services teams for assistance. On request, SWP provides excess waste stickers to allow families to put out an additional sack each collection for each child in nappies. These arrangements work well and, over a year, stickers for extra nappy waste are sent to 800-900 households, which is under 10% of households with children in nappies.
- 2.2. Some households with adult AHP waste put this out for weekly pick up on the clinical waste service. A review is planned as, in most cases, this hygiene waste could be put out with refuse. Clinical waste collections have higher costs and should be used for healthcare waste, including needles.
- 2.3. SWP promotes the use of real nappies, which allow savings in nappy costs of £200-500 per child for parents and waste disposal savings of £60-110 per child over 2 years. Currently, these are promoted through communications, including a leaflet and information on SWP's website, and by working with community groups and suppliers, including Somerset and West Somerset Cloth Nappy Library, Natural Baby Accessories and Frome Happy Nappy Library.

### **3. Recycle More trial**

- 3.1. The Recycle More trial with 3-weekly refuse collections ran from September to early December 2014 and covered 1,231 households with a range of housing types and family groups in Wiveliscombe, near Taunton.
- 3.2. There were a small number of enquiries about nappy collections with a 3-weekly



refuse service and the usual additional refuse capacity was provided on request. Households were also advised that nappy and sanitary waste should be double-wrapped for storage and collection.

- 3.3.** Nappies or AHP were not a significant concern mentioned by respondents to the end of trial survey, but were mentioned by a few people, including during the trial.

#### **4. Lessons from other local authorities**

- 4.1.** There are at least fourteen Councils with 3-weekly refuse collections and more planning to make this service change, include one changing to a 4-weekly service and two with trials for this collection frequency.
- 4.2.** In all areas with a 3-weekly refuse service, nappies and AHP are accepted in refuse bins and most of the Councils allow extra capacity on request, as proposed for Somerset. Most provide 240 litre refuse bins as standard, one provides 140 litre bins and one, Powys, provides 180 litre bins as in Somerset. Only 5 of the 14 Councils offer additional separate collection service for nappies.
- 4.3.** Powys have provided their 3-weekly service since November 2015 and it is reported that their residents are coping well with the arrangements, with just a small number raising issues about nappies or AHP collection.
- 4.4.** A charge can be made to collect nappies and AHP, but none of those with 3 or 4 weekly refuse collections do so. There are two Councils (St Albans and Three Rivers) who levy a small charge for nappy collections alongside a fortnightly refuse service.
- 4.5.** Some authorities offer vouchers or cashback of £30-50 to help parents buy an initial supply of real nappies. Trial and starter packs are also offered and a few employ real nappy advisors. However, take-up is relatively low. For example, in Gloucestershire about 200 vouchers giving £30 off the cost of real nappies are redeemed each year.

#### **5. Recycle More proposals for Somerset**

- 5.1.** Residents will be advised in communication materials to double bag nappies or other potentially smelly waste in their refuse. They will also be advised to contact Customer Services teams if they have difficulties with Recycle More collections.
- 5.2.** Households needing extra refuse capacity for nappies or AHP will be offered stickers to put out an additional sack for each child in nappies or the opportunity to swap a standard 180-litre bin for a 240-litre. Where extra bin capacity is provided, this would be subject to review and, when no longer needed, the refuse bin swapped back to the standard size. If additional assistance is needed in exceptional cases, this would also be considered.
- 5.3.** Costs for these arrangements have been included within budgets presented for Recycle More and should be sufficient for the collection of nappies and AHP waste.

## 6. Other additional options

6.1. There are a number of other service options that could also be considered, which would incur additional costs, as follows.

a) Free fortnightly collections of nappies and AHP

This would allow nappies and AHP to be collected at the same frequency as currently, with special bags provided for separate nappy collections. Experience from other areas varies quite widely, but it should be expected that 3,000-7,000 households may sign-up. Kier have given a cost of £386,484 to provide this service per annum and there would be administration costs of up to £35,000 in addition. Administration and round planning would be complex because of on-going changes in customers using the service.

b) Charged for weekly collection of nappies and AHP

A weekly nappy and AHP collection service could be offered for a charge, which should be simpler to administer than a free service. It would have a lower level of uptake and therefore special bags provided could be picked up on the clinical waste service. The cost, for collections by Kier and administration by SWP, would be £190-200 per customer per annum, although not all these costs would need to be passed on. It is expected that a maximum of 300-1,000 households may apply and to reduce the annual charge to £50 would cost £42-150,000 per annum.

c) Additional promotion of real nappies

Based on Gloucestershire costs, a scheme to fund real nappy vouchers and a nappy advisor would cost up to £30,000 per annum, including to cover the purchase of trial kits. A voucher scheme alone would cost £10,000 per annum. Experience elsewhere suggests take-up would be low but it may be seen as a positive incentive available to all, with savings (through reduced disposal costs) arising for Somerset County Council.

# Agenda Item 7

## **Quarterly Corporate Performance and Complaints Monitoring Report – 2nd Quarter 2016/17**

*Executive Portfolio Holder: Ric Pallister, Strategy and Policy*  
*Strategic Director: Rina Singh, Place and Performance*  
*Assistant Director: Martin Woods, Economy*  
*Service Manager: Andrew Gillespie/Charlotte Jones, Performance Managers*  
*Lead Officer: Anna-Maria Lenz, Performance Officer*  
*Contact Details: anna-maria.lenz@southsomerset.gov.uk or (01935) 462216*

### **Purpose of the Report**

The report covers the period from 1st July – 30th September 2016 (Q2).

### **Forward Plan**

This report appeared on the District Executive Forward Plan with an expected date of 1st December 2016.

### **Public Interest**

The Council is accountable for its performance to the local community and we publish performance data to enable us to demonstrate achievements against targets.

### **Recommendations**

The District Executive is asked to note and comment on the report.

### **Corporate Performance Monitoring - Background**

This report still uses the established framework based on the 20 performance indicators selected and approved by members in 2012. As such, they provide either an indication of the efficiency and effectiveness of SSDC services and/or of any changes in the key trends in South Somerset.

### **Council Plan 2016-2021**

The Council adopted the Council Plan '*Tackling the Challenges*' (2016-2021) in April 2016. The plan has five priority areas for investment:

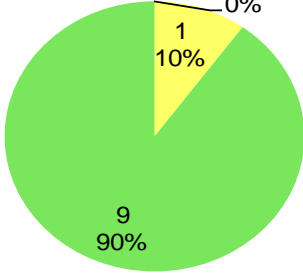
- *Economy*
- *Environment*
- *Homes*
- *Health & Communities*
- *High quality, cost effective services.*

The half year update of the annual corporate action plan for 2016/17 can be found in Appendix C. In total the Council has set out 37 actions, 33 of which are on target and 4 actions are behind target. More detail on the status and update comments can be seen in Appendix C.

## Performance

A summary of performance from 1st July – 30th September 2016 (Q2) is shown below with more details provided at Appendix A:

Where appropriate, this information is colour coded, using red, amber, or green to indicate performance against target

Performance Summary:		Quarterly Breakdown:							
		Q1		Q2		Q3		Q4	
		1	10%	0	0%	0	0%	0	0%
		1	10%	1	10%	0	0%	0	0%
		8	80%	9	90%	0	0%	0	0%
<b>Commentary:</b> 10 performance indicators can be compared against target for Q1. Percentages are rounded to the nearest whole number.									
>10% Below Target	0								
Within 10% of Target	1								
On or Above Target	9								

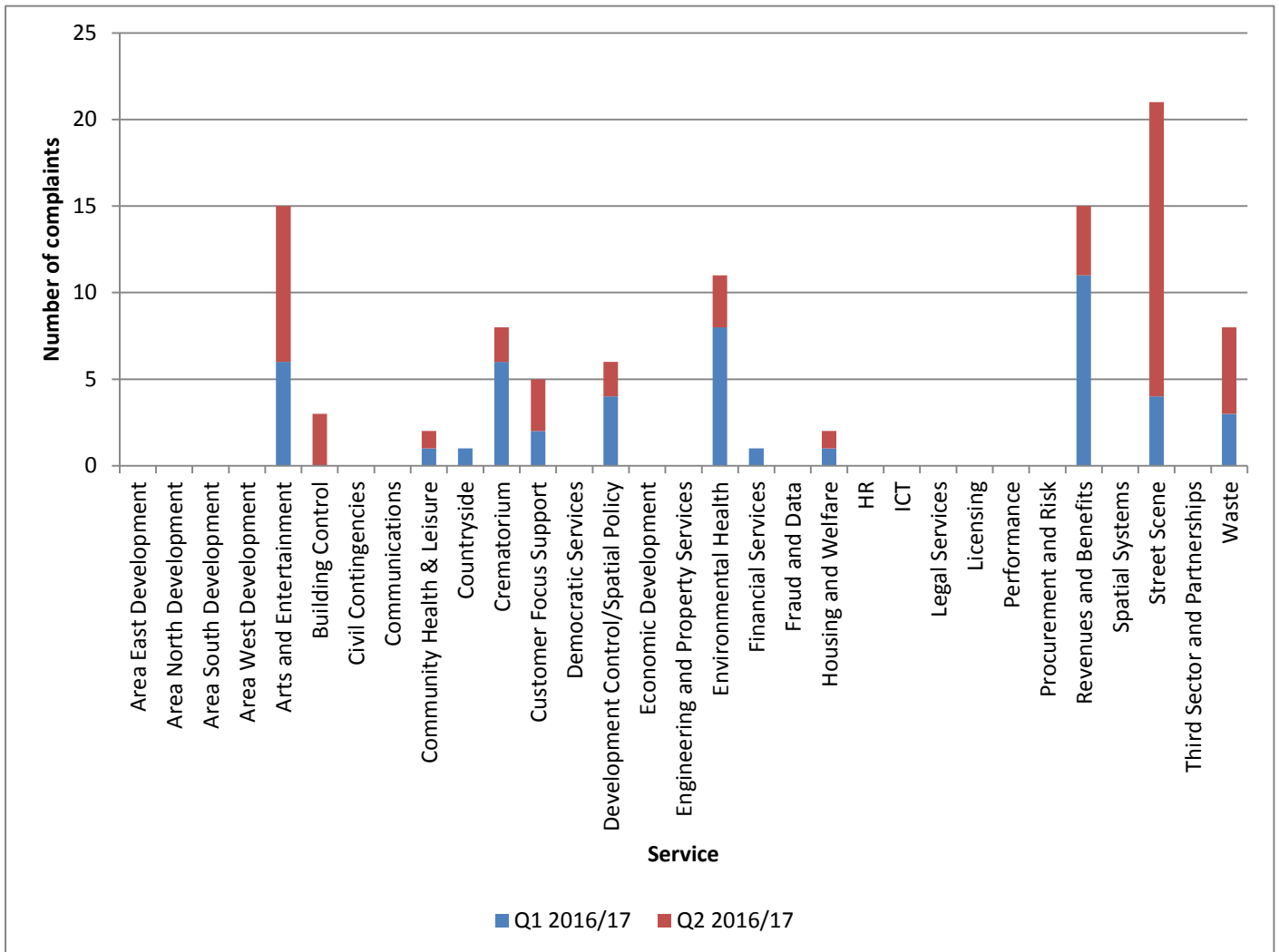
## Performance Exceptions

Indicators with performance below target are classed as exceptions. In these cases Appendix A includes an explanation from the Service Manager and any corrective action being taken. In Q2 not one performance indicator was below target.

## Complaints

During the period 1st of July 2016 - 30th September 2016, SSDC received 50 complaints, which is a decrease of 9 when compared to the quarter 2 2015/16 outturn of 59.

The chart and table below provide a summary of complaints received in Q2 2016/17. A detailed breakdown reflecting variations in trends by Service Area is in Appendix B.



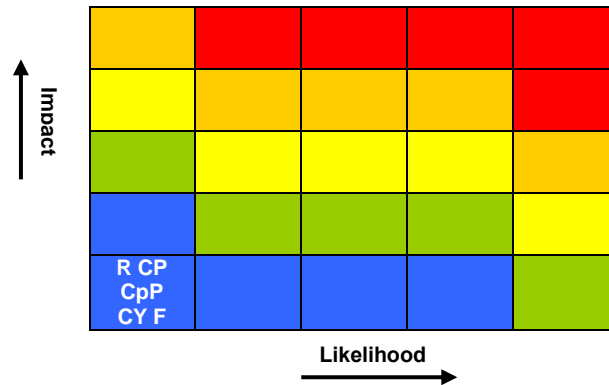
## Financial Implications

There are no direct financial implications related to this report.

However, financial implications may need to be considered for possible actions necessary to address performance in failing areas.

## Risk Matrix

This matrix only identifies the risk associated with taking the decision as set out in the report as the recommendation(s). Should there be any proposal to amend the recommendation(s) by either members or officers at the meeting then the impact on the matrix and the risks it identifies must be considered prior to the vote on the recommendation(s) taking place.



**Key**

Categories	Colours (for further detail please refer to Risk management strategy)
R = Reputation	Red = High impact and high probability
CpP = Corporate Plan Priorities	Orange = Major impact and major probability
CP = Community Priorities	Yellow = Moderate impact and moderate probability
CY = Capacity	Green = Minor impact and minor probability
F = Financial	Blue = Insignificant impact and insignificant probability

**Council Plan Implications**

Corporate Performance Management contributes towards the delivery of the SSDC Council Plan through effective monitoring and smart target setting that help to deliver a continuous improvement.

**Carbon Emissions and Climate Change Implications**

None

**Equality and Diversity Implications**

None

**Privacy Impact Assessment**

No issues.

**Background Papers**

Council Plan 2016-2021  
 (<http://www.southsomerset.gov.uk/about-us/council-plan-2016---2021/>)

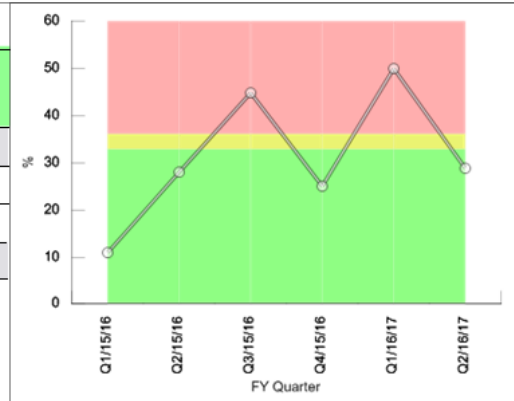
SSDC Corporate Indicators – District Executive May 2012

## Appendix A - Quarterly Performance Monitoring Report

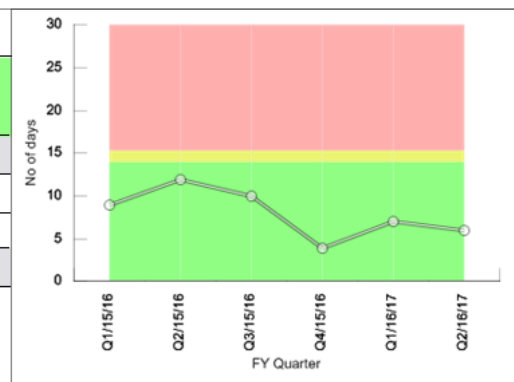
Key:	Red (More than 10% below target)	Amber (Within 10% of target)	Green (On or above target)
------	-------------------------------------	---------------------------------	-------------------------------

### Performance Measures with Targets:

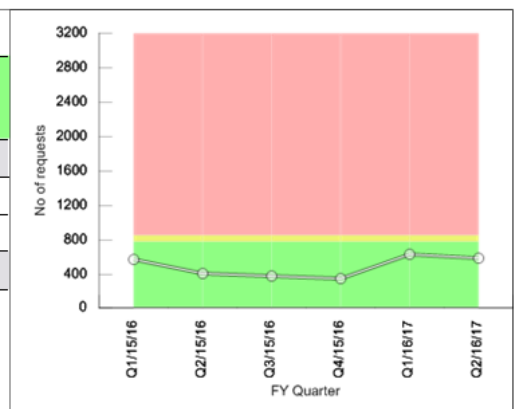
Indicator:	PI 003 - % of planning appeal decisions allowed against the authority's decision to refuse								
Quarter Target:	33.0%				Perf to Date:				
Annual Target:	33.0%								
2015/16:				2016/17:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
11.0% <span style="color: green;">G</span>	28.0% <span style="color: green;">G</span>	45.0% <span style="color: red;">R</span>	25.0% <span style="color: green;">G</span>	50.0% <span style="color: red;">R</span>	29.0% <span style="color: green;">G</span>				
Latest Comments including any necessary action:									



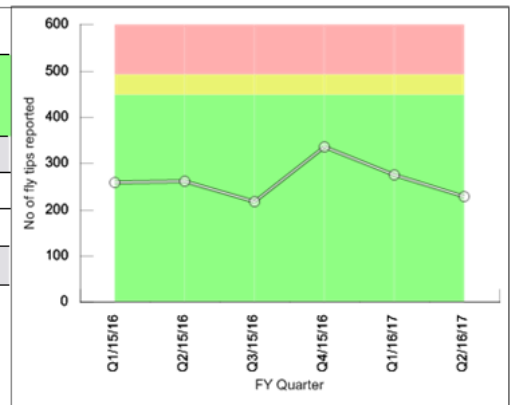
Indicator:	PI 004 - Number of days taken to process Housing Benefit/ Council Tax Benefit new claims and change events								
Quarter Target:	14.00				Perf to Date:				
Annual Target:	14.00								
2015/16:				2016/17:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
9.00 <span style="color: green;">G</span>	12.00 <span style="color: green;">G</span>	10.00 <span style="color: green;">G</span>	4.00 <span style="color: green;">G</span>	7.00 <span style="color: green;">G</span>	6.00 <span style="color: green;">G</span>				
Latest Comments including any necessary action:									



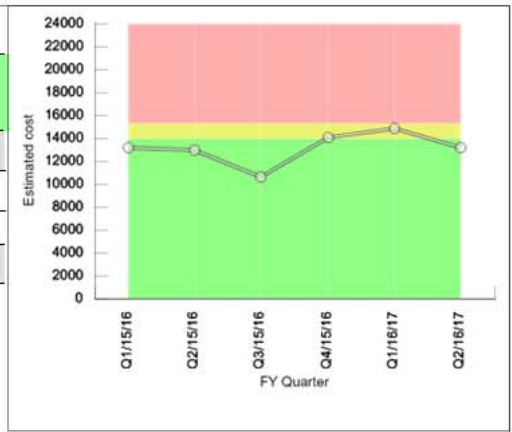
Indicator:	PI 008 - Requests for action from the Streetscene team								
Quarter Target:	775				Perf to Date:				
Annual Target:	3100								
2015/16:				2016/17:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
568 <span style="color: green;">G</span>	415 <span style="color: green;">G</span>	383 <span style="color: green;">G</span>	355 <span style="color: green;">G</span>	628 <span style="color: green;">G</span>	590 <span style="color: green;">G</span>				
Latest Comments including any necessary action:									



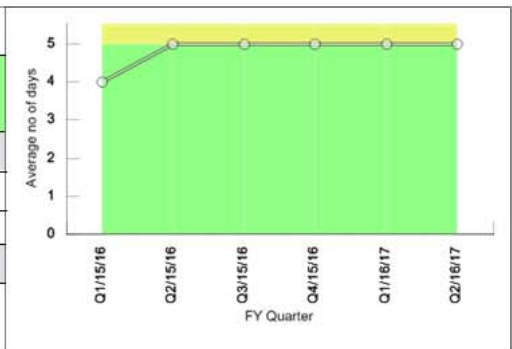
Indicator:	PI 010 - Total number of fly tips reported								
Quarter Target:					Perf to Date:				
Annual Target:	1800								
2015/16:				2016/17:					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
259 <span style="color: green;">G</span>	263 <span style="color: green;">G</span>	220 <span style="color: green;">G</span>	337 <span style="color: green;">G</span>	277 <span style="color: green;">G</span>	231 <span style="color: green;">G</span>				
Latest Comments including any necessary action:									



<b>Indicator:</b>	<b>PI 011 - Total estimated cost of clearing reported fly tips</b>							
<b>Quarter Target:</b>	13,965				<b>Perf to Date:</b>			
<b>Annual Target:</b>	55,860							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
13,263 <span style="color: green;">G</span>	12,982 <span style="color: green;">G</span>	10,677 <span style="color: green;">G</span>	14,123 <span style="color: orange;">A</span>	14,841 <span style="color: orange;">A</span>	13,207 <span style="color: green;">G</span>			
<b>Latest Comments including any necessary action:</b>								



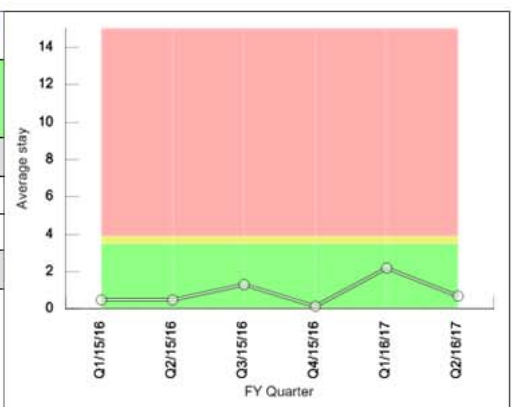
<b>Indicator:</b>	<b>PI 012 - Average number of days to respond to a reported fly tip</b>							
<b>Quarter Target:</b>	5.00				<b>Perf to Date:</b>			
<b>Annual Target:</b>								
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
4.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>	5.0 <span style="color: green;">G</span>			
<b>Latest Comments including any necessary action:</b>								



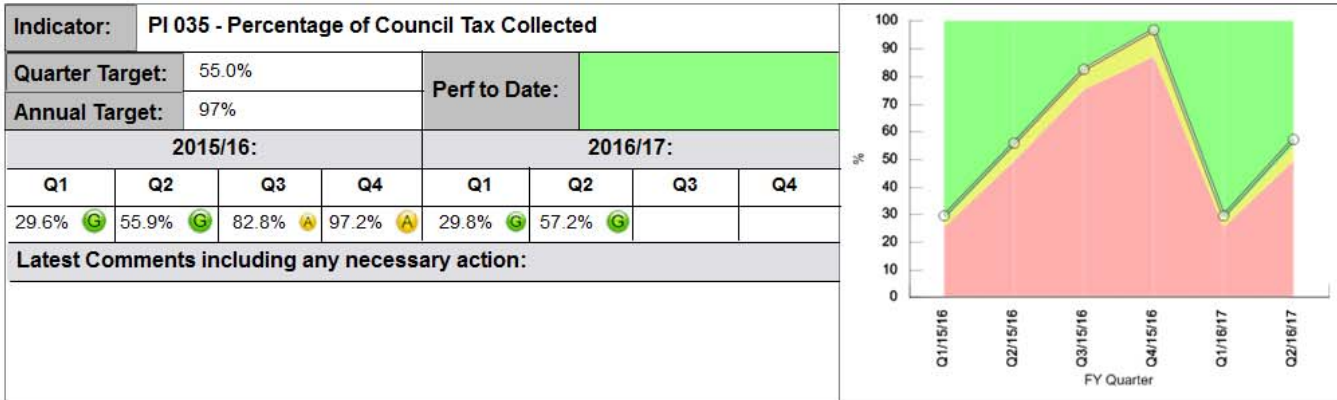
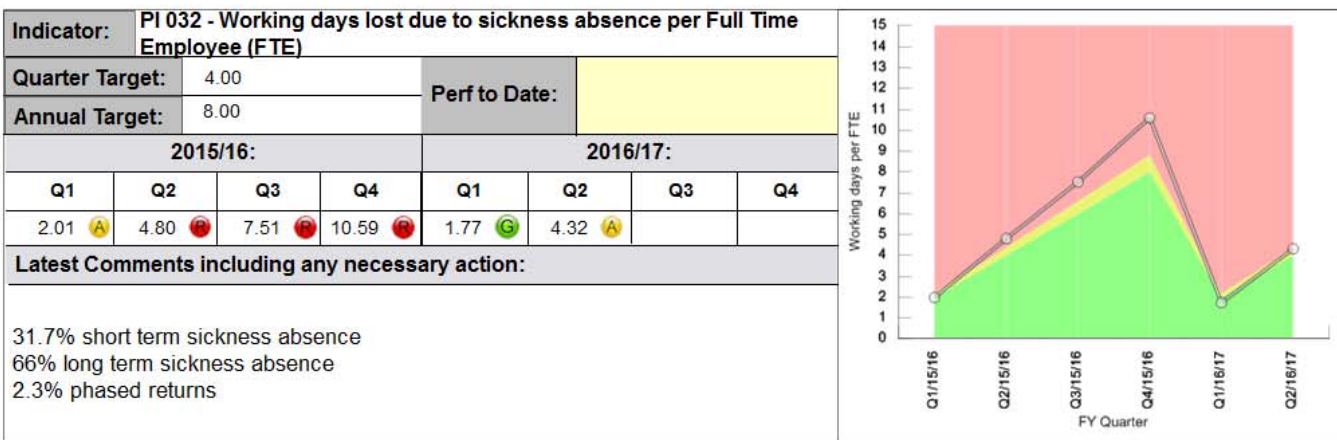
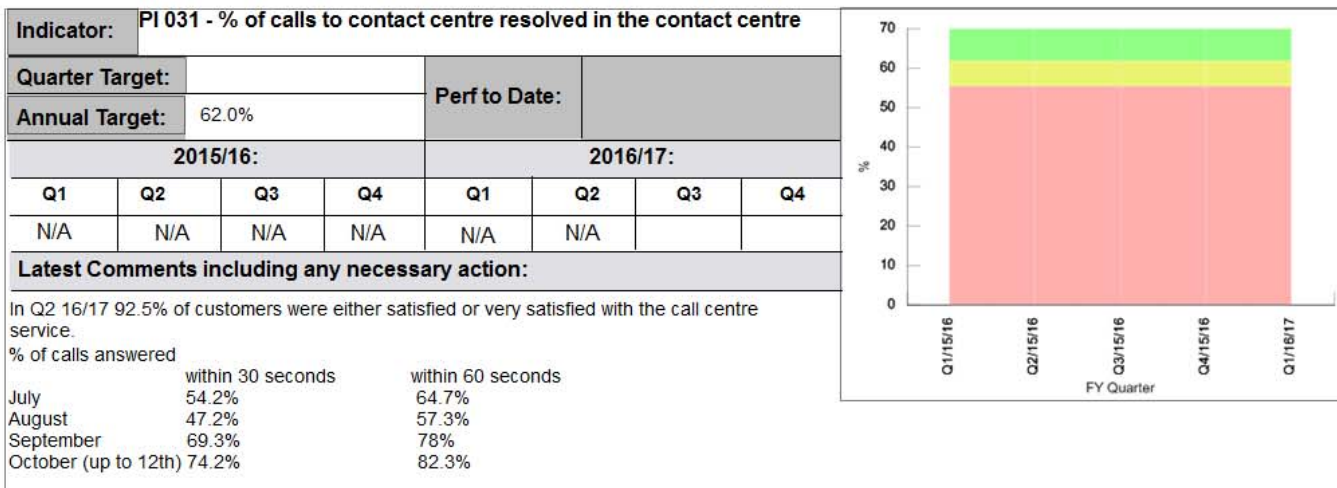
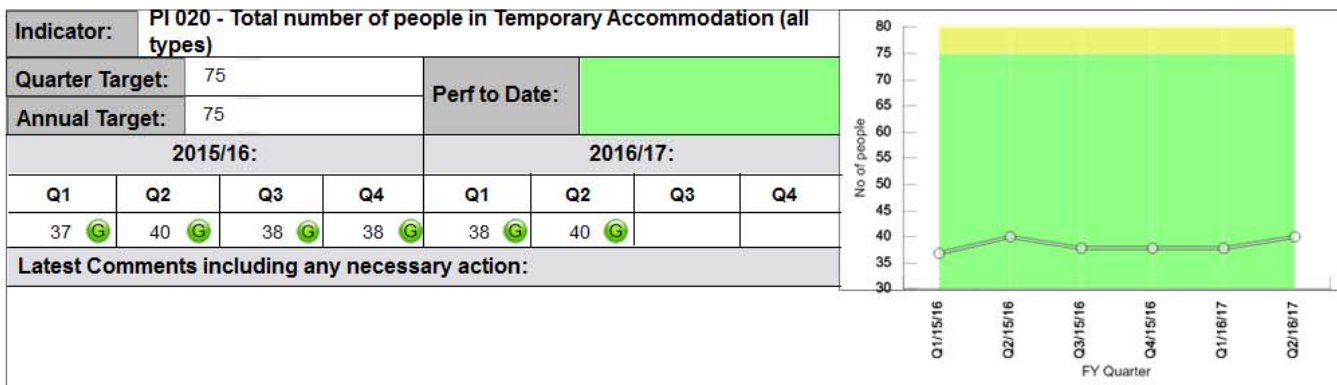
<b>Indicator:</b>	<b>PI 013 - % of household waste sent for reuse, recycling and composting</b>							
<b>Quarter Target:</b>	45.0%				<b>Perf to Date:</b>			
<b>Annual Target:</b>	45.0%							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
46.5% <span style="color: green;">G</span>	46.0% <span style="color: green;">G</span>	44.4% <span style="color: orange;">A</span>	45.5% <span style="color: green;">G</span>	45.8% <span style="color: green;">G</span>				
<b>Latest Comments including any necessary action:</b>								
Please note, Q2 data is currently not available and will be inserted as soon as released.								



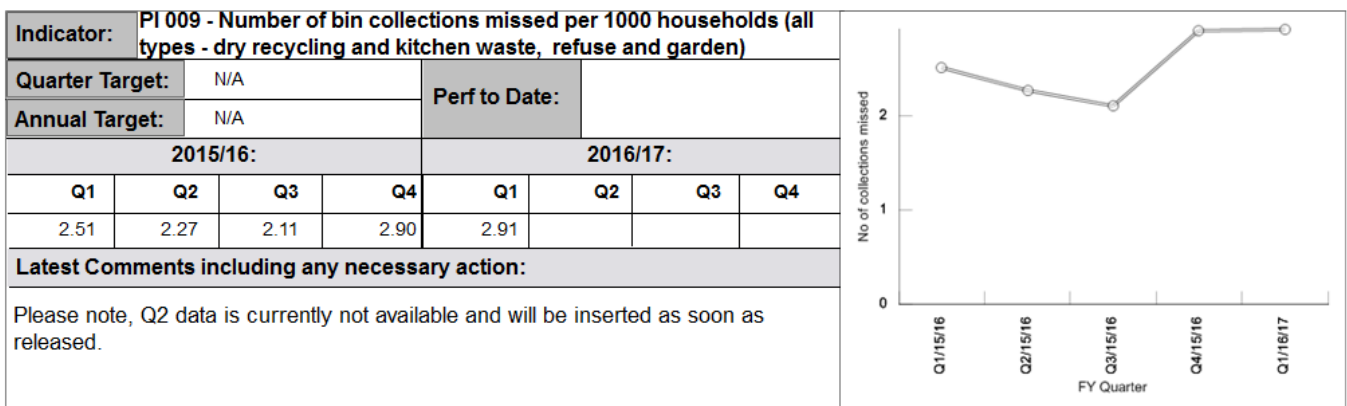
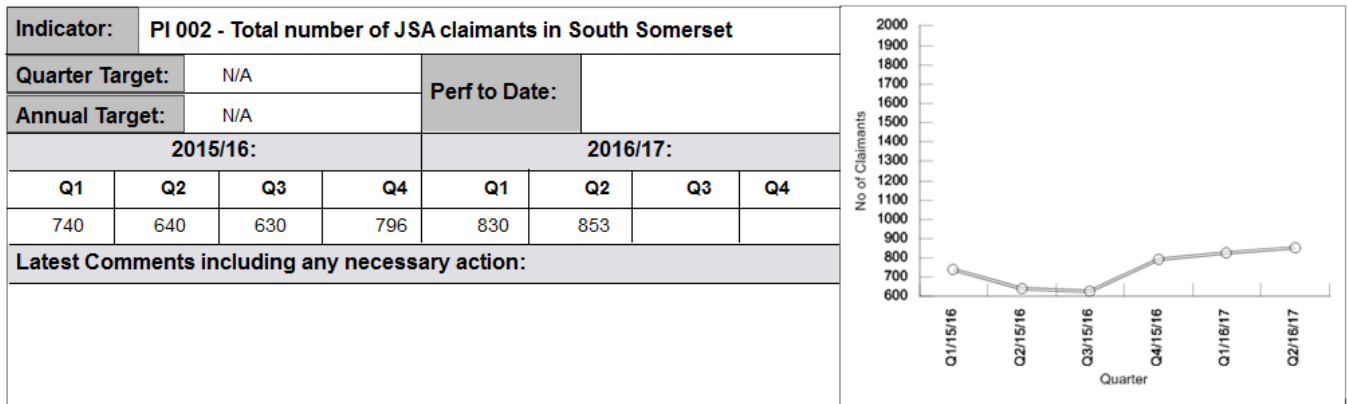
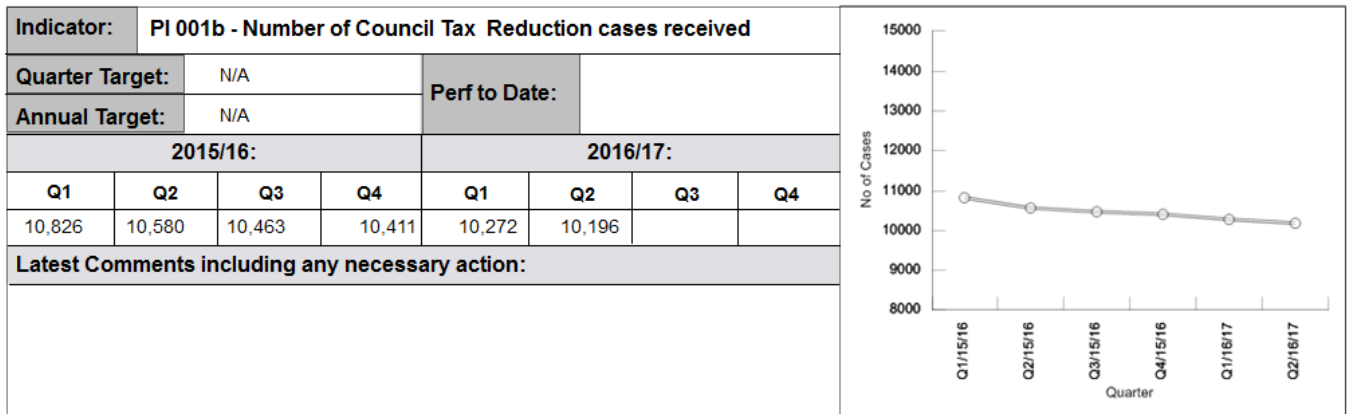
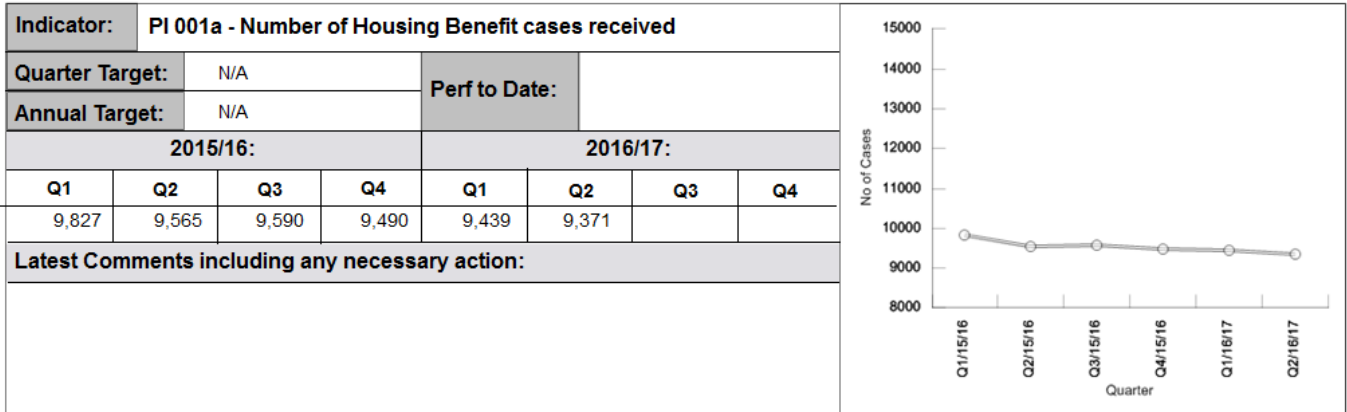
<b>Indicator:</b>	<b>PI 019 - Average number of days in Temporary Accommodation (Bed &amp; Breakfast)</b>							
<b>Quarter Target:</b>					<b>Perf to Date:</b>			
<b>Annual Target:</b>	4.5							
<b>2015/16:</b>				<b>2016/17:</b>				
<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
0.5 <span style="color: green;">G</span>	0.5 <span style="color: green;">G</span>	1.3 <span style="color: green;">G</span>	0.2 <span style="color: green;">G</span>	2.2 <span style="color: green;">G</span>	0.7 <span style="color: green;">G</span>			
<b>Latest Comments including any necessary action:</b>								
3 households left bed and breakfast this quarter, spending 4, 9 and 2 nights. Average is 15/3=5 nights = 0.7 weeks								



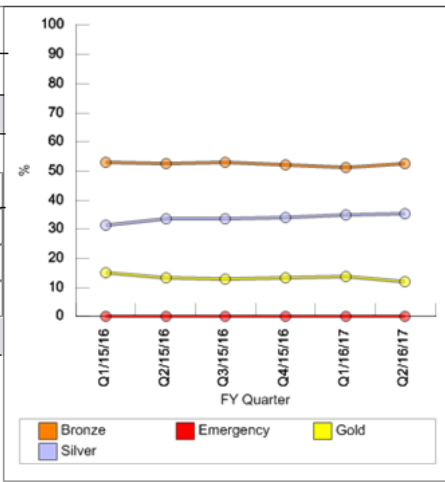




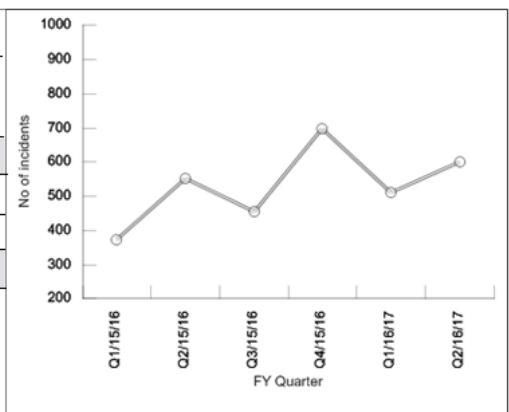
**Performance Measures of Trend (no targets set as SSDC do not directly influence):**



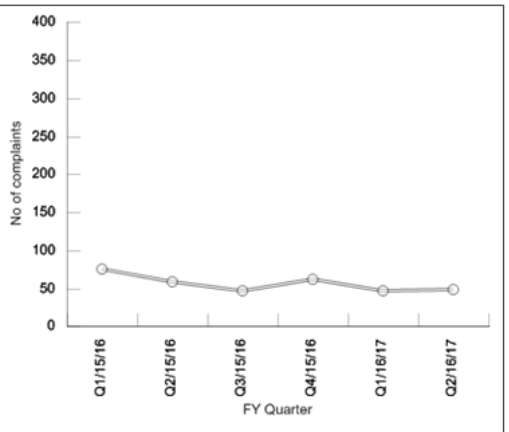
<b>Indicator:</b>	<b>PI 015 - % of households on the Choice Based Letting waiting list (all categories)</b>							
<b>Quarter Target:</b>	N/A				<b>Annual Target:</b>	N/A		
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Bronze	53.3%	52.7%	53.2%	52.4%	51.2%	52.6%		
Silver	31.5%	33.5%	33.7%	34.3%	34.9%	35.3%		
Gold	15.1%	13.6%	13.0%	13.4%	13.8%	11.9%		
Emergency	0.1%	0.2%	0.2%	0.0%	0.1%	0.2%		
<b>Latest Comments including any necessary action:</b>								
Q1 2016-17				Q2 2016-17				
Bronze	1,039			Bronze	1,016			
Emergency	2			Emergency	3			
Gold	280			Gold	230			
Silver	708			Silver	681			



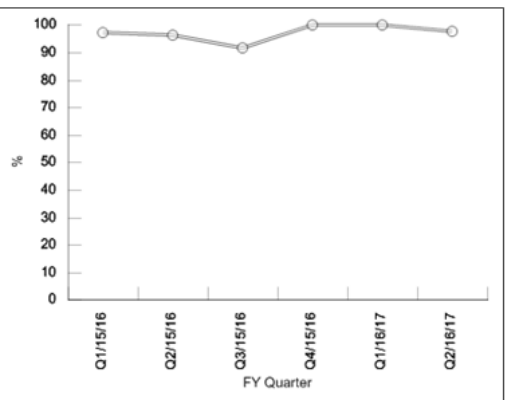
<b>Indicator:</b>	<b>PI029 - Number of incidents of antisocial behaviour reported to SSDC (excluding flytipping and dead animals)</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	373	554	455	698	513	600		
<b>Latest Comments including any necessary action:</b>								



<b>Indicator:</b>	<b>PI 033 - Total number of complaints received</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	77	59	48	63	48	50		
<b>Latest Comments including any necessary action:</b>								



<b>Indicator:</b>	<b>PI 034 - % of complaints resolved at stage 1 of complaints procedure</b>							
<b>Quarter Target:</b>	N/A				<b>Perf to Date:</b>			
<b>Annual Target:</b>	N/A							
	<b>2015/16:</b>				<b>2016/17:</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	97.4%	96.6%	91.7%	100.0%	100.0%	98.0%		
<b>Latest Comments including any necessary action:</b>								
Stage 1: 49 Stage 2: 1 Stage 3: 0								





**Appendix B**  
**Complaints Monitoring 1st July 2016 - 30th September 2016**

**Key:**  
 No Complaints

Service	Previous years totals						2016/17 Complaints total	Q2 (1st of July 2016 - 30th September 2016)	Access Method							Type							Stage			Action by SSDC									
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16			Email	In Person	Letter	Online	Other	Phone	Via CS	Equality	Failure to deliver	Issue with content/ publication	Issue with Policy/ Decision	Not SSDC Responsibility	Other Type	Poor Communication	Staff Handling	Stage One (Service Manager)	Stage Two (Assistant Director)	Stage Three (Ombudsman)	Compensation Issued? Y/N	Compensation Amount (£)	NO ACTION REQUIRED	Changes in working practice/ procedure	Improved Communication	Improved Monitoring of Service Delivery	Improved Partnership Working	Problem Rectified	Staff Training
Area East Development	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	0	
Area North Development	2	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	0	
Area South Development	1	3	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	0	
Area West Development	2	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Arts and Entertainment	31	15	19	13	21	33	15	9	4	0	2	0	0	3	0	1	3	1	0	2	2	0	0	9	0	0	N	0	7	0	0	2	0	0	0
Building Control	0	1	1	0	0	1	3	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0	3	0	0	0	0	0	3	0	0	0	0	0	
Civil Contingencies	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Communications	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Health & Leisure	4	4	1	3	1	4	2	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	
Countryside	9	10	1	1	3	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Crematorium	0	0	0	0	0	26	8	2	0	0	2	0	0	0	0	0	1	0	1	0	0	2	0	0	N	0	0	2	0	0	0	0	0	0	
Customer Focus Support	4	4	0	0	0	31	5	3	1	0	0	2	0	0	0	1	0	0	0	0	1	1	3	0	0	0	1	0	0	0	0	0	0	2	
Democratic Services	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Development Control/Spatial Policy	50	41	21	14	4	15	6	2	1	0	1	0	0	0	0	0	0	0	0	0	2	1	1	0	0	1	0	1	0	0	0	0	0	0	
Economic Development	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Engineering and Property	7	7	2	1	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Environmental Health	14	15	10	17	19	21	11	3	1	0	0	1	0	0	1	0	0	0	0	1	0	1	3	0	0	N	0	1	0	1	0	0	1	0	
Financial Services	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Fraud and Data	0	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Housing and Welfare	5	7	13	8	13	19	2	1	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	N	0	1	0	0	0	0	0	0	0	
HR	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ICT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Legal Services	0	8	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensing	4	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	0	0
Performance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	0	0
Procurement and Risk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Revenues and Benefits	12	20	20	17	45	37	15	4	2	0	1	1	0	0	0	3	0	0	0	0	0	1	4	0	0	N	0	3	0	0	0	0	0	1	
Spatial Systems	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Street Scene	52	60	59	23	25	31	21	17	5	0	0	3	0	4	5	0	10	0	0	4	2	0	1	17	0	0	N	0	7	1	1	0	0	7	1
Partnerships	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste	45	20	19	20	12	16	8	5	3	0	2	0	0	0	0	4	0	0	0	1	0	0	5	0	0	N	0	1	0	0	0	0	0	4	0
<b>Totals =</b>	<b>242</b>	<b>236</b>	<b>177</b>	<b>119</b>	<b>148</b>	<b>243</b>	<b>98</b>	<b>50</b>	<b>17</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>0</b>	<b>12</b>	<b>6</b>	<b>1</b>	<b>25</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>7</b>	<b>49</b>	<b>1</b>	<b>0</b>	<b>No</b>	<b>0</b>	<b>22</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>12</b>	<b>4</b>
									<b>50</b>				<b>50</b>				<b>50</b>				<b>0</b>	<b>50</b>													

## Appendix C Council Plan 2016/17

Council Plan Action	Priority	Comment	Status	Lead Service/ Officer
<b>Focus 1. High Quality Cost effective service</b>				
C1.01 - Commence the delivery of the Transformation Programme	H	The programme board is established with eight Councillors including two representatives of the Scrutiny Committee. The board commissioned Ignite Consultancy to help the Council complete the blueprinting stage, which included a series of workshops for staff and councillors. The blueprint will help shape the programme over the coming months and years and sets out the high level implementation plan, technology requirement, staffing structure and benefits realisation. Detailed implementation will begin following consultation, carried forward by the newly appointed senior leadership team, under the direction of the Transformation Board.		Rina Singh
Page 49 C1.02 - Set up Income Generation Board and develop prioritised action plan.	H	Two meetings were held early this year to scope and consider the necessary terms of reference and management for a new Board, and five meetings of the new Board have been held between April and November. The Board considered an initial list of ideas from a variety of sources both inside and outside the council, and all were prioritised for further exploration either under the guidance of the Board, for services to take forward themselves, for deferral where additional resource required or to take no further action. A business plan template was developed to assist this process. The action plan continues to be dynamic in the sense that it is constantly changing and being reprioritised as further information becomes available, other ideas come forward and business plans are considered.		Laurence Willis
C1.03 - Optimise council assets to increase use or receive income.	M	Public conveniences in Wincanton and Bruton have now been sold and the public convenience in Ilminster now converted and let. The museum building in Yeovil has now been let to a fabric company. Desk spaces or hubs are or have been set up in area offices. The former workshop in Chard has been sold. South Street Yeovil is currently being converted. Plans are being looked at to better utilise the Stables at Wincanton. The purchase and conversion of the Doctors Surgery will be completed before the year end.		Donna Parham
C1.04 - Take a full role in the emerging Devolution discussions to ensure the best outcome for South Somerset communities.	H	SSDC is fully involved in devolution discussions. The seventeen member councils forming the Heart of the South-West partnership have agreed to continue to develop a productivity plan to submit to Government, together with governance arrangements which can identify a senior leadership role for the group in the absence of an elected Mayor. These proposals are likely to be submitted to Government in the Spring 2017.		Rina Singh

## Appendix C Council Plan 2016/17

Council Plan Action	Priority	Comment	Status	Lead Service/ Officer
C1.05 - Work with Sedgemoor District Council on the formation of a strategic alliance to increase influence, resilience and savings.	H	The following key actions are moving forward with SDC: Exploring opportunities to work with an Energy Company; Setting up a lettings agency to manage private rented properties and the benefits this might bring to SDC with the Hinkley contract; Income Generation: Six monthly joint reports on progress; Development Company – exploring, and possible creation of future land supply through the Local Plan and Core Strategy; Joint response to Government Consultations agreed; Flood response agreement for mutual assistance and joint staff training being pursued; Investigating early notification of flooding alerts from the EA for sharing; Agreed to share specialist/expensive depot equipment and bidding for 'clean surrounds' contract. HR protocol agreed to ensure that councils share job opportunities if the internal recruitment process has been unsuccessful, prior to starting external recruitment.		Rina Singh
<b>Focus 2. Economy</b>				
C2.01 - Engage pro-actively with the LEP to maximise investment in South Somerset.	H	Close communication maintained with LEP through attendance of Growth Board, Growth Hub and Inward Investment meetings and maintaining regular communication with LEP Inward Investment Manager and LEP Partnerships Manager.		David Julian
C2.02 - Progress key strategic projects such as Lufton 2000 and Chard Regeneration.	H	Lufton 2000 Joint Venture Board meets quarterly to progress land sales and deal with site maintenance issues. Chard Regeneration Board meets quarterly with progress maintained with projects in the Chard Eastern Development Area (including Housing Developments, Employment land and Stoplevel Way)		David Julian
C2.03 - Agree a prioritised action plan to deliver local projects with Regeneration Boards.	H	Prioritised Action Plan has been revised (August 2016) with regular reports to the Strategic Regeneration Board and the Area Regeneration Boards. Plan now includes reprioritised existing projects and new projects brought forward through the Boards. The Chard Town Centre Scheme has been delayed by market conditions. A report on the way forward will be presented to December DX.		David Julian
C2.04 - Progress the key infrastructure projects that unlock development.	H	Infrastructure Projects being progressed in Chard and Ilminster with project negotiations ongoing at Castle Cary, Crewkerne, Wincanton, Langport and Yeovil.		David Julian
C2.05 - Support district-wide roll out of superfast broadband.	M	Connecting Devon and Somerset are procuring a delivery partner for the roll-out of phase 2 of the superfast Broadband Project. SDC are taking views from service providers who can assist with provision in rural and remote areas.		David Julian



## Appendix C Council Plan 2016/17

Council Plan Action	Priority	Comment	Status	Lead Service/ Officer
C2.06 - Progress work hubs in Chard and Yeovil.	H	Work hub at Yeovil Innovation Centre will be trialled from October 2016. This will help determine demand and uptake for the Yeovil Area. Chard Work hub being developed by Area West team. Likely to commence in 2017.		David Julian
C2.07 - Progress options to improve access /regeneration of Yeovil Town Centre.	H	The Yeovil Refresh is the updating of the Yeovil Vision – an Urban Development Framework for Yeovil (particularly the centre of the town). The invitations to tender for the work have already been circulated. An expert team in this field will be appointed before December. This will provide a strategic overview of the viable regeneration projects within the town and the infrastructure requirements that will enable the projects to proceed. The work will form a max 9 month programme and is likely to be finished by September 2017		David Julian
C2.08 - Continue to promote and support intern and apprentice scheme.	H	The Economic Development team were involved with the various publicity campaigns for the apprentice scheme in the summer of 2016. We continue to work closely with some of South Somerset's key employers on raising awareness of various existing programmes. SSDC supports Internship and apprentice schemes in-house.		David Julian
<b>Focus 3. Environment</b>				
C3.01 - Decide on a new waste and recycling collection model in order to increase recycling and minimise costs.	H	Negotiations with the contractor are almost finalised. Somerset Waste Board (SWB) discussed the options on Oct 21st 2016 and made a recommendation to partner authorities that the new service model called Recycle More was the best opportunity to increase recycling while making savings. All partners have now been asked to consider the recommendation and therefore SSDC will debate this at Scrutiny and at District Executive on 1st December 2016 and the council's decision will feed into the final partnership decision at SWB. This meeting will be in December 2016. It should be noted that a decision at this stage is dependent on all councils agreeing the recommendation.		Vega Sturgess
C3.02 - Maintain levels of street cleanliness and increase the joint work with parishes via the parish ranger scheme.	H	Our supervisors carry out annual recorded inspections in line with the standards laid out for NI195 - Improved street and environmental cleanliness (levels of litter detritus graffiti and fly-posting), these results form part of the services performance indicators that are used to determine allocation of resources and the performance of individual teams & staff members. The service currently runs three rangers who serve 20 parishes compared to 18 Parishes in the previous year. The team also started to support the Turnhill Lengthsman Scheme that in turn serves a further five parishes (In addition to this the service has		Chris Cooper

## Appendix C Council Plan 2016/17

Council Plan Action	Priority	Comment	Status	Lead Service/ Officer
		existing schemes asking for additional hours & other towns are interested in joining the scheme).		
C3.03 - Improve gateway to Ham Hill CP through road and high profile signage scheme.	H	Road way tarmacking completed in April and entrances to gravel car parks being completed in October. The signage scheme has been put on hold due to long term staff sickness and capacity reduction within the ranger team; we hope to re-visit the proposal in 2017 depending on the work load of the on-site team.		Katy Munday
C3.04 - Increase visitor numbers (and YCP café income) via an exciting events programme.	H	The district wide events programme has been very successful in 2016, with 75 events delivered between April – September. Diverse events from large scale fairs to ranger led play schemes have been well received. The V3 Heritage Lottery project in Yeovil has meant events and visitor numbers are higher than usual on site and the café income has benefitted from this exceeding the business plan each month.		Katy Munday
C3.05 - Diversify volunteering opportunities to increase capacity for projects in all Country Parks.	H	Volunteer numbers continue to increase as the types of opportunities offered have diversified. There are now specialist heritage restoration volunteer days on a Wed, and low impact volunteering on a Monday. Practical days donated: in April 243, May 217, June 235, July 245, August 259, Sept 243 totalled 1,442 for the period. Days were also donated by the Friends of Ham Hill, Friends of Yeovil Country Park and newly constituted Friends of Chard Reservoir Group. The Ninesprings Café has also started working with volunteers on event days.		Katy Munday
C3.06 - Begin installing 4km of paths within our open spaces to improve 'access for all'.	M	Using capital funding, supported by in house teams, three of the four schemes planned (in Howard road Yeovil, Millford park Yeovil, the Recreation ground in Norton sub Hamdon) have been delivered with the final scheme in Alvington open space (Yeovil) scheduled for installation in early 2017.		Chris Cooper
C3.07 - With Somerset Rivers Authority (SRA), deliver the Enhanced Maintenance Programme.	H	A successful bid for £20,000 was agreed by the SRA for the 16/17 financial year and for a further 4 years. A number of potential sites were considered across the district, preliminary work has commenced to produce specifications for the enhanced maintenance. As members will be aware, it has not been possible to recruit a replacement engineer and the post remains vacant. This has resulted in the work needing to be fitted around the other duties of the engineering team, hence allocation of the amber risk status.		Laurence Willis/ Ian Case



## Appendix C Council Plan 2016/17

Council Plan Action	Priority	Comment	Status	Lead Service/ Officer
<b>Focus 4. Homes</b>				
C4.01 - Increase housing supply to meet local needs by the agreed investment of £2.4m.	H	Purchase of two larger units to meet outstanding social need agreed. Work underway to agree leasing arrangements with third party intermediary. Work underway to identify other opportunities for individual purchases that meet the criteria. Arrangements for stamp duty have reduced options for bulk purchase including off-plan. We have also investigated a potential site for construction (rather than purchase) which involves other parties. Local developers being approached to evaluate appetite for off plan purchases.		Colin McDonald
C4.02 - Contribute to the review of DFG effectiveness led by the Health and Wellbeing Board.	H	The review is currently underway and involves all Somerset district councils and SCC. A report will be submitted to DX early in the New year on outcome of review with recommendations for policy changes.		Alasdair Bell
P C4.03 - Work with partners to secure supported hostel and move on accommodation for vulnerable individuals.	H	Direct access hostel secured until 30th April 2017; Service level agreement and monitoring plan in place. Work underway to maximise the level of Housing Benefit eligibility and reduce the full exposure to SSDC direct funding. Floating support for some clients secured through separate arrangement with SLA and monitoring in place. Work underway to consider options from May 2017 onwards but this will be influenced by the recent County Council decision on the 'P2i' contract, due to expire on 31st December 2016.		Colin McDonald
C4.04 - Continue to bring empty properties back into use.	M	Continued collaboration with council tax and other departments has continued to result in empty properties being brought back into use. Work by the Empty Property Officer on properties empty for over two years has resulted in the enforced sale of one property with two more cases in the pipeline. All such properties are then reoccupied.		Alasdair Bell
C4.05 - Continue to work with CSE on fuel poverty schemes.	M	CSE provide a free energy advice line for SSDC residents providing advice on all free/low cost energy schemes available. Their direct work in the district on energy efficiency schemes has been reduced, due to funding changes, but they continue to receive support from the council and are involved in two schemes: the "Warmer Chard & Surrounding Villages" project, delivering services through trained volunteers and although this finishes April 2017, the skills & benefits will enable the partners to continue to support local residents. The Westfield "Our Neighbourhood" regeneration programme sees SSDC supporting sustainable energy partnership projects, running educational events & workshops with the Centre for Sustainable Energy.		Alasdair Bell

## Appendix C Council Plan 2016/17

Council Plan Action	Priority	Comment	Status	Lead Service/ Officer
C4.06 - Promote Careline to increase take up and enable people to continue living independently.	M	Total Careline customers at end Sept '16 = 2,106. This is a Net increase of 49 customers compared to a total of 2,057 Careline customers at end Sept '15. Ongoing programme of advertising and promotion through a range of media and partnerships. Careline income up by £16,000 compared to Sept '15.		Alice Knight
C4.07 - Develop a Lettings Agency project.	M	Feasibility study completed for Private Sector Leasing and Direct Lettings Project. Decision report submitted to Portfolio Holder seeking approval to implement the scheme and commence trading by no later than April 2017.		Alice Knight/Barbie Markey
C4.08 - Explore a landlord accreditation scheme.	M	The scheme has been set up and is working well with about 80 landlords involved in the scheme. This action has been completed.		Alasdair Bell
<b>Focus 5. Health and Communities</b>				
Pages 1-5	C5.01 - Support residents through national benefit changes including universal credit.	Reduction in level of Benefit Cap applied to Housing Benefit phased in from 7 <sup>th</sup> November 2016. Working with DWP, Citizens Advice, Housing, Mind and Troubled Families - an event has been arranged on 20 <sup>th</sup> October to provide advice, support and information to those who may be affected. We have also agreed funding on 1 to 1 sessions to be held by Citizens Advice on Thursday mornings throughout November 2016. Preparing for Universal Credit Full Service rollout in part of our district from 26/10/16 (mainly Chard area). Not yet known when rest of SSDC area will happen. Reviewing the Discretionary Housing Payment policy to ensure support is best targeted and maximises number of households that can be supported.		Ian Potter
	C5.02 - Agree lease, refurbish and relaunch WLC Sport, Conference & Entertainment Facilities.	Lease agreed. Refurbishment work in progress. WLC Sport Centre on schedule to be relaunched on 2nd January 2017. WLC Conference & Entertainment Facilities on schedule to be relaunched on 27th March 2017.		Steve Joel
	C5.03 - Deliver Healthy lifestyles projects inc Yr. 1 of project to deliver integrated interventions to those with diabetes and hypertension.	Click into Activity is an innovative 3-year £334,140 project, with significant external funding. It targets patients within the Click GP Federation in Area West including Crewkerne Health Centre. Patients take part in up to 12 weeks of free activity sessions and then signposted into suitable exit routes. So far the project has seen 240 patients with these conditions and aims to see another 800 over the next 2 years. The project has some good case studies of diabetics reducing the amount of insulin they need, reduced need for blood pressure medication and some further feedback from people stating that they feel more flexible and active, made new friend, having less falls, and feeling a lot happier.		Lynda Pincombe

## Appendix C Council Plan 2016/17

Council Plan Action	Priority	Comment	Status	Lead Service/ Officer
		The success of the project is being externally evaluated by University of the West of England. The aim is to see a reduction in the amount of prescribed medication in the target population.		
C5.04 - Transfer Castle Cary Market House to community.	M	Following approval of the transfer by DX in April 2016 - finalising the terms of peppercorn transfer with £45k dowry.		Helen Rutter
<p>Page 55</p> <p>C5.05 - Enable enhancement of at least 8 play &amp; youth facilities.</p>	H	<p>Year to date we have either directly delivered or supported 6 projects by: Installing new Play Equipment and Impact Surfacing using S106 funding and/or capital awards; providing advice, guidance and project support on design and procurement of development plans.</p> <p>Improved facilities include: Cavalier Way Play Area, Yeovil, Lavers Oak Play Area, Martock, New Skate Park at Happy Valley, Crewkerne, Cale Park Play Area, Wincanton, Winterhay Lane Play Area, Ilminster, Chilthorne Domer Play Area</p> <p>Further works are planned and currently underway including:            Construction of play equipment and landscaping at Wyndham Park Play Area, Yeovil;            Construction work is planned to start at Kingston View Play Area, Yeovil in early November 2016; New play equipment has been purchased for Monksdale Play Area, Yeovil with S106 funding and this could potentially be completed in 2016 subject to contractor availability.</p>		Lynda Pincombe
C5.06 - Support Huish Episcopi Academy community swimming pool project.	H	Funding package secured. Design Team appointed. Planning Application submitted. Contractor appointment in progress. Pool on schedule to be opened at the end of June 2017.		Steve Joel
C5.07 - Work with partners on public sector hub in Yeovil.	M	<p>Several meetings with public sector partners (including SSDC) were held earlier this year to progress hub development in a number of locations around Somerset. A joint bid for Government funding from the One Public Estate Programme was prepared and submitted by Somerset County Council in July to meet the deadline for the current bidding round. In October it was announced that the Somerset bid had been successful and had been awarded £177,500 for 2016/17 and a further £137,500 for 2017/18. Although some adjustments were made to the overall programme, as part of the bid consideration process, the projects to develop a Yeovil public sector hub based around the Library and Petters House and also a hub at Chard, based at the Lace Mill, remained in the bid and were successful. A project board has recently been formed and these two projects can now proceed with access to funding for feasibility work.</p>		Helen Rutter

## Appendix C Council Plan 2016/17

Council Plan Action	Priority	Comment	Status	Lead Service/ Officer
C5.08 - Support at least 50 community projects.	H	Our support for community projects includes: giving advice on project development and funding, issuing grants, printing and supporting events. With that in mind, to date this year we have assisted: East – 20; North – 18; South – 24; West – 20		Helen Rutter
C5.09 - Prepare a plan to develop & deliver leisure facilities in Chard.	H	A Chard ward members group, chaired by the Portfolio Holder for Leisure and Culture has been established and meets quarterly. A sports tracker document has been created to assist the group to monitor the short, medium and long term priorities for sports clubs/project (including play) in the Chard area. Support for groups/projects is shared between ward members and staff. Some good local dialogue has been established with local groups, and a number of projects are being progressed.		Lynda Pincombe

# Agenda Item 8

## **Local Strategic Partnership South Somerset Together (SST) - 6 Month Update**

*Executive Portfolio Holder:* Ric Pallister, Leader of the Council  
*Strategic Director:* Rina Singh, Deputy Chief Executive  
*Assistant Director:* Helen Rutter, Communities  
*Contact Details:* Helen.rutter@southsomerset.gov.uk or 01963 435012

### **Purpose of the Report**

1. As requested by the Executive in June, this report updates on progress following the introduction of simplified governance arrangements for the partnership from 1 June 2016.

### **Forward Plan**

2. This report has appeared on the Executive Forward Plan.

### **Public Interest**

3. South Somerset Together (SST) is the local strategic partnership (LSP) for the District. It is an informal alliance between the main service providers bringing together senior representatives of public and voluntary sector organisations that are focused on the District. It considers complex issues and needs, that require a multi-agency approach. The aim is to raise awareness and consider fresh approaches that can address these issues and improve the effectiveness of service provision and community self - help for the benefit of local people.

### **Recommendation**

4. That the District Executive note the report.

### **Background**

5. Since 2012 annual reports on the activities of the Partnership have been presented to the Executive. A simplified Partnership model was adopted in April 2012 and ran for 4 years, being updated annually, until 31<sup>st</sup> March 2016. The Partnership was lead through an independent Chairperson and Coordinator, underpinned by a package of funding and other support from Partners, which met the core operating costs. A pump priming fund was available to help new initiatives to be launched.
6. A report was given to the June Executive to note the progress made by the Local Strategic Partnership on strategic priorities during 2015/16. It also briefed on a major review of the Partnership, which considered its role going forward. There was unanimous support to retain the Partnership; however, budgetary pressures had resulted in agreement to adopt new simplified governance arrangements for the Partnership that started from 1 June 2016.
7. Partners agreed the main strengths and added value of the Partnership to be:
  - Enabling the opportunity to share knowledge and forge crucial relationships and linkages, some of which may not have been so easily accessible

- Raising the profile of our area and its needs/ opportunities with key bodies like LEP/ SCC etc.
  - Creating the ability to mobilise rapidly with joined up thinking on major issues and opportunities for external funding
  - Sharing of good practice sessions
  - Running well targeted Assemblies which can open up all kinds of new links and understanding shine a light on important issues, etc.
8. Partners no longer make a cash contribution to the running costs and there is no dedicated staff input or independent leadership. Instead partners share the chairing and hosting of the bi-monthly meetings. SSDC holds a small residual pot of partnership funding that is available to fund any Assemblies/events, innovative projects or other activity that the LSP wishes to pursue. Task and Finish Groups have been retained/are set up, as required, led by the most appropriate partner.
9. In June the Executive requested that a report be presented in 6 months' time to update on the progress of these much simplified arrangements.

### **Activity June to November**

10. The LSP has met 4 times, hosted by a lead partner on each occasion (Fire, SSDC, Yeovil College and Yeovil Hospital Trust).
11. The key activities supported by partners have been:
- a. To agree financial support of £16,000 towards a £850,000 project to develop much greater capacity at Yeovil College to offer **qualifications in hospitality, catering and construction skills**. Funding from LEP required a significant amount of local funding to be secured. By July 2018 the College expects to have supported 173 new learners and 83 new jobs.
  - b. An event to tackle **Loneliness** in South Somerset, held in October. This was attended by 100 people and promoted by 3 main partners: Spark (formerly SSVCA), SSDC (Cllr Sylvia Seal chaired the event) and SCC Public Health. It was sponsored by Somerset Community Foundation. Participants heard about the scale and impact of loneliness, had videos and presentations from projects that had been successful in tackling it, including Age UK Somerset. Participants spent time discussing what is already in place and what is needed to offer more effective support to individuals to overcome loneliness. Follow up work is planned, both locally and via the Health and Wellbeing Board, across Somerset
  - c. The **Digital Inclusion Group** was formed at the start of the year to promote greater digital inclusion across South Somerset. The group is currently chaired by SSDC and membership includes: Yarlinton, Yeovil College, South Somerset Spark (formerly SSVCA) Cosmic, Barclays Bank.

It organised an event aimed at parishes and community groups which was held late March. It is now focusing on targeted work in the 2 areas of South Somerset with greatest digital exclusion, as identified by Somerset DI Group report published last spring.

Firstly the focus will be on Chard. An event is being planned in the early spring to complement the launch of the Chard Business Hub. After that the focus will be on the Templecombe / Henstridge areas. The group is promoting a tool kit to help

communities consider how they use digital tools to communicate effectively and improve skills for those at risk of digital exclusion.

- d. The **Impact of Welfare Reforms sub Group** has been disbanded, but the roll out of Universal Credit means that many partners are still meeting to work together on plans to support vulnerable people to access the new electronic only services. This is being led by SSDC Revenues and Benefits service.
- e. The **Healthy Communities Sub Group** is a formal sub group of the LSP, now chaired by South Somerset Spark (formerly SSVCA). It has adopted terms of reference and reports back to the Strategy Group, where any important issues will be discussed & taken up with the Somerset Health & Wellbeing Partnership as required.

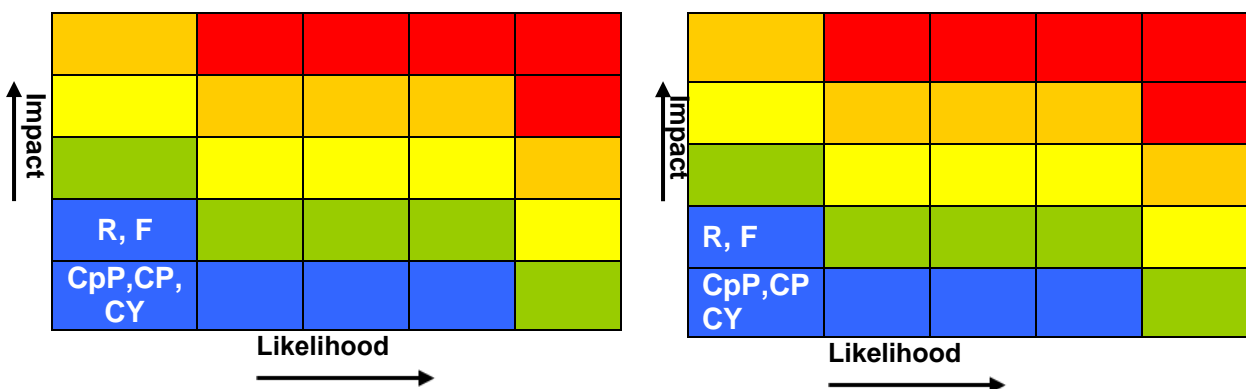
Originally it was set up to take forward actions identified from the Access to Health Services Assembly held in Spring 2015. In particular, it is now linking up work on social prescribing (funded through Symphony, initiated in Wincanton, Yeovil, Martock and most recently South Petherton) with other health promotion work. The focus on alternatives to drug therapy forms a key plank of the Health Services' *Somerset Sustainability and Transformation Plan*, which is out for consultation and aims to change, quite radically, the way that the public both access health care and take more control over their own health and wellbeing. Communities themselves have an important role to play by providing a diverse range of activities accessible to local residents.

### Financial Implications

- 12. A balance of £9,000 of uncommitted project funding is held in the Reserve for the LSP. This is a once off pot of residual funds from contributions in previous years. From 2017/18 there is a saving of £12,000 in the MTFP from the cessation of Partnership funding to the LSP.

### Risk Matrix

- 13. No implications as the report is for information



### Key

Categories	Colours (for further detail please refer to Risk management strategy)
R = Reputation	Red = High impact and high probability
CpP = Corporate Plan Priorities	Orange = Major impact and major probability
CP = Community Priorities	Yellow = Moderate impact and moderate probability
CY = Capacity	Green = Minor impact and minor probability

F = Financial	Blue = Insignificant impact and insignificant probability
---------------	---

### **Council Plan Implications**

14. South Somerset Together and its priorities help contribute towards all of our corporate focus areas, jobs, environment, homes, health and communities.

### **Carbon Emissions and Climate Change Implications**

15. The Partnership lobbied for and completed a programme of work on lowering carbon emissions as one of its strategic priorities. This is now mainstreamed within partner organisations.

### **Equality and Diversity Implications**

16. These projects support the outcomes of the Council's Equality Objectives.

### **Privacy Impact Assessment**

17. None

### **Background Papers**

18. DX Report in June 2016
-



# Agenda Item 9

## **District Executive Forward Plan**

*Executive Portfolio Holder:* Ric Pallister, Leader, Strategy and Policy  
*Assistant Director:* Ian Clarke, Legal and Corporate Services  
*Lead Officer:* Ian Clarke, Legal and Corporate Services  
*Contact Details:* [ian.clarke@southsomerset.gov.uk](mailto:ian.clarke@southsomerset.gov.uk) or (01935) 462184

### **1. Purpose of the Report**

1.1 This report informs Members of the current Executive Forward Plan, provides information on Portfolio Holder decisions and on consultation documents received by the Council that have been logged on the consultation database.

### **2. Public Interest**

2.1 The District Executive Forward Plan lists the reports due to be discussed and decisions due to be made by the Committee within the next few months. The Consultation Database is a list of topics which the Council's view is currently being consulted upon by various outside organisations.

### **3. Recommendations**

3.1 The District Executive is asked to:-

- I. approve the updated Executive Forward Plan for publication as attached at Appendix A;
- II. note the contents of the Consultation Database as shown at Appendix B.

### **4. Executive Forward Plan**

4.1 The latest Forward Plan is attached at Appendix A. The timings given for reports to come forward are indicative only, and occasionally may be re scheduled and new items added as new circumstances arise.

### **5. Consultation Database**

5.1 The Council has agreed a protocol for processing consultation documents received by the Council. This requires consultation documents received to be logged and the current consultation documents are attached at Appendix B.

### **6. Background Papers**

6.1 None.

## SSDC Executive Forward Plan

Date of Decision	Decision	Portfolio	Service Director	Contact	Committee(s)
January 2017	Employment Monitoring Report	Portfolio Holder for Environment & Economic Development	Assistant Director (Economy)	Paul Wheatley, Principal Policy Planner	District Executive
January 2017	Direct Hostel Provision, Move On Accommodation and Support	Portfolio Holder for Strategy and Policy	Assistant Director (Health and Well-Being)	Alice Knight, Welfare & Careline Manager	District Executive
January 2017	Update on the Medium Term Financial Strategy	Portfolio Holder for Finance and Legal Services	Assistant Director (Finance and Corporate Services)	Donna Parham, Assistant Director (Finance & Corporate Services)	District Executive
January 2017	Management of information requests (under the FOIA, EIR and RPSI regulations)	Portfolio Holder for Finance and Legal Services	Assistant Director (Legal and Corporate Services)	Lynda Creek, Fraud and Data Manager	District Executive
January 2017	Establishment of a Council Lottery	Portfolio Holder for Property, Climate Change & Income Generation	Assistant Directors (Communities)	David Crisfield, Third Sector & Partnerships Co-ordinator	District Executive
January 2017	Review of Private Sector Housing Grants and Loans Policy	Portfolio Holder for Area West	Assistant Director (Environment)	Alasdair Bell, Environmental Health Manager	District Executive
January 2017	Purchase of Land by SSDC	Portfolio Holder for Property, Climate Change & Income Generation	Assistant Director (Economy)	Paul Wheatley, Principal Policy Planner	District Executive

Date of Decision	Decision	Portfolio	Service Director	Contact	Committee(s)
January 2017	Prevention Charter for Somerset	Portfolio Holder Leisure & Culture	Assistant Director (Health and Well-Being)	Angela Cox, Democratic Services Manager	District Executive
February 2017	Charging for Mobile Home Sites	Portfolio Holder for Strategy and Policy	Assistant Director (Environment)	Alasdair Bell, Environmental Health Manager	District Executive
February 2017	Capital & Revenue Budget monitoring reports for quarter 3	Portfolio Holder for Finance and Legal Services	Assistant Director (Finance and Corporate Services)	Donna Parham, Assistant Director (Finance & Corporate Services)	District Executive
February 2017	2017/18 funding for Citizens Advice South Somerset and SPARK (SSVCA)	Portfolio Holder Leisure & Culture	Assistant Directors (Communities)	David Crisfield, Third Sector & Partnerships Co-ordinator	District Executive
February 2017 February 2017	Medium Term Financial Strategy & Medium Term Financial Plan for 2017/18 to 2019/20	Portfolio Holder for Finance and Legal Services	Assistant Director (Finance and Corporate Services)	Donna Parham, Assistant Director (Finance & Corporate Services)	District Executive South Somerset District Council
February 2017	SSDC Data Protection Policy	Portfolio Holder for Finance and Legal Services	Assistant Director (Legal and Corporate Services)	Lynda Creek, Fraud and Data Manager	District Executive
March 2017	Civil Penalties - Council Tax and Council Tax Support	Portfolio Holder for Finance and Legal Services	Assistant Director (Finance and Corporate Services)	Ian Potter, Revenues and Benefits Manager	District Executive

Date of Decision	Decision	Portfolio	Service Director	Contact	Committee(s)
March 2017	Quarterly Performance and Complaints Monitoring Report	Portfolio Holder for Strategy and Policy	Strategic Director (Place & Performance)	Anna-Maria Lenz, Performance Officer	District Executive
March 2017	District Wide Voluntary Sector Grants	Portfolio Holder Leisure & Culture	Assistant Directors (Communities)	David Crisfield, Third Sector & Partnerships Co-ordinator	District Executive
April 2017	Community Right to Bid - 6 monthly update	Portfolio Holder for Strategic Planning (Place Making)	Assistant Directors (Communities)	David Crisfield, Third Sector & Partnerships Co-ordinator	District Executive
May 2017	Update report on Intelligent Enforcement Proposal for Council car parks	Portfolio Holder for Property, Climate Change & Income Generation	Assistant Director (Environment)	Garry Green, Engineering & Property Services Manager	District Executive
May 2017	Capital & Revenue Budget monitoring reports for quarter 4 - Outturn Reports	Portfolio Holder for Finance and Legal Services	Assistant Director (Finance and Corporate Services)	Donna Parham, Assistant Director (Finance & Corporate Services)	District Executive

## APPENDIX B - Current Consultations – December 2016

Purpose of Document	Portfolio	Director	Response to be agreed by	Contact	Deadline for response
<p><b>Houses in multiple occupation and residential property licensing reforms</b></p> <p>This consultation seeks views on the government's proposed details for:</p> <ul style="list-style-type: none"> <li>the mandatory licensing of houses in multiple occupation</li> <li>the assumptions made in its associated impact assessment</li> <li>national room sizes</li> <li>the fit and proper person test</li> <li>refuse disposal facilities</li> <li>purpose built student accommodation</li> </ul> <p><a href="https://www.gov.uk/government/consultations/houses-in-multiple-occupation-and-residential-property-licensing-reforms">https://www.gov.uk/government/consultations/houses-in-multiple-occupation-and-residential-property-licensing-reforms</a></p>	Environmental Health, Health & Safety	Assistant Director (Environment)	Officers in consultation with Portfolio Holder	Alasdair Bell	13 <sup>th</sup> December 2016
<p><b>Homes and Communities equality objectives 2016 to 2020 consultation</b></p> <p>The HCA equality objective consultation sets out our proposals for our future equality objectives from 2016 to 2020. Through this consultation, we are asking for your views on our proposed equality objectives. We will carefully consider all responses and use your feedback to inform our final equality objectives, which will be published in autumn 2016.</p> <p><a href="https://www.gov.uk/government/consultations/homes-and-communities-equality-objectives-2016-to-2020-consultation">https://www.gov.uk/government/consultations/homes-and-communities-equality-objectives-2016-to-2020-consultation</a></p>	Strategy and Policy	Assistant Director (Economy)	Officers in consultation with Portfolio Holder	Colin McDonald / Jo Morgan	14th December 2016

Purpose of Document	Portfolio	Director	Response to be agreed by	Contact	Deadline for response
<p><b>Funding for supported housing</b></p> <p>This consultation seeks views on the government's plans for a new housing costs funding model for supported housing as well as views on how funding for emergency and short term placements should work. It covers the following areas:</p> <ul style="list-style-type: none"> <li>• devolved top-up funding to local authorities in England</li> <li>• funding for emergency and short term supported housing placements across Great Britain.</li> </ul> <p><a href="https://www.gov.uk/government/consultations/funding-for-supported-housing">https://www.gov.uk/government/consultations/funding-for-supported-housing</a></p>	Strategy and Policy	Assistant Director (Economy)	Officers in consultation with Portfolio Holder	Colin McDonald	13 <sup>th</sup> February 2017

# Agenda Item 10

## **Date of Next Meeting**

Members are asked to note that the next scheduled meeting of the District Executive will take place on **Thursday, 5<sup>th</sup> January 2017** in the Council Chamber, Council Offices, Brympton Way, Yeovil commencing at 9.30 a.m.

# Agenda Item 11

## **Exclusion of Press and Public**

The Committee is asked to agree that the following item (agenda item 16) be considered in Closed Session by virtue of the Local Government Act 1972, Schedule 12A under paragraph 3:

“Information relating to the financial or business affairs of any particular person (including the authority holding that information).”

It is considered that the public interest in maintaining the exemption from the Access to Information Rules outweighs the public interest in disclosing the information.



# Agenda Item 12

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

Document is Restricted