

Civic Centre, Riverside, Stafford

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**Dear Members** 

#### **Community Wellbeing Scrutiny Committee**

A meeting of the Community Wellbeing Scrutiny Committee will be held in the Craddock Room, Civic Centre, Riverside Stafford on Thursday 16 November 2023 at 6.30pm to deal with the business as set out on the agenda.

Members are asked to note that this meeting will be recorded.

Members are reminded that contact officers are shown at the top of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

Head of Law and Governance

## **COMMUNITY WELLBEING SCRUTINY COMMITTEE**

#### **16 NOVEMBER 2023**

## **Chair - Councillor A P Edgeller**

#### **AGENDA**

1	Minutes of 5 September 2023 as previously published on the Council's website.				
2	Apologies				
3	Public Question	Time - nil			
4	Councillor Sess	ion - nil			
5	Members' Items	; -			
	Health and Care	e Overview and Scrutiny Committee - Councillor A P	dgell	er	
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	ITEM NO 6(d)	Work Programme	58	-	6′

## Membership

HEAD OF LAW AND GOVERNANCE

## **Chair - Councillor A P Edgeller**

K M Aspin	P A Leason
J A Barron	J A Nixon
A P Edgeller	L Nixon
A D Hobbs	J T Rose
P W Jones	J Thorley

## Agenda Item 6(a)

## **Veolia Annual Report**

Committee: Community Wellbeing Scrutiny Committee

**Date of Meeting:** 16 November 2023

**Report of:** Head of Operations

Portfolio: Environment Portfolio

The following report was considered by Cabinet at its meeting held on 2 November 2023 and is submitted to this Committee for consultation.

## 1 Purpose of Report

- 1.1 To provide Members with the Veolia Annual Report and Service Improvement Plan covering the period from April 2022 to March 2023 in respect of the Recycling and Waste Collection Services and Processing of Dry Recycling contract that Veolia manage on behalf of the Council.
- 1.2 The Annual Report and Service Improvement Plan has been written by Veolia.

#### 2 Recommendation

2.1 That the information as detailed in the report be noted.

#### **Reasons for Recommendations**

2.2 The Annual Report and Service Improvement Plan has been written by Veolia. It highlights how the service has performed from April 2022 to March 2023.

## 3 Key Issues

3.1 The Annual Report highlights the actions taken to achieve satisfactory performance of the service, including responses to changes in law and changes to Environment Agency guidance.

## 4 Relationship to Corporate Priorities

4.1 This report is most closely associated with the following corporate business objectives:

- To improve the quality of life of local people by providing a safe, clean, attractive place to live and work and encouraging people to be engaged in developing resilient communities that promote health and wellbeing.
- To tackle Climate Change by implementing our Climate Change and Green Recovery objectives.
- To be a well-run, financially sustainable and ambitious organisation, responsive to the needs of our customers and communities and focussed on delivering our objectives.

## 5 Report Detail

- 5.1 The Council outsourced the Recycling and Waste Collection Services and Processing of Dry Recycling contract to Veolia. The current contract commenced on 4 February 2018 and is due to end on 3 February 2028, with an option to extend to 3 February 2038.
- 5.2 Formal management of the contract includes monthly contract meetings and quarterly partnering committee meetings between the Council and Veolia.
- 5.3 As part of these meetings, Veolia report performance to the Council and the attached Annual Report highlights key performance information over the financial year 2022 to 2023.

#### 5.4 Working in partnership

- (a) Veolia continues to be actively involved in the community, for example: collecting Easter eggs for Katherine House Hospice and Child of Mine charities, providing food for two local food banks and collecting items for an animal charity.
- (b) The Resident Satisfaction Survey ran from October to November 2022, with over 4,000 residents responding and 91% of respondents reporting that they are satisfied with the service.
- (c) The Veolia Orchard project provided 40 fruit trees which were planted in schools across the Borough, with support from the Council's Streetscene team.
- (d) Veolia have worked with the Council to ensure safeguarding concerns of residents are referred appropriately.

(e) Veolia have worked closely with the Council by dealing with resident enquiries via the Council contact centre and by conducting site visits to residential areas.

- (f) Crews have benefited from 'Dementia Friends' training when delivering the Service to residents living with dementia.
- (g) A number of collections have been rearranged to minimise the impact on large funeral processions.
- (h) Implementation of year three of the chargeable garden waste service from January 2023.

#### 5.5 **Collection key figures (1.4.22 to 31.3.23)**

- (a) 48,987.68 tonnes of recycling materials and waste was collected over the last financial year. This represents a 6.63% decrease compared to the 52,468.63 tonnes collected in the previous financial year. This is a positive trend as waste reduction is the primary aim of waste management.
- (b) 99.95% of collections were completed successfully, equating to over 4.2 million collections.
- (c) The number of missed collections remained very similar, with a slight increase to 2,131 compared to 2,026 in the previous financial year, equating to a 4.93% increase. Veolia will implement measures such as toolkit training and Supervisor visits on collection routes to attempt to reduce missed collections.
- (d) The number of 'containers not returned correctly' complaints remained very similar, with a slight increase to 135 compared to 132 in the previous financial year, equating to a 2.27% increase. Veolia will implement measures such as toolkit training and Supervisor visits on collection routes to attempt to address this.
- (e) A 46.26% recycling rate was achieved. This is above the 44% County average for all District and Borough Councils in Staffordshire for 2022/23.

#### 5.6 **Health and Safety**

There was one accident resulting in a Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) report being submitted to the Health and Safety Executive (HSE). In addition, 'near miss reporting' has remained the same as in the last financial year with 95 reports, maintaining the effective liaison between Veolia, staff and the Trade Union. This is a positive trend as near miss reporting helps to identify operational risks and minimise the risk of future incidents or accidents.

5.7 **Updates and future planning for 2023 to 2024**: Veolia have proposed the implementation of an annual service improvement plan to address issues identified during 2022/23 that includes:

- (a) Measures to reduce the number of missed collections and to review assisted collections.
- (b) An anti-contamination drive to reduce contamination rates.
- (c) Introduce the Veolia 'StreetKind' campaign, aiming to reduce verbal and physical abuse experienced by Veolia staff.
- (d) Further removals of excess and unauthorised containers.
- (e) Improved sustainability and reduced carbon emissions through initiatives such as improvement works at the depot.
- (f) Assisting the Council with any impact that potential changes to the Environment Act may have.

### 6 Implications

#### 6.1 Financial

None

## 6.2 Legal

None

#### 6.3 Human Resources

None

#### 6.4 Risk Management

None

#### 6.5 Equalities and Health

None

#### 6.6 Climate Change

None

## 7 Appendices

Veolia Annual Report 2023

## 8 Previous Consideration

Cabinet - 2 November 2023 - Minute No TBC

## 9 Background Papers

None

Contact Officer: Lee Booth

**Telephone Number:** 01785 619896

Ward Interest: Nil

**Report Track:** Cabinet 2 November 2023

Community Wellbeing Scrutiny Committee 16 November

2023

Key Decision: No



# Veolia Stafford Annual Report and Service Improvement Plan 2022/23

Date: 30th April 2023

Version: 1.0

Due for Review: N/A

## **Purpose of the Document**

This document is prepared with reference to Paragraph 2.36 of 'Part One: General Requirements', Paragraph 1.35 of 'Part Two: Service Requirement - Waste and Recycling Collection Services' and 1.16 of 'Part Three: Service Requirement - Processing of Dry Recycling and Other Recyclables' of 'Schedule A Service Specification - Part 1: Technical Specification' of the 'Call-Off Contract for Waste & Recycling Collection Service & Processing of Dry Recycling' ('the Contract') between Veolia ES (UK) Ltd ('Veolia') and Stafford Borough Council ('SBC').

This fifth Veolia Stafford Annual Report and Annual Service Improvement Plan ('Annual Report') covers the year 1st April 2022 to 31st March 2023.

This report is broken down into the following sections:

- Executive Summary
- Charges Summary
- Resources
- Health and Safety Summary
- Collection Operations Summary
- Waste Transfer Station Operations Summary
- Action Plans
- Annual Performance 2022/23
- Annual Service Improvement Plan 2023/24

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# **Appendices**

Appendix 1 - 2022/23 Charges Breakdown

## 1. Executive Summary

The fifth full Contract year (April 2022 to March 2023) saw the partnership between Stafford Borough Council ('SBC') and Veolia achieve several successes and overcome challenges to the Services:

- The microsite, a website built by Veolia's digital service management provider, Selected Interventions, was delivered in September 2022. This was a challenging project, with some technical issues hampering the deployment, but it demonstrated the strength of the working relationship between SBC and Veolia that we were able to overcome these challenges pragmatically. For reference, the microsite allows residents to report missed collections and manage their 'charged-for' garden waste collection service online.
- Veolia and SBC agreed on a resolution in August 2022 following a specific change in law relating to the Finance Act 2021 that came into effect in April 2022. The amendments removed the waste industry's entitlement to rebated 'red diesel' fuel. In Stafford, this was used to power the yellow plant to perform services under the Contract until February 2022. SBC agreed that the amendments represented a Specific Change in Law as defined in the Contract and that Veolia would charge the [TEXT REDACTED] per litre difference between white and red diesel prices as they stood in March 2022 on an ongoing basis. These red diesel charges have been made to SBC since August 2022, being backdated to April 2022.
- Veolia worked with SBC to ensure compliance with guidance issued by the Environment Agency ('EA') in August 2022. The EA's guidance on Persistent Organic Pollutants ('POPs') present in Waste Upholstered Domestic Seating ('WUDS') meant that Stafford's bulky waste that may contain POPs, such as sofas, chairs, etc. could no longer be compacted in a Refuse Collection Vehicle ('RCV'). Veolia helped SBC to understand the impacts on services ultimately, there was no change to the bulky waste collection service and sofas and other similar items were no longer accepted through the Saturday 'Civic Amenity' visit service
- SBC's Streetscene team and Veolia developed a closer working relationship during 2022/23 following a change of management within Streetscene. The two parties continue to discuss Streetscene delivering pest control, grounds maintenance, and mechanical sweeper services requirements at the Tollgate Drive depot.
- Veolia and SBC worked together to communicate effectively to residents regarding Saturday catch-up collections following the additional Spring Bank Holiday in celebration of the late Queen Elizabeth II's Platinum Jubilee on 11th and 18th June 2022 and the additional Bank Holiday on Monday 19th September 2022 for the late Queen's funeral.
- Veolia's legacy weighbridge system, WIMS was replaced by Elemos on 13th June 2022. Whilst the
  initial introduction of the system was relatively seamless, following staff training before the rollout,
  there were significant issues with the import and management of third-party data imported into the
  system. These issues caused significant delays in the submission of subsequent monthly reports.
  Veolia continues to work to resolve these issues.
- Veolia and SBC again worked closely to complete the annual Assisted Collection Review, which concluded in August 2022.
- Veolia and SBC welcomed several visitors to Stafford Waste Transfer Station ('WTS'), including Cllr.
  Mark Winnington and Interim Head of Operations, Neale Clifton on 5th September 2022 and Head of
  Operations Joss Presland on 17th March 2023. The visits provided insight into the operation of
  Veolia's recycling and waste collection services on behalf of SBC.
- Improvement works were undertaken at Tollgate Drive in October 2022. These works saw many safety improvements, including the relaying of the staff, visitor, and HGV parking surfaces, the installation of Armco barriers to physically segregate pedestrians and vehicles, and new pedestrian walkways, including cutting holes through two of the concrete walls.
- The Resident Satisfaction Survey was launched on 19th October 2022. It was promoted via the Gov.notify email and text channel by SBC. The survey closed in November following over 4,000 respondents in the first week. The satisfaction rate was 91%.
- The Veolia Orchard project provided 40 fruit trees which were planted in schools across the Borough from November 2022 through to January 2023. The project was well received and will be repeated in future years.
- Veolia representatives attended the SBC Community Awards on 24th November 2022. Veolia sponsored the evening as the main sponsor. Veolia also sponsored a category, provided branded

- reusable bags on the night, and loader [TEXT REDACTED] was also nominated by Cllr. Winnington in an award category to recognise the charitable efforts of the Veolia Stafford workforce.
- February 2023 saw Veolia Stafford engage with the Business Development team to proactively investigate the development of a weekly segregated food waste collection service, in anticipation of such collections being mandated by the Environment Act 2021 and subsequent secondary legislation.
- Veolia and SBC worked closely together during the adverse weather conditions that affected collection operations in January and March 2023, communicating effectively with residents and internal stakeholders, to ensure disruption was minimised.

Veolia provided an Estimate to Change Notice 3 on 2nd February 2021 relating to the introduction of the charged-for garden waste collection service. This Change Notice was subsequently replaced by Change Notice 3(b) in April 2022. Veolia's Estimate response to Change Notice 3(b) was submitted to SBC on 10th May 2022 and accepted by SBC on 16th November 2022.

At the time of writing, Veolia awaits Contracting Body Change Notice 2 for the introduction of the reusable bag for card and paper undertaken in March 2020 as part of the 'Scenario 2' service change.

Veolia is committed to maintaining its strong working relationship with SBC through the coming year as outlined in the Annual Service Improvement Plan (ASIP) section of this report. Reviewing the previous ASIP, significant proposals were completed or progressed during 2022/23. As discussed above, the microsite and the assisted collection review were delivered whilst other initiatives progressed, including the Additional Bins project and sustainability improvements at Tollgate Drive.

## 2. Charges Summary

The following table summarises all charges made by Veolia to SBC relating to the services provided under the Contract. Each monthly report acts as 'backing data' for the invoice that includes the reporting month's Core charge and the previous month's Variable charge. A detailed breakdown of charges is provided in Appendix 1.

[TABLE REDACTED]

## 3. Resources

There were several changes to the staffing structure and personnel on the contract in 2022/23.

[TEXT REDACTED] and [TEXT REDACTED] replaced [TEXT REDACTED] and [TEXT REDACTED] as Service Foremen, becoming Acting Foreperson and Working Foreperson respectively. Whilst [TEXT REDACTED] reverted to his previous position as a loader, [TEXT REDACTED] left Veolia in August 2022. [TEXT REDACTED] has maintained responsibility for delivering training, including completing inductions, throughout 2022/23.

Two long-serving members of staff retired in November 2022. Driver/loader [TEXT REDACTED] and loader [TEXT REDACTED] retired after 41 and 43 years of service respectively in November 2022. Retirement gifts and commemorative trophies were presented to the pair by the Business Manager [TEXT REDACTED] with SBC represented by the Assistant Contracts Manager, [TEXT REDACTED].

The structure as of March 2023 is as follows: [TABLE REDACTED]

We continued to invest in staff training and development throughout 2022/23 as can be seen from the table below. Training of particular note includes Business Manager [TEXT REDACTED] achieving a distinction in his Operational/Departmental Manager - Level 5 Apprenticeship, Supervisor [TEXT REDACTED] enrolling on the first intake of the Operational Excellence programme, jointly developed by Veolia and the Chartered Institution of Wastes Management ('CIWM'), and Contract Performance Manager [TEXT REDACTED] achieving his category C HGV entitlement in January 2023. This investment adds value to the contract, strengthens operational delivery, and improves staff retention.

Position	n Training Undertaken	
	Information Security Essentials	30/03/2023
	Modern Slavery	14/03/2023
	Mock Employment Tribunal	28/02/2023
	Protected Characteristics e-learning	18/02/2023
	Contract Management	18/02/2023
	Business Continuity e-learning	18/02/2023
Dusiness Manager	Anti-Bribery & Corruption (UK & Ireland)	18/02/2023
Business Manager	High-Risk Management Standards	15/02/2023
	Digital Passport - SABA	09/02/2023
	Digital Passport - AVA	09/02/2023
	Digital Passport - Workday	09/02/2023
	Operational/Departmental Manager - Level 5 Apprenticeship	17/12/2022
	2022 Manager Visits	14/11/2022
	Sustainability	10/10/2022
	Modern Slavery	15/03/2023
	Event Reporting & Investigation	13/03/2023
	Mock Employment Tribunal	28/02/2023
	High-Risk Management Standards	20/02/2023
	Digital Passport - AVA	30/01/2023
Contract Performance	Digital Passport - Workday	30/01/2023
Manager	Digital Passport - ERCL	30/01/2023
	Mod 3 Cat C (HGV) Training	24/01/2023
	Compliance Management System (CMS) Refresher Training	19/01/2023
	Module 4 CPC Practical Training	21/12/2022
	Using the VMR Toolkit	21/11/2022
	Greenpath Carbon Footprint Modelling	14/11/2022

Position	Training Undertaken	Completed
	Driving Assessor	22/02/2023
Senior Supervisor	High-Risk Management Standards	16/02/2023
Seriioi Supervisoi	Sustainability	01/12/2022
	Fire Containment	04/07/2023
	HR Modules - Early Interventions e-learning	30/03/2023
	High-Risk Management Standards	30/03/2023
	Creative Problem Solving	30/03/2023
	The Art of Negotiation	30/03/2023
	Information Security Essentials	30/03/2023
	Modern Slavery	27/03/2023
	Communication Essentials - Observation, feedback, and coaching	07/03/2023
	Thinksafe	22/02/2023
Supervisor	IOSH Safety, Health & Environment	21/02/2023
·	360 Feedback Course	08/02/2023
	Operational Excellence Programme - Waste Legislation Essentials	31/01/2023
	Insights Discovery	10/01/2023
	Introduction to the Management of Wastes and Resources	09/11/2022
	Personal Effectiveness: The Art of Time Management & Prioritising	19/10/2022
	Operational Excellence Programme - Waste Hierarchy	13/10/2023
	Operational Excellence	28/09/2023
	Fire Containment	04/07/2023
	Modern Slavery	15/03/2023
	Anti-facilitation of Tax Evasion	10/03/2023
	High-Risk Management Standards	10/03/2023
Depot Administrator	Digital Passport - Technologies Overview	09/02/2023
	Fire Containment	04/07/2022
	Workday FINS Administrator Training	13/04/2022
	Mental Health First Aider Refresher	07/04/2022
Driver/Loader	Various Toolbox Talks including:	Various

Position	Training Undertaken	Completed
	MESE (Stoke) Driver Induction 2022 202206 Vehicle Idling Campaign 220627 Sun Safety Toolbox Talk 220808 Entering & Exiting Vehicle Cab Eye Injuries TBT 22-10 Safety Alert - Transfer Bins Winter Working TBT Modern Slavery Safety Alert - Bin Lift Situational Awareness Fleet Bulletin 185 - Correct Use of the Tachograph	
	E-DCPC (Electronic Driver Certificate of Professional Competence) and in-person DCPC (various topics) training	Various

The core hours of work for each role are provided in the table below. Note these are not necessarily contractually mandated working hours in all cases and are provided for reference only.

Role	Core Hours
Business Manager	08:30 - 17:00
Contract Performance Manager	08:30 - 17:00
Senior Supervisor	06:30 - 15:00
Supervisor	08:30 - 17:00
Depot Administrator	08:30 - 16:00
Acting Foreperson	06:30 - 14:30
Working Foreperson	06:30 - 14:30
Driver / Loader	06:30 - 15:00
Loader	06:45 - 15:00

The responsibilities allocated to each role are documented in the table below. Please note that these responsibilities are shown for reference only and do not necessarily reflect all of the duties listed in contracts of employment.

There have been no fundamental changes to responsibilities since the previous annual report, with the following exceptions.

- The Acting and Working Foreperson roles are effectively direct replacements of the previous Service Foremen roles with the same responsibilities.
- Veolia was certified under the EUSkills Competence Management System V5 framework in June 2022. This means that, whilst Business Manager Graeme Smith still holds a Certificate of Technical Competence ('COTC'), the COTC is not required to manage Stafford Waste Transfer Station's activities under the Environmental Permit. Acting as COTC holder for the Site has been removed from the description of responsibilities below.

Role	Responsibilities
Business Manager [TEXT REDACTED]	Responsible for all aspects of service provision, legal compliance, including health and safety and environmental statutes, and financial and transport management.
Contract Performance Manager [TEXT REDACTED]	All aspects of Contract compliance, data analysis to identify opportunities for improvement and client reporting. This position is jointly responsible for transport management compliance as TM2.  Reports directly to the Business Manager.
Senior Supervisor [TEXT REDACTED]	Vehicle compliance, supervision of crews, investigations and disciplinary processes and resource allocation. Reports directly to the Business Manager.
Supervisor [TEXT REDACTED]	Service management, including resource allocation. Also responsible for vehicle compliance, investigations, and supervision of crews.  Reports to the Senior Supervisor.
Depot Administrator [TEXT REDACTED]	The role includes payroll input, purchasing, and invoicing. Bev is also the depot's Mental Health First Aider.
Acting Foreperson [TEXT REDACTED]  Working Foreperson [TEXT REDACTED]	Distributing keys, folders, and documents at the start of the day.  Assisting with the timely dispatch of crews to begin collections at 0700 hours each working day. Monitoring of service throughout the day to ensure completion of tasks within the Contract's Service Level Agreements (SLAs), escalating issues to Supervisor and Senior Supervisor where required. Completing driver/loader debriefs at the end of the day.
Yard Foreperson [TEXT REDACTED]	Responsible for arranging haulage and loading of recyclable materials to ensure compliance with the Environmental Permit and relevant Waste Exemptions and for the general upkeep of the yard.
Driver / Loader	Driving refuse and/or recycling collection vehicles (RCVs) per relevant licences and regulations, in addition to the collection of waste.
Loader	The collection of waste following relevant regulations, Contractual standards, and training instructions.

Generally, there have been few staff issues throughout the fifth full year of operations.

## **Absence Rates**

The following chart shows absence rates by month in 2022/23 for all Contract Years in the format required in the Specification. The ensuing chart shows this data annualised for ease of reference.

The average absence rate was [TEXT REDACTED] in 2022/23, compared to [TEXT REDACTED] in 2021/22, [TEXT REDACTED] in 2020/21, [TEXT REDACTED] in 2019/20, and [TEXT REDACTED] in 2018/19. Short-term sickness improved from [TEXT REDACTED] in 2021/22 to [TEXT REDACTED] in 2022/23. Long-term sickness increased from [TEXT REDACTED] to [TEXT REDACTED].

[TABLE REDACTED]

## Vehicles and Plant

The following table shows the vehicles employed on the contract in March 2022:

Vehicle Type	Count	Utilisation*
26-tonne RCV	14	100%
26-tonne '70:30 split' RCV	8	100%
12-tonne Narrow Access RCV	2	100%
12-tonne Cage Vehicle	1	100%
JCB Telescopic Material Handler	1	100%
Ford Ranger 4x4	1	-
Vauxhall Van	1	-
Total	28	100%

<sup>\*</sup>Utilisation is taken to mean the capacity of the vehicle used. All vehicles are filled to capacity at least once per day so utilisation is given as 100%. The JCB Telescopic Material Handler is used daily.

The following table shows the vehicles employed on the contract in March 2023:

Vehicle Type	Count	Utilisation*
26-tonne RCV	14	100%
26-tonne '70:30 split' RCV	8	100%
12-tonne Narrow Access RCV	1	100%
12-tonne Narrow Access split-body RCV	1	100%
12-tonne Cage Tipper Vehicle	1	100%
JCB Telescopic Material Handler	1	100%
Ford Ranger 4x4	1	-
Vauxhall Van	1	-
Total	28	100%

## 4. Health and Safety Summary

Veolia's health and safety performance in 2022/23 is summarised in the table below.

2022/23	Incidents	Accidents	RIDDOR	Near Misses
Apr	0	0	0	5
May	0	1	0	21
Jun	1	0	0	8
Jul	0	0	0	5
Aug	0	0	0	14
Sep	0	0	0	11
Oct	0	0	0	2
Nov	2	0	0	0
Dec	0	1	0	3
Jan	1	2	0	9
Feb	0	0	0	14
Mar	1	0	1	3
YTD Total	5	4	1	95

For reference, a 'Near Miss' is defined by the Health and Safety Executive ('HSE') as 'an event not causing harm, but has the potential to cause injury or ill health'. Veolia encourages all staff to report Near Misses for investigation, action, and feedback to address potential issues before an accident occurs, facilitating a proactive safety culture.

Veolia Stafford unfortunately suffered a total of four accidents in 2022/23, with five incidents, and 95 near-misses reported. One accident resulted in a report being submitted to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 ('RIDDOR'). This compares to a total of five accidents (one RIDDOR report), two incidents, and 95 near-misses reported in 2021/22. There were two 'Lost Time Incidents' (LTIs) in 2022/23 with a total of 100 days lost compared to 34 days lost in 2021/22.

Veolia Stafford is committed to Health and Safety compliance and as a result of this, Veolia Stafford continued the Health and Safety Committee, started in September 2021, to bring together Trade Union representatives and other members of the workforce with the depot Supervisory and Management teams, along with relevant experts from across Veolia (including Risk & Assurance, and Supply Chain) to raise issues and agree on solutions through open conversation and honest dialogue. This has resulted in the number of 'near misses' raised by the workforce being sustained (95 in both 2021/22 and 2022/23) and improvements in staff engagement, with a number of prominent issues identified and resolved.

## 5. Collection Operations Summary

Collection operations were adversely impacted by adverse weather in January and March 2023. Despite these challenging conditions, Veolia worked closely with SBC to ensure that disruption to services was minimised.

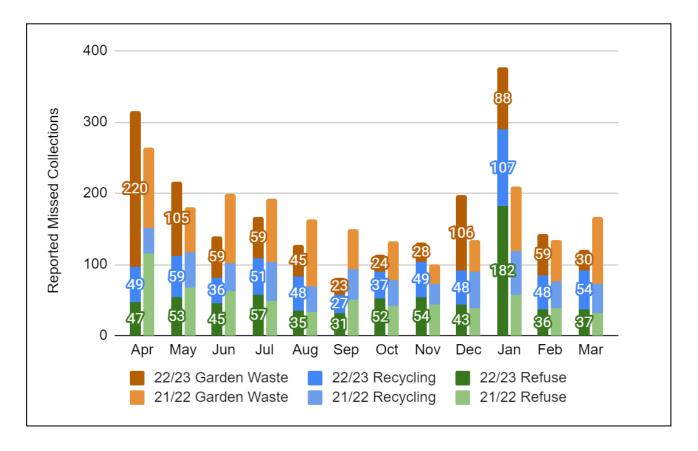
Further investment was made in the collection vehicle fleet for 2022/23, with the replacement of the older vehicles in the fleet, including VU64AOF, VU64AOG, VU64AOH, VU64AUT, VU64AUV, VU64AUW, and VU64AUX, totalling c.£1.4m investment. Further investment is planned in 2023/24 with the supplementation of Narrow Access recycling RCV, PJ65JGV. Sporadic mechanical issues with the narrow access vehicles have had an impact on collection services during 2023/24. The decision has therefore been taken to retain JGV when its replacement arrives in 2023/24 to supplement the narrow access fleet.

Veolia also continued to develop collection services throughout the year:

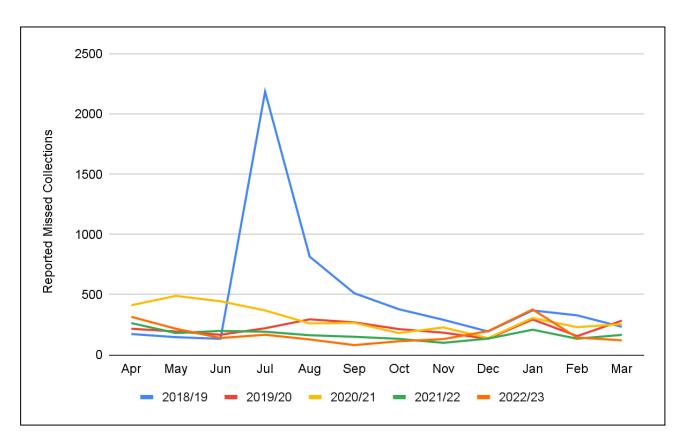
- The 'Additional Bins' project progressed with the formation of a project team and pilot areas identified.
- Work also continued with Stafford's communal properties through an ongoing programme of
  engagement, including the installation of clear wall signage and a review of communal property
  container provision. Relationships between the Council, Veolia, and the social housing providers in
  the Borough continue to be developed to improve service delivery to a variety of property types.

#### Missed Collections

The number of reported missed collections increased by 4.93% in 2022/23 compared to 2021/22. Reported missed collections increased from 2,026 in 2021/22 to 2,131 in 2022/23. Despite the efforts of the Stafford team, missed collection performance has consistently fallen below the expected standards, breaching 'Band 3' performance levels in all quarters of 2022/23. We are determined to improve performance through the implementation of the action plans outlined later in this report, in partnership with SBC. The Performance Indicators for the waste and recyclables collections element of the contract are detailed below, beginning with the reported missed collections. The following chart shows reported missed collections in 2022/23 vs. 2021/22.



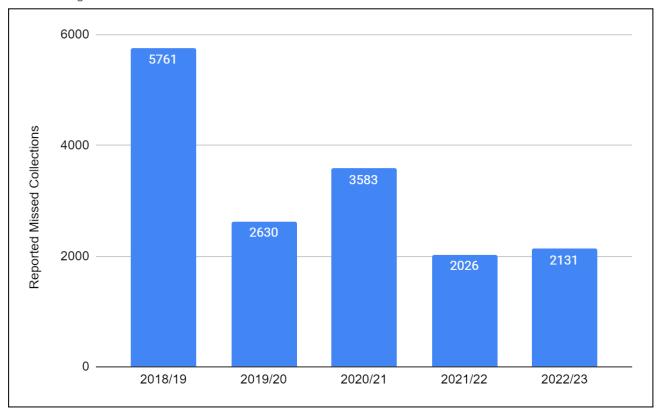
The following chart shows the number of reported missed collections year-on-year from 2018/19 to 2022/23 in the format required in the Specification. It is noted that, with the increasing volume of data, the format requested in the Specification may need to be adjusted. On this basis, aggregated charts are also provided where possible for ease of reference.



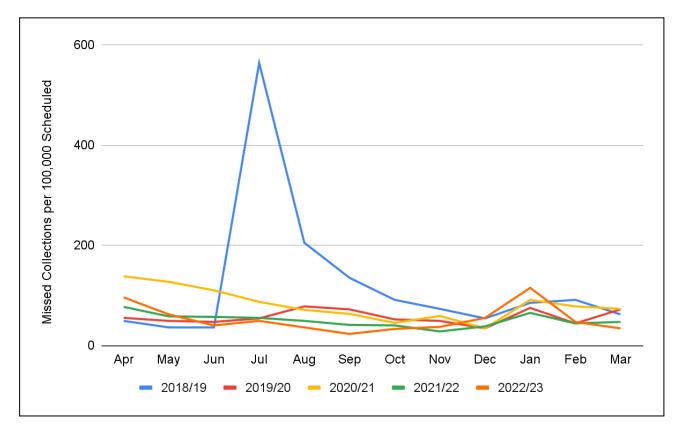
24

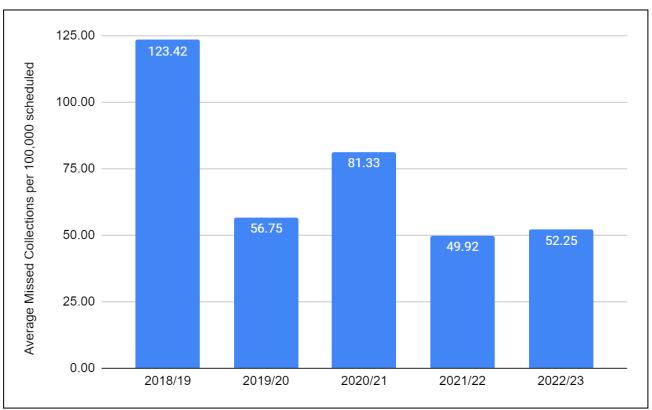
16

The following chart shows this information on an annualised basis for ease of reference.

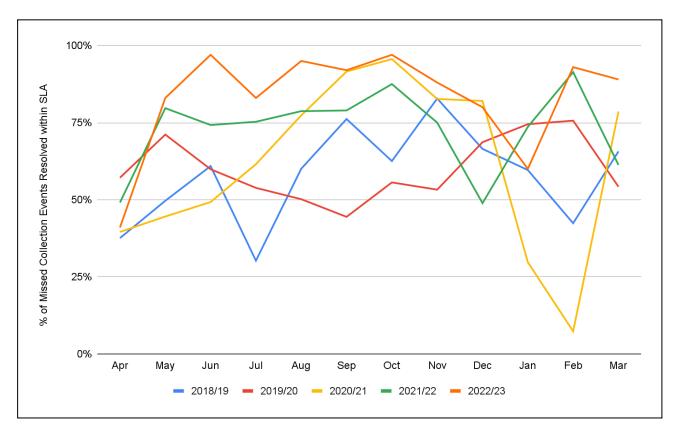


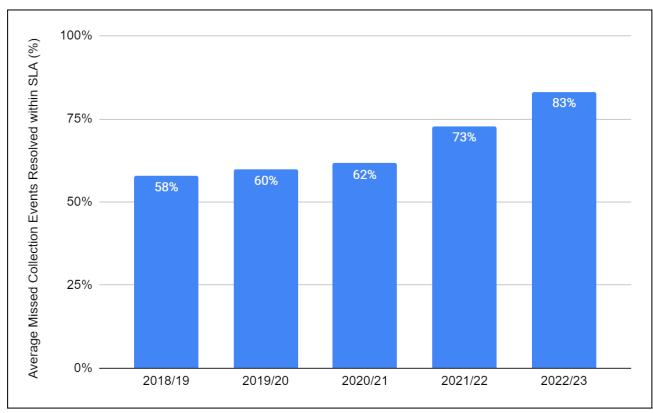
The following chart shows missed collections per 100,000 scheduled collections from 2018/19 to 2022/23. The average 'missed collections per 100,000 scheduled' value increased slightly from 49.92 in 2021/22 to 52.25 in 2022/23, as shown in the ensuing 'aggregated' chart below.





The Operations team has focused on resolving more missed collections within the Contract's Service Level Agreement ('SLA') during 2022/23. The following chart shows a comparison year-on-year from 2018/19 to 2022/23. 2022/23 represents the most successful year for achieving the missed collections SLA at an average of 83% of reported events resolved within SLA.

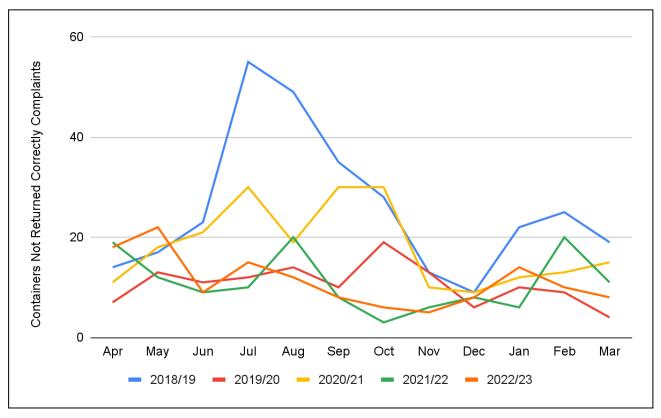




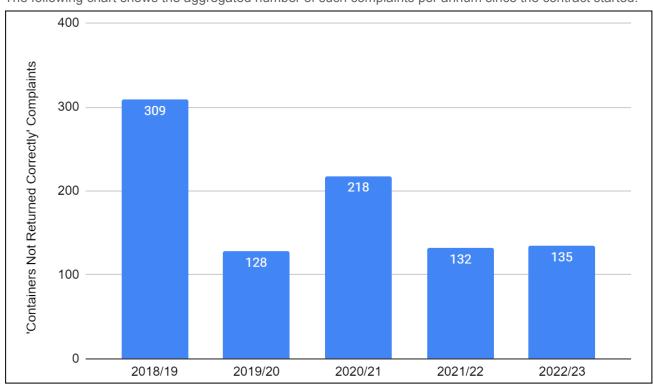
19

## **Containers Not Returned Correctly**

There were 135 reported complaints about containers not being returned correctly in 2022/23. This represents a 2.27% increase when compared to 132 reported complaints in 2021/22. Details of the initiatives undertaken to reduce the number of 'containers not returned correctly' complaints are included in the 'Action Plans' section of this report. The following chart shows the comparison year-on-year from 2018/19 through to 2022/23.

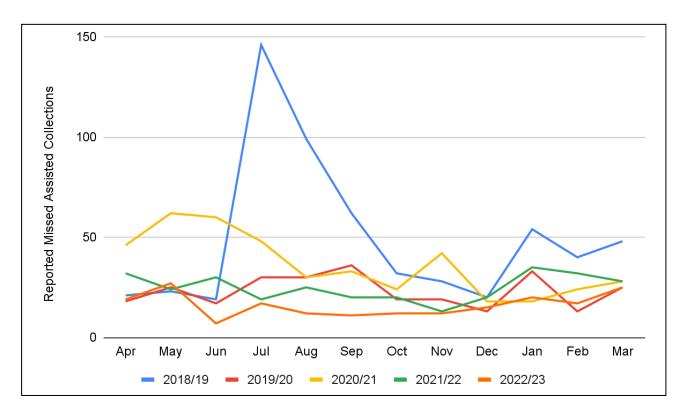


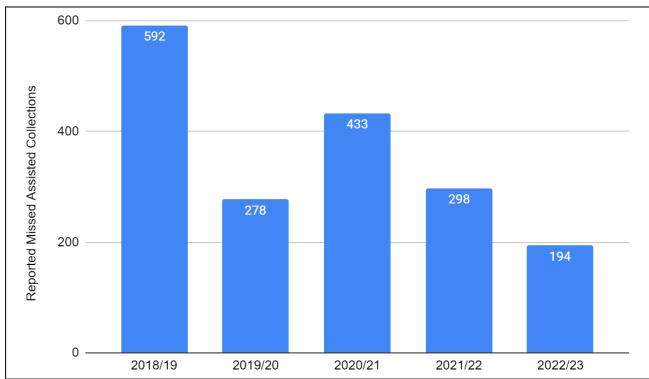
The following chart shows the aggregated number of such complaints per annum since the contract started.



## Missed Assisted Collections

Performance has improved in relation to the number of missed assisted collections. The following chart shows the number of missed assisted collections compared to previous Contract years. 2022/23 saw a decrease of 34.90% in missed assisted collections compared to 2021/22 (from 298 reported missed assisted collections to 194).





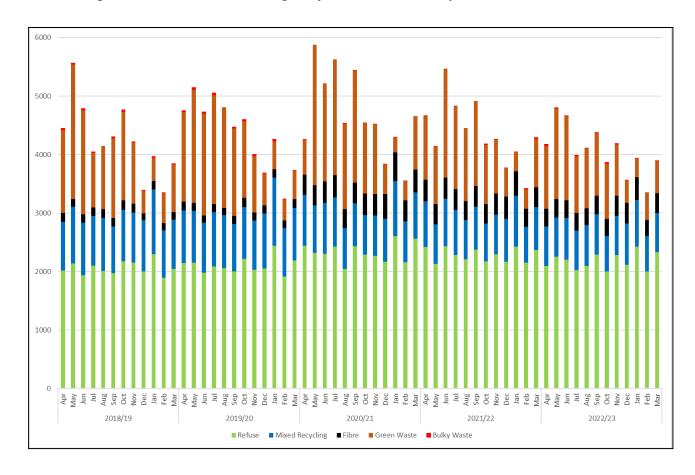
## Collected Weights

Overall, Veolia collected 48,987.68 tonnes of recyclable materials and waste from Stafford Borough properties between April 2022 and March 2023. This represents a 6.63% decrease compared to the 52,468.63 tonnes collected in 2021/22. This fall may be due to a combination of factors, including

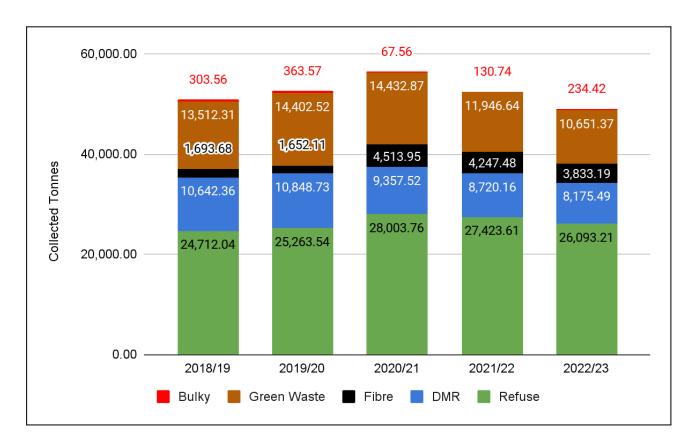
- The weather impacting garden waste volumes (garden waste collected weights were 10.83% down on 2021/22).
- The 'cost of living' crisis may have reduced household economic activity, reducing recycling and waste volumes. The table below shows the tonnages and percentage change year-on-year since 2018/19.

	Refuse	DMR	Fibre	Green Waste	Bulky	Total
2018/19	24,712.04	10,642.36	1,693.68	13,512.31	303.56	50,863.95
% Change	2.23%	1.94%	-2.45%	6.59%	19.77%	3.28%
2019/20	25,263.54	10,848.73	1,652.11	14,402.52	363.57	52,530.47
% Change	10.85%	-13.75%	173.22%	0.21%	-81.42%	7.32%
2020/21	28,003.76	9,357.52	4,513.95	14,432.87	67.56	56,375.66
% Change	-2.07%	-6.81%	-5.90%	-17.23%	93.52%	-6.93%
2021/22	27,423.61	8,720.16	4,247.48	11,946.64	130.74	52,468.63
% Change	-4.85%	-6.25%	-9.75%	-10.84%	79.30%	-6.63%
2022/23	26,093.21	8,175.49	3,833.19	10,651.37	234.42	48,987.68

The following chart shows the collected weights by month and Contract year.

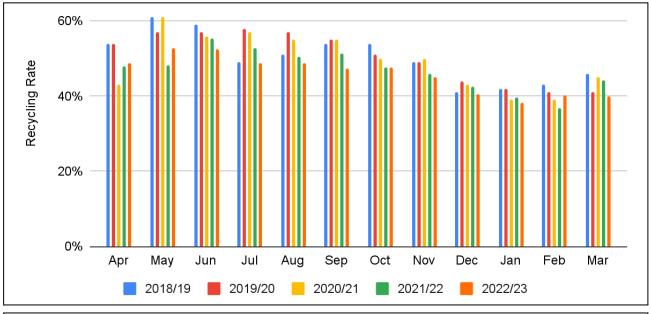


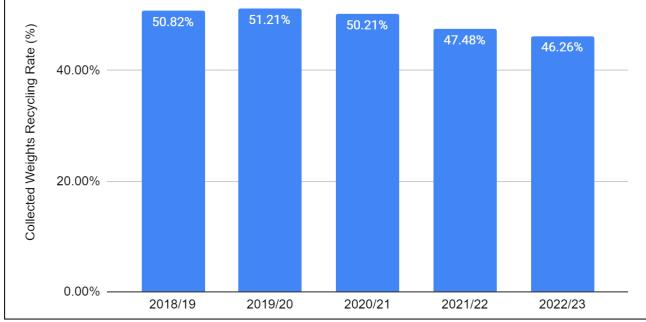
The following chart shows collected weights from 2018/19 to 2022/23 for reference.



## Collected Weights Recycling Rate

The recycling rate based on collected weights over this period was 46.26%, a 10.7% decrease from the 51.79% rate recorded in 2021/22. The 2022/23 rate varied from a monthly low of 39.90% (recorded in March 2023) to a high of 52.52% in June 2022. The declining recycling rate performance is attributable in part to the greater reduction across domestic recycling streams (Dry Mixed Recycling reduced by 6.25%, fibre by 9.75%, and garden waste by 10.84%) compared to the domestic refuse reduction (4.85%). Bulky waste saw a 79.30% increase which also affected the 'collected weight' recycling rate.





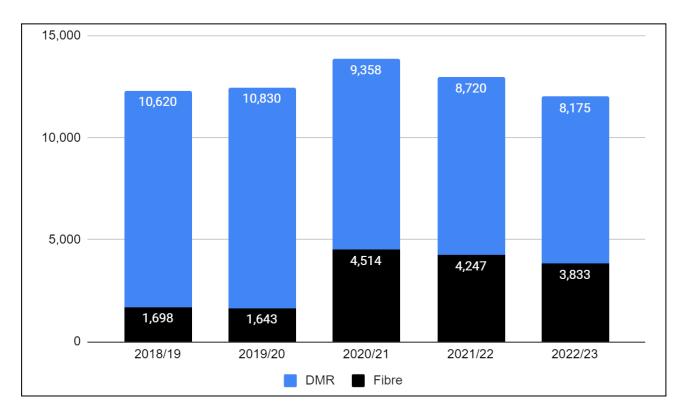
## 6. Waste Transfer Station Operations Summary

Stafford Waste Transfer Station at Tollgate Drive saw continued investment from Veolia during 2022/23:

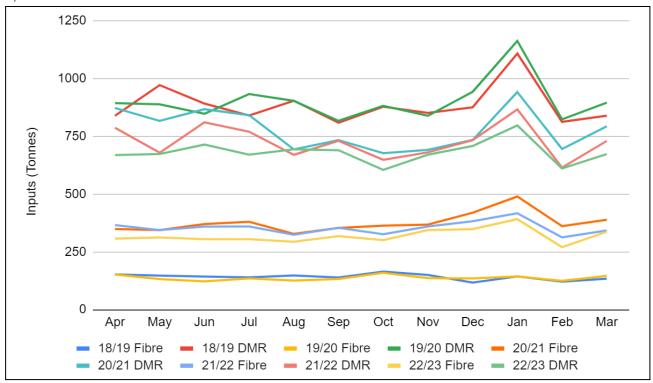
- Improvement works were undertaken at Tollgate Drive during October 2022. These works saw a
  number of safety improvements, including the relaying of the staff, visitor, and HGV parking surfaces,
  the installation of Armco barriers to provide physical segregation of pedestrians and vehicles, and
  new pedestrian walkways, including cutting holes through two of the concrete walls.
- Veolia and SBC welcomed a number of visitors to Tollgate Drive in 2022/23, including Cllr. Mark Winnington and Interim Head of Operations, Neale Clifton on 5th September 2022 and on 17th March 2023. Joss became jointly responsible for SBC and Cannock Chase District Council recycling and waste services following a closer working relationship being established between the two authorities.
- Veolia's Energy team met with SBC Property Services on 8th April 2022 to discuss the potential
  feasibility of a range of sustainability initiatives that could be introduced at Tollgate Drive.
  Discussions focused on photovoltaic panels that could be affixed to the roof of the shed used to
  store mixed card and paper and the salt barn buildings. Veolia provided SBC with a copy of a report
  detailing the possible options.
- Veolia invited a solar power installation supplier to Tollgate Drive to further assess the potential for a solar installation onsite, following discussions with SBC. Power & Energy Fields Ltd proposed a solar array on the roof of the office and welfare buildings as well as the shed used to store the mixed card and paper.
- Veolia advised SBC in March 2023 of potential changes to the Environmental Permitting Regulations. These changes would mean that waste Exemptions could not be operated on Permitted sites, such as Tollgate Drive. This may require significant investment in the premises to ensure that it remains compliant with any revised Permit. This has put the solar project referenced above on hold as the site may require significant redevelopment. Veolia's Infrastructure Projects Development team provided two technical drawings showing possible revised compliant site layouts.
- Veolia commissioned a comprehensive drainage survey of the site by an approved contractor in March 2022. The subsequent report, delivered in October 2022, confirmed that there was damage to the drainage system. Veolia has sourced quotations for the remedial works required and will discuss these with SBC.

## Waste Inputs

12,008.68 tonnes of recyclable waste (3,833.19 of mixed card and paper ['fibre']) collected in the blue bag and 8,175.49 tonnes of Dry Mixed Recycling ['DMR'] from Stafford's blue bins) was weighed into Stafford WTS in 2022/23. This represented a 7.40% reduction compared to 2021/22's 12,967.64 total tonnes. For reference, the Site's Environmental Permit allows less than 25,000 tonnes of mixed recycling to be accepted to the Site per annum. The Site's Waste Exemption allows 15,000 tonnes of fibre (mixed card and paper) to be stored on-site per annum.



The following chart shows the inputs on a monthly basis for all Contract Years as required in the Specification.

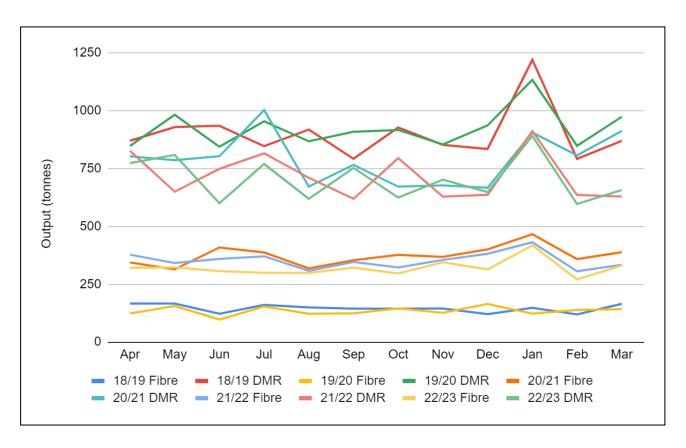


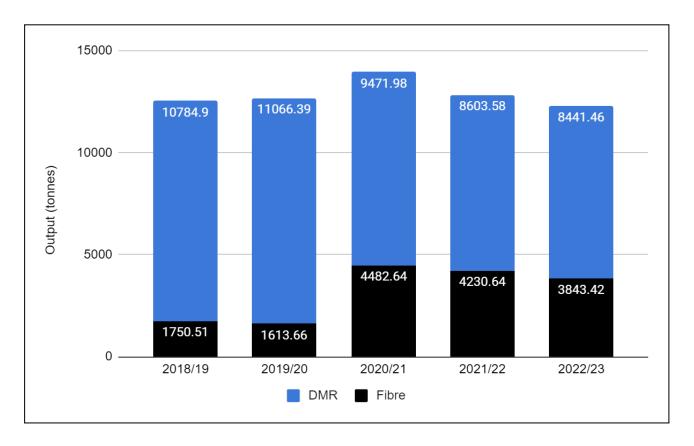
## Waste Outputs

Stafford Waste Transfer Station saw a total of 12,300.74 tonnes of recyclable wastes leave the Site in 2022/23. This represents a 4.23% decrease compared to the 12,843.68 tonnes of recyclable waste in 2021/22. Stafford Waste Transfer Station (WTS) exported, in 2022/23:

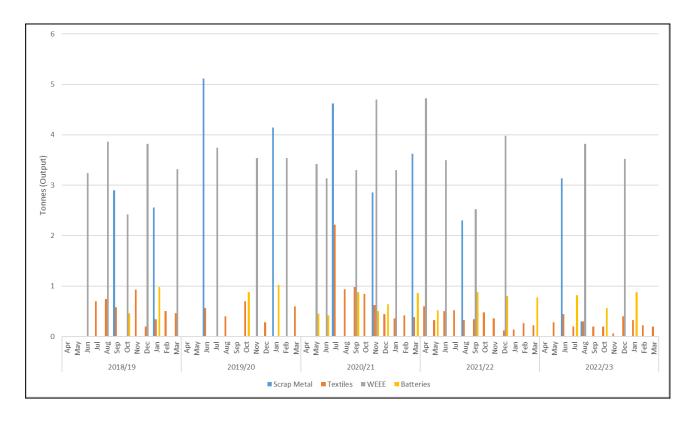
- 3,843.42 tonnes of fibre (mixed card and paper). This was all dispatched to UPM Kymmene via Allan Morris Recycling. This is a 9.15% decrease on the 4,230.64 tonnes of paper dispatched in 2021/22...
- 8,441.46 tonnes of dry mixed recycling was dispatched from the Site to Veolia's Materials Recovery Facility (MRF) at Four Ashes, near Cannock. This is a 1.88% decrease on 2021/22's 8,603.58 tonnes. The decreased outgoing weights for both mixed recycling and fibre could be due to a number of factors, including the 'cost of living' crisis.
- 3.44 tonnes of scrap metal from bulky collections. This represents a 49.57% increase on the 2.3 tonnes the previous year. All of this material went to Enablelink's Bilston (West Midlands) site.
- 2.26 tonnes of batteries from kerbside collections were taken by WasteCare to their Bloxwich site for recycling. This is a 24.16% decrease from 2021/22's 2.98 tonnes.
- 2.82 tonnes of textiles were sent to JMP Wilcox's Bilston site for recycling. This is a 32.54% decrease on the 4.18 tonnes collected in 2021/22. This decrease may be partially explained by the 'cost of living' crisis and the return to pre-pandemic charity donations behaviour.
- 7.34 tonnes of small Waste Electrical and Electronic Equipment (WEEE) was recorded as leaving the Site in 2022/23, a 50.14% reduction compared to the 14.72 tonnes in 2021/22.

The following chart compares the volumes of paper and DMR leaving the site by month for all Contract Years. The subsequent chart shows this information aggregated into years for ease of reference.



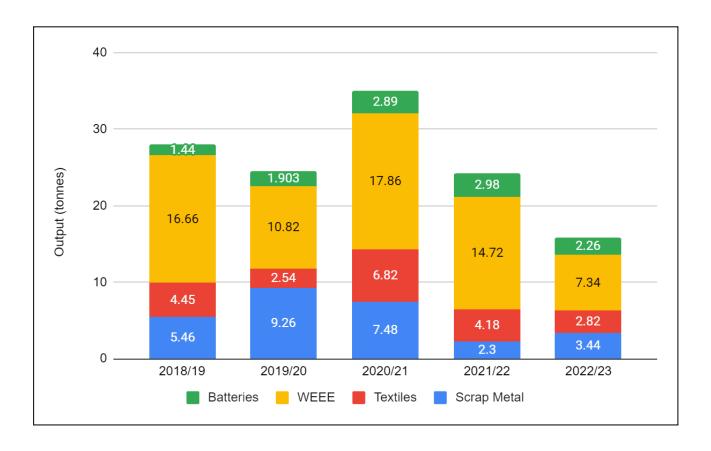


The following chart shows waste volumes to leave Stafford Waste Transfer Station other than DMR and paper by month by each Contract Year. The ensuing chart shows this information aggregated by year for ease of reference.



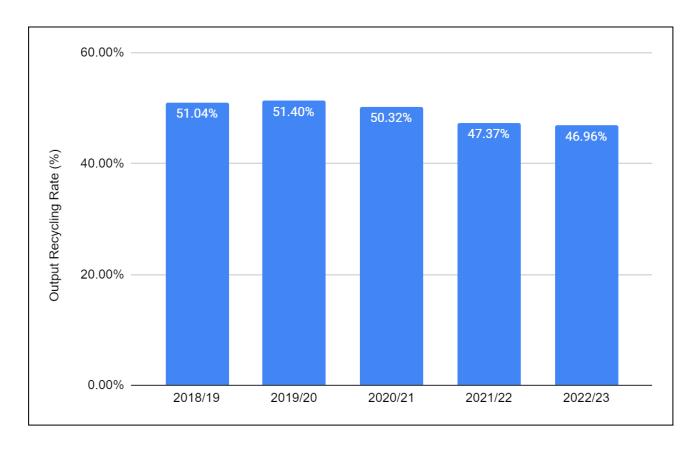
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## Waste Outputs Recycling Rate

The recycling rate based on waste outputs from Stafford Waste Transfer Station for 2022/23 was 46.96%. The following chart compares the Output Recycling Rate for all Contract Years.



37

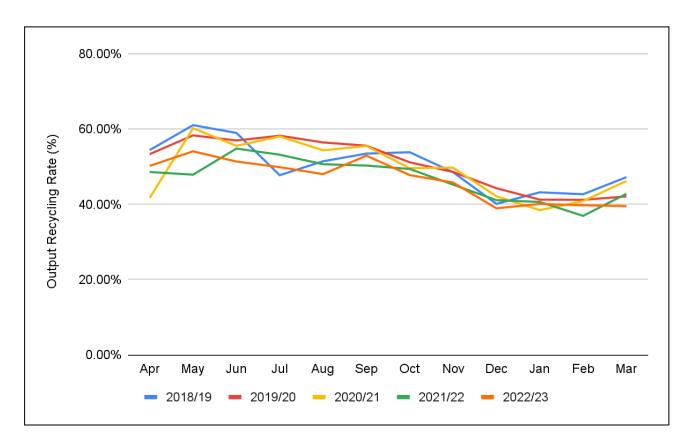
29

Veolia submitted a revised recycling rate target proposal to accommodate the impact of the charged-for-garden waste service on recycling rate performance. These target rates were agreed in August 2021. The Output Recycling Rate based on the agreed methodology is 31.85%, marginally ahead of 2021/11's 31.82%. The agreed target table is provided below for reference:

#### [TABLE REDACTED]

Based on the above, Veolia achieved 'Band 2' of the target. There is a financial penalty related to 'Band 2' of [TEXT REDACTED]. This will be included in the next Monthly Service Report and associated invoice.

The following chart shows the Output Recycling rate by month for each Contract Year.



### **Environmental Performance**

Veolia has worked to maintain compliance with all relevant standards at Tollgate Drive:

- The Environment Agency ('EA') made their annual unannounced inspection of Tollgate Drive in person for the first time since the COVID-19 pandemic. The EA visited on 19th January 2023 and the resulting EPR Compliance Assessment Report ('CAR') found no evidence of non-compliance with the Permit.
- Veolia did not receive any complaints in respect of litter in 2022/23.

## 7. Action Plans

We have either continued or introduced the following initiatives through 2022/23 which will continue to improve performance in the coming months. We will strive to develop additional initiatives in partnership with SBC to improve service quality throughout 2023/24, as described in the Annual Service Improvement Plan (ASIP) section of this report. Whilst only one new action was implemented during 2022/23 in relation to 'containers not returned correctly' complaints, existing measures were also reinforced. These include weekly monitoring and feedback to crews, instructing crews to return to replace bins, and Supervisor visits to witness collections and container returns.

#### 'Containers Not Returned Correctly' Complaints Action Plan

Ref	Action	Owner	Start Date	Implemented?
26	Appointment of Supervisor	GS	January 2022	Replacement Supervisor appointed ([TEXT REDACTED] replaced [TEXT REDACTED]).

The following table shows the performance throughout the Contract Year. Efforts will be focused in the coming year on reducing the number of complaints regarding the return of containers.

Target	Target Date	Actual	Achieved
26-30	April - June 2022	49	No
26-30	July - September 2022	35	No
0-20	October - December 2022	19	Yes
26-30	January - March 2023	32	No

#### 'Missed Collections' Action Plan

Ref	Action	Owner	Start Date	Implemented?
30	Appointment of Supervisor	GS	January 2022	Replacement Supervisor appointed ([TEXT REDACTED] replaced [TEXT REDACTED]).

#### **Veolia Stafford Annual Service Improvement Plan** - 2022/23

The following table shows that, despite ongoing efforts, missed collections per 100,000 scheduled collections remain too high. We will work with Stafford Borough Council to implement further initiatives to reduce the number of missed collections in 2023/24 as per the ASIP section of this report.

Target	Target Date	Actual	Achieved
26-30	April-June 2022	66	No
26-30	July-September 2022	36	No
26-30	October - December 2022	42	No
26-30	January-March 2023	65	No

## 8. Annual Performance 2022/23

Three key performance criteria detailed in Schedule 8 ISFT Updated Performance Framework of the Contract are monitored during the year with potential performance deductions applied annually. These are:

- Contamination in Garden Waste
- Customer Satisfaction
- Household Recycling Rate

Two other key performance criteria are 'Missed Collections' and 'Containers Not Returned to Collection Point', which have potential performance deductions applied on a quarterly basis, which are summarised in the relevant Monthly Report. The performance against these two criteria is also detailed in sections 5 and 7 of this report.

Performance against the annual criteria detailed above are as follows:

#### Contamination in Garden Waste

As detailed in the 'Performance Summary' presentations provided by Veolia at the Monthly Contract Meetings held with SBC, there have been no instances of garden waste contamination reported for Contract Year 2022/23. The Contamination Rate performance target of less than 8% has therefore been achieved and no Contract Performance Deductions apply.

#### **Customer Satisfaction**

As detailed in Section 9 below, the 2022/23 Customer Satisfaction survey in agreement with SBC was conducted in November 2022. The satisfaction rate with Veolia's services was 91%. There is, therefore, no performance measure for this item and no annual performance deduction applicable for this item for Contract Year 2022/23.

#### Household Recycling Rate

Revised Household Recycling Rate Targets were agreed with SBC in August 2021 (Contract Correspondence Reference 9) for Contract Year 2021/22 and ensuing years. The revised targets removed garden waste from the recycling rate calculation to account for the impact of the charged-for-garden waste collection service.

A recycling rate of 31.85% was achieved in 2022/23, which falls within Band 2 of the performance criteria. The [TEXT REDACTED] Contract Performance Deduction will be included in the next Monthly Service Report and associated invoice.

# 9. Annual Service Improvement Plan 2023/24

The sixth Annual Service Improvement Plan seeks to continue the good work in certain elements of the collection service delivery whilst looking to make significant progress with elements that have not improved.

### Review of Previous ASIP

As has been previously referenced elsewhere in this report, 2022/23 has seen an evolution that will bring long-term benefits to both SBC and Veolia, including the microsite, the progression of the 'additional bins' project, and the strengthening of ties with social housing providers across the Borough.

Proposal	Summary	Achieved?	Comments
Microsite Delivery	The microsite will be delivered in 2022/23 to the satisfaction of SBC.	Yes	Veolia worked with SBC to deliver the microsite in 2023/23. Despite a number of technical issues, the microsite has diverted traffic from the SBC Customer Contact team
Anti-Contamination Drive	Implement targeted communications process based on crew-reported incidents.	Ongoing.	Discussions with SBC remain ongoing on how to make the best use of a targeted approach to contamination communications.
Assisted Collection Review	Repeat of the annual review.	Yes	This was completed in May 2022.
Additional Bins Project Rollout	Launch the 'additional bins' project's first phase. This will see additional bins not being emptied in target areas before removal.	Ongoing	The 'Additional Bins' project team has identified a number of pilot areas to target in 2023/24
Assistance to SBC with Environment Act service changes	removal.  Veolia will keep SBC informed of legislative developments relating to		Veolia continued to communicate with SBC at various levels about the potential impacts of the Environment Act 2021 and other legislative changes.

# 2023/24 ASIP

The following proposals are made to drive forward the improvements that Veolia and SBC have achieved through close partnership working. The proposals include:

Proposal	Summary	Potential Impacts	Expected Date
Anti-Contamination Drive	Implement targeted communications process based on crew-reported incidents.	Reduced contamination costs to SBC and Veolia.	Q3 2023/24
Assisted Collection Review	Repeat of annual review.	Accurate assisted collection data provision.	Q2 2023/24
Additional Bins Project Rollout	Launch the 'additional bins' project first phase. This will see additional bins not being emptied in target areas before removal.	Additional refuse bins adversely impact SBC's recycling rate, associated recycling credits, Staffordshire County Council's disposal costs, and collection crew productivity and associated carbon emissions.	Q3 2023/24.
Assistance to SBC with Environment Act and other service changes	Veolia will keep SBC informed of legislative developments relating to the Environment Act and associated potential service changes.	The Act has the potential to bring significant service changes. Veolia will identify any required changes and act to ensure that any new services are introduced effectively.	Ongoing.
Sustainability Improvements	Veolia will continue to work with SBC to improve the condition of the Premises at Tollgate Drive.	Improved sustainability and reduced carbon emissions through initiatives such as waste minimisation and energy optimisation.	Ongoing.
Missed Collections	Veolia will work with SBC to deliver a variety of measures to reduce missed collections including software development and toolkit training for the crews.	Improved service delivery, customer experience, and reduced Customer Contact Centre interactions.	Ongoing
Veolia StreetKind Campaign	Veolia will work with SBC to deliver the StreetKind campaign, which aims to educate residents that verbal and physical abuse of staff is not acceptable.	Improved staff engagement, improved staff retention, and improved resident interaction.	Q3 2023/24

### Agenda Item 6(b)

# **Air Quality Annual Status Report 2023**

**Community** Wellbeing Scrutiny

**Date of Meeting:** 16 November 2023

Report of: Interim Head of Regulatory Services

Portfolio: Environment

### 1 Purpose of Report

1.1 To inform the committee of the work that is undertaken by the Council to monitor the air quality of the Borough to ensure that it is satisfactory when measured against the Government's standards.

#### 2 Recommendations

2.1 That the Air Quality Annual Status Report 2023 be noted.

### **Reasons for Recommendations**

2.2 The Air Quality Annual Status Report 2023 is recommended for noting on the basis that: (a) DEFRA has accepted the report and has made no specific recommendations for action; and (b) that the Borough's air quality is deemed satisfactory when assessed against nationally adopted standards.

## 3 Key Issues

- 3.1 Air Quality Management is a national priority which attracts increasing levels of public interest. Therefore, the local management of current and future air quality in the Borough is of great importance.
- 3.2 With regard to Air Quality Management all local authorities in England are required to:
  - carry out an annual assessment of the local air quality in their areas;
  - to compare the findings against nationally adopted standards;
  - to report the findings to the government and;
  - to declare air quality management areas (AQMA's) where necessary.

Government guidance recommends that the assessment this year takes the form of an annual status (progress) report and should follow the checklist method provided in the guidance notes. This report meets that requirement.

3.3 The results for the latest survey 'Air Quality Annual Status Report 2023' showed that the air quality within Stafford Borough continues to achieve the standards set by government. It concluded that no actions are required to reduce air pollution in Stafford Borough. Nevertheless, it will be important that the future growth of the Borough continues to have regard to the effects of any potential for significant deterioration in air quality.

## 4 Relationship to Corporate Priorities

- 4.1 The Air Quality Annual Status Report 2023 is relevant to the achievement of the Council's Corporate Business Plan Objectives 2 and 3:
  - 'To improve the quality of life of local people by providing a safe, clean, attractive place to live and work and encouraging people to be engaged in developing strong communities, that promote health and wellbeing.'
  - 'To tackle Climate Change by implementing our Climate Change and Green Recovery objectives.'

### 5 Report Detail

- 5.1 Air pollution damages lives because of the harmful effects it has on human health, the economy, and the environment. The mortality burden of air pollution within the UK is equivalent to 28,000 to 36,000 deaths<sup>1</sup> (<sup>1</sup> Public Health England. Estimation of costs to the NHS and social care due to the health impacts of air pollution: summary report, May 2018).
- 5.2 It is the largest environmental risk to human health contributing to cardiovascular disease, lung cancer and respiratory diseases.
- 5.3 Currently the European Air Quality standards are met in Stafford Borough and the Council is keen to maintain this status. Additionally, where possible the Council strives to improve air quality in the Borough in order to achieve health and economic benefits.
- 5.4 It is important that the future growth of the Borough has regard to the effects of any potential deterioration in air quality arising from new development in the Borough. In particular, the planned growth in housing and employment development over the next few decades, along with potential improvements to the highway network will give rise to additional vehicle movements on the primary road networks with the potential of reducing the present levels of air quality. Emissions arising from motorway traffic remains an area of concern for Stafford Borough although evidence suggests that the M6 smart motorway scheme has provided extra capacity, thereby reducing congestion and lowering the levels of emissions affecting our communities.

#### **Air Quality Monitoring**

5.5 Nitrogen Dioxide (NOx) is the only air pollutant monitored by Stafford Borough Council.

- The Council has been monitoring traffic pollution for many years. However, in 1995 the Government set a legal obligation for local authorities to review and assess air quality against health-based standards within their districts. Every local authority in England has an obligation to undertake such a survey. The results have to be submitted on an annual basis to the Department for Environment, Food and Rural Affairs (DEFRA).
- 5.7 The Council monitors air pollution from traffic at 28 sites across Stafford Borough. Air Quality monitoring in Stafford Borough is carried out at non-automatic monitoring sites (currently the Council does not use automatic (continuous) monitoring).
- 5.8 The results for the latest survey 'Air Quality Annual Status Report 2023' (ASR2023) (which was conducted in accordance with government guidelines) showed that the air quality within Stafford Borough achieves the standards set by government. It concluded that no actions are required to reduce air pollution in Stafford Borough and shows that air pollution from the M6 motorway remains the most significant source of air pollution in the Borough. Importantly, the results indicate that the Council does not have to declare any Air Quality Management Areas. Please see the <a href="#APPENDIX">APPENDIX</a> (attached as a separate document) for the latest survey report and results, which also includes a map showing the general locations of the monitoring sites. The ASR2023 has been scrutinised by DEFRA. Actions identified in the improvement plan for 2022 have been completed.
- 5.9 The Council is considering options to further increase its network of air quality monitoring points in the Borough to provide further information on the air quality in key locations such as adjacent to the M6, schools and near to growth points. Additionally, the Council has a number of 'personal' air quality monitors which can be worn by members of the public when going about their daily activities.
- 5.10 The Council continues to work in partnership with Staffordshire County Council, the UK Health Security Agency, and Highways England through the Staffordshire Air Quality Forum. The Stafford Borough Council Air Quality Strategy helped to secure the award of a £1million grant towards taxi electrification in partnership with Stoke on Trent City Council and Newcastle-under- Lyme Council and the scheme of electric vehicle charging points is now in full operation. We are also working towards improving air quality through continued membership of the ECO Stars vehicle fleet recognition scheme.

### 6 Implications

#### 6.1 Financial

Costs arising from preparation of the report are contained within existing budgetary provision.

### 6.2 Legal

None

#### 6.3 Human Resources

None

### 6.4 Risk Management

None

### 6.5 Equalities and Diversity

None

#### 6.6 Health

Air pollution is the largest environmental risk to human health, contributing to cardiovascular disease, lung cancer and respiratory diseases. Whilst the Borough's air quality is deemed to be satisfactory, the Council continues to pursue and support initiatives which aim to maintain or improve the position, whilst enabling economic growth and development.

### 6.7 Climate Change

Scientific evidence suggests that there is a clear correlation between air quality and climate change. Emissions from internal combustion engine vehicles in particular are harmful to air quality and have a greater adverse impact on the environment. Research indicates that internal combustion engines not only create emissions out of the vehicle's tailpipe, thereby harming air quality, but they also create 1.2 - 1.6 times the CO2 that electric battery vehicles create over the vehicles' entire life span. Hence the reason why the Council promotes sustainable development and supports initiatives such as the installation of Electric-Vehicle charger points.

## 7 Appendices

Appendix 1: Air Quality Annual Status Report 2023.

### 8 Previous Consideration

This report has not been considered previously but reports relating to previous years' Air Quality Annual Status Reports have been considered by this Scrutiny Committee.

## 9 Background Papers

File available in Regulatory Services.

Contact Officer: Neale Clifton

**Telephone Number:** 01785 619411

Ward Interest: Nil

Report Track: Community Wellbeing Scrutiny Committee 7 November

2023 (Only)

Key Decision: N/A

### Community - Delivery Plan for 2023 - 2024

Business Objective 2: To improve the quality of life of local people by providing a safe, clean, attractive place to live and work and encouraging people to be engaged in developing strong communities that promote health and wellbeing.

### **Summary of Progress as at end of Quarter 2**

*	✓		*	N/A	Total Number of Projects
Action completed	Work on Target	Work < 3 months behind schedule	Work > 3 months behind schedule	Action not yet due	
	13				13

### **Summary of Successes as at Quarter 2**

Annual Air Quality Assessment preliminary findings indicate that the borough's air quality is satisfactory thereby meaning that the Council does not have to declare an Air Quality Management Area and on target to issue report to DEFRA.

Work is progressing well in supporting some of the most vulnerable residents in the Borough, in particular providing home adaptations and tackling poor housing standards. Where necessary appropriate enforcement action is taken to ensure safe, secure environments, especially in relation to housing standards and anti-social behaviour.

Summary of Slippage as at Quarter 2	
None	

	Objective & Actions	Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
2.1	Work in partnership to sus	tain support for vulnerable	e reside	nts				
2.1.1	To work in partnership to provide support to our communities and the voluntary sector	2 rounds of the Stafford Borough Grants Scheme implemented	X		X		During Q1 £1000 was awarded through the Small Grants Scheme and £1250 was awarded from the Sports grants.	<b>√</b>
		2 rounds of the Stafford Borough Small Grants Scheme and Sports Grants implemented, grants agreed and awarded	X		X			
2.2	Keep the streets and parks	s clean and attractive for e	veryone	to enjo	у			
2.2.1	Deliver high quality Neighbourhood Services to ensure that town centres, parks and open spaces are clean, tidy, and attractive	Continue to participate in Annual National Performance Benchmarking for Street Cleansing and Parks and Open Spaces		X			Benchmarking information on track for submission to APSE	<b>√</b>
		Support Community groups undertaking litter picks		X			14 groups supported with litter pickers and bin bags distributed to the groups and refuse collected by Streetscene where required	

	Objective & Actions	Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
2.2.2	Monitoring of construction works associated with major infrastructure projects (e.g. M6 Smart Motorways and HS2) to minimise the potential for nuisance being caused to the reasonable amenities	To determine the adequacy of Section 61 notices and 'Statement of Intent' submitted by HS2 within prescribed timescales.	X	X	X	X	All S.61 Notices issued within prescribed timescales.	
	of local residents.	To respond to all complaints concerning pollution incidents, or non-compliances with approved method as per Section 61 or 'Statement of Intent'.	x	X	X	X	Ongoing provision of responsive service to address any complaints.	
2.3	Support and promote com	munity health and wellbeir	ng to all	our res	idents a	and bu	ısinesses	
2.3.1	Support partners to offer and deliver initiatives to improve and enhance health and wellbeing of residents	Support partners to offer and deliver initiatives to improve and enhance health and wellbeing of residents	X	X	X	X	Preparation underway for relaunching the Food Bank Forum and developing the process for rolling out Warm Spaces again over the winter months.	

	Objective & Actions	Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
2.3.2	Support the co-ordination of high-profile events run by Freedom Leisure	Appropriate support for Freedom Leisure in the implementation and evaluation of significant events such as the Shakespeare Festival, Stafford Half Marathon, Christmas lights switch on, Stafford 10k and the Pancake race.	Х	Х	X	X	Events continue to be delivered as per the contract specification. The Stafford 10K event took place on 24th September	
2.3.3	Providing a safe place for residents to live and work by enabling all food and drink businesses to be compliant with environmental regulations.	All food businesses to be inspected under Food Safety legislation on riskbasis and actions taken as appropriate.				Х	Annual Food Safety programme commenced and staff resources / approaches devised to ensure completion.	•
2.3.4	Providing a safe and clean place for residents and businesses to thrive, by monitoring and assessing air quality within the Borough.	To monitor and assess air quality within the Borough to determine whether air quality is within prescribed limit values.				Х	Air Quality Assessment completed, indicating that air quality is satisfactory (no need to declare an Air Quality Management Area).	
		To prepare an annual report upon findings to DEFRA.			Х		Report to be prepared for issuing to DEFRA by end of calendar year.	

	Objective & Actions	Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
2.4	Work with partners to ensu	ure the borough is a safe p	lace to	be at all	l times			
2.4.1	To assist in the operational delivery of, and lead on, the implementation of specific initiatives that support the reduction of crime and vulnerability in the Borough (as per the recommendations in the Community Safety Strategic Assessment)	Focus groups established for ASB hotspot locations	X	X	X	X	A focus group has been established & priority actions have been identified. Early intervention letters have been developed to address youth ASB and parental engagement. Additional support has been provided to a youth early intervention initiative in Stone to address a small increase in ASB	
		Partnership plan developed Progress made on delivery plan		X	X	X	Partnership working to agreed priorities	
2.4.2	To ensure that the authority adheres to its statutory responsibility in respect of the Prevent, Safeguarding and Domestic Abuse	Safeguarding Policy up to date  Training and awareness rolled out to elected members, staff, taxi drivers/operators	X			X	The safeguarding policy is up to date.	

	Objective & Actions	Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
2.4.3	Utilise procedures and processes to investigate reported incidents of antisocial behaviour (ASB)	Increased reporting ASB campaigns formulated, implemented, monitored and evaluated. On-going review of investigations in place.	X	X	X	X	An ASB campaign that was rolled out during Q2 is being evaluated.  During this Quarter, new reports of ASB were received by the Council. To assist in tackling the ASB that is reported the following have been served by the Council:  1 Community Protection Notice 1 Community Protection Notice 1 Fixed Penalty Notices (FPN)were issued in joint partnership work by Police and council for breaches of the PSPO in both Stone and Stafford Town Centres. In addition 2 FPN's were issued for breach of Community protection notices served previously.  2 case reviews were held	

	Objective & Actions	Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol	
2.5	Work towards everyone having access to safe and suitable accommodation								
2.5.1	Provide a comprehensive housing options service to prevent homelessness and support people into sustainable accommodation	Continuous focus on upstream prevention to minimise crisis intervention	X	X	X	X	A review of temporary accommodation is underway with a request for an additional six units of leased emergency accommodation units put to Cabinet whilst alternative options are explored.  Single homeless with multiple support needs remains the highest demand on the service. Work is progressing well with supported accommodation providers to increase levels of support provided.		
		Robust housing pathways for all client groups in place	X	X	X	X	Supported housing providers are increasing their levels of support to meet the needs identified.		

	Objective & Actions	Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
		Systems change approach to supporting rough sleepers implemented		X	X	X	Outreach activity has been stepped up and progress is being made in the establishment of supported accommodation for individuals with high needs.	
2.5.2	Ensure good housing standards are delivered in the private sector	Advice and support provided to landlords, tenants and home owners	X	Х	X	Х	One Emergency Prohibition Order served, one civil penalty issued with two more with legal services for decision.	<b>✓</b>
		Licensing of properties and sites	X	X	X	X	Licensing of properties and sites continues.	
		Enforcement of standards Proactive Inspection of Houses of Multiple Occupation (HMO)	X	X			Proactive HMO work continuing and likely to tail off in mid/late Q3 as service requests pick up.	

	Objective & Actions	Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
2.5.3	Provide an effective and efficient service to deliver Disabled Facilities Grants	Embed new shared service delivery	X	X			Grants completed in quarter 2 include those initiated by the previous provider where the quality of grant applications required improvement. A small number of urgent new applications were completed from start to finish during Q2. The team have received numerous compliments from residents benefitting from grant assistance.	
		Update the Housing Assistance Policy to enhance the DFG offer to residents				X		

### Agenda Item 6(d)

## **Work Programme**

**Community and Wellbeing Scrutiny Committee** 

**Date of Meeting:** 16 November 2023

**Report of:** Head of Law and Governance

### 1 Purpose of Report

1.1 The purpose of this report is to present the Community Wellbeing Scrutiny Committee's Work Programme

#### 2 Recommendations

2.1 That the report be noted.

#### **Reasons for Recommendations**

2.2 The first stage in achieving a Member-led Overview and Scrutiny process is to develop a Work Programme for the Members of the Committee to own.

## 3 Key Issues

3.1 Accordingly, an up to date copy of the Community Wellbeing Scrutiny Committee's Work Programme is provided for Members to consider or amend as appropriate.

## 4 Relationship to Corporate Priorities

4.1 This report is most closely associated with the following Corporate Business Objective 2:-

To improve the quality of life of local people by providing a safe, clean, attractive place to live and work and encouraging people to be engaged in developing strong communities and promote health and wellbeing.

### 5 Report Detail

5.1 Members will recall that one of the fundamental philosophies behind the creation of Overview and Scrutiny is that the process should be Member-led and the first stage in achieving this is to develop a Work Programme that is:-

- Owned by all Members of the Scrutiny Committee;
- Flexible to allow the Committee to react to urgent items;
- Contain aspects of both Overview and Scrutiny.
- 5.2 Therefore, at each scheduled meeting of the Community Wellbeing Scrutiny Committee, an up-to-date copy of the Work Programme will be provided for Members to consider or amend as appropriate.
- 5.3 The Work Programme includes provision for the Committee to scrutinise appropriate items delivered through the Council's Service Delivery Plan up to twelve months in advance, whilst maintaining the flexibility to respond to any issues that may arise.
- 5.4 Accordingly, attached at **APPENDIX** is the Community Wellbeing Scrutiny Committee's current Work Programme to consider or amend as appropriate.

## 6 Implications

6.1 Financial

Nil

6.2 **Legal** 

Nil

6.3 Human Resources

Nil

6.4 Risk Management

Nil

6.5 Equalities and Diversity

Nil

6.6 **Health** 

Nil

## 6.7 Climate Change

Nil

## 7 Appendices

Appendix 1

## 8 Previous Consideration

None

## 9 Background Papers

File available in Law and Governance.

Contact Officer: lan Curran

**Telephone Number:** 01785 619220

Ward Interest: Nil

Report Track: Community and Wellbeing Scrutiny Committee 16

November 2023 (Only)

Key Decision: N/A

## **Appendix**

# **Community and Wellbeing Scrutiny Committee**

## Tuesday 16 January 2024 at 6.30pm

Report Deadline: Thursday 21 December 2023

Officer Reports: Health and Care Overview and Scrutiny Committee

Chair of Community Wellbeing Scrutiny Committee

**Disabled Facilities Grants - Presentation** 

Head of Wellbeing

**Work Programme** 

Head of Law and Governance

## Thursday 21 March 2024 at 6.30pm

Report Deadline: Friday 8 March 2024

Officer Reports: Health and Care Overview and Scrutiny Committee

Chair of Community Wellbeing Scrutiny Committee

**Performance Update** 

Head of Transformation and Assurance

**Work Programme** 

Head of Law and Governance

#### **Future Items:**