

Agenda

Overview and Scrutiny Committee

Date: **Thursday 23 March 2023**

Time: **5.30 pm**

Place: **Council Chamber**

For any further information please contact:

Democratic Services

committees@gedling.gov.uk

0115 901 3844

Overview and Scrutiny Committee

Membership

Chair Councillor Liz Clunie

Vice-Chair Councillor Paul Feeney

Councillor Michael Boyle
Councillor Jim Creamer
Councillor Andrew Dunkin
Councillor Rachael Ellis
Councillor Mike Hope
Councillor Meredith Lawrence
Councillor Marje Paling
Councillor Lynda Pearson
Councillor Martin Smith
Councillor Sam Smith

WEBCASTING NOTICE

Please note that this meeting will be live streamed on the Council's YouTube channel and via the website (www.gedling.gov.uk). At the start of the meeting the Chair will confirm if all or part of the meeting is being broadcast.

You should be aware that the Council is a Data Controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with the Council's published policy.

For more information about how your personal data is collected and used please view our privacy notice <https://www.gedling.gov.uk/elections-privacy/>

AGENDA

Page

- | | | |
|----------|--|----------------|
| 1 | Apologies for absence | |
| 2 | To approve, as a correct record, the minutes of the meeting held on 6 March 2023 | 5 - 8 |
| 3 | Declaration of interests | |
| 4 | Partnership review - We R Here
Report of the Democratic Services Manager | 9 - 10 |
| 5 | Programme of portfolio holder attendance
Report of the Democratic Services Manager | 11 - 26 |
| 6 | Sewerage review working group recommendations
Report of the Democratic Services Manager | 27 - 39 |
| 7 | Review of implementation of the Waste & Recycling Policy
Report of the Democratic Services Manager | 41 - 46 |
| 8 | Any other item which the Chair considers urgent | |

This page is intentionally left blank

MINUTES OVERVIEW AND SCRUTINY COMMITTEE

Monday 6 March 2023

Councillor Liz Clunie (Chair)

Councillor Paul Feeney	Councillor Meredith Lawrence
Councillor Michael Boyle	Councillor Marje Paling
Councillor Jim Creamer	Councillor Lynda Pearson
Councillor Andrew Dunkin	Councillor Martin Smith
Councillor Rachael Ellis	Councillor Sam Smith
Councillor Mike Hope	

Officers in Attendance: M Hill, B Hopewell and E McGinlay

Guests in Attendance: Councillor David Ellis

28 APOLOGIES FOR ABSENCE

None.

29 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 16 JANUARY 2023

RESOLVED:

That the minutes of the above meeting, having been circulated, be approved as a correct record.

30 DECLARATION OF INTERESTS

Councillor Rachael Ellis declared an interest in item 4, having a personal connection to the Portfolio Holder for Local Pride and Community Engagement, Councillor David Ellis.

31 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

Members welcomed Councillor David Ellis, Portfolio Holder for Local Pride and Community Engagement to the meeting to examine his portfolio. Councillor David Ellis gave a presentation, providing an update to members on some key happenings in his portfolio.

No questions or areas of concerns had been submitted in advance of the meeting so Councillor Ellis delivered an update on various areas of responsibility within his portfolio. He gave the following updates:

- 1) Recorded crime in Nottinghamshire has returned to pre-Covid levels with an upward trend overall but particularly where cyber-crime is concerned. The statistics at the local level showed similar trends at a lower rate of increase.
- 2) Local policing priorities for Jan – March 2023 involved the anti-social use of vehicles, drug supply and possession and the “Fatal Four” driving offences which include using mobile phones while driving, driving under influence, no use of seatbelts and driving under influence.
- 3) Events planning for the coming year is ongoing and the events schedule will soon be published.
- 4) A survey of parish councillors and clerks has been sent to identify issues and what support is needed from the borough. Included in the survey is a question to gauge parish councillors’ interest in parish conferences.
- 5) The member training strategy was considered, composing of two sections such as induction training and medium/midterm training, seeking feedback from Members.

The Chair gave Members the opportunity to ask questions of Councillor Ellis’ portfolio.

Members noted that the figures are from a police and crime survey, asking who does this and how frequently. Councillor David Ellis explained that two surveys are carried out, nationally and locally, which are completed quarterly.

Members queried how the figures for reported crime in 2019 differed from 2022 so a comparison can be made to represent periods which did not include a lockdown. Councillor David Ellis explained that he did not have those figures to hand but did agree that the figures from 2020/21 would differ greatly from the 2019’s pre Covid-19 period.

Members noted the Neighbourhood Wardens working hours were during the day and that there are outstanding vacancies, asking what is being done to address this.

Councillor David Ellis explained that Neighbourhood Wardens have been difficult to recruit and agreed that having 24 hour cover would be difficult to achieve so deciding their working hours form part of operational delivery depending on when they are needed most. The Chief Executive explained that the Council has three Wardens at present, having hired a warden recently before they left for an alternative job. He explained that the Council is currently seeking to fill those vacancies.

Members queried the induction/mid-term training planned for Members, asking whether there will be more frequent refresher training, including evening sessions.

The Democratic Services Manager informed Members of a consultation due to go out which will allow all Members to provide feedback on training needs and requirements such as availability and also confirmed that consistent refresher training will form a part of the plan for member training.

RESOLVED:

That the Chair thanked Councillor David Ellis for their presentation and information provided.

32 RISK SCORECARD Q2 - SEPTEMBER 2022

The Chief Executive introduced a report, which had been circulated in advance of the meeting, updating members on the Corporate Risk Management Scorecard for quarter 2 and the level of assurance that can be provided against each corporate risk.

RESOLVED:

To note the progress of actions identified within the Corporate Risk Register.

33 GEDLING PLAN Q3 2022/23 REPORT

The Chief Executive introduced a report, which had been circulated in advance of the meeting, informing members of the position against improvement actions and performance indicators in the 2020-23 Gedling Plan at the end of quarter 3 of 2022/23.

RESOLVED:

To note the report.

34 SCRUTINY WORK PROGRAMME

Consideration was given to a report of the Democratic Services Manager, which had been circulated in advance of the meeting, to provide an update on the scrutiny work programme.

RESOLVED:

To note the current work programme.

35 ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT

None.

The meeting finished at 7.00 pm

Signed by Chair:
Date:



Report to Overview and Scrutiny Committee

Subject: Partnership review – We R Here

Date: 23 March 2023

Author: Democratic Services Manager

Purpose

To consider the work of the We R Here, as part of the programme of reviewing the councils partners.

Recommendation(s)

That the Overview and Scrutiny Committee:

- 1) considers, asks questions and makes comment on the information provided

1 Background

At the 25 April 2022 Overview and Scrutiny Committee, members agreed to roll out a programme of attendance by external partners at committee. A few partners were identified that would be invited to future meetings, including health and housing providers across the borough.

Invited questions from members will be put to the partner at each meeting, along with 'Ad hoc' questions at the meeting itself.

2. 2022/2023 programme of partnership attendance

The fifth partner to be invited to the committee is We R Here. Initials discussions were had between We R Here and the council and it was agreed that Hilary Brown would attend the meeting. Hilary will be delivering a presentation to members and will also be answering questions, both collected previously and ad hoc on the night.

3 Financial implications

There are no financial implications arising from this report.

4 Legal implications

There are no legal implications arising from this report.

5 Equalities implications

There are no equalities implications arising from this report

6 Carbon reduction/sustainability implications

There are no carbon reduction/sustainability implications arising from this report.

7 Appendices

None



Report to Overview and Scrutiny Committee

Subject: Programme of portfolio holder attendance

Date: 23 March 2023

Author: Democratic Services Manager

Purpose

To consider the area of responsibility of Councillor Kathryn Fox, Portfolio Holder for Diverse Communities and Life Chances, as part of the programme of holding the executive to account.

Recommendation(s)

That the Overview and Scrutiny Committee:

- 1) Considers, asks questions and makes comment on the information provided and
- 2) Discusses any topics for potential inclusion in the future work programme;

1 Background

At the 26 April 2021 Overview and Scrutiny Committee, members agreed to continue with a programme of attendance by portfolio holders, and relevant officers, at committee. Areas of performance, within each portfolio for examination, would be identified, and questions for portfolio holder submitted in advance of each meeting. 'Ad hoc' questions could also be put forward at the meeting itself.

Non-executive members would also be invited to submit questions for the portfolio holder.

2. 2022/2023 programme of portfolio holder attendance

Councillor Kathryn Fox, Portfolio Holder for Diverse Communities and Life Chances, is attending the committee to give members the opportunity to examine her areas of responsibility which includes the below:

Portfolio Holder - Diverse Communities and Life Chances

Councillor Kathryn Fox

- Refugees and resettlement;
- Member champion for women and the disabled;
- Domestic violence, abuse and hate crime;
- Rural affairs;
- Social mobility, including linkages to its markers of health, education, housing, income, race and gender.

The report detailing performance indicators for quarter 3 of 2022-23 is attached at appendix 1 to the report.

3 Financial implications

There are no financial implications arising from this report.

4 Legal implications

There are no legal implications arising from this report.

5 Equalities implications

There are no equalities implications arising from this report












6 Carbon reduction/sustainability implications

There are no carbon reduction/sustainability implications arising from this report.

7 Appendices





Appendix 1: All portfolio performance information







Quarter 3 indicator report





PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Page 13

COHESIVE, DIVERSE AND SAFE COMMUNITIES

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI027f Number of attendances - Bonington Theatre	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	11,656	11,520	30,255	40,000			
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Safety; Environment	Local Pride and Community Engagement	4	Tracking Indicator Only	20	Tracking Indicator Only			

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI131 Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure)	Community Safety; Environment	Local Pride and Community Engagement	1	Tracking Indicator Only	3	Tracking Indicator Only			
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Local Pride and Community Engagement	208	Tracking Indicator Only	772	Tracking Indicator Only			
LI346 Percentage of fly tipping incidents removed within 4 working days	Community Safety; Environment	Local Pride and Community Engagement	93.8%	98%	96.4%	98%			This target has slipped over the last two quarters and has fallen slightly to 93.75% in quarter 3. This is based on the Council failing to clear away 17 small accumulations within the 4 day target. Some were deposited over the Christmas period and were picked up early in the new year when staff returned from leave. 5 contained asbestos that were dealt with by a contractor, and as a result were not

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									dealt with in the target time. A drop in performance has been identified as a result and a focus team have been tasked with ensuring that performance improves moving forward.
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Local Pride and Community Engagement	13.34	Tracking Indicator Only	13.43	Tracking Indicator Only	↑		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Safety; Environment	Local Pride and Community Engagement	3.8	Tracking Indicator Only	4.43	Tracking Indicator Only	↑		
LI074 Average time to process new Housing Benefit claims (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	14 days	15 days	13.8 days	15 days	▬		
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	5.3 days	5 days	7.1 days	5 days	▬		Both October and November processing dates were on target. Due to Xmas and staff leave the processing

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									times for December slipped to 6 days meaning the average over the quarter was slightly over target.
LI086 Average length of time spent in temporary accommodation (in weeks)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	19.4 wks	22 wks	21.2 wks	22 wks	↑	✓	

Page 5

COUNCIL - High performing

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Governance and Customer Services	Deputy Leader Resources and Reputation	97.2%	94.0%	97.2%	94.0%	↑	✓	

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Leader Portfolio	9.92 days	9.0 days	9.92 days	9.0 days	↑	🛑	Due to timing of reports and data availability, the data used for quarter 3 relates to the position as at November 2022. Time lost stands at 9.92 days which is now around 10% worse than target of 9 days. This represents an improvement on last month's and last quarter's outturn. The number of long-term absence cases remains relatively low and this has helped to contribute to the improved attendance figures.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Reputation	84.5%	82.3%	84.5%	99.0%	↓	✅	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Reputation	96.8%	99.0%	95.6%	99.0%	↑	⚠️	Performance has improved significantly in the quarter with the absence of staff being addressed by the introduction of additional

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									temporary resources. The number of payment runs each week has been increased and there is now greater engagement with departments concerning outstanding invoices.
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Reputation	81.5%	82.7%	81.5%	98.5%	↓	⚠	The collection rate of 81.53% at the end of Quarter 3 in 2022/23 is 1.15% lower than target and also lower than the collection rate of 82.17% at the end of Quarter 3 in 2021/22. This reduction is likely to be caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the ongoing cost of living crisis. Any trends will be carefully monitored and monthly targets reviewed and altered as necessary.

ECONOMY - Vibrant



PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
ECO12 Delivery of school based employability events	Economic Growth and Regeneration	Young people and Equalities	3	2	10	8	↑	✓	
LI363 Number of school-age work experience placements hosted in Gedling Borough Council	HR, Performance and Service Planning	Young people and Equalities	1	Tracking Indicator Only	16	Tracking Indicator Only	↑	📊	
LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Environment; Public Protection	Local Pride and Community Engagement	33	10	89	40	↑	✓	
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have	Public Protection	Local Pride and Community Engagement	6	5	45	20	↓	✓	

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
been remediated following the council's intervention									
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	234	124	570	497	↑	✓	
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	84	45	84	60	↑	✓	
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Sustainable Growth and Economy	100%	92%	100%	92%	▬	✓	
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	85.3%	86%	89.5%	86%	↓	✓	
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	92.1%	80%	86.5%	80%	↑	✓	

ENVIRONMENT - Sustainable









PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
ENVi3 Net number of new garden waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	1,198	375	1,198	500	↓	✓	
ENVi5 Net number of new trade waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	31	15	31	20	↑	✓	
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environment Portfolio	146.2kg	140kg	449.6kg	560kg	↑	⚠	This figure continues to fluctuate. The 'outcome' required being to lower the amount of residual waste going to tip. The only way of doing this is to encourage residents to recycle and put all there dry recyclables in the recyclables bin as opposed to the residual waste bin.

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									<p>The current PFI contract between Veolia and the County Council as lead waste authority does not include certain plastic films, fruit cartons, foils. This leads to these waste streams going into the residual bin. Equally the current increased figure will also be due to loads rejected due to contamination of recycling bins by nappies, food, textiles and glass.</p> <p>Ongoing work is progressing with the County Council and Veolia to improve the communication around what can and cannot be recycled and GBC are running a 'Please do not</p>

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									Contaminate your bin' campaign using smart phone QR code technology to educate and change behaviours around this performance indicator. This work is ongoing.
Page 23 NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environment Portfolio	35.0%	36.0%	34.4%	36.0%			The figure continues to fluctuate, though shows overall signs of improvement. However we are expected to miss target at the year end. We are experiencing a higher than normal volume of rejected loads at the recycling depot due to contamination of recyclables. To improve contamination the Council has introduced a number of initiatives in partnership with Veolia and other

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									districts in Nottinghamshire including a simpler recycling information leaflet.

HEALTHY lifestyles

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Environment	Local Pride and Community Engagement	95%	95%	95%	95%			
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,623	3,600	3,623	3,600			
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	246,374	200,000	750,535	800,000			
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,676	4,105	3,676	4,160			The leisure industry is still struggling to recover from the impact of Covid with memberships nationally down by 4.8% on pre Covid figures. The performance in Gedling is slightly worse than

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
									the national picture and is likely compounded by the impact of the cost of living challenges. The December DNA promotion brought in 313 new members, of which 77 cancelled their membership by 5th January.



Report to Cabinet

Subject: Sewerage Review working group recommendations

Date: 23 March 2023

Author: Democratic Services Manager

Wards Affected

All

Purpose

To present the report and recommendations of the working group that considered the issues surrounding sewerage and waterways across the borough.

Key Decision

This is not a key decision

Recommendation(s)

To:

- 1) Consider the report of the working group making comments where appropriate**
- 2) Refer the report to Cabinet so that a written response can be provided to the Overview and Scrutiny Committee within 28 days of receipt of the report**

1 Background

- 1.1 Members are reminded that part of the remit of Scrutiny is to deal with wider service or policy issues through the establishment of working groups, which take an in depth view of Council policies and plans as directed by the Overview Scrutiny Committee, and make recommendations to Cabinet accordingly. In accordance with the Scrutiny Improvement Plan 2010, a review is commissioned when:

- There is added value that this work will bring to the core priorities of the Council
- It is likely to make a difference if a working group undertake this work
- It is likely to lead to improved performance
- It is likely that the working group's recommendations will improve the lives of the residents of Gedling Borough
- It will increase Member awareness of important issues.

2 Proposal

- 2.1 Members of the Cabinet are asked to consider the report, attached at Appendix 1, and make any comments where appropriate
- 2.2 After the meeting, the relevant Portfolio Holder will be asked to provide a written response to the recommendations within 28 days. The response will be reported to a future Overview and Scrutiny Committee meeting.

3 Alternative Options

- 3.1 Under Executive governance arrangements the Cabinet is required to consider reports from the Scrutiny Committee so there are no alternative options.

4 Financial Implications

- 4.1 No direct financial implications have been identified in the report

5 Legal Implications

- 5.1 No direct legal implications have been identified in the report.

6 Equalities Implications

- 6.1 No specific equalities implications have been identified in the report, although in the case of this particular of scrutiny review the recommendations may contribute towards addressing inequalities.

7 Carbon Reduction/Environmental Sustainability Implications

- 7.1 No direct Carbon Reduction/Environmental Sustainability Implications have been identified in the report.

8 Appendices

8.1 Appendix 1 - Final report

9 Background Papers

9.1 None identified

10 Reasons for Recommendations

10.1 To comply with Executive governance arrangements and fulfil the role of the Overview and Scrutiny Committee.

This page is intentionally left blank

Report to: Overview and Scrutiny Committee

Subject: Final report and recommendations of the sewerage review working group

Date: 23 March 2023

Author: Democratic Services Manager

Working group members: Councillors Clunie, Adams, Boyle, Bosworth, Brooks, Creamer, Dunkin, Rachael Ellis, Hollingsworth, Paling, Pearson, M Smith and S Smith

Purpose of the report

To present the final report and recommendations of the sewerage review working group.

Background

The Overview and Scrutiny Committee established a working group to examine the impact of the sewerage discharge into the rivers and waterways in the area and to review options and make recommendations to better the situation. The working group was a result of a cross party motion regarding members concerns around sewerage that was brought to Council on 17 November 2021.

The specifics of the review focused on several items including:

- Discharge of sewerage
- Workings of the catchment area
- Measures to slow down the overflow into waterways. (Drainage ponds etc.)
- Recommendations for additional planning measures
- Potential use of education/resources to raise awareness and promotion of sewerage issues
- Reviewing of the local plan and current guidance to see what the Council already does so recommendations can be made as needed

Information

As highlighted by the variation of the specifics of this review, the issue of sewerage is very broad and runs across several disciplines and areas, all of which fall under the responsibility of several stakeholders. The working group convened for five meetings and were fortunate to hear from all of the key groups responsible for the management, regulation and protection of the waterways. These stakeholders were

invited to ensure the working group had a wide range of knowledge and insight into how the issues were affecting different types of organisations to try and get a well balanced view. The group heard from charities, government agencies, staff from the borough council, staff from the county council and the water company in charge of the wastewater management across Nottinghamshire.

The following stakeholders attended the meetings:

- Mike Avery, Head of Development and Place at Gedling Borough Council
- Kevin Nealon, Community Protection Manager at Gedling Borough Council
- Trent River Trust
- Environment Agency
- Severn Trent
- Wildlife Trust
- Sim Duhra, Climate Change Officer at Gedling Borough Council
- County Council officers

At each meeting, members heard how the sewerage issues affected each stakeholder differently, what measures they currently had in place to combat the issues and what they would recommend to be done to further aid these issues in the future.

Scott McKenzie - Trent Rivers Trust

At the first meeting of the group, members heard from Scott McKenzie, a representative from the Trent Rivers Trust (TRT). The TRT are a registered charity made up of conservation experts with a wealth of data and expertise who work with member trusts to make their shared vision a reality: wild, healthy, natural rivers, valued by all. They use their expertise, reach and member trusts' local knowledge to work with farmers, residents and organisations to provide advice and resources for communities. It was noted that their mission was:

- To help wildlife thrive in and around our rivers, streams and wetlands
- To reduce pollution entering our rivers and streams
- To help people and communities connect and value their river and floodplain
- To restore rivers streams and wetlands improving resilience to climate change

Scott highlighted that the project work TRT undertake fell into four main categories; river restoration, working with nature, land use and water and connecting people and the river. He gave some helpful insight into the issues with our waterways and noted that the majority of residents have very limited knowledge of the waterways and how their actions directly affect the current issues we are facing. He suggested that the Council could do more to encourage and educate residents on the issues.

Sim Duhra – Climate Change Officer at Gedling Borough Council

The second meeting of the group heard from Sim Duhra, Climate Change Officer at Gedling Borough Council. Sim gave an overview of the effects of climate change on

sewerage, noting the limitations the Council had in mitigating these. She advised that the Environment Agency (EA) were the environmental regulator of the water and sewerage sector in England and investigated and dealt with environmental pollution incidents.

It was noted that the Council had limited control over the majority of the sewerage issues across the borough, but could help to reduce some of the linked activities affecting it in a climate change regard by ensuring the carbon management strategy and action plan were being adhered to.

Mike Avery - Head of Development and Place and Kevin Nealon - Community Protection Manager, both at Gedling Borough Council

At the third meeting, members heard from two senior officers from the Council, Mike Avery, Head of Development and Place and Kevin Nealon, Community Protection Manager.

Mike gave an overview of planning policy and procedures, noting that planning permissions for new homes and commercial developments include drainage conditions which need to be discharged by the Council, before development may commence. It was explained that for any application, a Council planning officer works closely with Severn Trent and our Building Control team to ensure the drainage proposals are satisfactory. Developers require a separate consent from Severn Trent to connect any foul or surface water into their network Building Control officers can only issue a completion notice when they are satisfied that appropriate means of drainage for foul and surface water have been provided.

It was advised that the EA were the regulator of Severn Trent and the main role of the Council was to ensure that developments achieve appropriate foul water connection and a sustainable solution for surface water in accordance with planning policies and advice from the EA, Lead Local Flood Authority (NCC), Severn Trent and the Council's Building Control Team.

It was highlighted that more sustainable drainage methods and supporting policy would be the direction of travel for all local authorities, given the severe climate issues being faced which have included recent water shortages in some areas. Mike confirmed that emerging council policy would be mirroring this change and would welcome implementation of promotion of techniques and devices that would help protect waterways overflowing, such as water butts with developers and our residents.

It was noted that there was potential for the Council to use Soakaways on its own buildings and to harvest rainfall for other uses to reduce the amount of water going back into the system. It was agreed that these potential initiatives and the promotion of the benefits of rainwater harvesting across the Borough, would be reviewed as part of the recommendation review process.

Kevin then gave members an overview of how the Public Protection team helped to regulate the issues and confirmed their current enforcement powers. It was noted that Public Protection were no longer responsible for enforcement where drainage issues arose and that this role was now the responsibility of Severn Trent. He confirmed that the council still investigated misconnections and defective drainage in the borough, where needed.

It was explained that if drainage from one property was affecting another property, then the Public Protection team would investigate. It was noted that the council also probe food businesses to disclose their drainage processes to ensure fats and oils are disposed of correctly and that this was a factor when deciding the hygiene rating of each business, helping mitigate public health issues.

In order for members to get a greater understanding of how the treatment of sewerage worked across the borough, they visited the Stoke Bardolph sewerage treatment plant. Members toured the facility and saw first-hand how the sewerage was treated and how different things affected it. It was noted that they learned of the difficulties the facility faced with regards to flushing practices – one example being wet wipes, which do not always dissolve and can cause blockages when filtering the water. It was discussed that an education awareness campaign, led by the council, which confirmed what can and can't be flushed or drained would be beneficial.

Ben Driver and John Rattray - Nottinghamshire Wildlife Trust

The fourth meeting of the group heard from Ben Driver and John Rattray of the Nottinghamshire Wildlife Trust, the leading wildlife conservation charity working to protect and enhance the wildlife and habitats of Nottinghamshire. The charity care for dozens of nature reserves across the county, including a mixture of valuable wildlife habitats ranging from wildflower meadows to ancient woodlands. They engage the local community through events, education and volunteering opportunities and seek to ensure the county is a healthy and wildlife rich place to live.

It was explained that the trust covers many different areas across the country, each of which is their own individual charity under the Wildlife Trust. Although the charities were separated across the different areas, they also collaborated on projects as well. They confirmed there are two Wildlife Trust teams in the Nottingham area (north and south).

Ben confirmed that the trust employed officers that work closely with the local water providers, such as Severn Trent, to improve sewerage works. They collaborate with farmers to mitigate pollution entering the waterways and they also work to identify suitable locations for soak-away ponds or areas with poor embankments that require attention. The Wildlife Trust also offers their advice on planning matters for local authorities such as how a development might impact the local wildlife, suitable locations for water suds and more.

Suggestions for actions by the council were given by the Ben and John, as follows:

- Educate and raise awareness of pollution issues and plan health initiatives throughout Gedling;
- Education on permeable driveways;
- Education on what is flushable/drainable and what is not;
- Sewerage Tanks can be filtered back into bed systems, reducing pollution to clean up the water quality; and
- Water suds are a missed opportunity and help a great deal. More priority could be given to suds where planning developments go ahead.

At the last meeting of the working group, members heard from Richard Hardy (Senior Environment Officer Water Quality at the Environment agency), Ian Smith and Matt Lewis (Managers at Severn Trent) and Joshua Wells (Flood Risk Management Team at Nottinghamshire County Council). It was noted that these last three stakeholders held the majority of responsibility when it came to the management, regulation and protection of the waterways.

Richard Hardy - Senior Environment Officer Water Quality at the Environment agency

Richard gave a presentation to members first, which provided an overview on functions of the Environment Agency (EA), including staffing data.

The presentation provided insight into which facilities in the local area discharged, noting that the main sewage discharges in the borough were Stoke Bardolph, Calverton and Burton Joyce SPS.

It was confirmed that the EA collected lots of data and evidence about sewage discharges and pollution incidents, which included:

- Event duration monitoring data - Storm sewage spill data from water company storm overflows;
- Operator self-monitoring data – Analysis results of water quality monitoring carried out by water companies of effluents discharges to the environment'
- Flow monitoring data about the quantity of effluents that is treated and discharged at water company sewage treatment works;
- The EA have an annual programme of inspections at permitted water discharge sites, this includes Sewage Treatment Works, Sewage Pumping Stations, Combined Sewer Overflows and Water Treatment Works;
- The EA also respond to investigate pollution incidents and collects water samples and evidence of any offences being committed and take enforcement action (Prosecution, enforcement undertakings, notices and warnings);
- There can be many reasons for pollution incidents occurring, for example for water company pollution incidents, the main source is from foul sewers that become blocked.

Richard then broke down the processes of the sewerage system and the difference between separate and combined sewerage and the issues that can arise from them. He confirmed that new systems had separate pipes for foul and surface water and that separate systems reduced the risk of overflowing, however further downstream, it is possible that this new system runs into an older, combined system.

The group heard that some sewage treatment works had storm tanks that provided storage when the incoming flow was greater than capacity to treat. It was noted that if the storm tanks were full and this occurs, the treatment works are allowed to spill to stop the works being flooded and foul water backing up the system and flooding properties. Richard confirmed that all spills were monitored as required by the Government and are controlled through environment permits (discharge permits).

Richard confirmed that the EA administer and regulate discharge permits under the Environmental Permitting Regulations. These permits have various different water quality parameters to adhere to dependent on what is being discharged. It was confirmed that there is no limit to how often a storm overflow operates, providing it is compliant with their permit. If information suggested an overflow was operating when it should not be, such as during dry weather, this was considered non-compliant and the EA would investigate.

Members were then introduced to the environment performance assessments, undertaken by the EA, which were the formal assessment by officers of water providers. It was noted that Gedling's provider, Severn Trent Water, received 4 out of 4 stars – the highest rating.

Finally, members were provided with information on Ranil Jayawardina, the new Environment Secretary, which highlighted the changes his position had introduced. Some of the changes were:

- Storm Overflows Discharge Reduction Plan (August 2022)
- Policy that confirms water companies will only be permitted to discharge from a storm overflow where they can demonstrate that there is no local adverse ecological impact.
- Policy that confirms storm overflows will not be permitted to discharge above an average of 10 rainfall events per year by 2050

Suggestions for actions by the council were given by Richard, as below:

- Blockage mitigation/education on flushable items; and
- More sustainable urban drainage on developments such as soakaways and suds

Ian Smith and Matt Lewis - Severn Trent

Ian and Matt gave members a presentation offering an overview of Severn Trent's ongoing programmes and statistics which included the following:

- Severn Trent provide 8m people across the region with water and wastewater services. Employ over 7,000 people and are supported by an extensive supply chain of around 2,800 direct suppliers;
- They maintain over 49,000km of clean water and 92,000km of sewer pipes;
- They have been awarded the top 4* rating by the Environment Agency for their environmental performance;
- They have launched their river pledges initiative which includes 5 pledges:
 - Ensure storm overflows and sewage treatment works do not harm rivers
 - Create more opportunities for everyone to enjoy the region's rivers
 - Support others to improve and care for rivers
 - Enhance their rivers and create new habitats so wildlife can thrive
 - Be open and transparent about their performance and plans
- They have invested £1.5bn on environmental initiatives including the Great Big Nature Boost. This plans to restore peatland, revive 12,000 acres of land, plant 1.3m trees, and restore 2,000km of rivers by 2030;
- They have a Triple Carbon Pledge 2030: 100% Electric Fleet, 100% Renewable Energy, Net Zero Carbon Emissions;
- They have supported 500 Kick-start placements for 16- to 24-year-olds – many have joined them permanently; and
- They are supporting the post-Covid economy with £566m green recovery investment.

Ian assured members that Severn Trent were very keen to do right by the environment, highlighting their collaborations with other water companies to try and reduce their overall impact on the environment. He then provided information on the main causes for discharges, such as overflows where surface water from heavy rainfall reaches the foul water system, becoming overloaded.

Matt informed members of Severn Trent's Green Structure plans, such as bathing rivers to allow for outdoor water sports and activities, without the concerns of whether discharges have happened. He confirmed this was expected to be an £80 – £90 million investment. It was also noted that as part of their Carbon Neutral Strategy, Severn Trent have been planting trees and introducing wildlife where possible in an effort to reach goals set by the strategy.

It was highlighted that research had shown that water companies on average contribute 23% of harm to local rivers and waterways nationwide, with Severn Trent currently at 17% and expected to fall to 15%. Severn Trent noted they have been

working closely with the agriculture sector, who also contribute towards this, in an effort to reduce their impact on the environment.

Severn Trent currently invest £100 million a year in the sewer network and also continue to identify areas where improvements can be made. A local example of this is the Richard Herrod Centre's car park, which has been identified as somewhere where a tank to store rainwater could be placed, preventing the rainwater from reaching the foul water system.

Suggestions for actions by the council were given by Ian and Matt, as below:

- Where new developments are concerned, it would be ideal if developers could introduce separate systems, preventing surface/rain water from draining into the sewer system. This will relieve the system, reducing the need for discharges in the borough;
- Severn Trent are consulted too late in the development process to offer alternatives or advice on how best to plan for the drainage of new builds. It would be ideal if communication channels could be improved to allow for consultation on drainage matters. Planning forums to liaise with Severn Trent could be of use here as misconnections typically occur when changes are made to existing properties; and
- Educate the public on customer misuse, such as flushing baby wipes

Joshua Wells - Flood Risk Management Team at Nottinghamshire County Council

Finally Joshua informed members of the County Councils responsibilities with regards to local drainage regulations. He noted they ensure new developments respect the drainage hierarchy and liaise with developers to reduce the run off rates via on site rain water storage. As part of this, he noted that it was expected that the use of water suds will increase and that this should help with supporting local wildlife as well.

Suggestions for actions by the council were given by Joshua, as below:

- Improve communication channels, particularly where planning is concerned. He highlighted that building rapport between organisations can encourage innovations, reducing the impact we have on our local environments.

Analysis (member written)

Most of the information gathered during the review has concluded that the most effective things the council can do are:

- help reduce the amount of water going into the sewerage system; and
- educate residents to reduce the disposal of damaging products into the sewerage system

It is helpful to know that there are actions that the council can do in relation to planning new developments which can help in this area. It would be ideal if the council followed the recommendations and established the planning forum so that new developments had the input from all stakeholders at the heart of the initial plans. This could be further aided by other initiatives such as well-placed suds, the use of water butts and rainwater harvesting.

Members are pleased to have had the opportunity to review the sewerage process and to make recommendations and would recommend that the council keeps an eye on discharges into the local waterways, to continue to protect the people of the Borough of Gedling.

Conclusions

It is clear that there are several components that have an impact on the sewerage issues across the borough and that a coordinated approach is needed by several stakeholders. Although the council have no direct control of the management and regulation of the waterways, there are actions that can be taken than can help aid the protection of them.

The council are responsible for getting key messages out to its residents and as such education is at the heart of the actions the council take to aid the situation. The council have a strong communications team who, with the help of relevant departments and external stakeholders, could ensure that key messages can be shared with all residents in the borough in the most appropriate and efficient ways.

Actions by the planning team are also key in ensuring that the council are using their resources and relationships to their full potential to influence drainage requirements. The planning team have the ability to create an open channel of communication between themselves, developers and Severn Trent to ensure collaboration on necessary projects/decisions.

The Overview and Scrutiny Committee recommends that the Council:

- 1) Raises general awareness of pollution issues;
- 2) Promotes permeable driveways and surfaces;
- 3) Raises awareness on what the public can flush, endorsing existing relevant campaigns;
- 4) Ensuring that, where feasible, new developments utilise sustained urban drainage systems;
- 5) Consults Severn Trent on all major developments in the borough, to ensure they can give information on best placed drainage sites based on current systems in place;
- 6) Actively engages with Severn Trent through the established Gedling developers forum; and
- 7) Educates residents on money saving ideas regarding the installation of water flow and drainage devices

This page is intentionally left blank



Report to Overview and Scrutiny Committee

Subject: Review of the implementation of the Waste & Recycling policy

Date: 23 March 2023

Author: Democratic Services Manager

Purpose

To review the implementation of the Waste & Recycling policy and make comments as necessary.

Recommendation(s)

That the Overview and Scrutiny Committee:

- 1) Notes the report and makes comment on the information provided, as necessary.

1 Background

At the Overview and Scrutiny Committee on 6 September 2021, members noted the findings of the working group for Waste Policy and recommended the draft Waste & Recycling Policy to Cabinet for adoption. The policy was first presented to Cabinet on 27 January 2022, where it was approved that the draft policy would go to consultation. The final report was then approved by Cabinet on 16 June 2022.

As part of the scrutiny review process, this committee is now receiving an update on the implementation of this policy. The implementation report can be found at appendix 1.

3 Financial implications

There are no financial implications arising from this report.

4 Legal implications

There are no legal implications arising from this report.

5 Equalities implications

There are no equalities implications arising from this report

6 Carbon reduction/sustainability implications

- 6.1 The Waste Policy supports the efficient collection of waste which supports the carbon reduction agenda through minimisation of journeys by the fleet.

- 6.2 The Waste Policy supports environmental sustainability through the stated aims of increasing recycling levels and reducing levels of contamination in recycling across the Borough.

- 6.3 The Waste Policy also supports environmental sustainability through the stated aim of reducing levels of residual waste per household.

7 Appendices

Appendix 1 – Implementation report on Waste & Recycling policy

Title of the review: Waste policy review

Date review completed: 23 August 2021

Date presented to Cabinet: 27 January 2022 (consultation) & 16 June 2022 (final adoption of policy)

Portfolio Holder: Cllr Peter Barnes (at time of review) – now Cllr Ron McCrossen

Chair of the review group: Councillor Liz Clunie

Officers supporting the review: Helen Lee/Alec Dubberley

Officers supporting the update: Mick Morley/Esther Storer

The working group for Waste Policy did not suggest recommendations in the traditional way so the usual implementation review mechanisms are not possible. We will however, be reviewing the success of the key elements that influenced the approved policy to ensure it is supportive of the key objectives of an efficient and effective waste service.

The elements originally proposed as key were below:

- Clarity of the responsibilities of householders in terms of “rules” for waste and recycling
- Consistent communication through all channels was vital
- Working with partners such as the County and District Councils and the contractor within the two-tier local government system was essential
- Focus on the big issues within policy and link to enforcement
- Clarity of the responsibilities of the Council in the delivery of the waste and recycling services
- Options for enforcement actions relating to all elements of the policy
- Commitment to the policy needs to be from the crews right through the layers of the organisation, with clear understanding
- Options was the critical element of enforcement to provide the opportunity to be consistent and proportionate:
 - o Educate and inform householders in simple clear messages containing the policy requirements in the first instance with clear communication
 - o Ongoing communication and reminders were essential for householders with fortnightly information across communication channels to reinforce policy
 - o Options to take action where householders are not compliant to be focussed on the key issues of contamination in particular
 - o Cease treating contaminated bins as missed bins

- If a Garden Waste bin replacement is required due to customer damage, it will attract a fee. This fee will only apply if replacement due to resident damage or loss
- A replacement black (residual) bin will also attract a fee if due to loss or damage by a resident
- Ability to take enforcement action for the issue of vehicles blocking access to streets for the bin lorries and preventing collection of waste for whole streets

Comments on the success and implementation of the policy have been provided by the Parks and Street Care team as below:

Following the introduction of the Council's new Waste & Recycling Policy, and the priority in the Corporate Plan to approve and implement a plan of action to increase levels of recycling and reduce contamination levels and levels of residual waste, the Waste & Recycling Policy was adopted in June 2022 and set out seven primary aims:

- A proportionate and considered approach to waste collection across the Borough
- Clarity and communication for residents to support GBC's recycling targets
- Reduction in black bin (residual) waste
- Increase in recycling rates
- Reduction in contamination of waste streams
- Clarity of measures that will be taken for those who continually contaminate or do not comply with this policy
- Minimisation of the carbon impact of the Waste Service, including fleet mileage and route optimisation

A new Waste and Fleet Manager was recruited in August 2022 and was tasked with helping to give the Waste and Recycling team fresh focus in targeting households that contaminate their recycling bins.

In September 2022 in conjunction with the communications team a small trial using 250 contaminated bin tags with QR codes printed on them was rolled out in the Netherfield and Colwick areas. Where the crew came across a contaminated bin, they tagged it and in doing so highlighted the contamination in the recycling bins to the resident concerned who was invited to scan the tag, which acknowledged the contamination direct to the Communications Team and gave the resident information on the contaminants and the requirement to remove them from the bin before presenting for collection again.

Considered a success, as residents used the tags, a larger scaled up trial will be required to cover a greater area in the Borough where contamination continues to be an issue throughout 2023/24. Advertising the bag tag through GBC website, local media, Facebook and other outlets will be key to its success.

The waste team also continue to identify through the in cab technology those residents that have contaminated their recycling bins allowing the admin team to write and notify those households to assist them in putting the correct items in their

recycling bins. We currently hold an accurate data base that can identify the regular households that do continually contaminate the recycling bins, and are using this data to building awareness using an educational approach to help residents understand their role, and assist with improving recycling and operating efficient services. Much work is also being undertaken with engagement / working closely with property managers and social landlords around collective bin stores for this reason also.

For example, the current long-term recycling contract between Nottinghamshire County Council and Veolia accepts some but not all types of plastics, with plastics being all plastic bottles; yoghurt pots and margarine tubs. Carrier bags, plastic films and plastic food trays are not recyclable at present. The Council will always seek to provide clearer guidance, advice and education as follows:

Non-compliance will result in a sticker or 'contaminated bin tag' being placed on the bin, and a note added to the Council system. A recurrence of that non-compliance results in a personal visit, or by provision of education information to ensure that the Policy is fully understood, and allows the resident time to address any issues or misunderstandings regarding the presentation of their waste and recycling for collection. In most situations, this education process resolves the issue.

However, if necessary, a Section 46 Notice is issued to inform the resident how they must present their bin correctly in order to avoid further action. Following this, now we have the resources in place a Fixed Penalty enforcement notice will be issued as required against habitual offenders.

Advances in Technology

There was an identified need to employ extra staff resource in the waste department in the form of a 'Waste Projects Officer' to deliver to this agenda as the current 'in cab' reporting system is being migrated from Bartec which is in the process of being replaced by Abavus. They are working in support of the Waste manager on this project.

This system will be in place in June 2023 and as part of this process 'refuse rounds' data is being sense checked, routes optimised where necessary and updated and for the first time we are including Garden Waste and Trade Waste Rounds in the process. This will be linked in real time with customer services allowing residents instant access to report missed collections through a 'My Gedling App'. The new App combines incorporated fail safes to only incorporate genuine missed collections.

Where the crews are required to report contaminated bins, missed bins, missed streets or blocked access and skipped streets, the App will re-route the crews at the end of the shift to collect all genuine missed collections and skipped streets. Abavus will not permit the residents to report a bin contaminated bins or missed collections if the crew have reported them through Abavus on the collection day it will also notify them that the street has been skipped due to blocked access and the crew will return on the day of collection. This will cut down on calls to our Call centre, by filtering only those calls of a relevant nature through.

Summary

We continue to consolidate and deliver the policy whilst implementing in new In Cab and CRM systems. Moving forward to 2023/24, the correct communication with bin tags and the integration of Abavus, the waste policy will be fully implemented. This should see a reduction in call handling requirements, missed bins, bin contamination and black bin (residual) waste. It will also hopefully mean an increase in recycling rates meaning all aims as set out in the policy are on target to be achieved.