

REPORT UNDER RULE 2(vi) OF THE COUNCIL PROCEDURE RULES

Report by Councillor Fay Smith, Portfolio Holder for Environmental Services and Public Protection

Council will be aware of the many services that come under my portfolio. I have tried in this report to bring Council up to date with all the activities that have taken place over the last year.

Performance Report 2018

1. Waste/Recycling

In last year's report, and indeed in a separate report to committee on this subject, I flagged up that there were issues of note with the City Council's waste streams, and that specifically we were facing issues of increasing 'contamination' within the recycling commodities collected. I also identified that this was not just an issue for Lincoln, but that it was also affecting all of Lincolnshire. Since that time little has changed in terms of 'contamination' rates, but I am pleased to report that, following a change of Portfolio Holder at the County Council, there is now increased recognition of the need for joint action, and increasing engagement with districts on the issues. Indeed the county have put additional staff resources into the progression of a new Joint Municipal Waste Management Strategy, and this is being drafted presently. It is expected that structured engagement with the public about the contents of the strategy will take place shortly.

The Council's combined recycling and composting rate at the end of quarter 2 was 39.1% (18.65% recycling and 20.42% composting). Quarter 3 outcomes are not yet available.

Recycling tonnages by the end of quarter 2 were around 1% lower than at the same point in the previous year.

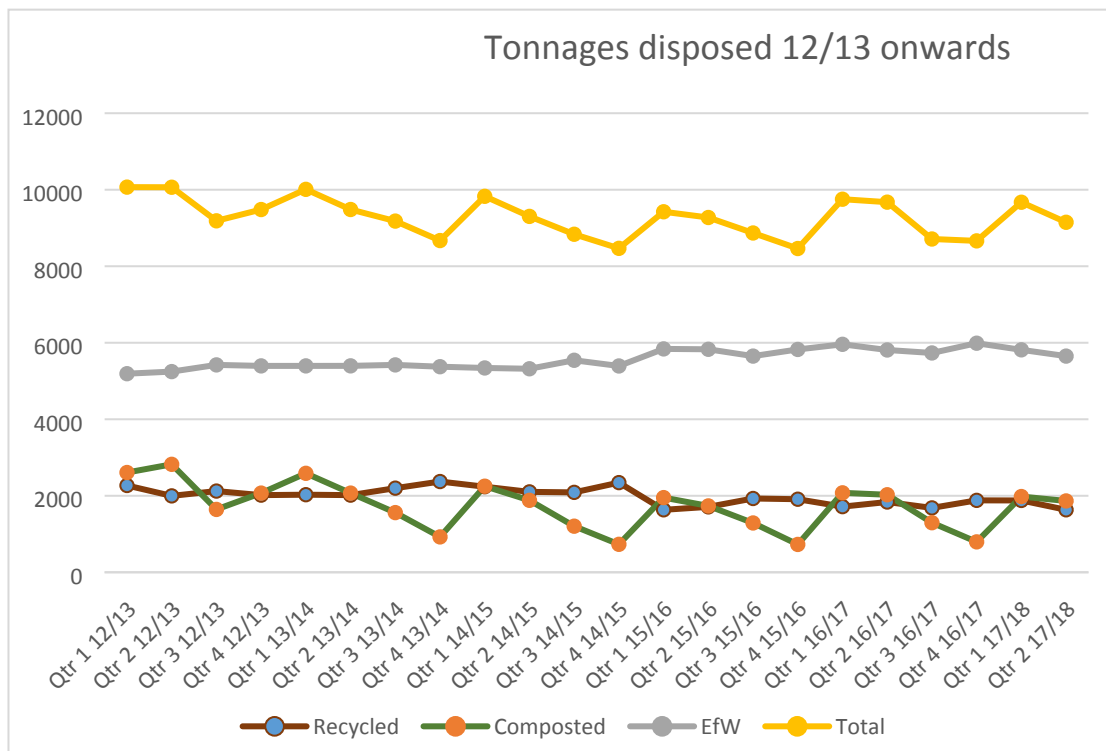
Composting tonnages were around 6.3% lower than the previous year and the number of residents using the garden waste service was 16,355 at 15th February compared with 16,661 the previous year. The tonnage of composting waste collected varies quite dramatically in a manner which can only be attributed to differing weather conditions from one year to the next.

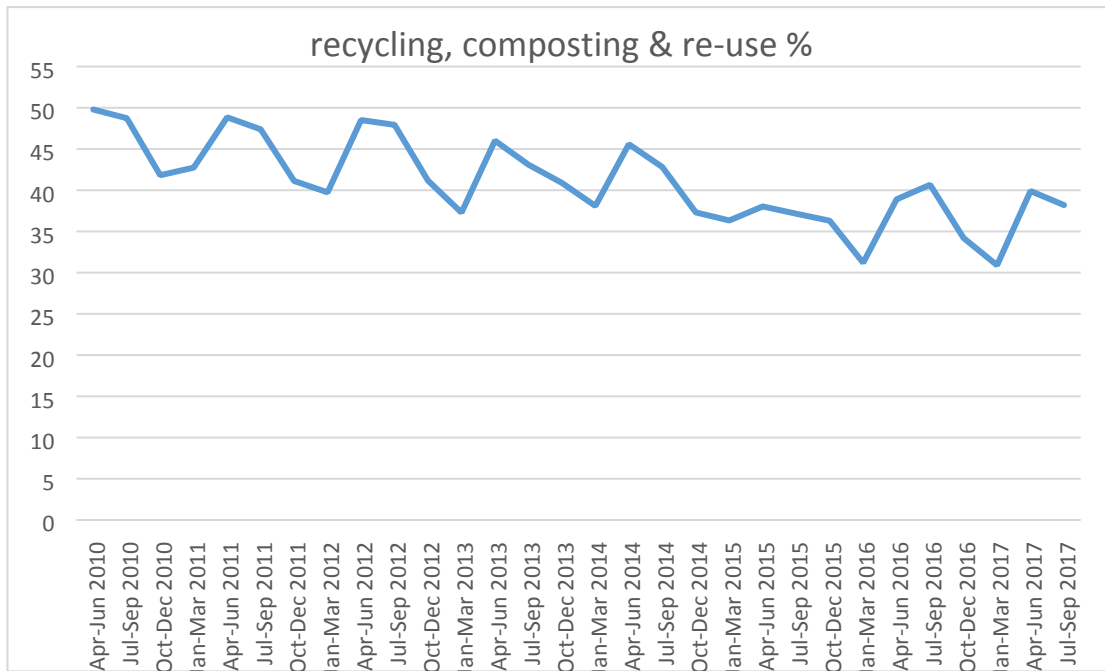
Residual waste tonnages has decreased by 2.5% (304 Tonnes) on the previous year despite the city continuing to grow, showing that in general people are throwing less away.

The first graph below shows tonnages 'disposed of' since April 2012, in terms of garden waste, dry recycling, residual waste and the total. This shows that residual (black bin) waste has increased over time although there has been a decrease in recent quarters. Generally, an increase is to be expected as the city grows, although other factors can affect waste tonnages, such as the financial

climate (in a recession, people throw less away). Garden waste has the expected seasonal ups and downs, and this is affected by extremes of weather. Recycling tonnages have followed a similar trend to residual waste over the last four quarters.

The second graph shows the Council’s combined recycling, composting and re-use performance over the past eight years. The peaks and troughs generally reflect the seasonal effects on the garden waste service but a general downward trend is apparent. However the period April to June 2017 had the highest performance since that same quarter in 2014. Whilst this is good news, we continue to monitor performance, in the light of the ongoing contamination problems mentioned above.





The November 2017 Citizens Panel survey results showed that satisfaction for waste collection services remains very high. 94% of respondents reported being very or fairly satisfied with the residual waste service overall and 92% reported being very or fairly satisfied with the recycling service. Of those who used the garden waste service, 94.1% reported feeling very or fairly satisfied, which is an increase on the previous year's survey results of 93.2%.

Accepting that this is not strictly speaking a performance issue, I would like to flag up something that has a bearing I believe. The waste industry is very tightly observed for compliance with health and safety legislation, as it is considered by the HSE to be a high risk industry. As a consequence considerable time and effort goes into making sure that our services are as safe as they can be, with council and contract staff working side by side in a spirit of constant vigilance and improvement. With the agreement of the Chair I have obtained permission to show you a short 2 minute video highlighting just one of the risks faced by crews arising from inconsiderate behaviour from some members of the public. It is an example of proactive work by our contractor, and I welcome this opportunity to promote their good efforts publicly.

2. Cleansing

This covers all areas of street cleansing, including street sweeping, litter picking, litter bin emptying, fly tipping, and the removal of graffiti and abandoned vehicles.

In the summer a Citizens Panel Survey ,76.4 % of respondents who gave a view reported being very or fairly satisfied with the cleanliness of the City

Fly tipping continued to be an issue for us this year in certain areas of the city. Despite our targeted efforts the previous year, the Sincil Bank area remains the area of highest demand. More fly tipping is taken out of this area than any other, and more littering of the streets takes place. Outside of the city centre, the Sincil

Bank area receives the most attention city-wide, and we continue to search for ways to improve this situation, acknowledging the limited staff and financial resource we have available. Making use of the more flexible CCTV system we are expecting to be able to deploy cameras into some streets as a trial by the summer, which we hope will be a useful deterrent. Its effectiveness will be monitored.

Graffiti has also been an escalating problem this year, and more recently we have seen concerted repeat attacks in a number of areas. We have endeavoured to respond to reports but also endured renewed graffiti attacks only a day or two after clearance, which can be soul destroying for staff and residents alike.

Decreased scrap values have led to a significant increase in the number of abandoned vehicles on city streets. Although overall the number remains relatively low, it is a worrying trend that once again places pressures on staff and budgets.

Finally in this section I would make reference to the provision of dog waste and litter bins. Accepting that there is no requirement to have two types of bin, often side by side, I have asked staff to stop buying dog waste bins, and instead to gradually transition to joint use of the litter bins. Suitable stickers are being put on all litter bins and the public are gradually being educated that dog waste does not have to go in a special bin. The transition will be gradual and longer term, but should reduce pressure on budgets and remove unnecessary street clutter.

3. Public Toilets

This service has again achieved high standards, with four of its city centre toilets being entered for, and receiving, awards in the national Loo of the Year awards: Tentercroft St toilets, Lucy Tower St toilets, Castle Square toilets and Westgate toilets all attained Gold standard, with the service overall being commended by being awarded Premier League standard. All attendants were judged to be of Attendant Of The Year Award standard. This is an increasingly important independent accreditation, especially given the recent move to charging.

Charges of 20p per use have been in operation at some facilities now for about a year (started January 2017). Lucy Tower Street and Castle Square have been the first two to move to charges, and I am pleased to report that this has been remarkably well received. Feedback has been mixed at times, but overall people have said that they are willing to pay 20p provided the facilities are safe, clean and attended. Staff have reported that the toilets are suffering much less damage/abuse.

New to the charging scheme are now the Bus Station and Tentercroft Street. Both offer good quality facilities and have a layout that is suited to charging. Early indications are that there has been little complaint at the charges.

In terms of overall provision the city has enhanced its accessible toilet provision this year, with a new accessible toilet at the bus station supplemented by a full Changing Places facility. These are free to use by making a request to staff, or

more regular users can obtain an unlimited access card at a cost of £5. This access system is proving very effective and consideration is being given to expanding it to other locations, given the problems seen with the Radar key scheme. Additionally it should be noted that new public toilet facilities have also been provided in Boutham Park, as a part of the restoration work, and that this too includes for public access to a Changing Places toilet within the Linkage Community Trust facilities.

4. CCTV

This has been a huge year for CCTV, with major changes installed for the system. A recent invitation was issued to all members to visit and be briefed on the new system, which I know some have taken up. For those that have not received the briefing, the Council's system is now much expanded to over 300 cameras, and with quality of images now as good as can be achieved in any modern CCTV system.

Critically the system is now fully wireless based, making flexibility of use greater and at a much lower operating cost, and the images are now digital, rather than analogue. This means that the images can be used in many new and exciting ways including for such advances as number plate and facial recognition systems. There are other innovations coming available in the near future and so members should expect the value of CCTV to the council to grow in the coming years.

It is also worth noting that the use of wireless technology for transferring camera images means that it is now possible to provide a free public Wi-Fi system in the city centre. This is being developed currently and is expected to 'go live' this spring.

To the end of quarter 3, CCTV operators had handled 10,323 incidents this year. This includes requests from the Police to follow incidents and those discovered proactively. This compares with 10,771 in the same period in the previous year. This has been a challenging time for the operators, with a move to a temporary control room for some of the works. More recently we have seen an increase in the number of incidents as a result of the upgraded technology. I anticipate this Portfolio being able to report very positive outcomes from these changes in the future.

5. Public Protection and Anti-Social Behaviour

During the financial year to date the PPASB team have responded to 2856 requests for service. Demand for service over the last 3 years has averaged at just over 4000 service requests per year.

Fly tipping, bin presentation and street waste has reduced over the year from 2016/17 however continues to be a large proportion of requests for service constituting approximately 20% of overall demand. This includes issues such as fly tipping, bins on the street and waste accumulations in public. Animal issues are the next largest driver with just over 20% of demand (this has risen slightly compared to

2016/17), this includes issues such as accumulations of fouling, pet shop issues and stray/lost dogs. Noise nuisance makes up 15% of Service requests with licensing consultations relating to noise makeup a further 10% of service requests. ASB makes up 10% of service requests. Both noise and ASB have increased by around 20% compared to 2016/17. The remaining demand is made up of nuisance issues including smoking chimneys, light and odours and pests etc.

Target response times for the service are generally around three working days, with more serious cases requiring more urgent response. To date this year the achievement against this target is in excess of 95%, which is 3% higher than the previous year's figures.

To date this year, the team have served 97 'notices'. Notices are legal documents that come under varying pieces of legislation and allow us to place legal restrictions or requirements on individuals. The team have also completed, or are in the process of completing 69 Prosecutions, 1 Closure Order, 4 Injunctions and 2 Criminal Behaviour Orders throughout this financial year.

In relation to how many cases the team actually resolve, this is measured by how many complaints come back in to the team within six months of closure. To date this year 2.6% of cases have been found to be unresolved in the medium to long term. This figure has fluctuated in the previous three years as follows; 3% for 16/17 5% for 15/16, 4% for 14/15 and 7% for 13/14. It is encouraging to see this figure at its lowest since the introduction of PPASB.

Satisfaction measures are now well embedded across the services and this year an average satisfaction rate of 81% has been achieved in response to the question which asks people how happy they are with the way their complaint was dealt with. In the last quarter, we have seen this figure rise to 89% following additional work done in this area. Over the course of the year we have seen figures fluctuate somewhat from as low as 44% to as high as 100%. Low satisfaction has appeared to be due to low return rates of customer satisfaction where only a handful of responses have been received and of these half have had poor feedback. This has now been address by changing from paper customer satisfaction to Customer Services telephoning customers to gather feedback. This has increased our sample size and satisfaction rates dramatically. Given the nature of the service customer satisfaction can be difficult to achieve consistently however we continue to review processes based on customer feedback where appropriate.

The PPASB teams dedicated enforcement officer has issued a total of 550 tickets so far this financial year.

The Council has reviewed and renewed the city centre Public Space Protection Order (PSPO). The PPASB team along with partners will continue to engage with individuals that do not comply with the requirements of the PSPO.

Throughout the course of the previous year the team have also developed and refined policy in relation to Animals, this includes an Animal Welfare Charter. The Animals policy has attracted much interest and has received an award from the RSPCA.

Over the past year the team has relocated bringing the whole PPASB Team together in one office for the first time. This move has been enabled due to on-going discussions which seek to relocate some community policing staff in to City Hall to ensure they are close to the communities they serve, increase communication and partnership working and further support the public services hub initiative. Police partners are due to move into the PPASB team in summer 2018.

The last year has seen the appointment of a new Service Manager following the resignation of the previous manager in summer 2017. This has provided an opportunity to bring the licensing service under the direction of the PPASB Service Manager. This is a positive change that will increase the partnership working between the two teams. The Licensing team is also a welcome addition to the community safety hub that is being created with PPASB and Police.

6. Licensing

This year the Licensing Team have moved under the PPASB Team Service Manager. This offers an opportunity to increase partnership working with PPASB and to also look to increase proactive inspections and enforcement of licensing conditions in line with policy.

The end of the 2018 financial year see's Kev Barron take his well-earned retirement.

The team continued to maintain a close working relationship partners, the various trades requiring licences as well as giving advice and assistance to new licensee's.

Licensing Act 2003

- There are 404 current live licences/club premises certificates (compared with 398 at end of 2016) with 20 new applications and 16 variations made (6 major and 9 minor).
- There were 2 application's made for a new premises licence which was objected and resulted in a hearing, both licences granted. There was 1 review made which resulted in a hearing licence granted.

Personal Licences

There are 1472 current personal licences with 69 new applications.

The annual maintenance fees for premises licences for the current financial year (2017/18) to date has seen a recovery rate of 90.90% i.e. of the £13,130 of Outstanding fees referred to the team, £11,935 was recovered. £1,195 left to recover

This is gradually reducing over the years, indicating that licensees are paying their fees and not having them referred to the team for recovery.

Taxi Licensing

During the year the team has dealt with the supervision/grant/renewal of the following licences:

- 19 Private Hire Operators;
- 485 Private Hire Drivers;
- 437 Private Hire Vehicles;
- 36 Hackney Carriage drivers;
- 31 Hackney Carriage Vehicles;
- 58 Hackney Carriage Test Certificates; and
- 724 private hire test certificates.

Of the number above 8 new applicants had licences granted.

(This is broadly the same as 2016/17 data)

In addition to this there have been 15 drivers referred to committee. 7 of these were current drivers. 2 of the 7 has their licence revoked by committee with 1 appealing the decision which was upheld by magistrates. 1 of the 7 drivers was suspended by committee.

Also we have granted 1 specialist vehicle licence for a Lamborghini and will introduce Section 167 of the Equality Act 2010 requiring us to keep a list of designated wheelchair accessible vehicles.

Gambling Act 2005

There are currently;

- 18 betting shops;
- 2 bingo premises;
- 1 adult gaming centre
- 12 licensed premises gaming machines;
- 50 gaming machine notices;
- 14 licensed club machine premises; and
- 35 small society lotteries.

Scrap Metal Dealers Act 2013

- 1 Current Scrap Metal Site Licence (Expires June 2018 3 year licence)
- 3 Scrap Metal Collectors Renewals Issued.

These are both small decreases on previous years and are likely due to the falling price of scrap metal.

Other Licensing Functions

The team deals with many other licensing functions which include:

- 58 Registrations for Horses on the Commons;
- 90 Street Collection Permits
- 19 House to House Collection Permits;
- 7 Animal Boarding Establishment (1 Cattery and 6 Home Boarding of Dogs). There was an increase of one animal boarding licence in 2017/18.
- 2 Riding Establishments
- 1 Sex Shop and 2 Sexual Entertainment Venues.
- 1 Street Trader

There have been 2 enquiries over the year to keep a dangerous wild animals, but no applications received to date.

The team have also had 1 Sex Shop Licence that will be going to committee due to their licence expiring and 1 Home Boarding for Dogs going to committee.

7. .Food, Health and Safety

Food Safety

Volume of Work (01/01/17 – 31/12/17)

- Service Requests (Complaints, food hazard warnings and requests for advice) – 1273
- Inspections – 519
- Samples Taken - 86
- Infectious Disease Investigations – 114
- Welfare Funerals – 15

Official Controls Delivered

Between 01 January 2017 and 31 December 2017, 519 inspections were carried out. At the end of the third quarter, the number of inspections carried out was 84.5% which is below the target of 97%, this is largely due to a depletion in full time staff.

One Environmental Health Officer has been acting up into a Team Leader role, staff turnover with a period of 3 months between an officer leaving and their replacement starting, an increase in sickness levels and the absence of a Food Safety Officer for 6 months. In addition, an Environmental Health Officer was redeployed to cover sickness absence in the Corporate Health and Safety team. In mitigation, an agency worker was employed within the resources available which was the equivalent of 30 days.

The service however continues to focus on those businesses that present the greatest risk to public health.

Between 01 January 2017 and 31 December 2017, 245 written warnings were issued, 1 Hygiene Improvement Notice served and there have been 3 voluntary

closures. The closures were due to a worsening cockroach infestation, a business with a lack of hot water and a business that was very dirty and had their gas supply disconnected.

The decrease in enforcement action taken, is due to the team focusing on those non-compliant businesses that are of most risk to public health. This is reflected in an increase in compliance which can be seen in the table below.

As of December 2017, 98% of the City's food businesses are considered to be compliant against a target of 97%, which can be seen in the table below.

Table FHS 4 – Percentage of food premises that are fully or broadly compliant with food safety requirements.

	Fully Compliant %	Broadly Compliant %	Non-Compliant %	New businesses %	Total Premises
December 13	73	22	3	2	1056
December 14	75	22	2	1	1053
December 15	75	20	3	2	1038
December 16	77	18	4	2	1029
December 17	82	16	1	1	1005

Food Hygiene Ratings Of Businesses Within The City

As of March 2018, the food hygiene ratings for businesses that fall within the Food Standard's Agency's Food Hygiene Rating Scheme can be seen below. The increase in the number of businesses rated as 5 has increased, which is a reflection of the increase in fully compliant businesses.

Food hygiene rating	No. of businesses			
	2015	2016	2017	2018
5 (Very Good)	645	651	680	723
4 (Good)	174	150	133	113
3 (Generally Satisfactory)	58	58	48	31
2 (Improvement Necessary)	13	11	12	9
1 (Major Improvement Necessary)	16	12	13	8
0 (Urgent Improvement Necessary)	1	0	2	0
Total	907	882	888	884

Note the total number that have a food hygiene rating is less than the total number of food businesses as a number of businesses fall outside the scope for a food hygiene rating score.

Examples of Complex Cases

During 2017, the team have dealt with 3 large outbreaks of infectious disease, all of which were caused by Norovirus. Other complex cases have involved pest control issues such as a continuing infestation of cockroaches in a food business that was reported in last year's report and a case of a mouse infestation. The premises with the cockroach infestation had improved and the officer relaxed the number of monitoring visits. However a further worsening of the situation required the officer to close the business until the infestation was under control. The situation has now improved but still needs to be monitored in order for standards to be maintained.

Citizens Panel

There is an increasing awareness of the Food Hygiene Rating Scheme, with 82% of respondents confirming that they were aware of it.

There has been however been a reduction in the percentage of respondents who are satisfied with the standard of hygiene in restaurants, cafes, shops and takeaways in Lincoln, the figure being 81%. Of the other 19%, only 2% were fairly dissatisfied and 1% were very dissatisfied.

Health and Safety (Enforcement)

Volume of Work (1/1/17-31/12/17)

- Complaints – 51
- Advice and guidance – 50
- Notifications of dangerous equipment – 11
- Accident notifications – 75 of which 3 were investigated.

Enforcement Action Taken

There have been 2 Prohibition Notices served, one for the continuing use of dangerous lifting equipment and the other for the risk of carbon monoxide poisoning from the inappropriate use of a generator. The latter case caused the business to cease trading. Another business closed temporarily until dangerous electrics had been made safe.

8. Bereavement Services

We have increased on cremation numbers once again and look like we will be just over 1950 cremation services this year.

We have now increased our available services to 11 per day Monday to Thursday with the 15:50 service and 10 services on a Friday with the 15:10 service being added. We also now offer a direct cremation service at 08:45 Monday to Friday and have carried out 33 direct cremation since we started them on Tuesday 30th May 2017.

Burial numbers are much the same since last year, but we are running out of grave spaces in Newport. Canwick Road and St Swithin's Cemeteries. They are full for new full body burials, but we are still doing re-open graves and have cremated remains graves. We are now seeing the number of burials in Long Leys Road increase.

The Wesley Media system has reduced the number of music issues due to funeral directors now ordering the music direct with Wesley, this has had an increase in the workload of the office and also for the crematorium attendant who now needs to programme the system. We have had a number of webcasts, recordings and also visual tributes. The feedback that we have received is that this is a great additional service that gives families a way to personalise a service and remember loved ones

The new staffing structure was implemented at the end of May 2017 and this has had a benefit for the service of having staff in prior to the public to ensure that the cleaning has been done and the building is ready, we also have a member of staff later in the day.

The overflow car park is still an issue as the grass seeding has not taken due to bad weather and usage of the car park. We have been looking at ways that this can be improved and are waiting for Property Services to come back to us. We have, however, now installed some lighting to the overflow car park area .A much needed improvement.

The crematorium continued to operate during the recent spell of adverse weather as the staff walked into work by 6am most days and set to clearing snow and getting the site operational Some funerals were cancelled by families or funeral directors .Staff agreed to open on a Saturday to accommodate the backlog that would have been caused by these cancellations.

9. Carbon Reduction

We hope to achieve a 25% reduction in our carbon footprint by 2020 from our baseline figure in 2005 which was 550 tonnes. So far Lincoln's CO2 emissions have reduced by 41.3% overall since 2005. So we are exceeding our target.

10. Air Quality

We continue to monitor air quality within the city using a combination of a nitrogen dioxide continuous analyser, nitrogen dioxide diffusion tubes and a particulate monitor.

During 2017, nitrogen dioxide diffusion tube network is made up of 11 sites that are mainly within or close to the boundary of the existing nitrogen dioxide Air Quality Management Area (AQMA) and where there is relevant exposure to the public. From the beginning of 2018, eight additional sites have been incorporated into the network including locations on Doddington Road (2 no.), Skellingthorpe Road (3 no.), Long Leys Road, Wigford Way and Portland Street.

The continuous nitrogen dioxide analyser on Canwick Road is operated on behalf of DEFRA as part of the national monitoring network and benefits from DEFRA's quality control regime.

A further analyser monitoring levels of fine particulates (PM10 – particulate matter smaller than 10 microns) is installed on Broadgate adjacent to the library.

IMPS has three measures for air quality – POLL 7, POLL 8 and POLL 9.

- POLL 7 measures the number of nitrogen dioxide diffusion tube sites that show compliance with the national annual mean air quality objective (AQO). For 2017, 90.9% (10 out of 11 sites) showed compliance with the air quality objective, the same as in 2016. *(Note: The data used for 2017 is not yet fully ratified by Defra. However, the percentage reported for this measure is unlikely to change once the fully ratified dataset is available.)*
- POLL 8 measures the number of diffusion tube sites within the existing AQMA showing a downward trend (i.e. a reduction in nitrogen dioxide pollution over the last 5 years). For 2017, 100% of locations showed a downward trend, which is the same as for 2016.
- POLL 9 measures the number of days that PM₁₀ pollution levels (particulate matter smaller than 10 microns) exceed the national air quality objective. During 2017, there were 12 days when the objective of 50µg/m³ were breached at the monitoring location on Broadgate, which is significantly below the 35 times per year permitted by the national objectives.

The Council's Local Air Quality Annual Status Report in 2017 identified that there were no new areas in the city likely to be breaching any of the national air quality objectives.

In 2017, a significant review of Lincoln's air quality model was completed which aimed to clarify the spatial extent of any exceedances of the air quality objectives. The final report confirmed that the spatial extent of exceedances of the nitrogen dioxide objectives is significantly reduced. The report also confirmed that the PM₁₀ objectives are being fully complied with throughout the city.

As a result of this detailed assessment, and following consultation with statutory consultees, a decision has been made to reduce the size of the existing nitrogen dioxide Air Quality Management Area and to revoke the PM₁₀ Air Quality Management Area to reflect the air quality improvements within the city.

Officers are now in the process of undertaking a fundamental review of the City Council's Air Quality Action Plan to ensure that it focuses on securing improvements in those areas where exceedances of the national objectives persist. This is one of the projects detailed in the Council's Vision 2020 under the "Let's enhance our remarkable place" strand.

Finally, I have to thank officers in these service areas for all the help and support they have given me over the last 12 months not least in providing the information required to enable me to produce this report.

I would also like to pay tribute to all the staff employed in the area of my portfolio for their hard work and commitment under increasingly difficult circumstances.