

AGENDA

Meeting: Environment Select Committee
Place: Council Chamber - County Hall, Bythesea Road, Trowbridge, BA14 8JN
Date: Tuesday 12 March 2019
Time: 10.30 am

Please direct any enquiries on this Agenda to Stuart Figini, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718221 or email stuart.figini@wiltshire.gov.uk

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Membership:

Cllr Bob Jones MBE (Vice-Chairman)	Cllr Jacqui Lay
Cllr Derek Brown OBE	Cllr Ian McLennan
Cllr Clare Cape	Cllr Nick Murry
Cllr Peter Evans	Cllr Steve Oldrieve
Cllr Peter Fuller	Cllr Tom Rounds
Cllr Mike Hewitt	Cllr John Smale
Cllr Tony Jackson	

Substitutes:

Cllr Ernie Clark	Cllr Ross Henning
Cllr Brian Dalton	Cllr George Jeans
Cllr Sue Evans	Cllr Brian Mathew
Cllr Jose Green	Cllr Stewart Palmen
Cllr Mollie Groom	Cllr Ricky Rogers
Cllr Russell Hawker	

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AGENDA

PART I

Items to be considered while the meeting is open to the public

1 **Membership Changes, Election of Chairman and Apologies**

1a **Membership Changes**

To note that at its meeting on 26 February 2019, Council removed Cllr Matthew Dean from membership of the Environment Select Committee and added Cllr John Smale to its membership.

1b **Election of Chairman**

To elect a Chairman for the remainder of the current municipal year.

1c **Apologies**

To receive any apologies or substitutions for the meeting.

2 **Minutes of the Previous Meeting** (*Pages 7 - 18*)

To approve and sign the minutes of the Environment Select Committee meeting held on 8th January 2019.

3 **Declarations of Interest**

To receive any declarations of disclosable interests or dispensations granted by the Standards Committee.

4 **Chairman's Announcements** (*Pages 19 - 22*)

To receive any announcements through the Chair.

5 **Public Participation**

The Council welcomes contributions from members of the public.

Statements

If you would like to make a statement at this meeting on any item on this agenda, please register to do so at least 10 minutes prior to the meeting. Up to 3

speakers are permitted to speak for up to 3 minutes each on any agenda item. Please contact the officer named on the front of the agenda for any further clarification.

Questions

To receive any questions from members of the public or members of the Council received in accordance with the constitution.

Those wishing to ask questions are required to give notice of any such questions in writing to the officer named on the front of this agenda no later than 5pm on 5th March 2019 in order to be guaranteed of a written response. In order to receive a verbal response questions must be submitted no later than 5pm on 7th March 2019. Please contact the officer named on the front of this agenda for further advice. Questions may be asked without notice if the Chairman decides that the matter is urgent.

Details of any questions received will be circulated to Committee members prior to the meeting and made available at the meeting and on the Council's website.

6 **HIAMS: Streetworks** *(Pages 23 - 36)*

As resolved by the Environment Select Committee at its meeting held on [13 March 2018](#), following the consideration of a report on 'Streetworks and Utilities Management', the Chairman to raise with the Committee from March 2019 whether they would wish to review how HIAMS has impacted on streetworks and, if so, information on such an item to be brought to Committee.

At the Environment Select Committee on [8th January 2019](#), the Committee agreed to receive a written brief on this item.

7 **Key Performance Indicators: Streetscene** *(Pages 37 - 102)*

As resolved at the Environment Select Committee held on [6th November 2018](#), Key Performance Indicators (KPIs) being developed for the proposed streetscene contract would to be considered by the Committee, once they have been developed fully.

A copy of the KPI report is attached.

8 **Executive Response to the Waste Contracts Task Group** *(Pages 103 - 108)*

To receive a formal response from the Cabinet Member for Highways, Transport and Waste to the recommendations put forward by the Waste Contracts Task Group.

9 **Updates from task groups and representatives on programme boards** *(Pages 109 - 112)*

To receive any updates on recent activity for active task groups and from members of the Environment Select Committee who have been appointed as overview and scrutiny representatives on programme boards.

10 **Forward Work Programme** (*Pages 113 - 118*)

To note and receive updates on the progress of items on the forward work programme.

Under the revised Overview and Scrutiny (OS) arrangements there is now a single OS work programme controlled by the OS Management Committee, linked to priorities in the Business Plan.

Therefore it should be noted that, whilst any matters added by Members are welcome, they will be referred to the OS Management Committee for approval before formal inclusion in the work programme for the Environment Select Committee.

A copy of the Overview and Scrutiny Forward Work Programme for the Environment Select Committee is attached for reference.

11 **Urgent Items**

Any other items of business which the Chairman agrees to consider as a matter of urgency.

12 **Date of Next Meeting**

To confirm the date of the next scheduled meeting as 23rd April 2019.

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ENVIRONMENT SELECT COMMITTEE

MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 8 JANUARY 2019 AT COUNCIL CHAMBER - COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE, BA14 8JN.

Present:

Cllr Bob Jones MBE (Vice-Chairman, in the Chair), Cllr Peter Evans, Cllr Peter Fuller, Cllr Tom Rounds, Cllr Tony Jackson, Cllr Jacqui Lay, Cllr Ian McLennan, Cllr Steve Oldrieve, Cllr Sue Evans (Substitute) and Cllr Brian Mathew (Substitute)

Also Present:

Cllr Brian Dalton

1 Apologies

Apologies for absence were received from Cllr Matthew Dean, Cllr Derek Brown, Cllr Mike Hewitt and Cllr Nick Murry, Cllr Clare Cape.

Cllr Clare Cape was substituted by Cllr Brian Mathew
Cllr Derek Brown was substituted by Cllr Sue Evans.

2 Minutes of the Previous Meeting

The minutes of the meeting held on 6th November 2018 were approved as an accurate record.

3 Declarations of Interest

There were no declarations of interest.

4 Chairman's Announcements

The Chairman made the following announcements:

- 1. Committee Seating Plan**
Attention was drawn to the new seating plan for the Committee
- 2. Recent Learning & Development Workshop for OS Members**

The Chairman agreed that details about the recent 'Effective Overview and Scrutiny meetings' workshop, held in October 2018 should be circulated to members of this Committee.

5 **Public Participation**

There was no public participation.

6 **Resident Engagement Plan**

The Committee considered the report of the Director of Housing and Commercial Development, which provided an updated Resident Engagement plan 2019-2022 and Action Plan, previously agreed by the Housing Board, and sought guidance about the future direction of Resident Engagement within the Council's Housing Services.

Cllr Richard Clewer, Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism introduced the report and explained that the new Resident Engagement Plan would assist the service in ensuring it can deliver the high quality flexible services that are supported in the Business Plan. It will also assist in ensuring the Council act in accordance with the Regulatory Standards and will assist in the retention of the Tenant Participation Advisory Service Accreditation; as well as assisting the service in exceeding residents' expectations.

The Committee noted that there is increasing evidence that having resident engagement arrangements has had a positive impact on the quality of service provision to residents and their families. The current resident engagement arrangements concluded in 2018 and an updated Resident Engagement Plan and Action Plan would ensure that services provided to residents met their expectations, that the Council actions are in accordance with obligations including legal and regulatory obligations, and complement the Council's Business Plan.

The Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism and Director of Housing and Commercial Development responded to a number of issues and comments from the Committee. In particular, the following issues and comments were raised:

- Future Council proposals for the establishment of a Local Housing Company and Local Development Company to meet upcoming social housing demand and confirmation that there were no plans to transfer existing social housing to this new organisation.
- Issues connected with housing estates containing a mixture of social and private home ownership and potential conflict with vehicles parking on the estates roads and the potential to limit access necessary for Council refuse vehicles to collect waste.
- Increasing engagement with residents and taking into account their views.

- Amendment of Plan Objective 2.1 – All services reviewed and redesigned with customers and better value for money achieved - taking into account the removal of the Housing Revenue Account cap.
- Encouraging people with valid email addresses to receive 100% digital correspondence as an option.

The Chairman thanked the Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism and officers for attending the meeting and providing responses to the issues raised.

Resolved:

- 1. To endorse the Resident Engagement Plan 2019-2022 and Action Plan, previously agreed by the Housing Board, subject to paragraph 2.1 of the Plan to be amended to reflect the lifting of the cap on the Housing Revenue Account.**
- 2. To receive ad-hoc updates (as opposed to an annual update) with regard to the progress in achieving targets within the Resident Engagement plan 2019-2022.**

7 Housing Board - Annual Report

The Committee considered the report of the Director of Housing and Commercial Development, which provided the Committee with an opportunity to comment on the activities of the Council's Housing Board between December 2017 and November 2018, prior to the Annual Report being considered by the Cabinet on 26th March 2019.

Cllr Richard Clewer, Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism explained that throughout the period of the Annual report, the Board has engaged in a range of activities to shape the service offered to residents and their families, increased service quality via appropriate monitoring mechanisms, encourage resident engagement and protected the reputation of the council as a landlord by ensuring a robust Business Plan is implemented. The Committee noted that much work had been undertaken in relation to garage sites and how they would be utilised going forward, also the positive outcomes of the 7 year repairs and maintenance rolling programme.

The report set out the areas focused on by the Board during the year, with the primary focus of the Board being (i) the Housing Revenue Account (HRA) Business Plan; and (ii) the Asset Management Strategy (AMS).

The Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism responded to a number of issues and comments from the Committee, in particular, the following issues and comments were raised:

- Attendance by Councillors and the public at Board meetings and the meeting locations.
- Existing garage stock and the need to continually review the needs of tenants and the wider need of providing more social housing in areas where garages have degraded to such an extent, due to lack of use, that they become a liability rather than an asset.
- Consideration of the future demand for garage sites undertaken by the Housing Board.
- The lead officer for monitoring the Housing Priorities and Workplan would be the Director – Housing and Commercial Development, following the recent departure of the Head of Housing – Strategy and Assets.

The Chairman thanked the Cabinet Member for Housing, Corporate Services, Arts, Heritage and Tourism and officers for attending the meeting and providing responses to the issues raised.

Resolved: To endorse the Housing Board Annual Report.

8 Late Night Taxi Fares

The Committee considered the report of the Late-Night Taxi Fares Task Group, which presented the findings and recommendations of the Task Group for endorsement and referral to the Cabinet Member for Adult Social care, Public Health and Public Protection.

Cllr Graham Payne, Chairman of the Late-Night Taxi Fares Task Group introduced the final report of the Task Group. He thanked all those involved in the Task Group, including the Scrutiny Lead, Task group members, Council officers and witnesses. He explained that the Task Group met with 6 witnesses from the Salisbury area including the late night economy, Managing Director of a Salisbury-based taxi company and a representative of the taxi trade in the Salisbury area. In addition, the Task Group also met with taxi trade representatives from other parts of the county.

In particular, Cllr Payne reported on the following issues:

- The set-up of the Task Group, the number of occasions the Task Group met and how they undertook the Review.
- The loss of trade to other locations following the introduction of revised tariffs in 2014.
- Tariff 2 and upwards being out of kilter with other Local Authorities, including Tariff 5 being significantly higher.
- The number of taxi's operating in Salisbury.
- The need to continue to raise standards across the trade, including the possibility of introduction BTEC qualification for Hackney Carriage drivers.
- Lack of the availability of disabled Hackney Carriages.
- Evidence received of safeguarding issues for drivers and passengers.

- In addition to the recommendations in the Task Group report, to request officers undertake an appraisal of the current Council Tariffs compared to regional averages.

In response to questions about benchmarking Council fares against Uber fares, Cllr Payne reported that the task Group report concluded that this matter should be considered in the longer term.

The Cabinet Member for Adult Social Care, Public Health and Public Protection, thanked the Task Group and Scrutiny Lead. He welcomed the report, and explained that he would follow up the issues raised and recommendations of the Task Group with officers and the Licensing Committee, as appropriate. He would also provide regular updates to the Environment Select Committee.

The Chairman thanked the Chairman of the Task Group and officers for attending the meeting and providing responses to the issues raised.

Resolved: To endorse that the Task Group recommends that the Cabinet Member for Adult Social Care, Public Health and Public Protection:

1. **Takes into account the evidence presented, considers and consults on whether the current maximum late-night taxi tariffs are appropriate across the county – including in Salisbury – and to consider:**
 - a. removing tariffs 3 and 5 altogether (currently 2.30-5.59am), and
 - b. operating tariff 2 between 12.00-5.59am rather than between 10.30pm-2.29am.
2. **Reviews the significant difference between the current maximum tariffs for 5- and 8-seater taxis (particularly when compared with equivalent differences in other areas) and considers if these are justified by any additional costs associated with operating larger vehicles.**
3. **In addition to expanding the council's existing 'Fit and Proper Person' requirements regarding taxis, which the task group supports, considers introducing a requirement that all drivers pass a BTEC qualification in the Role of the Professional Taxi and Private Hire Driver in order to ensure the highest standards of service and protection for the public.**
4. **Considers whether the introduction of CCTV in taxis as a way of safeguarding passengers and drivers is appropriate, having assessed the opportunities and risks, and the experiences of other local authorities.**

5. **Calculates the total number of taxis in Wiltshire that are suitable and available for disabled passengers (other than those generally being used under council contracts) and takes action to increase this if necessary, including, if appropriate, by amending the requirement on taxi companies within the relevant policy.**
6. **To undertake an appraisal of the current Council Hackney Carriage Tariffs in comparison to other Local Authorities and regional averages.**
7. **To receive regular updates on actions taken in relation to the above recommendations.**

9 **Waste Contracts Task Group - Final Report**

The Committee considered the final report of the Waste Contracts Task Group, which presented the findings and recommendations of the Task Group for endorsement and referral to the Cabinet Member for Highways, Transport and Waste.

Cllr Sven Hocking, Chairman of the Waste Contracts Task Group introduced the final report of the Task Group. He thanked all those involved in the Task Group, including the Senior Scrutiny Officer, Task Group members, Cabinet Member for Highways, Transport and Waste, Director of Waste and Environment and officers. He commented on the marketing and communication plan in relation to the changes to household waste collections, introduction of a re-use area at all Wiltshire Household Recycling Centres, communication with residents, the need to market recycling, the steps involved in making prosecution and Fixed Penalty Notices for fly tipping and the Wiltshire App.

Cllr Hocking, the Cabinet Member for Highways, Transport and Waste and the Director of Waste and Environment responded to a number of comments and issues on the following:

- The Wiltshire App update being part of the digital programme.
- Fly tipping and the need to seek evidence to enable prosecutions.
- The need to reconvene the Task Group at a future time to consider waste contracts.
- Awareness campaign on the type of materials allowed to be recycled.
- The use of plastics in road building.

The Chairman thanked the Chairman of the Task Group, Cabinet member and officers for attending the meeting and providing responses to the issues raised.

Resolved: To endorse the following recommendations of the Task Group and refer them to the Cabinet Member for Highways, Transport and Waste for consideration and implementation:

1. In order to support the delivery of the Business Plan 2017-27 objective(s) of high recycling rates and reducing litter, the Council to:
 - a. Regularly communicate the duties and responsibilities of businesses for disposing of their commercial waste, through a variety of means, such as:
 - i. Leaflet drop-offs to businesses
 - ii. Social media channels
 - iii. Parish/Town Council Newsletters
 - iv. Regularly maintaining and updating the Council's commercial waste webpages
 - b. Create a 'Commercial Waste Directory' for Wiltshire, which details which individuals/organisations can collect and recycle commercial waste for Wiltshire's businesses. This Directory to also be regularly publicised through the above channels listed in I to IV.
 - c. For a 'Re-Use' section to be introduced at all Wiltshire's HRCs and, at the HRCs where it already exists, for this section to become operational. This facility to be widely and regularly publicised, so that residents are aware of it and can begin to take advantage of it.
 - d. Regularly communicate to residents, as well as town and parish councils the need for and importance of segregating recycling materials, in order to continue to ensure that the quality of Wiltshire's recycle remains at a high level. Such communication to be facilitated through the above channels listed in I to IV.
2. Utilise fixed penalty notices (FPNs) instead of warning letters and report back to the Environment Select Committee after a 12 month period, including the amount of FPNs issued in comparison to warning letters and the effect that this has had on fly-tipping/reducing litter in Wiltshire.
3. Formulate a public relations campaign which seeks to encourage residents to come forward with evidence and information, if they see waste being fly-tipped.
4. Amend the MyWiltshire App, so that reporting of fly-tipping/waste incidents becomes a simpler and more user-friendly process.
5. The Environment Select Committee to reconvene a Waste Contracts Task Group to consider 'The implementation and performance of

the council's waste contracts for collecting and managing waste and recyclables' when Lots 1, 3, 4 and 5 become fully operational.

- 6. To ask the Cabinet Member for Highways, Transport and Waste to report further on a public relations campaign seeking evidence of fly tipping.**

10 **Ragwort**

The Committee considered a briefing note of the Head of Public Protection, which provided an update on the council's policies surrounding ragwort, as requested by Cllr Hewitt at the Committee's meeting in September 2018.

In addition to the information provided in the briefing note about the effect of ragwort on livestock, Cllr Lay raised a concern about dog fouling in the countryside and its effect on livestock. The Chairman asked the Committee if this was an issue they would like to be added to the Forward Work Programme.

Resolved: To note:

- 1. The contents of the briefing note and the responsibility of the land occupier for monitoring and controlling the growth and spread of ragwort**
- 2. The Council's role in monitoring and controlling the growth and spread of ragwort in Wiltshire**
- 3. That the briefing note be circulated to all Members of the Council.**
- 4. That an item on dog fouling in the countryside and its impact on livestock, be included in the Committee's next Forward Work Programme.**

11 **Salisbury Recovery Operation**

The Committee received a presentation from Cllr Pauline Church, Cabinet member for Economic Development and South Wiltshire Recovery, about the work being undertaken to revitalise the economy in Salisbury and how funding from the Government has been allocated.

Cllr Church reported that, as at mid November 2018, footfall in Salisbury was down 16.3% compared with 2017. It was suggested that part of the reduction was due to an increase in online sales for Black Friday and possibly the airing of the BBC Panorama programme about the Salisbury poisonings. In particular, Cllr Church commented on the following issues during the presentation:

- South Wiltshire recovery income and expenditure from various streams totalling £5,335.491.
- A breakdown of the funding from Wiltshire Council reserves.
- A breakdown of the funding from Central Government.
- South Wiltshire moving forward, including the long term economic recovery plan, initiatives and governance.

Cllr Church, in responding to comments from the Committee, explained that (i) there were no timescales for the recovery operation. The process had seen many different stakeholders coming together to work for the good of the city, and this should be a blueprint for towns and cities across the county; (ii) The £500,000 awarded to Visit Wiltshire from Central Government was for advertising Wiltshire overseas; (iii) The benefits of contributing £1.5m from Council reserves to the operation would probably not be financial, although the Government were well aware of the financial challenges faced by the Council. Wiltshire would receive a higher focus by the Government; (iv) The increasing use of Park and Ride in Salisbury and the need to promote this form of transport in the long term; and (v) Path linkages to the town centre from West Harnham.

The Chairman thanked the Cabinet Member for the very informative presentation.

Resolved: That the presentation be noted and that the Committee receive an update on the latest position in 6 months.

12 **Strategic Depot Review**

The Committee received a verbal update from the Director of Housing and Commercial Development about the proposed strategic depot review.

He explained that the council continues to have a significant requirement for operational depot facilities from which to deliver its services and in a large and rural county, the cost-effective delivery of operational services basic logistics necessitates multiple facilities, based on a geographical spread. The council's depot stock is becoming increasingly dilapidated and has suffered from years of under-investment. There are a number of relatively modern and cost-effective facilities, but also an increasing number that are no longer fit for purpose with escalating costs for maintenance, compliance, and energy consumption. Members notes that the council is at risk of sanctions by the Environment Agency.

There was immediate need for action due to the significant risk of service failure in relation to the winter depots. It is proposed that the Council adopt a phased approach that delivers the short-term requirements necessary to support the delivery of services, with a longer-term strategy developed as the current uncertainties are resolved. It was noted that the final report on this matter would be considered by the Cabinet on 5th February 2019.

The Chairman thanked the Director of Housing and Commercial Development for his briefing.

Resolved: To note the briefing.

13 Updates from task groups and representatives on programme boards

The Committee received updates on recent activity for the following Task Groups:

- i) Homelessness Strategy Task Group; and
- ii) Rapid Scrutiny: Plastic Waste for Wiltshire's Roads

Homelessness Task Group

The Chairman referred to the Task Group's proposed and amended terms of reference and membership, and asked the Members to endorse them. Cllr Clewer provided a brief update of the work of the last Task Group meeting and indicated that their work was progressing well.

Resolved:

- 1. To endorse the revised Terms of Reference of the Homelessness Task Group, as detailed in the report.**
- 2. To endorse the membership of the Homelessness Task Group, as detailed in the report.**
- 3. To endorse Cllr Graham Wright's membership on the Homelessness Strategy Project Board as the O/S representative.**

14 Forward Work Programme

The Senior Scrutiny Officer introduced the Committee's Forward Work Programme, asked for confirmation about how to progress a number of items and provided updates on the following areas:

- HIAMS: Streetworks
- Waste Management Strategy

Resolved:

- 1. To note the Forward Work Programme.**
- 2. To receive a briefing note on the HIAMS: Streetworks item and remove from the Forward Work Plan.**
- 3. To confirm that an update on the Waste Management Strategy would be received by the Committee at its meeting on 23rd April 2019.**

15 Urgent Items

There were no urgent items.

16 Date of Next Meeting

The date of the next meeting was confirmed as 12th March 2019.

(Duration of meeting: 2.00 - 3.45 pm)

The Officer who has produced these minutes is Stuart Figini of Democratic Services,
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Briefing Note

Background

Cllrs Lay, Dean, Sturgis and Wayman discussed in December 2018 how the Council could landscape trees on new estates so that:

- a) The spread of pests and diseases is limited
- b) The best trees are planted in the most appropriate areas.

The Cllrs then asked the Environment Select Committee's (ESC) Scrutiny Officer to undertake further research in this area, to help ascertain whether this topic is an area where Overview and Scrutiny (OS) can help to add value.

The above Cllrs asked the Scrutiny Officer to research into the following areas*:

- Policies in relation to A and B above in all of Wiltshire's neighbouring authorities
- Policies that the Council's Landscape Officers (within Spatial Planning) work to
- Wiltshire Council's Highways approach to the landscaping of trees
- Stourhead's policies for the landscaping of new trees

This meeting has thus been arranged to discuss the research collected from the above and to agree whether OS engagement would help to add value.

**The views of the Council's Tree Officers had already been considered, at December's discussion.*

Wiltshire's Neighbouring Authorities

In summary, the majority of Wiltshire's neighbouring authorities do not appear to have specific policies directly related to A and B above.

Oxford City Council has a Biodiversity Action Plan and North Dorset has a 'Tree Warden' scheme. Interestingly, Christchurch and East Dorset do have a policy setting out that trees should be planted in the most appropriate location and Stroud District Council's 'Tree Management Policy', points I,K and P, are relevant to Wiltshire; as they talk about appropriate tree planting and the enhancement of the landscape and habitat creation.

Wiltshire Council's Landscape Officers

How does Wiltshire's Council's Spatial Planning team work to limit the spread of pests and diseases among trees in new developments across Wiltshire?

- The Council's Landscape Officers advise on the appropriateness of new tree planting within new development proposals, utilising various published guidance
- The Council's Tree Officers work to ensure that there is always adequate space for trees, in line with guidance from the arboricultural association

- Forestry Commission: the lead body for managing the spread of pests and diseases among trees. The Council would refer any trees with pests/diseases to the Forestry Commission, who would then inspect, monitor and advise on any necessary appropriate control measures (such as movement controls, planting restrictions and felling orders etc)
- The Council (as a local planning authority) has limited scope to prevent the spread of pests and diseases among trees, as the Forestry Commission take ownership of this task with support of horticultural industry e.g. Horticultural Trade Association (HTA), British Association Landscape Industries (BALI), Landscape Institute (LI), Arboricultural Association(AA) etc
- Climate change presents a potential future threat to the life of trees – for example, the Common Beech tree may disappear from our upland chalk landscape, due to issues around changing ground water levels. The Forestry Commission are leading on work to trial the tolerance of various tree species' ability to cope with the effects of climate change etc

How does Wiltshire's Council's Spatial Planning team work to ensure that the right trees are planted in the right places?

- Character: the character of a development always needs to be considered. Although tree planting is always welcomed, there are exceptions to this where the tree planting would not be in keeping with the area's character or presence of underground constraints (utility/services) would preclude planting.
- Space: Government have set house building targets around density, in other words, land for development must be as densely built on as possible. This presents an issue for tree planting, as trees require a lot of space. Many mass house builders build standard house types with very small gardens and frontage parking thus, there is little that Spatial Planning can do to insist that developers create more space in their development plans for street tree planting, because it would juxtapose with Government targets, and potentially impact upon developer viability; as developers' profit is based on final numbers of houses delivered.
- Officers' negotiate to reinforce street hierarchy place making, by encouraging space for new tree planting alongside retention of green infrastructure corridors (which include retained trees), together with centrally located areas of POS and multi-functional 'Sustainable Urban Drainage schemes' within new development. They do this through securing acceptable outline 'Development Parameters' in tandem with 'Design and Access Statements'. These parameters are then carried forward to the detailed 'Reserved Matters' applications for compliance checks.
- Trees in public areas – maintenance and adoption: trees are expensive to maintain and public open spaces within new development will be adopted by a management company for the estate. The Council has committed to no longer adopting any more public open spaces and Highways often report that adopting a tree within highway land is costly for the Council

Summary

In terms of limiting the spread of pests and diseases among trees, the Council would always refer such issues on to the Forestry Commission, who take ownership of this matter.

When it comes to planting trees in the most appropriate places, the key issue is space. As Government are requiring land to be as densely developed as possible, Spatial Planning do not have a strong argument when they ask developers to re-consider their development plans, to allow for greater greenery. Additionally, as house building is such a priority for Government, any requests to reduce the number of houses in a planned development, to purely accommodate for more greenery, are rarely met with support. There can also be a reluctance to provide and adopt street trees due to high maintenance costs.

Wiltshire Council's Highways Officers

Highways have outlined that in regard to limiting the spread of pests and diseases, the Council manages risks through tree inspections. If there is a high risk that the tree is diseased or infested with pests, then necessary work would be carried out to decrease this risk.

In regard to trees being planted in inappropriate locations, Highways would only carry out remedial works to a tree if it was placing an unacceptable level of risk on public safety or property. Some examples of unacceptable levels of risk are where a branch has split/broken in a gale and is hanging in the tree, or where a tree has begun to uproot and is likely to fall.

Stourhead

How do Stourhead work to ensure that the spread of pests and diseases are limited?

- There is a concrete plan for landscaping of trees on the estate, which lasts for 5 years and is regularly reviewed. This plan must be adhered to at all times and is monitored and managed by a Woodland Specialist
- The plan for trees is agreed in line with the historical data of the estate
- Trees are always planted young, as they need less maintenance

How do Stourhead work, to ensure that the most appropriate trees are planted in the most appropriate location?

- Stourhead only buy British grown stock and each tree must have a certification – nothing is ever brought from abroad
- Trees arriving on the estate are placed into a quarantine area (outside of the garden) for six weeks and are monitored, before being planted inside the garden
- Trees are always bought in winter, so that it is easier to see the condition of the plant (bare branches)
- Stock is constantly checked and if anything is found, the tree is burnt and Stourhead report back to the place from where they bought the tree, with photographic evidence

- If Stourhead are ever unsure about a tree's health, then they would seek professional advice

Conclusion

When it comes to local authorities, it appears that Councils have limited scope to influence both where trees are planted, as well as reducing the spread of pests and diseases among trees. Central Government guidelines prioritise density of housebuilding over increasing greenery and thus, until these priorities shift, Wiltshire Council has minimal ability to ensure more trees are landscaped on new estates.

Secondly, as the Forestry Commission take ownership for managing and monitoring the spread of pests and diseases among trees; the Council's resources are not naturally aligned to allow them to lead in this area.

Whilst improving greenery in an area is to be encouraged, the reality is that power to make this change is not in the hands of local authorities. Indeed, the lack of policy/strategy documentation on Wiltshire's neighbouring authorities' websites could be taken as a reflection of this circumstance.

Unless the Government re-prioritise improving greenery over house-building, it is advised that OS engagement would not help to add value.

Wiltshire Council

Environment Select Committee

Date: 12 March 2019

Highway Infrastructure Asset Management System (HIAMS) and Streetworks Management

Purpose of Report

1. To review how the new Highways Infrastructure Asset Management System (HIAMS) has impacted Wiltshire Council's Street Works service.

Relevance to the Council's Business Plan

2. The Wiltshire Council Business Plan 2017 – 2027 sets out the vision to create strong communities, with priorities for growing the economy, strong communities and protecting the vulnerable. As part of growing the economy it is acknowledged that it is necessary to bring the county's roads up to an acceptable state.

Background

3. Wiltshire Council is responsible for 4,500 kilometres of roads, 1,500 bridges and over 40,000 street lights with an estimated replacement value of £5 billion. The local highway network is vital to providing connectivity for businesses and communities. Effective maintenance to ensure its availability is essential to the economic development of an area.
4. In the summer of 2017 Wiltshire Council and Oxfordshire County Council jointly followed a full open tender procedure to procure a modern Highway Infrastructure Asset Management System (HIAMS) to replace a number of older legacy systems. The tender was awarded to WDM Ltd in November 2017.
5. The vision behind HIAMS is to bring all asset information onto one digital platform and utilise highly visual and mobile, map based tools to better manage and co-ordinate operational and strategic activities across the service. The HIAMS covers safety inspections and potholes, street works, bridges, street lighting and major highway maintenance schemes.
6. The HIAMS provides a highly visual map based user interface, and full mobile working capability for all highways operatives and functions. The HIAMS also provides a full complement of asset analysis tools to enable the Authority to improve its understanding of the condition of its highways and associated assets and make better investment decisions.

7. The Street Works Module in HIAMS provides the Council's Street Works Team with the ability to co-ordinate and manage all highway activities in accordance with the relevant Street Works and Traffic Management Legislation (e.g. New Roads and Street Works Act (NRSWA)1991, Traffic Management Act 2004, and associated Codes of Practice for Street Works).
8. The Streetworks module provides a register of all highway activities and provides a means of progressing works through their complete life cycle.

Highway activities include, but are not limited to:

- Public Utility Works
 - Highway Authority Works
 - Licences
 - Other Obstructions and
 - Special Events (Carnivals, Parades, etc.)
9. Wiltshire Council is currently undergoing a phased implementation of seven highways modules.

Main Considerations for the Council

10. Wiltshire Council is responsible for a highway network of 4,500 kilometres (3,000 miles) of road. The importance of these routes to residents, local businesses and the economy for the movement of people and goods is generally understood by the public.
11. What is not so well understood is the function that the county's roads also perform in delivering the electricity, gas, water, drainage, telephone, broadband and other services needed by our communities. Under most roads there is a complex network of services which are vital to the local businesses and communities.
12. These services are provided by a large number of different organisations who often make use of numerous different contractors to repair, renew or provide new services. All of these operations on the road network need to be carried out safely, and with as little delay to the travelling public as possible.
13. The Utility companies have a statutory right to carry out works to their apparatus in the roads and footways, and this has to be co-ordinated with the extensive road maintenance and resurfacing work undertaken by contractors working for this Council.

Responsibilities of the Council

14. The Council, as Street Authority, has a statutory duty to co-ordinate all works in the highway, for which it has responsibility under (S59 of NRSWA) and Utility companies have a statutory duty to co-operate in this process.
15. The Council also has a statutory duty under the Traffic Management Act (TMA) to ensure that traffic disruption from road works and other activities on its road network is kept to a minimum.

16. Under NRSWA the Council is required to maintain a register for every street for which it is responsible. The register should contain information about street works and other prescribed types of works. This includes road works by Wiltshire Council and its contractors. This is now managed in HIAMS. The amount of advance notification that a works promoter needs to give prior to undertaking their works is dependent on the type and duration of the works.
17. All works on the public highway have to be registered. Electronic notices are submitted from work promoters following a protocol known as EToN (Electronic Transfer of Notices) which is heavily regulated. Each set of works will require many notice submissions governing the life cycle of the works. These notices are sent and received from HIAMS.
18. Major works (works lasting longer than ten days) must submit three months' advance notice and one month notice of actual start. Standard works (3 -10 days duration) require ten days' notice, and minor works (planned works of up to three days) require three days' notice. Immediate, urgent and emergency works do not require notification prior to commencement on site, but they must be noticed within two hours of starting.
19. The Council's legal powers allow us to give direction of timings to reduce the duration of works, enforce financial penalties for over running works, and manage the licencing and approval process for a number of other legal authorisations required, including road closure applications, temporary traffic signal licences, private works contractors licences (Section 50 licences) and any changes to the Council's permanent signals required to undertake the works.
20. There are usually about 19,000 works each year on the roads in Wiltshire, with around 85,000 notice transactions annually. This is a significant amount of activity on the highway network which needs to be monitored and managed.

Use of HIAMS for Managing Street Works

21. The Council introduced the HIAMS Street Works module on 1 April 2018, and the street works team began full electronic mobile working with street works inspections in the summer of 2018 using tablet devices in the field. This has eliminated the need for printing large amounts of paperwork and the double handling of information.
22. The Street Works Module in HIAMS provides the Council's Street Works Team with full functionality to co-ordinate and manage all highway activities in accordance with the relevant Street Works and Traffic Management Legislation (e.g. NRSWA 1991, Traffic Management Act 2004, and associated Codes of Practice for Street Works).
23. The Streetworks module provides a register of all Highway Activities, including those by public utilities, highway authorities, licences and special events. It provides a means of progressing works through their complete life cycle.
24. Digital mapping is integrated within the HIAMS street works module's mapping interface. This provides the user with a range of powerful map based tools to display works against any HIAMS datasets.

25. Comprehensive co-ordination tools integrated within the mapping are provided, which enable potential clashes or disruptions to be simply and easily highlighted to the user (e.g. new works requests on a diversion route for a works currently in progress). These filters can be defined by the Authority and help to focus the Street Works Team's attention to the issues that matter, which eliminates the searching through all notices to find conflicts.
26. The HIAMS Street Works Module contains comprehensive algorithms that are used to ensure the application of incentives for the efficient completion of works such as overstay charging, remedial works or inspection failure penalties. The automatically applied charges can be removed or reduced by approved users. All changes are fully audited and Street Works Function retains a record of both the original and applied charge against the works. This functionality enables Street Authorities to produce accurate, substantiated invoices and helps Works promoters monitor and minimise costs.
27. Diversion routes for road closures can be created by authorised users using graphical route building tools. Streets or Street Units are added to a route simply by clicking on the relevant section of road. Upon creation, the diversion routes are assigned to the road closure, allowing the co-ordination algorithms to alert users of any potential conflicts received from Works Promoters on the diversion routes.

HIAMS Mobile Street Works Inspections

28. HIAMS provides powerful map based mobile software for all operational processes, including Street Works Inspections. The software is operating system can run on any mobile device. The software has full offline capability for when the mobile signal is poor and it automatically uploads data when mobile coverage is re-established.
29. Wiltshire Council does not currently provide staff that work remotely or on site with mobile tablet hardware. The highways department has purchased tablet devices at its own cost to enable the service to take advantage of the powerful mobile apps that HIAMS has to offer in order to improve its operational efficiency.
30. The devices are locked down so that users can only access HIAMS. The Information Governance Team and ICT Team were consulted to ensure that adequate security and data protection procedures are in place. These devices are not supported by Wiltshire Council ICT and are the sole responsibility of the highways department. Please refer to **Appendix 1** for some screen prints of the mobile street works software.
31. Sample and routine inspection schedules of utility reinstatements and other highway works are configured in HIAMS by the street works team, and then generated and issued to the relevant street works inspector automatically by the system. The inspectors can view their inspections workload on the interactive mapping in their mobile software and complete their inspections on their tablet devices. The outcomes of the inspections are automatically sent back to the main HIAMS database, and then on automatically to the relevant statutory undertaker for action.

32. In addition to displaying all inspections issued to an inspector the street works mobile software also provides the map based functionality to display all current works being undertaken in the highway and queries such as all works coming to the end of the guarantee period. This enables the inspector to check this work while in the area, further improving operational efficiency and quality of work.
33. The introductions of HIAMS for managing the streetworks operation and the introduction of mobile working has been a great success, and it has demonstrated the value of the system. The next stage of the HIAMS implementation to use the system for recording highway defects such as potholes and introducing mobile working capabilities for the area highway teams.

Safeguarding Considerations

34. Does not apply.

Public Health Implications

35. Improved understanding and co-ordination of road works on the highway network enables the Authority to better manage traffic and congestion which in turn will have benefits for public health. Improved traffic management can reduce journey times and improve air quality for the travelling public.

Procurement Implications

36. There are no procurement implications.

Environmental and Climate Change Considerations

37. Improved understanding and co-ordination of road works on the highway network enables the Authority to better manage traffic and congestion which in turn will have benefits for public health. Improved traffic management can reduce journey times and improve air quality.
38. The highways service is making large strides in improving efficiency through the use of mobile technology, and the development of the My Wiltshire platform has been leading the way. By allowing staff to carry out inspections and contractors to record repairs in the field we are reducing the use of paper and double handling of information, which has a positive impact on the environment.
39. The HIAMS system is continuing this work and has enabled the traffic management team to carry out inspections of various utility and highways works on mobile devices for the first time, further reducing the use of paper and double handling, and ensuring all data is held in one system, easily accessible to staff.

Equalities Impact of the Proposal

40. The highway network is important to local businesses, and to public transport operators. The delays, due to un-programmed maintenance and road repairs, have been identified as concerns by local businesses. Improving maintenance decisions and the Authority's ability to manage road space booking with HIAMS will help demonstrate that transport is important in Wiltshire.

Risk Assessment

41. There are risks to service efficiency, knowledge and asset management associated with not taking the opportunities to embrace and utilise digital technology. HIAMS is a mobile and highly configurable system that can be shaped by the various teams that use it. The power of systems such as this lies with the users and their willingness to embrace change and develop and utilise the software. This is often the biggest stumbling block with the roll out of digital solutions.
42. The highways department is seeking to mitigate this risk by ensuring robust change management processes are in place to support users as they learn to use and develop HIAMS. The establishment of super users and a support network within the service to enable speedy resolution of issues is important. The Highways Asset Team has also sought the advice of the corporate digital team when it comes to improving communication and managing peoples expectations and fears when implementing new digital solutions.

Risks that may arise if the proposed decision and related work is not taken

43. No specific decision is required at this time.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

44. No specific decision is required at this time.

Financial Implications

45. The highway network and related infrastructure forms the Council's largest asset, and has a replacement value of over £5 billion. It is important that it is maintained in the most cost-effective way in order to obtain value for money. This includes ensuring that work carried out by others on the network is carried out to the appropriate standards and managed effectively and efficiently.
46. It is predicted that the annual cost of congestion in the UK will rise by 63% by 2030 to £21 billion. It is essential that the disruption caused by road works and street works is efficiently managed and that the Network Management team have sufficient resources to do so.
47. The use of a modern, map based, mobile software solution such as HIAMS provides the tools to meet these requirements. There have been financial implications for the highways service in order to utilise the mobile capability of HIAMS through the need to purchase tablet devices because a corporate ICT solution is not currently available.

Legal Implications

48. The duties of the Council as highway authority are mainly set out in the Highways Act 1980, NRSWA and the TMA. It is important to ensure that the Council carries out the duties in this legislation, which includes co-ordinating and monitoring the work carried out by others on the highway network.

49. The Secretary of State has powers to intervene if it is deemed that a Local Authority is failing to comply with its Network Management duties under the TMA.

Options Considered

50. Not having a system such as HIAMS would make it difficult for the Council to meet its duties as defined in the legislation, particularly NRSWA and TMA. The continued use and improvement of the HIAMS digital platform for Street Works is important for the efficient operation of the highways service. It ensures that the Authority is utilising the latest digital technology to better manage its considerable assets.

Conclusions

51. The highway network forms the Council's largest asset, and it is important that it is maintained in the most effective way in order to support the economy and local communities.
52. Co-ordinating the large number of different potentially conflicting operations on the road network is often a challenge, especially as the road network has evolved over time and in many instances does not have adequate capacity for current traffic flows.
53. The HIAMS street works module has been in use since 1 April 2018 and the street works team has been working electronically in the field using tablet devices since the summer of 2018. HIAMS has provided tools that enable the Street Works Team to better understand what is happening on the network and to direct their attention to those conflicts and works that may cause disruption if not managed carefully.
54. HIAMS enables the Street Works inspectors to utilise mobile software on tablet devices in the field for the first time which has eliminated the printing of paperwork and the need to continually return to the office or email information back to be manually entered into the system. It also enables better means for the inspectors to plan and manage their workloads through the use of mapping and GPS technology.

Proposal

55. It is recommended that the Environment Select Committee:
- (i) Recognises the progress made by the highways service to modernise and improve the digital tools and processes in use through the rollout of HIAMS, and the associated improvement in the efficiency and management of Wiltshire's roads and highway assets.
 - (ii) Supports the use of mobile technology to improve operational efficiency, workload management and environmental impact.

- (iii) Requests a report on the next stage of the HIAMS implementation with regard to highways inspections and the benefits of the HIAMS mobile working capability later this year.

Parvis Khansari
Director of Highways and Transport

Report Author:
Paul Bromley
Highways Asset Manager
February 2019

Background Papers

None

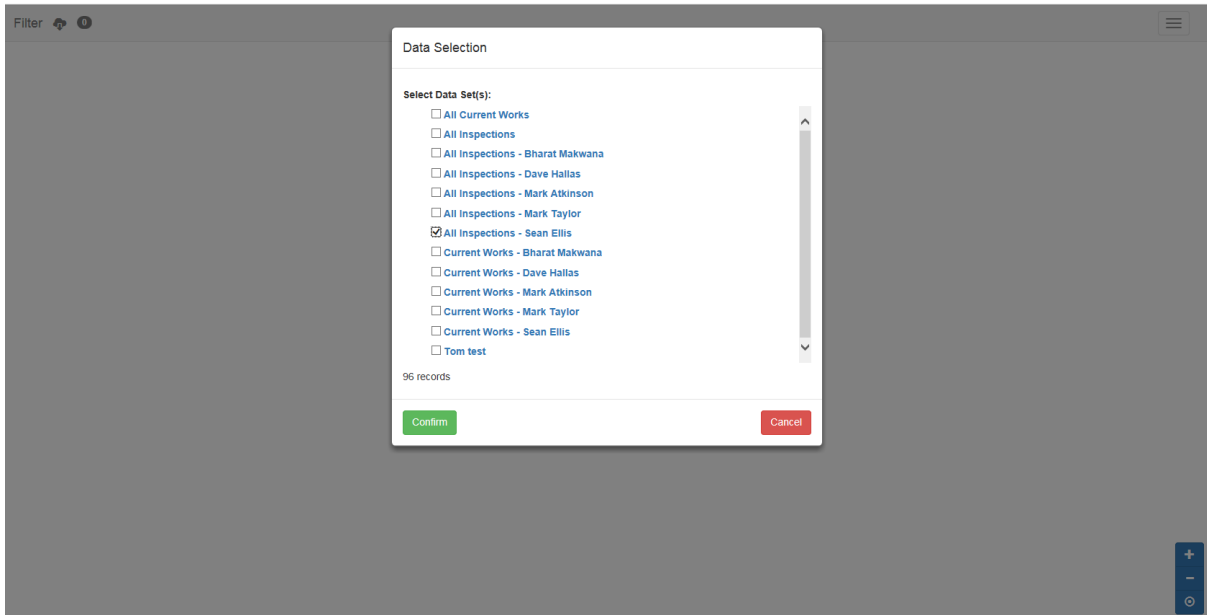
Appendices

Appendix 1 – HIAMS Mobile

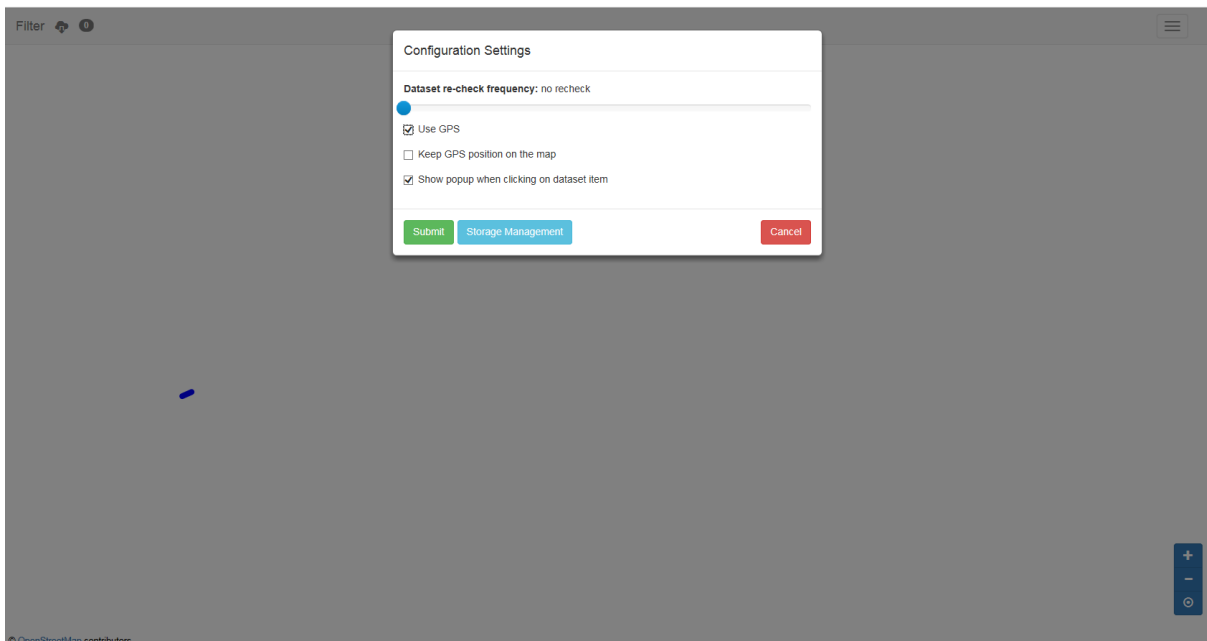
Appendix 1 – HIAMS Mobile

Below are some screen prints from the live HIAMS Street Works Mobile software and the main HIAMS database which is currently operational in Wiltshire.

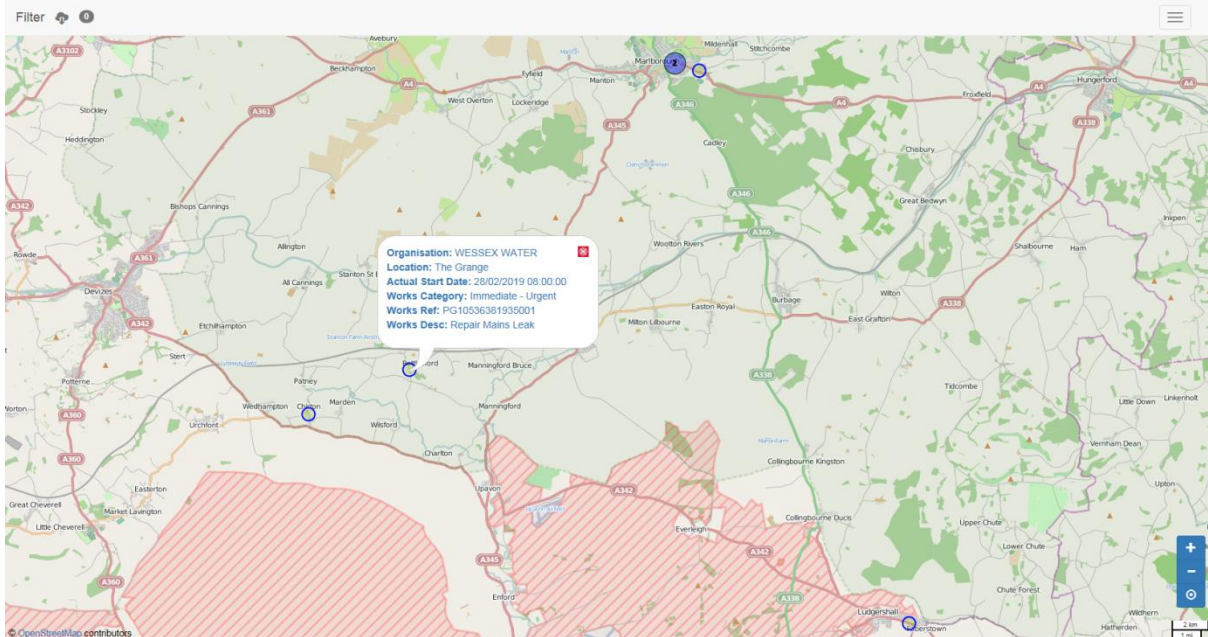
1) Inspectors select their works from the list.



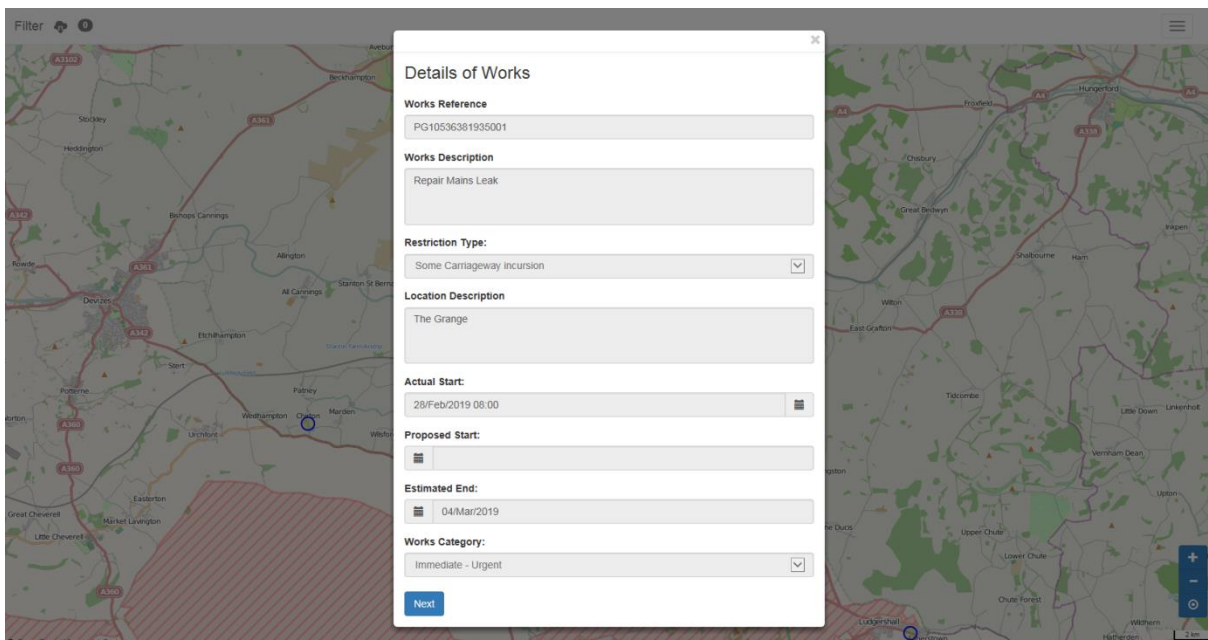
2) Inspectors can use GPS to help with location and travel.



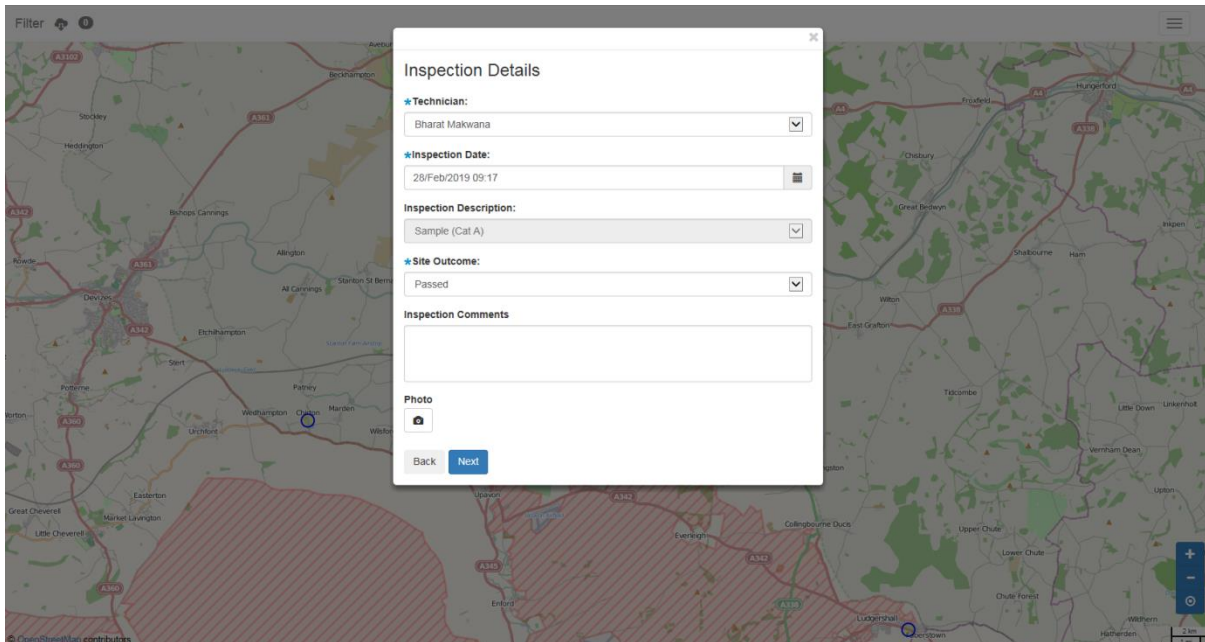
- 3) Inspections and works in their area are loaded on to interactive mapping along with their current position. Inspectors can select their works and view relevant information at a tap and a glance.



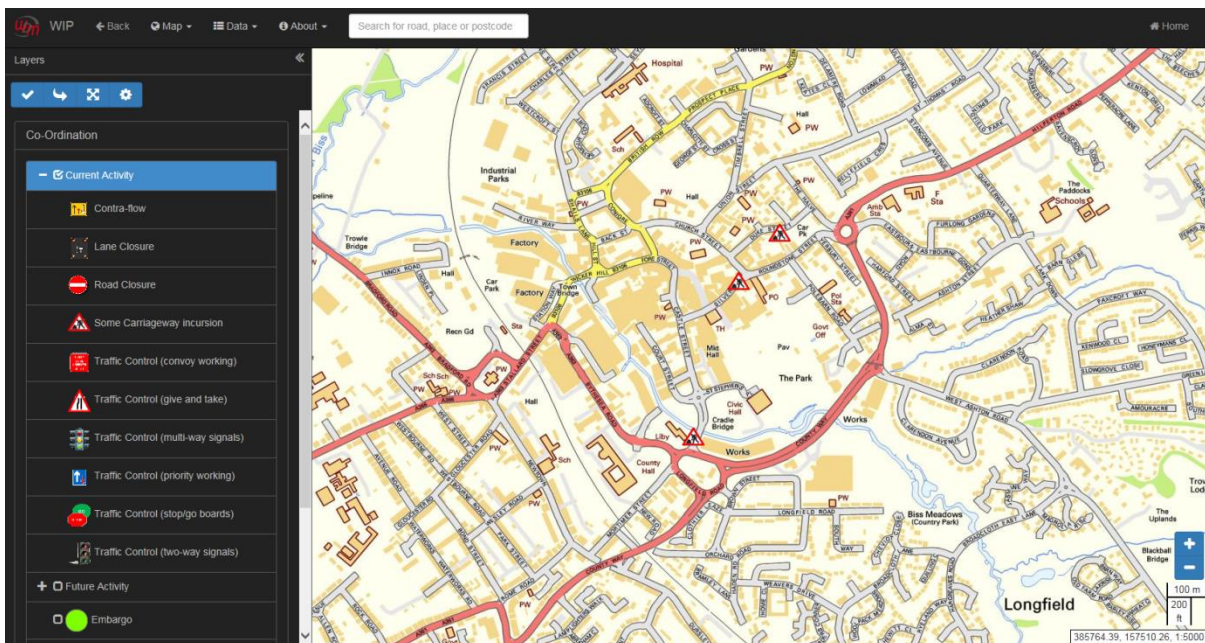
- 4) Inspectors can launch inspection forms and enter the results of the inspections at the site. These forms can be fully customised by the Authority with drop down lists and free text.



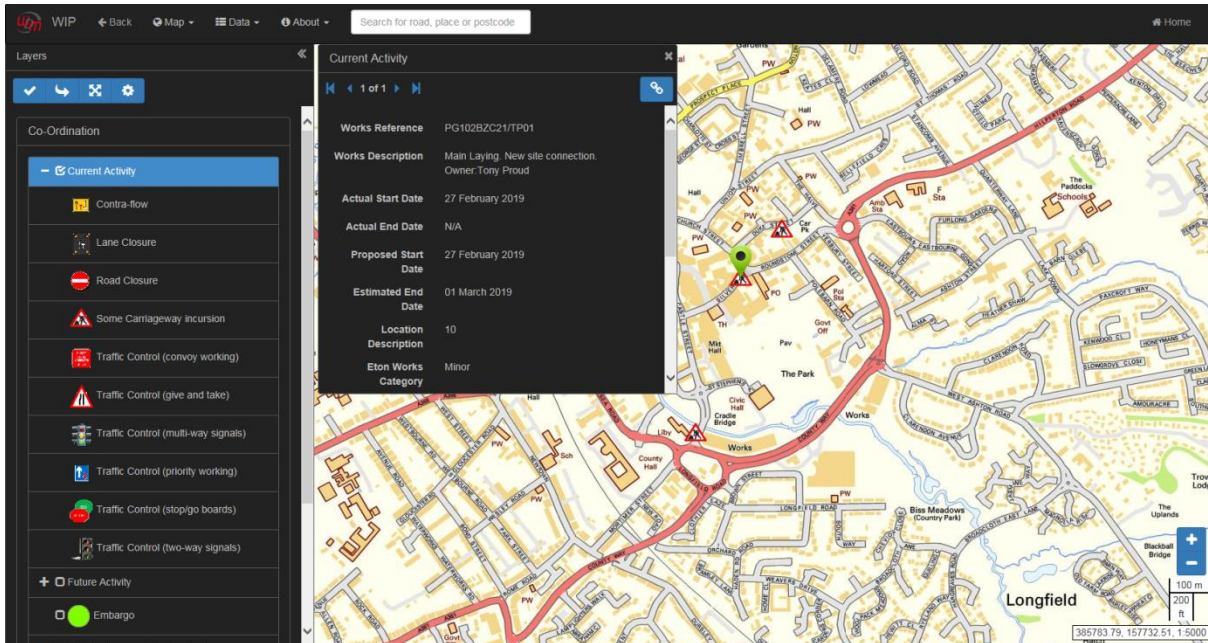
- 5) Inspectors can take photographs on their tablet and they are automatically uploaded to the main HIAMS database and sent to the statutory undertaker.



- 6) The main street works module also utilises interactive mapping streaming live spatial information on road works



7) Information pertaining to the works can be accessed from the mapping.



8) Including the full works register.

Works Details

Notice Type 0400 Actual Start Date	USRN 43801590
Works Reference PG102BZC21/TP01	Location 10
Works Description Main Laying, New site connection. Owner: Tony Proud	Street SILVER STREET
Works Category Minor	Town TROWBRIDGE
Works State Work in Progress	County Wiltshire
Promoter Details WESSEX WATER	Special Designation No
All Contact Details	Street State Open

Phase 1 of 1 <>

Carriageway Restriction Some Carriageway incursion	Easting 385742	Excavation Type Other works involving excavation
Footway Closure No	Northing 157991	Collaboration Type Works involving no collaboration
Parking Suspensions No	Estimated Inspection Units 1	Street Category Normal Street
Out of Hours No	Actual Inspection Units Not Set	Charge Category (Pre ETON 6) ?
Phase Type Asset activity and reinstatement if necessary	Restricted Not Restricted	Active S58? False

Estimated Start Date 27 February 2019	Estimated End Date 01 March 2019	Estimated Duration (Working Days) 3
Latest Start Date 28 February 2019	Latest End Date 04 March 2019	Latest Duration (Working Days) 3
Latest Response 15 February 2019	Duration Challenged to (Working Days) Not Calculated	Duration Not Accepted False
Actual Start Date 27 February 2019 00:00	Actual End Date Not Set	Actual Duration (Working Days) 0

Neighbourhood Area ALL STREETS	Highway Enforcement Officer	Neighbourhood Highway Officer	Electoral Division ?
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Actions

- 9) All associated information and inspections along with photographs are accessible by the street works team and held in one place against the works.

Works Details


Notice Type	D400 Actual Start Date
Works Reference	PG102BZC21/TP01
Works Description	Main Laying, New site connection, Owner: Tony Proud
Works Category	Minor
Works State	Work in Progress
Promoter Details	WESSEX WATER
All Contact Details	

USRN	43801590
Location	10
Street	SILVER STREET
Town	TROWBRIDGE
County	Wiltshire
Special Designation	No
Street State	Open

Page 2 of 3

Issued Date	Inspection Date	Comments
27/02/2019	27/02/2019 12:10	Se923 excavation and plant not barred and insufficient advance notice (men at works footway ramp, no information board)

Document System



Attachments

View

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Wiltshire Council

Environment Select Committee

12 March 2019

Key Performance Indicators for Possible Contract Extension

Purpose of Report

1. To provide the draft Key Performance Indicators (KPIs) for inclusion in the proposed extension of the Amenity and Streetscene contract from June 2020 to November 2022.

Relevance to the Council's Business Plan

2. The Wiltshire Council Business Plan 2017 – 2027 sets out the vision to create strong communities, with priorities for growing the economy, strong communities and protecting the vulnerable. As part of growing the economy it is acknowledged that it is necessary to maintain the county's amenity and streetscene assets to the highest possible standard. The goal is that the amenity and streetscene service is to:
 - comply with the Council's statutory duties;
 - maintain the asset in a safe condition;
 - maximise the use of the Council's limited resources;
 - support the local communities with Community Asset Transfers and Service Delegation;
 - allow local communities the option to deliver the services to the levels they feel appropriate through local funding, topping up the Council's services;
 - communicate with the local communities on the services provided and levels to allow them to make informed decision on the services they wish to provide direct;
 - allow access to nature in recognition of the benefits this has to human health and well-being;
 - be a more locally based service than doing things the traditional centralised way.

Background

3. The Environmental Select Committee at its meeting on 16 January 2018 requested that the development of the public satisfaction survey for streetscene KPIs be part of the Highway annual highways report.
4. The Streetscene Service is undertaken by Idverde whose contract expires in June 2020.
5. The Council has introduced a new Service Delegation programme which runs for two years and finishes at the end of March 2021. Savings of £2.5 million have been attributed to the Programme. Over this time there is the possibility that the Amenity and Streetscene contract asset area could decrease by over 50%.
6. Due to the need to understand the quantities and locations of areas to be tendered an extension to the Idverde contract is currently under consideration to December 2022. The negotiations to any possible extension to the current contract will allow new KPIs to be introduced.

Main Considerations for the Council

7. Keeping our streets clean and amenity grounds maintained is a key concern for Wiltshire residents and for many of them it is the major service that affects their quality of life on a daily basis.
8. However, the large reductions in funding that the Council receives from central government have forced it to make some very difficult decisions over recent years. These have included making savings from the amount of money spent on its amenity and streetscene services.
9. KPIs are an excellent way of driving performance, but they can also distort the services delivered by focusing on KPI figures at the expense of other activities. For example, a KPI for the cutting frequency of grass could become the highest priority and resources could be directed from activities such as litter picking to improve grass cutting KPIs.
10. The challenge with the public scoring the contract performance is for them to know the contract requirements, rather than expected service levels. This is especially challenging with the recent service reductions, which include:
 - Scheduled litter picking on main roads amended from four times a year to a reactive service;
 - Moving shrub bed/ hedge/ shelter belt maintenance from four times a year to annually;
 - Reduction in grass cutting from fortnightly to monthly for closed and open cemetery maintenance;
 - Ceasing scheduled litter collection of residential areas to a reactive service;
 - Ceasing weekly grass cutting and collection on high amenity areas and moved them to monthly and flown;
 - Transferring the scheduled weed treatment programme for a mass spray to the Parish Steward;

- Ceasing scheduled sweeping of roads in town centres and moving to a reactive service;
 - Ceasing scheduled pavement sweeping outside of town centres and moving to a reactive service.
11. These reductions can mean the public measure the outputs against historic service delivery, rather than delivery to the contract.
 12. Public satisfaction surveys are an excellent way to ensure the Council focuses on the desired local service delivery, but this is different to a contractor delivering to the agreed levels.
 13. Another challenge with the public scoring the contract performance is whether they are scoring the Council delivery or another provider. Over the years the below further impacts upon the areas perceived to be maintained by the Council:
 - Service delegations of whole areas to a number of councils has occurred;
 - Transferring flower bed maintenance to local towns or community groups to undertake;
 - Transferring play area maintenance to local towns;
 - Transferring sports pitch maintenance to the local community;
 - Allowing the topping up of services;
 - Planning maintenance agreements now being through local groups or local councils and not this council;
 - The ex-district council housing land stock is maintained by different Housing Associations:
 14. Historically, due to the complexity for scoring the Council's current contract, the KPIs are based upon the Client scoring the provision, as they understand the differences between these requirements and the contractor's actual outputs.
 15. Residents already play an important role in helping us improve cleanliness and maintenance by bringing matters to our attention. The Council's MyWiltshire System has been instrumental in delivering the change to this new flexible service. However, there is no monitoring of performance by reporters upon completion of a request and there is no system within MyWiltshire for this to be undertaken.

New Key Performance Indicators

16. For the scope of works (see **Appendix A**) in the possible extension to 2022 proposed KPIs (see **Appendix B**) have been identified to be included. They are a suite of surveys to try to best capture the contractor's performance.
17. The new Dynamics system (replacing MyWiltshire) being introduced this year, may allow for satisfaction surveys to be undertaken on individual reports and this improvement must be explored. KPIs reflecting this have been included in the suite of performance measures.

18. The greater involvement by town and parish councils in local services needs to be captured. **Appendix C** is a monitoring booklet to show the maintenance standards to be delivered. Fifty two onsite inspections with the contractor and local council will be undertaken per annum, with the outcomes included in the KPIs in **Appendix B**.
19. A draft Public Satisfaction Survey was issued in March 2018 to town and parish councils for comment. **Appendix D** contains the current proposed draft questionnaire. It is proposed to undertake an annual survey with the results included in the KPIs detailed in **Appendix B**.
20. The cost per household of the service is a vital indicator on the spend. This assists residents understanding the actual spend on the asset. It also seeks to drive year on year savings and a reduction in the cost per household.
21. Whilst the possible extension would not commence until June 2020, 2019/20 would be the base year for the future delivery to be judged. Where systems are in place to capture the current performance this will be undertaken.

Overview and Scrutiny Engagement

22. The review of the highways service is reported annually to the Environment Select Committee. The report also includes the annual update of the Highways Performance Management Framework. It is proposed that the new KPIs should be included and the performance noted annually.

Safeguarding Considerations

23. None.

Public Health Implications

24. The condition of the Council's amenity asset and related infrastructure can have safety implications and need to be kept in good condition in order to protect the public and those maintaining the assets.

Environmental and Climate Change Considerations

25. The effects of climate change could be significant for the amenity asset. There was considerable damage to the green areas, footways and drainage systems in the flooding of 2014, and such events could be repeated. Having robust maintenance monitoring to improve the condition of the asset and good maintenance contractors will help build resilience into the green space infrastructure.

Equalities Impact of the Proposal

26. The improved maintenance of the green space, its management using sound asset management principles, and good performance by the amenity/streetscene contractors, will benefit users, including all segments of the general public.

Risk Assessment

27. There are risks associated with the green space management, particularly in terms of safety, financial and reputational risks. The amenity/ streetscene contract provides resources to ensure the delivery of the amenity/ streetscene service and reduce the risks to the Council.
28. There is a risk management process in place to manage the risks connected with the amenity/ streetscene service, which includes regular liaison with service suppliers and management of resources. A risk based approach has been adopted as required by the code of practice, and the requirements could be built into the possible contract extension and performance captured in the proposed KPIs.

Risks that may arise if the proposed decision and related work is not taken

29. Processes are currently in place, with Service Delivery Teams managing the various aspects of the amenity/ streetscene service, and these are the appropriate groups to continue to manage the associated risks. The teams include representatives from the Council and contractors involved in delivering the services, and they report to the Contract Management Meeting, comprising senior managers from those organisations.
30. The proposed suite of KPIs are endeavouring to deliver further clarity and improvements to the contractors performance. Failure to agree new KPIs will result in the continued scoring to the historic arrangements. Whilst not a major risk, it will be lost opportunity to bring improvements in monitoring.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

31. Processes are currently in place, with Service Delivery Teams managing the various aspects of the amenity/ streetscene service, and these are the appropriate groups to continue to manage the associated risks. The teams include representatives from the Council and contractors involved in delivering the services, and they report to the Contract Management Meeting, comprising senior managers from those organisations.
32. The proposed suite of KPIs are endeavouring to deliver further clarity to the contractors performance if the contract is extended. The new KPIs also endeavour to capture local satisfaction on performance. The risk to a negative impact on service delivery is low.

Financial Implications

33. There is no cost to the introduction of the proposed KPIs as these would be a requirement for any possible extension. Any proposed extension would be offered with a number of caveats. Namely: recognised savings; improvements in the transparency of the service delivery; acknowledgement that Service Delegations and Asset Transfers will happen throughout the extension period and the introduction of the proposed KPIs.

34. There are no procurement implications at this stage. However, the arrangements for a new Contract are being made for when any proposed extension expires.
35. The contract will have significant TUPE implications on its expiry and the procurement process will need to be given careful consideration in due course.

Legal Implications

36. The Environmental Protection Act 1990 imposes a duty on the Council to keep specified land clear of litter and refuse, and to keep clean public highways.

Options Considered

37. There is a need to continue to apply asset management principles to the amenity and streetscene infrastructure. The Council must ensure the performance of the contractors involved in delivering the service is in good order to keep the asset in good condition and to ensure value for money.

Conclusions

38. Key Performance Indicators are vital to measure delivery and focus improvements in desired outcomes.
39. The Environment Select Committee has requested a public satisfactory survey is undertaken.
40. The possibility of an extension of the Idverde contract brings an opportunity to introduce new KPIs.
41. A suite of KPIs are proposed to capture measurable outcomes of the contractor's performance and the perceived service levels from the local community.

Proposal

42. That:
 - (i) The Environment Select Committee notes the proposed KPIs (**Appendix B**).
 - (ii) The Environment Select Committee approves the inclusion of the results of the KPIs in the Annual Highway Performance Report.

Parvis Khansari
Director, Highways and Transport

Report Author:
Adrian Hampton
Head of Local Highways, Streetscene and Parking Services
18 February 2019

Background Papers

None

Appendices

- Appendix A – Draft Scope of Works for the contract extension
- Appendix B – Draft Key Performance Indicators
- Appendix C – Draft Inspection Manual
- Appendix D – Draft Public Satisfaction Survey

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Wiltshire Streetscene Service 2019/ 20



March 2019

IDVERDE Schedule Of Resources

The operational element (contract) of the Streetscene Service is a resource provision (operatives and equipment).

To maximise the effectiveness of the delivery of the service, where partners (local councils) choose to use the council's contractor following service delegation the resources (operatives and equipment) are shared between Wiltshire Council and its partners.

From April 2019 the resources are shared between Wiltshire Council, Salisbury City Council and Devizes Town Council. The Service Delegation Programme has scheduled Chippenham for delegation in June 2019 and the resources will again be shared with Chippenham at that time. No resources are scheduled to solely one town or parish area within Wiltshire. This arrangement will be same for any Service Delegation to a local council until June 2020.

In June 2020 the local town councils will be given the option to continue to use the Wiltshire Council contract for areas service delegated or leave the council's contract provision to make their own arrangements.

Where local town councils decide to leave the service, the legal requirement for the Transfer of Undertakings Protection of Employment will apply and a number of staff providing those duties will be transferred to the local towns. The Wiltshire Council resource will be reduced by the number of staff subject to TUPE. The baseline number of staff will be agreed at the time of TUPE.

Scope Specification

Litter Picking

1. Litter Pickers will be responsible for one visit per day (Monday – Friday - starting at 0600hrs) ensuring the removal of litter from identified town centres (including the car parks in town centre – High Density Areas) to standard A as detailed in the CoPLR. Unless instructed otherwise by the Coordinator.
2. The Contractor shall ensure all highway and amenity areas found to be at an unacceptable level of cleanliness for litter and detritus are cleaned within the times and returned to Grade A status in accordance with the Code of Practice for Litter and Refuse 2006 (CoPLR) following a reactive report.
3. The Contractor shall note that for the avoidance of doubt, litter is deemed to include anything up to and including 1 cubic metre of material in any discrete location.

Litter examples would include:

1. Dead animals (road kill)
2. Dog/ animal faeces
3. Beverage and drinks containers
4. Food containers or utensils
5. Publications, magazines and newspapers
6. Shopping and other bags
7. Illegal deposits of bagged commercial and household waste (not including early presented waste)
8. Removal of fallen branches, wood, metal and plastic objects
9. Other similar waste types up to 1 cubic meter

During the town centre scheduled litter picking the contractor will:

- ...Ensure the litter bins are not overflowing at the time of the scheduled visit.
4. Hazardous materials (needles, broken glass, syringes etc) notified to the Contractor for the Teams by the Coordinator verbally or in writing must be removed within two hours or otherwise agreed with the Coordinator. Where hazardous litter is reported or found that cannot be removed by the Team the Contractor is to immediately agree a *Subcontract Service*, time and cost with the Coordinator for its removal. The Contractor will be expected to make the area safe immediately until the waste material and risk has been removed.

Wiltshire Council carries the risk that the delivery can only be achieved within the resource allocation. Wiltshire Council will set the priorities and recognises that work will be limited to the agreed resource. idverde will need to prove efficiencies and effectiveness.

Weekend Litter Picking

1. The Contractor shall ensure that a weekend and bank holiday litter picking *Subcontract Service* provides the following *Subcontract Services* to the stated standards in the town centres of Wiltshire (detailed in Appendix above as Team Town Centres).
 - .. Ensuring that the area litter picked is at a standard of Grade A from the Code of Practice for litter and refuse (Defra) following litter picking
 - .. Removal of all dog and animal faeces
 - .. To remove dumped waste/ fly tips etc.
 - .. Ensuring the litter bins are emptied to a frequency which prevents them overflowing
 - .. To removal offensive graffiti as and when found/ reported immediately

2. In these areas the Contractor shall provide a weekend and bank holiday litter picker with a hand barrow. All areas listed are to be returned to Grade A between 0600hrs and 0800hrs.

Emptying of Litter Bins

1. The Litter Pickers shall be responsible for the emptying of all dog faeces and litter bins (Council or other bodies if agreed by the Coordinator) outside of the town centres on highway and amenity land including car parks and the disposal of all subsequent waste .
2. The Contractor shall programme all emptying activities within the daily works programme of the Litter Pickers as prioritised by the Coordinator.
3. The Contractor is to maintain a list of the litter bins emptied and frequency of emptying.

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Dead Animals on the Highway

1. The Litter Pickers will be responsible for ensuring the removal of dead animals on Highway and Amenity Land during their normal work activities.
2. For the avoidance of doubt “dead animals” for collection by the Litter Pickers is deemed to include anything up to an animal that can be lifted by one operative and it is expected that when identified by a Team the animal will be removed. The only exception will be where the operative does not have the capability to remove the carcass, for example operative in a sweeper, however the operative will be expected to report the matter.
3. The Contractor shall note that cats, dogs and obvious pets are to be kept, and any microchips scanned (with owners notified) and then stored in a suitable container (working freezer) for a period of one week to allow owners to claim the carcass. The Contractor in providing this *Subcontract Service* shall be responsible for the provision of adequate scanning, storage and disposal facilities when dealing with such animals.
4. Dead animals notified to the contractor by the Coordinator verbally or in writing must be removed within the agreed timescale between the contractor and Coordinator.
5. The Contractor shall notify the Coordinator on the same working day, of any dead animals which in his opinion is outside the scope of the Team *Subcontract Service* (for example livestock). In such circumstances where dead animals are

reported or found that cannot be removed by the Team the Contractor shall on the same working day agree a means of disposal with Coordinator.

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Minor Fly Tipping

1. The Litter Pickers will be responsible for ensuring the removal of minor non-hazardous fly tipping during their normal work activities in compliance with the guidance stated below.
2. The Contractor shall note that “minor fly-tipped rubbish” is deemed to include anything up to and including 3 cubic metres of material in any discrete location ‘which could be lifted by one people.
3. The Contractor shall remove all fly tipping found within highways and amenity boundaries including car parks at his own initiative as part of the scheduled *Subcontract Service*.
4. Fly tipping notified to the contractor by the Coordinator verbally or in writing must be removed within the timescales agreed with the Coordinator and contractor.
5. The Contractor shall notify the Coordinator on the same working day, of any fly-tipping which in his opinion is outside the scope of minor fly tipping

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Clearance of Fly Tipping

1. The Contractor shall under the direction of the Coordinator be responsible for the removal and disposal of fly tipping (waste deposits over 3m³ or hazardous) from any highway, amenity or land within the affected property of the contract.
2. On receipt of an instruction from the Coordinator, the Contractor shall clear the affected area within 5 working days of receiving the instruction and dispose of the waste at a registered waste site.
3. Prior to commencing the removal of any hazardous fly tipping the Contractor shall confirm to the Coordinator in writing the disposal point for the cleared waste. All disposal points shall be registered for the management of hazardous waste products.

4. The contractor is responsible for the completion, liaising and managing the process for the removal of hazardous waste. Including any correspondence with statutory bodies' .i.e the Environment Agency.
5. The Contractor will ensure that following the report or discovery of hazardous waste public safety is maintained.

Graffiti Removal

1. The Contractor when instructed to remove graffiti will do so within the agreed timescales. Offensive graffiti shall be removed within 24hrs where possible. Discretionary graffiti will be subject to special arrangements.

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Shopping Trolley Removal

Is now undertaken through the national scheme.

Leaf Clearance

- (a) The Contractor, where capacity permits, shall manually remove leaves from the areas of the highway and amenity land including car parks identified in this contract when instructed and agreed with the Coordinator.

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Balancing ponds, amenity footpaths, streetscene assets and water courses

1. The Litter Pickers/ Grounds Staff and Highway Staff during their normal work activities shall continuously monitor the condition of the highways and amenity asset through informal visual inspections and highlight any health and safety concerns on amenity footpaths, ponds and ditches to the Coordinator.

Wiltshire Council carries the risk that the delivery can only be achieved within the resource allocation. Wiltshire Council will set the priorities and recognises that work will be limited to the agreed resource. IDVERDE will need to prove efficiencies and effectiveness.

Park and Highway Furniture

- The Litter Pickers/ Grounds Staff and Highway Staff during their normal work activities shall continuously monitor the condition of the furniture through informal visual inspections and highlight any health and safety concerns.

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Grounds Maintenance

1. The Teams will be responsible for the delivery of the grounds maintenance activities specified in the following paragraphs on all highway and amenity land including car parks identified on the maps.
 - a. Annual maintenance of Shrub Beds/ Shelterbelt/Plantation Areas/ Hedge / Tree/ Herbaceous Borders identified. Cutting back the annual growth.
2. The resources will be allocated/ prioritised by the contractor to undertake above to ensure the Council priorities are addressed.

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Grass Maintenance

General Standards

- a. The Team shall carry out regular grass cutting of all specified grass areas shown in Appendix 40/73 and including car parks. The grass-mowing schedule stated below defines the standards and frequencies required dependant on the area.
- b. For clarification, the term 'grass' shall be deemed to include all plants growing in the lawn area (i.e grass bents, flower spikes, weed species etc).
- c. Grass cutting around obstacles, along boundary areas and along grass margins, which cannot be cut by mower, shall be trimmed by other means to the same standard. This shall occur immediately after the grass area has been cut by mower and on the same day.

- d. The sward shall be cut cleanly and evenly with no tearing or ripping and the contractor shall ensure that the movement of mowing machinery does not lead to skidding, balding or the effects of fast turns.
- e. Any litter found on the areas to be mowed shall be removed prior to mowing. Any litter shredded as a result of mowing or strimming operations shall also be removed immediately after mowing has been completed.
- f. All clippings and mowings which land on hard surfaces, road gulleys, shrub borders, flower beds etc shall be removed immediately upon completion of mowing the area.

Machinery

The Contractor may use such machinery and methods as he believes best to achieve the desired finish. Care especially should be taken not to leave a trail of clippings on the road from the wheels of mowers or vehicles when leaving sites.

Frequency

- a. The frequency of mowing will depend upon the area and prevailing conditions. In very wet or frosty weather all grass-cutting operations shall be deferred until ground conditions allow grass cutting to continue.
- b. In dry seasons when grass growth is affected the Coordinator may suspend cutting for the resource to be reallocated to other works within that area. The number of scheduled cuts will be reduced in relation to the suspended time.
- c. The grass cutting schedule will be as stated below unless otherwise agreed with the Coordinator:

Code	Expected Mowing Season	Max/Min Height Of Growth	Expected Frequency of Cut	Type of Mow
Sheltered Housing Schemes	2 nd week March - end of October		Once per week	First 2 cuts of season to be boxed off, thereafter as flown
High Amenity Areas	2 nd week March - end of October	These are now classed as Gen grass areas	Monthly	Cuttings to be as flown
General Grass Areas	2 nd week March - end of October		Monthly	Cuttings to be as flown

Low Amenity Areas	2 nd week March - end of October		Monthly	Cuttings to be as flown
Highway Verge Areas	2 nd week March - end of October		Monthly	Cuttings to be as flown
Rough Grass Areas	One cut during the first 2 weeks of April, July and September		N/A	Cuttings to be as flown
Flail Grass Areas	2 nd week March - end of November		Two Times per year	Cuttings to be as flown
Wild Flower/ Conservation Areas	One cut during the final week of September and one cut during the final week of March		N/A	Cuttings to be collected and removed from site

- d. Areas of grass where bulbs have been naturalised shall not be cut for a minimum of 8 weeks after flowering or until notified by the Co-ordinator. Once cutting commences, the naturalised bulbs shall be cut and all arisings must be removed from site; thereafter the grass shall be maintained as the surrounding areas.

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Sports Pitch Maintenance (Football and Rugby)

These will be maintained as general grass cut.

Clubs which require cuts will pay IDVERDE direct for their spec

Cricket Pitch Maintenance

These will be maintained as general grass cut.

Clubs which require cuts will pay IDVERDE direct for their spec

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Play Areas, Multiple Use Games Areas (MUGA) and Skate Park Inspection and Maintenance

1. The Contractor shall be responsible for the inspection and maintenance of the Councils play areas, MUGAs and skate parks.
2. Unless otherwise instructed by the Service Manager the Contractor shall employ suitably trained and qualified staff (Register of Play Inspectors International) to undertake the inspection role and allow the inspection of the sites on a weekly basis.
3. The Contractor shall note that the Service Manager may in consultation with the Contractor change the frequencies of the inspections.
4. The Inspector(s) shall complete the approved inspection sheet at the time of inspection giving details of the dates the sites were visited, what observations/repairs were noted or undertaken etc. Inspections to be completed electronically and uploaded to Wiltshire Councils nominated data provider (Licence maintained by Wiltshire Council). This electronic data should provide a comprehensive report of the inspection and may be used in a court of law to protect the Council against third party claims.
5. The Inspector shall carry out a thorough physical and visual inspection of all equipment to ensure it is safe for use. Any defects, problems etc should be recorded on the electronic system. Should any defect, hazard etc be discovered which in the inspector's opinion renders the use of that equipment as potentially dangerous if used then it shall be immediately report to the Coordinator.
7. All safety surfacing irrespective of type within the play area boundaries shall be inspected for damage, vandalism etc. In addition, at each inspection, bark surfaces shall be:
 - Raked out level with no high or low areas across the 'bark pit'.
 - Any bark displaced onto adjoining hard surfaces, grass etc shall be swept back into the bark pit.
8. Twice per year, once during the first week of February and once during the first week of August, the inspector shall lubricate all shackles, bushes, bearings etc with grease/oil either manually or by guns. All excess lubricant shall be wiped clean immediately. This work shall be recorded electronically.

Open Cemeteries

1. The Contractor shall be responsible for the general up keep and maintenance of the Councils 7 open cemeteries to the standards set out in the following paragraphs of this clause. In general on completion of a maintenance visit the cemetery shall be left in a clean, tidy and well maintained condition to provide the tranquil environment demanded by the area.
2. The Cemetery hours are stated below;
 - Cemetery Opening Hours to the Public
1st October to 31st March 9 am to 4 pm
1st April to 30th September 9 am to 7 pm
 - Operational Hours (Interments shall take place between)
1st October to 31st March 9 am and 2.30 pm for burials and 3 pm for ashes
1st April to 30th September 9 am and 2.30 pm for burials and 3 pm for ashes
3. The Contractor will open and close the cemetery gates at Westbury, Trowbridge, Bradford on Avon and Warminster every day during the 9hours the cemetery is open to the public.
4. The Contractor shall be responsible for the general maintenance cleaning of the cemetery sites. This will include, but is not limited to all hard surfaces, ditches, general clearance and disposal. It also includes the cleaning and airing of the three cemetery chapels. The soil bays located at Melksham, Trowbridge, Bradford-on-Avon and Westbury Cemeteries will require regularly emptying and should be maintained in a tidy and clean appearance.
5. The Contractor shall for *Subcontract Services* at the chapels at Trowbridge, Bradford-on-Avon and Westbury be given 24 hours notice in advance of the *Subcontract Service*. The Contractor shall clean the chapel interior and ensure the entrances are free from detritus. The heating and power supply shall be tested for operation on the day before the *Subcontract Service*.
6. The Contractor shall be in attendance in good time for the *Subcontract Service* to unlock the chapel, ensure that the organ is set up and the chairs and hymn books are laid out as required and the heating is on. After the *Subcontract Service* the organ will be put away the heating and lighting turned off and the chapel secured. All hymn books shall be counted and collected.

7. The Contractor shall ensure that the buildings are cleaned and ventilated on a weekly basis and any defects notified to the Coordinator. Weekly, clean sanitary ware, floors, doors and windows and replenish supplies in the public conveniences at Melksham, Bradford on Avon, Warminster and Westbury, Melksham and Trowbridge Cemeteries, reporting any faults, vandalism or maintenance issues to the Coordinator.
8. The Contractor shall note that the following areas may be used for convenience by the Contractor in association with open cemetery *Subcontract Service*.

Site	Approx Building Area m2
Trowbridge Cemetery – workman’s chapel & mess room	130
Westbury Cemetery – workman’s chapel & mess room	73
Pine Lawn, Warminster - mess room	11
Melksham Cemetery - mess room	9
Bradford-on-Avon – workman’s Chapel	110
Site	Approx Building Area m2

9. All infestations of pests shall be reported to the Coordinator.
10. The contractor shall provide all materials, plant and hydraulic shoring equipment required to ensure the provision of grave digging duties to this clause. Grave digging will usually be carried out during the cemetery operational hours stipulated in paragraph 2, although work outside normal hours may occasionally be necessary to complete the filling and tidying up of graves and surrounding areas. Excavation of new graves and re-opening of existing graves for further interments will be carried out using a suitable mechanical excavator, with due regard to prevailing ground conditions within the cemeteries and the use of running boards to protect the turf if appropriate. The Contractor shall note that on occasions the Coordinator may instruct the hand digging of any grave, for whatever reason. Any vehicles used in the cemeteries must be narrower than the paths or roads along which they are travelling.
11. The Contractor shall be required to undertake works relating to the interment of bodies and cremated remains as well as some administrative duties related to burials as directed by the Coordinator. In carrying out such work the Contractor and his staff shall exhibit a caring attitude, showing respect to both mourners and staff employed by funeral directors and others visiting the cemetery.

12. During interments (coffin or ashes casket) the Contractor shall ensure that one member of staff is present within 50m of the grave to provide any assistance that maybe required. During the burial any staff not directly required should remain out of sight of mourners and no mechanical operations shall be undertaken within the hearing of the mourners. Any tools and equipment on site shall to out of sight of the funeral party.
13. The Contractor shall be required to carry out investigations e.g. rodding of a grave to establish suitability of a site for further burials.
14. The Coordinator will give a minimum of 48 hours notice to excavate a grave and is entitled to give this instruction verbally provided the instruction is confirmed in writing by e mail within 24 hours of the interment. This notice is reduced, only when required on religious grounds
15. New graves are to be dug to triple depth, and double or single for re-openers as instructed and subject to ground conditions and adjacent grave stability. The Contractor will ensure that graves are set out in rows and line up with existing graves according to cemetery plans held by the Coordinator.
16. Prior to carrying out an excavation the Contractor will place boards in positions to accept the spoil and examine adjacent memorials to ensure that they are in a safe condition, in the event of any memorial being unsafe the Contractor will immediately contact the Coordinator. The Contractor will protect any memorials adjacent to the excavation site during excavation and back filling operations with boards and tarpaulins provided by the contractor. If there is insufficient space adjacent to the grave to accommodate spoil the contractor will remove spoil to a position within the burial ground agreed with the Coordinator.
17. On removal of the turf the Contractor shall excavate the grave to the dimensions sufficient to accommodate the coffin of a size specified by the Coordinator. In carrying out this work the Contractor shall take steps to ensure that no adjoining or underlying remains are disturbed, and during excavation the Contractor shall ensure that the grave is adequately shored using tools, equipments and materials to be supplied by the Contractor. Having completed the excavation the grave should be shaped to produce a regular and uniform opening.
18. On completion of the excavation, or at any time when the grave is left unattended, the grave should be covered with boards provided by the Contractor, which are adequate to prevent persons falling into the excavation, and any other element of danger to persons entering the burial ground should be removed. Boards covering a grave shall only be removed immediately prior

to the cortege arriving. Prior to the arrival of the cortege the following tasks shall be undertaken:

- a. the grave being fully prepared not less than 30 minutes prior to the arrival of the cortege at the burial ground.
 - b. the grave shall be emptied of any water or debris that has collected within it during or after excavation
 - c. the base of the grave shall then be covered with a layer of wood shavings provided by the contractor. The layer of shavings shall be of sufficient depth to mask any water that may collect prior to the cortege leaving the site, and the shavings shall be evenly and uniformly distributed over the whole surface of the grave floor
 - d. grass matting will be arranged and draped so that the sides of the grave are completely covered and the surrounds are also covered to an area extending at least 600mm beyond the edges of the grave. Grass matting shall be pegged as required, and shall be neatly and tidily arranged.
 - e. any spoil mound adjacent to the grave shall be completely covered with grass matting, all storage boards being similarly covered
 - f. the area around the grave shall be cleared of any debris or litter leaving the site in a tidy and presentable condition. A pot of dry earth is to be left by the grave side for mourners
 - g. provide lowering ropes/straps and bearers, placed neatly by the side and over the grave, for the Funeral Directors use.
19. In the absence of the Wiltshire Council Officer the funeral director will pass over to the Contractor the Green Burial Certificate or Cremation Certificate, which must be passed to the Coordinator within 24 hours. The Contractor on these occasions shall confirm that the name on the certificate matches that on the plaque on the coffin.
20. Immediately after the cortege has left the location the Wiltshire Council Officer will instruct the Contractor to backfill the grave, recalling the contractor by phone if necessary. During backfilling spoil shall not be allowed to fall onto the coffin in such a manner that it may cause damage. During the backfilling spoil shall be tamped down every 300mm. The surface of the grave should finally be moulded to produce a uniform and smooth mound of curved cross section standing 250mm proud of the surrounding surfaces. The finished surface shall be dressed with tilled soil to ensure a good appearance. All work must be completed on the day of burial. After mounding, floral tributes shall be carried from the laying out area and placed on the grave in a careful and attractive manner.
21. On completion of the tasks associated with the grave all excess soil shall be removed from the location to either approved bays provided on site, or, taken away where no soil bay is on site. Any memorial which has been soiled during the excavation or backfilling of the grave shall be thoroughly cleaned. All rope,

grass matting and other equipment provided by the contractor shall be cleaned and returned to the store.

22. After 24 weeks have elapsed the Contractor shall level the grave by adding or removing soil as required. The surface should then be dug to a depth of 150mm to provide a fine tilth, and raked level. The area shall either be turfed or seeded so that the original surface is restored, the edges of the grave shall be cut as required to ensure that laid turf and the existing sward abut one another. Subsequent maintenance of the gravesite will be undertaken under the provisions for the horticultural maintenance of cemeteries under this contract. Again if by this time the grave has planting by the family/owners the Coordinator will be notified and consent sought from the grave owner before work is carried out. All imported turf shall be free of weeds and made up of grasses of equal quality to the native turf.
23. The Contractor shall maintain the grave to make good any settlement at 4 weeks, 8 weeks and 16 weeks after the funeral. In carrying out this work the Contractor shall remove any floral tributes replacing them on completion of his work. Similarly the Contractor shall clean any memorials soiled during this operation. If the grave has planting by the family/owners the Coordinator will be notified and consent sought from the grave owner before work is carried out.
24. The Contractor shall note that on occasions and when notified by the Coordinator the deceased family may wish to backfill the grave themselves. In this case three spades will be provided and fine soil reserved during excavation of the grave and used first until the coffin is covered.
25. The Contractor shall be responsible for the preparation and reinstatement of sites for the burial of cremated remains; the Coordinator will give a minimum of 48 hours notice to excavate a site and is entitled to give this instruction verbally provided the instruction is confirmed in writing within 24 hours by e mail. The Contractor shall remove any paving slab or turf as appropriate and excavate a hole 450mm square and 750mm in depth, the hole being square and with vertical sides, and a flat and level base. Any hole which is to be left open shall be covered until being prepared for an interment. In the event of water collecting in the hole, this should be removed and the base covered with wood shavings. The spoil should be stored after excavation in a wheel barrow and removed to a discrete location as agreed with the Coordinator and the site left clean and tidy.
26. After the interment of remains the Contractor shall immediately reinstate the site filling and treading the soil to leave the surface of the site level and flush with adjoining levels. A paving slab is to be laid or reinstated in such a manner that they abut surfaces adjacent to the excavation to provide a level surface.

27. The Contractor may be required to carry out exhumations. This must be completed in accordance with the latest guidance from the Institute of Cemetery and Crematorium Management. On such occasions a Wiltshire Council Officer shall always be present and the Contractor shall follow the instructions issued by the Officer.

Markets

1. The Contractor shall provide support to the Councils Markets Team in the establishment and demobilisation of market locations throughout the County the time to be spent will be within the agreed hours.
2. For the markets in Pewsey, Corsham, Devizes, Amesbury, Marlborough, Wilton, Bradford on Avon, Chippenham, Calne and Warminster the Contractor shall provide the following Subcontract Services;
 - place bollards supplied by the Council to secure the market areas at Marlborough, Devizes, Bradford on Avon, Wilton and Warminster
 - place information signs supplied by the Council to inform the public that parking is not allowed on market days in Marlborough, Devizes, Bradford on Avon, Wilton and Warminster and
 - after the closure of each market and clearance by traders; clear litter and return to Grade A status either that evening or before 0800hrs the following morning
3. The Contractor shall note that the market days for named towns above are as follows;

Tuesday:	Corsham	General market, High Street
	Devizes (antiques)	Antiques market, The Shambles Market Hall
	Pewsey	General market, Bouverie Hall car park
Wednesday:	Amesbury	General market, Salisbury Street
	Marlborough	General market, High Street
Thursday:	Bradford on Avon	General market, Bridge Street car park
	Devizes (indoor and outdoor)	General market, Market Place
	Wilton	General market, Market Place car

		park
Friday:	Calne	General market, Phelps Parade Market Square
	Chippenham (outdoor)	General market, Market Square, High Street
	Devizes (indoor)	General market, The Shambles Market Hall
	Warminster	General market, Central car park
Saturday:	Chippenham (outdoor)	General market, Market Square, High Street
	Devizes (indoor)	General market, The Shambles Market Hall
	Marlborough	General market, High Street

4. Typically, the markets setup at 0600hrs with most traders closing by 16.00hrs. The Service Manager shall confirm to the Contractor any variance to the dates and times stated above, but-all be within the agreed hours.

Property Cleaning

1. The cleaning of other buildings (Shambles in Devizes) within 24 hours of previous use and prior to any further use (See Shamble Booking Arrangements as in Markets and for special events) shall follow the cleaning regime outlined below.

	Operation
1	Sweep all floors, empty all bins, clear all litter
2	Check and clear all toilets and urinals of litter, debris, blockages etc.
3	Clean all toilet pans and urinals with a proprietary cleansing material and thoroughly rinse off.
4	Clean all wash basins with a proprietary cleansing material and thoroughly rinse off.
5	Polish all mirrors
6	Check and replenish all toilet roll holders, soap dispensers, paper towel holders etc
7	Install new channel blocks in urinals where required

8	Check all warm air dryers, lights etc are in full working order
9	Check the facility for broken windows, leaks and general damage etc
10	All entrances, verandas etc shall be swept and cleared of litter
11	The external areas of the building shall be checked for damage, vandalism etc
12	Place out tables and display cabinets as stated

2. In addition to the requirements above the Contractor shall during the final week of each month undertake the following additional duties.

	Operation
1	All floors shall be mopped using an appropriate cleansing material made up with hot water to remove dirt and marks
2	Any deposits shall be cleaned from walls, doors, benches etc
3	All ledges, sills, heaters, chairs, tables etc shall be wiped over to remove dust etc
4	All grids/drains shall be lifted and cleaned to remove any accumulated debris
5	All tiled areas shall be cleaned and polished
6	All taps etc shall be cleaned and polished
7	All external parts of the structure shall be spot cleaned to remove graffiti
8	All external doors, kick plates, handles, railings, window frames, windows etc shall be wiped down

The Contractor shall for all cleaning operations provide the Service Manager with a monthly schedule of cleaning and within 24hrs of completing any cleaning operations, confirmation of any completed works.

Electoral Transport Service

1. The Contractor shall be responsible for the provision of the electoral transport *Subcontract Service* outlined in Appendix 40/105. In consultation with the Council the Contractor shall agree a programme of work to deliver this *Subcontract Service* for each election listed in section 3.4.
2. The Contractor shall note that both the storage and voting locations stated in the Appendix may change over the course of the contract; and that the election dates stated may also change over time.
3. The contractor will provide on the day cover for elections. This will consist of advance notification of who will be available along with their contact details. Calls for assistance are likely to come direct from the councils Election team and would include problems (damaged) polling booths or missing polling station signage. The level of cover will be agreed on a election by election basis.
4. The electoral work falls outside of the core services and price will be requested at the time of elections.

Provision of Traffic Support Team

1. Working on the highway may require at times special traffic management provision. The contractor may be requested for this provision. These requirements and costs will be agreed with the Coordinator at the relevant time.

Amenity Asset Repairs

1. Where safety issues have been reported the contractor may be requested to affect the repair. This would include: Fencing, Lighting, Foot Paths or Hard Surfaces. These requirements and costs will be agreed with the Coordinator at the relevant time.

Noxious, Harmful or Injurious Weeds

1. Where noxious/harmful or injurious weeds are reported the contractor may be requested to affect the treatment. These requirements and costs will be agreed with the Coordinator at the relevant time.

Agreed Enhanced Service

Barrow Person

1. The Contractor shall provide a week day litter picker with a hand barrow in the Eight Major Towns. To the agreed hours. At the completion of the operational visit the areas are to be returned to Grade A.

Pavement Sweeper

1. The Contractor shall provide a minimum of day a month pavement sweeper in the remaining twelve town centre areas. The pavement sweeper will operate every day to the agreed hours. Following cleaning the areas are to be returned to Grade A.
2. The schedule may be amended by the Coordinator.

Litter Bin Provision

1. The Contractor shall install Litter Bins when requested. Installation costs are to be agreed with the Coordinator.

Proposed Enhancements Awaiting CENs Costing and Member approval:

Town Community Week (idverde Provision)

1. The Contractor shall schedule the Community Team to undertake one week a quarter on generic community activities. The tasks to be completed (including locations and timings) on the designated day will be identified by the Coordinator in consultation with the relevant town. The required activities will be within the scope of the community team, but will be tailored to the community requirements.

Village Highway Weed Control (Ringway or idverde Provision)

1. The Contractor shall be responsible for the safe application of a weed control treatment to the highways and footways of the 'Village' urban identified areas.
2. Six weeks in advance of commencing weed control the Contractor shall submit to the Coordinator the proposed treatment type and method of application for consideration. The Contractor shall be responsible for ensuring that the chosen method of control and method of application is effective in controlling weed growth in the treated areas.
3. The Contractor shall treat all hard surfaces on the identified plans including kerb front and top lines, back edges of footpaths and pavements with a boundary wall or enclosed boundary fencing and paved areas including front face and paving blocks.

4. The Contractor shall agree with the Coordinator the proposed weed control programme for all areas and during the works provide daily updates as necessary to the Coordinator.

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Wiltshire Streetscene Service 2019/ 20



March 2019

Key Performance Indicators

To Programme		Target	Achieved
SS01	Resource (Agreed Number)		
SS02	Grass Cutting (Agreed Frequency)		
SS03	Grounds Maintained (Agreed Area)		
SS04	Cost of Grounds and Grass (per household)		
SS05	Number of Litter Reports		
SS06	End to End Time Litter Collection		
SS07	End to End Time Fly Tips		
SS08	Litter Bin Emptying (Reports)		
SS09	Cleanliness Litter (NI 195)		
SS10	Cost of Streets (per household)		
SS11	Client/ Contractor Inspection Scoring (As per manual) (12 per year)		
Contract Scoring			
CC01	Contract Scoring		
Customer			
C01	Public satisfaction with response to litter clearance reports – Dynamics		
C02	Public satisfaction with response to grass cutting report – Dynamics		
C03	Public satisfaction with response to grounds maintenance report – Dynamics		
C04	Town and Parish Council Scoring/ idverde (52 inspections a year)		
C05	Public Perception – Annual Survey		

SS01 - Resource Provision To Contract Requirement.

Overview The purpose of this performance measure is to report on the proven of people resources to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action
Most effective use of resources

Measure Details This is an annual measure.

This measure is based on contractual whereabouts sheets.

Measure shows number of people resources employed by the contractor to the contract requirement.

Desired output is that resources exceed contract requirement.

SS02 - Grass Cutting (Agreed Frequency)

Overview The purpose of this performance measure is to report on the proven of out puts to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action
Frequency of grass cuts

Measure Details This is an annual measure.

This measure is based on contractual whereabouts sheets.

Measure shows the frequency of grass cutting to the required contract number.

Desire output is the frequency of cutting exceeds the contract requirement.

SS03 – Grounds Maintenance (Agreed Area)

Overview The purpose of this performance measure is to report on the proven of outputs per area to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action
Provision to schedule for grounds maintained

Measure Details This is an annual measure.

This measure is based on contractual whereabouts and sheets.

Measure shows the agreed area of grounds via the completed tick sheets completed to the contract requirement.

The desired outcome is more grounds are maintained compared to the contract requirement.

SS04 – Cost of Grounds and Grass (per household)

Overview The purpose of this performance measure is to report on the total spent on grounds divided by the number of hereditaments to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on how much hereditament contributes to the overall cost of grounds.

Measure shows the cost of grounds per household.

The desired output is a decreasing in the spend per household year on year.

SS05 – Number of litter reports

Overview The purpose of this performance measure is to report on the proven number of customer reports relating to the contract.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on figures provided from Customer Contact Centre about the service.

Measure shows the number of customer reports.

The desire is to see a reducing number of customer reports year on year.

SS06 – End to End time litter collection

Overview The purpose of this performance measure is to report on the proven end to end times of litter collection outputs to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on the length it takes from the contractor being issued with the report, collect and close down as supplied by the Acorn quality system.

Measure shows the timescales of end to end times of collecting litter as defined in the code of practice litter and refuse).

Desired outcome to see a year on year reduction in response times.

SS07 – End to End time fly tips

Overview The purpose of this performance measure is to report the time taken on the proven number of fly tips from being reported, collected and closed down.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action
Frequency of fly tips

Measure Details This is an annual measure.

This measure is based on the length it takes from the contractor being instructed to clear a fly tip, collect and close down as supplied by the Acorn quality system.

Measure shows the timescale for the request being received by the contractor, collected and closed.

Desired outcome to see a year on year reduction in response times.

SS08 – Cleanliness Litter Bins

Overview The purpose of this performance measure is to report on cleanliness for litter bin emptying.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on the number of justifiable litter bin overflowing reports received.

Desired outcome to see a year on year reduction in litter bin overflowing reports.

SS09 – Cleanliness litter (N195)

Overview The purpose of this performance measure is to report on cleanliness for litter on specific transects. As defined in the code of practice for litter and refuse.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on identified areas to access cleanliness.

Measure shows cleanliness per transect graded A to D.

Desired outcome to see a year on year reduction in areas found to be below an acceptable standard.

SS10 – Cost of streets (per household)

Overview The purpose of this performance measure is to report on the total spent on streets divided by the number of hereditaments to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on how much hereditament contributes to the overall cost of grounds.

Measure shows the cost of street cleaning per household.

The desired outcome is a year on year reduction in the cost per household.

SS11 – Client/Contractor Inspection scoring (As per manual)

Overview The purpose of this performance measure is carry out joint inspections to monitor quality of cleansing and grounds maintenance to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is a monthly measure with an annual performance requirement.

This measure is based on assessing the quality of the completed works (cleansing/grounds)

Measure shows quality output of completed works.

The desired outcome is to see a year on year improvement in standards.

CC01 - Contract Scoring

Overview Weekly/monthly scoring provided by both client and contractor as to quality of services delivered to specification. This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is a weekly/monthly measure.

This measure is based on assessing the quality of their conduct and works.

Measure shows quality output of relationship between client and contractor.

Desired outcome is to deliver to the contract specification.

C01 - Customer Scoring – Public satisfaction with response to litter clearance reports

Overview This is an automatic feedback survey following from individual reports. The survey will be issued by Dynamics following a report being completed.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details Public satisfaction to individual reports.
Desired outcome is an improving customer response to individual reports.

C02 - Public satisfaction with response to grass cutting report

Overview This is an automatic feedback survey following from individual reports. The survey will be issued by Dynamics following a report being completed.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details Public satisfaction to individual reports.
Desired outcome is an improving customer response to individual reports.

C03 - Public satisfaction with response to grounds maintenance report

Overview This is an automatic feedback survey following from individual reports. The survey will be issued by Dynamics following a report being completed.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details Public satisfaction to individual reports.
Desired outcome is an improving customer response to individual reports.

C04 - Public perception – Annual Survey

Overview This is an annual survey issued to towns and parish on contract outputs

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.
Driver for Change / Improvement Action

Measure Details Public satisfaction to the whole service outputs.
 Desired outcome is an improving customer response to the amenity and street scene service.

C05 - Joint Town/ Parish Council and Contractor Scoring (to manual)

Overview The purpose of this performance measure is carryout joint inspections to monitor quality of cleansing and grounds maintenance to the contract requirement with town and parish councils.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is a monthly measure with an annual performance requirement.

This measure is based on assessing the quality of the completed works (cleansing/grounds)

Measure shows quality output of completed works.

The desired outcome is to see a year on year improvement in standards.

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Joint Inspection Manual



March 2019



Standards Management Pictorial Guide

PQMS Grading

Aim:

The use of a performance management system which provides the council and the contractor with an overall assessment of the contractor's performance. It will be assessed across the full range of features within the contract specification.

Classification of Standards:

For the council to achieve a standard overall, all of the criteria within that standard must have been met or exceeded.

A	10	<p>GM: Feature is maintained above contract standard in all aspects (Grade A will not be achieved in most circumstances)</p> <p>SC: Absence of all litter, detritus, excreta, leaf fall, weeds etc.</p> <p>FM: Absence of all dirt, waste, cobwebs, dead insects/vermin and the facility or area is fully stocked</p> <p>CE: All clear no litter/debris in channel or against grille, no overhanging vegetation.</p>
A-	9	<p>GM: Feature is maintained above contract standard in most aspects. (Grade A- will not be achieved in most circumstances)</p> <p>SC: Absence of almost all litter, detritus, excreta, leaf fall etc. Substantially weed free</p> <p>FM: Absence of almost all dirt, waste, cobwebs, dead insects/vermin and the facility or area is fully stocked</p> <p>CE: Minor debris, recent deposits with no compromise in efficiency.</p>
B	8	<p>GM: Feature is maintained to contract standard in all aspects</p> <p>SC: Predominately free of litter, detritus, excreta, leaf fall etc. Predominantly weed free</p> <p>FM: Predominately free of all dirt, waste, cobwebs, dead insects or vermin and the facility or area is fully stocked</p> <p>CE: Minor debris, slight effect on efficiency.</p>
B⁸⁹¹	7	<p>GM: The feature is maintained to contract standard in the majority of aspects</p> <p>SC: Some distribution of litter, detritus, excreta, leaf fall, etc. Some weed growth</p> <p>FM: Some distribution of dirt, waste, cobwebs, dead insects or vermin and the facility or area is adequately stocked.</p> <p>CE: Moderate debris, still working effectively</p>
C	6	<p>GM: The feature is maintained slightly below contract standard in some aspects</p> <p>SC: Widespread distribution of litter, detritus, excreta, leaf fall etc. Significant weed growth</p> <p>FM: Widespread distribution of dirt, waste, cobwebs, dead insects /vermin and the facility or area is inadequately stocked</p> <p>CE: Moderate debris, efficiency compromised.</p>
C-	5	<p>GM: The feature is maintained but below contract standard in most aspects</p> <p>SC: Widespread distribution and accumulation of litter, detritus, excreta, leaf fall etc. Considerable weed growth</p> <p>FM: Widespread distribution and accumulation of dirt,waste,cobwebs,dead insects or vermin and the facility or area is inadequately stocked</p> <p>CE: Chocked and ineffective</p>
D	4 and below	<p>GM: The feature is unmaintained and considerably below contract standard in all aspect</p> <p>SC: Heavy distribution of litter, detritus, excreta, leaf fall etc. Heavy, widespread weed growth.</p> <p>FM: Heavy distribution of dirt, waste, cobwebs, dead insects or vermin and the facility or area is inadequately stocked</p> <p>CE: Channel/grille in filled and unidentifiable</p>

Street Cleansing

A

No litter or refuse present. No detritus in channels. Substantially weed free



B

Small amount of litter in localised accumulations. Minimal detritus present. Predominantly weed free



C

Widespread litter and detritus present. Significant weed growth present



D

Heavy littering, widespread detritus. Heavy significant accumulations of litter. Heavy, widespread weed growth.



Specification :-

- Grade A standard. shall mean the absence of litter, debris, detritus, loose chippings, excreta, accident debris, other rubbish and animal carcasses or remains or any other material fouling street surfaces. **Achievable in town centres/high intensity areas.**
- Grade B standard shall mean the area is predominately free of litter, debris, detritus, loose chippings, excreta, other rubbish and animal remains or any other material fouling street surfaces apart from small items. **(Minimum contract standard.)**
- Grade C standard means widespread distribution of litter, debris, detritus, loose chippings, excreta, other rubbish and animal carcasses or remains or any other material fouling streets surfaces with minor accumulations.
- Grade D standard means heavy distribution of litter, debris, detritus, loose chippings, excreta other rubbish and animal remains or any other material fouling street surfaces with large accumulations.

Litter Bins

A Bins are unlikely to achieve above contract standard.



B Bin has 25% capacity or more and area around litter free



C Bin overflowing, minimal litter on floor.



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Bin overflowing on floor.

Specification :-

All bins emptied at a frequency to prevent them from overflowing

Any spillage or waste found adjacent to or close to the litter bin shall be cleaned up or cleared at the same time.

Any defect or damage observed by the Service Provider whilst emptying bins shall be reported to the Council.



Grounds Maintenance (Grass)

A Grass very short, no arisings, back up work done to spec. No litter present, area looks very high standard



B Grass length within a four week growth, minimal litter present



C Grass growth within 4 to 6 week cut. work not to spec. Litter present



D Grass exceeds six week cut no back up works done. Whole area out of spec. A large amount of litter present



Specification :-

Code	Expected Mowing Season	Expected Frequency of Cut	Type of Mow
Sheltered Housing Schemes	2 nd week March - end of October	Once per week	First 2 cuts of season to be boxed off, thereafter as flown
General Grass Areas	2 nd week March - end of October	Monthly	Cuttings to be as flown
Rough Grass Areas	One cut during the first 2 weeks of April, July and September	N/A	Cuttings to be as flown
Flail Grass Areas	2 nd week March - end of November	N/A	Cuttings to be as flown
Wild Flower/ Conservation Areas	One cut during the final week of September and one cut during the final week of March	N/A	Cuttings to be collected and removed from site

Grounds Maintenance (Hedges and Shrubs)

A Hedge sides and top cut. Manicured appearance due to more cuts



B Hedge still in spec, shows one year growth



C Hedge requiring work as overgrowing access/ pavement



D Hedge out of spec, overgrowing footpath and more than a years growth



Specification:

- Annually growth on identified hedges clipped back
- Clip lodgings in the top and side removed
- Litter and debris removed from hedge base
- Grade B picture shows growth hedge after and prior to being cut – both are of contract standard

Officers to check the planned maintenance schedule following grading and add comment if schedule maintenance is imminent

A

Weed free, no litter and shrubs pruned. Area very tidy



B

Weed + litter minimal. One years growth. Not obstructing footpath



C

Weed growth, litter present. Shrubs obstructing footpath



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Area totally overgrown with weeds/litter present



Specification:

- Shrubs and flower beds free of litter, weeds, leaves and other extraneous material following annual maintenance
- Planned pruning to ensure shape is being maintained following annual maintenance
- Identified plants cut back from footpaths, roads and windows following annual maintenance

Reactive Works

Characteristic	Response time	Note
Fly-tips	½ a day, if reported before 1pm then it will be completed by 6pm. If reported after 1pm it will be completed the next duty day before 1pm.	•Not on private land or land not adopted.
Fly-tips	1 day, This means by 6pm the following evening.	•Not on private land or land not adopted.
Fly-tips	14 days	•Not on private land or land not adopted.
Offensive Graffiti	Remove within 2 Hours	•On WC land and assets only.
Markets (clear the waste)	By 0800hrs the following day	•WC Markets only
Street Cleansing – High intensity	½ a day, if reported before 1pm then it will be completed by 6pm. If reported after 1pm it will be completed the next duty day before 1pm.	•Not on private land or land not adopted.
Street Cleansing – Medium intensity	1 day, This means by 6pm the following evening.	•Not on private land or land not adopted.
Street Cleansing – Low intensity	14 days	•Not on private land or land not adopted.

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Wiltshire Council

Street scene contractor performance survey

This survey looks at the various services provided under the councils Street Scene contract with Iverde to see how well that contract is performing in the eyes of the various stakeholders such as the public, Town and Parish Councils. Your views will help us assess performance and make improvements where they are felt to be necessary. The survey should take no longer than 10 minutes to fill out and all your answers will be treated in the strictest confidence although we will want to share results with the contractor to ensure that any improvements can be made.

About you

- Q1 Are you answering this survey as?
- A resident
 - A Town or Parish Council representative
 - Another organisation or group

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If you said Town, Parish, organisation or group can you please say which?

Grounds maintenance

The Council employs a contractor Iverde to undertake its ground maintenance duties according to a written schedule and specification. We would like to know from your experience what you think of the quality of the work done and whether the resulting work is satisfactorily undertaken

- Q2 Is the grass cut to the same height across the area mown (it is acceptable for cut grass to be left and not removed from the grassed area).
- Yes
 - No

If no please give details

- Q3 Is any litter present collected before the grass is cut? This means that following grass cutting there is no shredded litter left on the grassed area
- Yes
 - No

If no please give details

- Q4 Are grass cuttings removed from footways, paths and hard areas following cutting? This means that any grass cuttings produced during mowing is cleared from non-grassed areas within 24hours.
- Yes
 - No

If no please give details

- Q5 Are the hedges cut evenly? This means where a hedge is cut the result is a hedge that has a consistent surface
- Yes
 - No

If no please give details

- Q6 When hedges are cut, is the area left clean and tidy?
- Yes
 - No

If no please give details

Street cleansing

- Q7 Have you reported an issue with the litter collection in the last 6 months?
- Yes
 - No

Q8 Was your issue dealt with in a timely manner?

- Yes
- No

If no please give details _____

Overall satisfaction

Q9 Have you reported an issue with the litter bins collections in the last 6 months?

- Yes
- No

Q10 Was the issue dealt within a maximum fourteen days (statutory guidance time frame)?

- Yes
- No

If no please give details _____

Q11 Was there a reoccurrence of this issue in subsequent weeks?

- Yes
- No

If yes please give details _____

Priorities

The Council is looking to ensure that the wishes of the public and its various stakeholders are given precedence in its contracts so that our contractors do what our stakeholders regard as a priority. The following service choices have been chosen to allow the councils stakeholders to indicate which if any they think should be given greater priority.

Q12 How far do you agree or disagree with the following priority statements?

The current amenity land maintenance standard for grass cutting is a minimum frequency of a cut a month. Hedges and shrubs are cut if deemed a priority through the winter.

In adverse weather conditions or where there are higher priority requirements for the council's resources the maintenance standards are reduced. For example grass cutting may be extended to six weekly.

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	Agree	Disagree
Wiltshire Council should concentrate on scheduled litter collection rather than the current reactive litter service?	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire Council should concentrate on an annual cutting of amenity hedges and shrubs rather than a reactive service based on safety issues or complaints	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire Council should maintain closed churchyards and cemetery grounds in its control to a higher standard than that for amenity land	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire Council should maintain car parks in its control to a higher standard than that for amenity land	<input type="checkbox"/>	<input type="checkbox"/>
Wiltshire Council should maintain country parks in its control to a higher standard than that for amenity land	<input type="checkbox"/>	<input type="checkbox"/>

Finally

Q13 Do you have any further comments to make about the performance of the Street Scene contract?

Thank you for taking the time to reply to this survey. Your answers are important to us. If you want to know more about the survey you can contact xxxxx at yyyy or alternatively.....

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Wiltshire Council

Environment Select Committee

12 March 2019

Executive Response to the final report of the Waste Contracts Task Group

Purpose of the report

1. To present the response of the Cabinet Member for Highways, Transport and Waste to the final report of the Waste Contracts Task Group.

Background

2. On 8 January 2019 the Environment Select Committee endorsed the final report and recommendations of the Task Group. The Committee resolved to refer the following Task Group's recommendations to the relevant Cabinet Member for response at the Environment Select Committee's next meeting on 12 March 2019.
3. The meeting discussed the accuracy of details mentioned in [paragraphs five and six](#) of the final report. It was accepted by the Task Group Chairman and Committee that paragraph five should read 'materials recovery facility (MRF)', as opposed to 'materials recycling facility'. Also, that in paragraph six it should be referenced that the Council has no plans to collect additional materials once the MRF has been built and, instead, the change will be that only glass will be collected from the black box once the MRF has been built.
4. During 8 January Environment Select Committee, the Committee agreed that communication about which items can be placed in which household waste bin was fundamental to ensuring that the quality of Wiltshire's recyclate remains high. The Committee also asked the Cabinet Member and Director for Waste and Environment to consider circulating a Councillors' Briefing Note detailing the destination of Wiltshire's waste.

Executive response to the Task Group's recommendations

Recommendation No.1	1. In order to support the delivery of the Business Plan 2017-27 objective(s) of high recycling rates and reducing litter, the Council to: A) Regularly communicate the duties and responsibilities of businesses for disposing of their commercial waste, through a variety of means, such as:
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	<p>I) Leaflet drop-offs to businesses II) Social media channels III) Parish/Town Council Newsletters IV) Regularly maintaining and updating the Council's commercial waste webpages</p> <p>B) Create a 'Commercial Waste Directory' for Wiltshire, which details which individuals/organisations can collect and recycle commercial waste for Wiltshire's businesses. This Directory to also be regularly publicised through the above channels listed in I to IV.</p> <p>C) For a 'Re-Use' section to be introduced at all Wiltshire's HRCs and, at the HRCs where it already exists, for this section to become operational. This facility to be widely and regularly publicised, so that residents are aware of it and can begin to take advantage of it.</p> <p>D) Regularly communicate to residents, as well as town and parish councils the need for and importance of segregating recycling materials, in order to continue to ensure that the quality of Wiltshire's recyclate remains at a high level. Such communication to be facilitated through the above channels listed in I to IV.</p>
<p>Reason for recommendation</p>	<p>In order to improve recycling rates and ensure that the quality of Wiltshire's recyclate remains high, residents need information about their household waste to be regularly communicated to them. Although the Council is not responsible for commercial waste in the county, the above recommendation seeks to help ensure that the Council is proactive in encouraging recycling among businesses.</p>
<p>Cabinet Member</p>	<p>Cllr Bridget Wayman</p>
<p>Executive response</p>	<p>A) <i>Accepted in part:</i> I support the intention of this recommendation but need to recognise that the waste management service is resourced to manage household waste only. The council's enforcement team does notify businesses of their responsibilities when their arrangements for collection of commercial waste</p>

	<p>are brought to our attention. We could explore with the communications team the possibility of sharing a link via social media to the online commercial waste leaflet and of communicating this via the parish council newsletter. The council's commercial waste webpage is up to date.</p> <p>B) <i>Rejected</i>: The council does not have the capacity to develop and maintain a commercial waste directory. Our advice to businesses is that they use internet search engines to find organisations which can collect and recycle commercial waste and check with the Environment Agency that the organisations they select are licensed waste carriers.</p> <p>C) <i>Accepted</i>: The waste management team are continuing to work with our contractors on the re-use offer at our household recycling centres. Environment Select Committee or the Waste Contracts Task Group could decide to invite the contractor's representative to a meeting to discuss their proposals.</p> <p>D) <i>Accepted in part</i>: I agree the need to regularly communicate details of the services we provide to residents, but the costs of employing certain methods are prohibitive. We should continue to encourage as many residents as possible to provide email addresses to the waste management team so updates on services can be sent regularly without the council incurring additional costs, such as printing and postage.</p>
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Recommendation No.2	2. Utilise fixed penalty notices (FPNs) instead of warning letters and report back to the Environment Select Committee after a 12 month period, including the amount of FPNs issued in comparison to warning letters and the effect that this has had on fly-tipping/reducing litter in Wiltshire.
Reason for recommendation	The Task Group felt that the enforcement process could become more streamlined.
Cabinet Member	Cllr Bridget Wayman

<p>Executive response</p>	<p><i>Rejected:</i></p> <p>The decision of whether to issue a warning letter or a FPN is based on whether any evidence is present within the waste or if the act of fly tipping has been witnessed. Officers will always select FPNs or prosecution if there is sufficient evidence or witness statements. A warning letter would not be issued if there is evidence available.</p> <p>Warning letters are an effective way to informally manage fly tipping issues where we cannot trace the offender by obtaining evidence. We could not issue FPNs instead as there is no evidence and therefore no individual to issue the FPN to. Warning letters are useful if there is a fly tipping problem within a discreet area. Local businesses or residents may be issued with warning letters reminding them of their responsibilities for managing their waste.</p>
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<p>Recommendation No.3</p>	<p>3. Formulate a public relations campaign which seeks to encourage residents to come forward with evidence and information, if they see waste being fly-tipped.</p>
<p>Reason for recommendation</p>	<p>As a vast amount of evidence is required to bring about a successful prosecution for fly-tipping, the Task Group felt that the public ought to be encouraged to share any information which would help the Council to bring about a successful prosecution.</p>
<p>Cabinet Member</p>	<p>Cllr Bridget Wayman</p>
<p>Executive response</p>	<p><i>Accepted:</i></p> <p>The enforcement team would work with the communications team to see if resources could be identified to develop such a campaign. There are national organisations such as the Environmental Services Association which have developed campaigns to tackle fly tipping and other illegal waste activities and it may be possible to link a Wiltshire campaign to these.</p> <p>The council has worked with other major landowners such as Landmarc to promote the need to manage waste responsibly</p>

	<p>and ensure that any waste residents and businesses generate does not end up being fly tipped.</p> <p>The council already provides information to town and parish councils encouraging them to remind residents that they should ensure that anyone who offers to dispose of their waste is a licensed waste carrier and will dispose of the waste at a licensed facility. In the event of successful prosecutions, the council issues press releases containing information aimed at residents on how to ensure that any waste they produce is legally managed.</p> <p>The message needs to be clear to residents as we would not want them to search waste and remove evidence themselves as this would cause difficulty with any subsequent investigation. Similarly, we would not want residents to put themselves at risk if they witness someone committing a fly tipping offence.</p>
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Recommendation No.4	4. Amend the MyWiltshire App, so that reporting of fly-tipping/waste incidents becomes a simpler and more user-friendly process.
Reason for recommendation	The Task Group felt that the more simple and user friendly a system, the more residents would make use of it and this could help to improve the cleanliness of the county.
Cabinet Member	Cllr Bridget Wayman
Executive response	<p><i>Accepted:</i></p> <p>This is being reviewed as part of the council's digital programme and will be replaced by Microsoft Dynamics in the near future, which should improve customer access. However, the existing App is a relatively user-friendly system. The information required when an incident is first reported is vital to the investigatory process. Anyone who does not have access to the App may telephone the council and CSU would create an App report based on the information provided.</p>

Recommendation No.5	The Environment Select Committee to reconvene a Waste Contracts Task Group to consider 'The
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	implementation and performance of the council's waste contracts for collecting and managing waste and recyclables' when Lots 1, 3, 4 and 5 become fully operational
Reason for recommendation	The Task Group was originally established to consider the above, however, the Task Group felt that they were not able to completely consider this area – as the materials recovery facility (MRF) is in the process of being built. The members are optimistic that scrutiny can help to add value here when the MRF becomes operational.
Cabinet Member	Cllr Bridget Wayman
Executive response	<i>Accepted:</i> The contracts for management of garden waste (Lot 3) and management of non-recycled waste which is not suitable for energy recovery (Lot 4) are fully operational. I agree that it would be helpful for the Committee to consider the performance of the Lot 1 and Lot 5 contracts once the tendered solutions have been implemented.

Other Comments from the Executive

- Paragraph 23 of the Final Report refers to the re-use offer at household recycling centres. As set out in the response to recommendation 1C above, the council is continuing to work with its contractors to develop this. However, this is unlikely to include the opportunity for residents to visit HRCs to retrieve waste items which have been set aside for re-use. As members of the task group commented in paragraph 22, there are times when queues for HRCs would always present a problem. The council would not want to add to this problem by encouraging residents to visit the sites to review re-use items for removal.

Proposal

- To note the executive response to the **Final Report – Waste Contracts Task Group**.

Cllr Bridget Wayman, Cabinet Member for Highways, Transport and Waste

Officer contact: Natalie Heritage, Senior Scrutiny Officer, 01225 718062,
Natalie.Heritage@wiltshire.gov.uk

Wiltshire Council

Environment Select Committee

12 March 2019

Task Group and Programme Boards Representatives Updates

Purpose

To provide an update on recent task group and programme board activity and propose any decisions requiring Committee approval.

1. Homelessness Strategy Task Group

Membership:

Cllr Matthew Dean

Cllr David Halik

Cllr Deborah Halik

Cllr Gordon King

Cllr Pip Ridout

Cllr Tom Rounds

Cllr Graham Wright (Chairman)

Supporting Officer: Natalie Heritage

Terms of Reference:

1. To support the development of a Homelessness Strategy which aims to prevent and reduce homelessness in Wiltshire by considering:

- a) Partnership working arrangements - which can help to facilitate a holistic response to the causes of homelessness and the accessibility of advice and information around homelessness and housing options
- b) Projections of homelessness in the county
- c) The availability of suitable and appropriate accommodation
- d) Provision for the needs of vulnerable groups deemed as most at risk of homelessness
- e) The reasons why individuals become either at risk of or homeless

2. To meet every 8 weeks or on an ad-hoc basis as appropriate, until the conclusion of the Cabinet's work in in drafting a Homelessness Strategy September 2019.

Recent activity:

15 January 2019

The Task Group held a focus group session with a range of stakeholders involved in combatting homelessness in Wiltshire. Attendees included internal officers from the Homelessness Advice and Prevention Service, as well as Housing Income and Revenues and Benefits. External partners included some of the county's main housing providers, Alabaré, the Citizens Advice Bureau and the Department for Work and Pensions.

The discussion highlighted the need and importance of targeted, co-ordinated and earlier intervention to help prevent homelessness and all agreed that a multi-agency approach would help to reduce homelessness even further in Wiltshire. The Task Group are going to discuss the outcomes from the focus group with the Executive at their forthcoming meeting.

19 February 2019

The Task Group met on 19 February to consider the draft Homelessness Strategy and receive responses to some questions that they had put to the Executive following their December and January meetings. These questions centred on the provision of accommodation/housing support for Care Leavers, the implementation of the Housing First initiative in Wiltshire, partnership working arrangements, the newly established Rough Sleeper Outreach team, Temporary Accommodation provision, preventative work and the private rented sector. The Task Group were satisfied with the responses that they received.

In regard to the Homelessness Strategy, the Task Group made several recommendations around wording for the Universal Credit section and the content of the tables of priorities. All of these were accepted by the Executive. The Executive made a special point of thanking the Task Group for their input; which they felt had been extremely valuable and they signalled that they would take the points that had been raised in the discussion back to Officers.

As Housing were intending to conduct a 'Mystery Shopping' exercise around Housing Options, it was agreed that the Task Group could be involved with this work and, therefore, the meeting listed on the Forward Work Programme for March was amended, to focus instead on the private rented sector.

Feedback from January's Focus Group was that a large majority of eviction notices originate from the private rented sector, in the form of a Section 21 notice and these contribute to homelessness. As no stakeholder from the private sector was involved in January's session, it was agreed that this area required further research.

The Task Group have decided to draft some questions to independently put to private landlords/agents in their division and they are then going to report back on their findings to the entire Task Group on 11 March.

Separately, in consultation with the Chairman, it was agreed that Cllr Walsh step down from the Task Group.

Proposal

For the Environment Select Committee to endorse the stepping-down of Cllr John Walsh from the Homelessness Strategy Task Group, and the Group continuing to operate with seven members, as follows:

- **Cllr Matthew Dean**
- **Cllr David Halik**
- **Cllr Deborah Halik**
- **Cllr Gordon King**
- **Cllr Pip Ridout**
- **Cllr Tom Rounds**
- **Cllr Graham Wright**

Report author:

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Environment Select Committee Forward Work Programme

Last updated 28 FEBRUARY 2019

Task Group	Start Date	Final Report Expected
Homelessness Strategy Task Group	December 2018	September 2019

Environment Select Committee – Forward Work Programme			Last updated 21 FEBRUARY 2019		
Meeting Date	Item	Details / Purpose of Report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
12 Mar 2019	HIAMS: Streetworks	As resolved at 13 March ESC following the consideration of a report on 'Streetworks and Utilities Management', the Chairman to raise with the Committee from March 2019 whether they would wish to review how HIAMS has impacted on streetworks and, if so, information on such an item to be brought to Committee. At 8 January 2019 ESC, the Committee agreed to receive a written brief on this item.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
12 Mar 2019	Key Performance Indicators - Streetscene	As resolved at 6 November 2018 meeting, Key Performance Indicators (KPIs) being developed for the proposed streetscene contract to be considered by the Committee, when they have been developed fully.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Adrian Hampton
12 Mar 2019	Executive Response to the Waste Contracts Task Group	For the Cabinet Member for Highways, Transport and Waste to formally respond to the recommendations put forward by the Waste Contracts Task Group	Tracy Carter	Cabinet Member for Highways, Transport and Waste	Natalie Heritage

Environment Select Committee – Forward Work Programme			Last updated 21 FEBRUARY 2019		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
23 Apr 2019	Killed and Seriously Injured Incidences	As resolved at 6 November 2018 meeting, the Cabinet Member for Highways, Transport and Waste to return to Committee with information on whether the rate of Killed and Seriously Injured incidences has reduced, or whether vehicles have become safer, which has led to the reduction as noted in November's report.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Allan Creedy
23 Apr 2019	Public Transport Review Update	As resolved at 6 November 2018 meeting, the Committee to receive a further briefing note when the advice / clarification has been made available on the outcome of the Section 19 and 22 consultation regarding Community Transport permits.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Jason Salter

Environment Select Committee – Forward Work Programme			Last updated 21 FEBRUARY 2019		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
23 Apr 2019	Executive Response to the Late-Night Taxi Fares Task Group	For the Committee to receive the formal response from the Executive, in relation to the Late-Night Taxi Fares Task Group's final report. As resolved at 8 January 2019 ESC, the final report to be received by Licensing Committee, prior to ESC considering the Executive's response.	Tracy Carter	Cabinet Member for Highways, Transport and Waste	Henry Powell
23 Apr 2019	Air Quality Strategy	As resolved at 6 November 2018 meeting, the Committee to consider the Council's 'Air Quality Strategy' ahead of Cabinet's consideration	Tracy Daszkiewicz (Director - Public Health and Protection)	Cabinet Member for Adult Social Care, Public Health and Public Protection	John Carter
23 Apr 2019	ECO Board - Annual Update	As resolved at 26 June 2018 ESC, the Committee to receive an annual update from the ECO Board on their progress and future plans going forward	Director - Economic Development and Planning	Cabinet Member for Spatial Planning, Development Management and Property	

Environment Select Committee – Forward Work Programme			Last updated 21 FEBRUARY 2019		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
18 Jun 2019	Waste Management Strategy	As resolved at 26 June 2018 meeting, a 6-month progress report on the Waste Management Strategy to be provided to the committee. As resolved at 8 January 2019 meeting, this update to also include details on the Council's 'plastic waste strategy' and information from the Rapid Scrutiny on Plastic Waste in Wiltshire's Roads can feed into the update.	Tracy Carter	Cabinet Member for Highways, Transport and Waste	
18 Jun 2019	Rapid Scrutiny: Plastic Waste in Wiltshire's Roads - Final Report	For the Committee to receive the final report of the rapid scrutiny exercise.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Marie Gondlach
18 Jun 2019	Dog Excrement	As agreed at 8 January 2019 ESC, the Committee to receive a briefing on the impact that dog fouling in the countryside has on livestock.	Laurie Bell	Deputy Leader and Cabinet Member for Communications, Communities, Leisure and Libraries	Natalie Heritage
3 Sep 2019	Rapid Scrutiny: Plastic Waste in Wiltshire's Roads - Executive Response	For the Committee to receive the Executive response to the Rapid Scrutiny's final report.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Marie Gondlach

Environment Select Committee – Forward Work Programme			Last updated 21 FEBRUARY 2019		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
3 Sep 2019	Highways Consultancy Contract	As resolved at 21 Nov 2017 ESC, for the Committee to receive a further update on the Highways Consultancy contract and the procurement process	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
3 Sep 2019	Highways Annual Review of Service	As resolved at 6 November 2018 meeting, the Committee to continue to receive an annual update on the review of the highway service.	Parvis Khansari	Cabinet Member for Highways, Transport and Waste	Peter Binley
3 Sep 2019	Salisbury Recovery	As resolved at 8 January 2019 ESC following a presentation on the matter, the Committee to receive a further presentation on the progress of work in six months' time	Robin Townsend	Cabinet Economic Development and Salisbury Recovery	Kartar Singh