

AGENDA

Meeting: Environment Select Committee
Place: The Kennet Room - County Hall, Trowbridge BA14 8JN
Date: Tuesday 13 September 2016
Time: 3.00 pm

Please direct any enquiries on this Agenda to Kieran Elliott, of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718062504 or email natalie.heritage@wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225) 713114/713115.

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Membership:

Cllr Brian Dalton	Cllr Magnus Macdonald
Cllr Dennis Drewett	Cllr Ian McLennan
Cllr Peter Edge (Vice Chairman)	Cllr James Sheppard
Cllr Peter Evans	Cllr Tony Trotman
Cllr Jose Green	Cllr Bridget Wayman (Chairman)
Cllr Jacqui Lay	Cllr Philip Whalley

Substitutes:

Cllr Rosemary Brown	Cllr Bob Jones MBE	
Cllr Trevor Carbin	Cllr Howard Marshall	
Cllr Terry Chivers	Cllr Linda Packard	
Cllr Tony Deane	Cllr Ricky Rogers	
Cllr Nick Fogg MBE	Cllr Ian Tomes	
Cllr Mike Hewitt	Cllr Ian West	
Cllr George Jeans		Cllr Bob Jones MBE
	Cllr Bob Jones MBE	Cllr Howard Marshall
	Cllr Howard Marshall	Cllr Linda Packard
	Cllr Linda Packard	Cllr Ricky Rogers
	Cllr Ricky Rogers	Cllr Ian Tomes
	Cllr Ian Tomes	Cllr Ian West
	Cllr Ian West	

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AGENDA

PART I

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

1 **Apologies**

To receive any apologies or substitutions for the meeting.

2 **Minutes of the Previous Meeting** (*Pages 7 - 16*)

To approve and sign the minutes of the Environment Select Committee meeting held on 7 June 2016.

3 **Declarations of Interest**

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

4 **Chairman's Announcements**

To receive any announcements through the Chairman.

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 above 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 above (acting on behalf of the Corporate Director), no later than 5pm on Tuesday 6 September 2016, in order to be guaranteed a written response prior to the meeting. Any question received between the above deadline, and no later than 5pm two clear working days before the meeting, may only receive a verbal response at the meeting.

Please contact the officer named on the first page 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 Waste Service Changes Task Group Final Report (Pages 17 - 30)

The Waste Service Changes Task Group was established to:

- a) Consider the impact of changes to Household Recycling Centre (HRC) locations and opening times on:
 - Volume of waste received and recycled;
 - Incidences of fly-tipping;
 - Customer experience.
- b) Consider the impact of the introduction of fees for garden waste collection on:
 - Garden waste recycling rates (including food composters);
 - Residual waste volumes;
 - Incidences of fly-tipping.
- c) To monitor the implementation of the Council's Mobilisation Plans (for lots 2 and 5), preparing for the commencement in August 2017 of new contracts for waste collection and HRCs.

The Committee is asked to endorse the findings and recommendations within the report and to refer them to the Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste for response.

7 Housing Allocation Policy (Pages 31 - 36)

During 1 September 2015 Environment Select Committee, Members agreed that the Committee would continue to monitor the Housing Allocation Policy.

The Housing Allocation Policy had been introduced as a framework for Wiltshire Council and its partners to work alongside in the registration, assessment and allocation of affordable homes. The policy details how applicants for affordable housing should be assessed; to ensure that those with the greatest housing need are prioritised.

The Committee will receive information on the implementation of the Housing Allocation Policy and the latest housing register figures, and is asked to note the report.

8 **Gypsy and Traveller Plan Update** *(Pages 37 - 56)*

The Gypsy and Traveller Reference Group (GTRG) aims to improve the health and wellbeing of the Gypsy and Traveller (G&T) population of Wiltshire; in line with the strategic objectives of Wiltshire Council, to create stronger and more resilient communities and ensure those from G&T communities have healthy, high-quality lives.

The group will support the G&T residents of Wiltshire, it also supports the aims of the Health and Wellbeing Board's strategy, as well as the implementation of the Gypsy and Traveller Strategy (2010); in which by 2015 service provision and engagement with G&T communities will be strengthened, coordinated and in line with Wiltshire Councils aims.

The GTRG reports to the Environmental Select Committee as appropriate; covering areas including programme delivery, identifying service gaps and reporting on the delivery against the Gypsy and Traveller strategy action plan.

The Committee is asked to consider the report and the progress of the programme and make recommendations as necessary.

9 **Task Group Update** *(Pages 57 - 60)*

Written updates on Environment Select Committee Task Group activity are attached, further verbal updates may be provided at the meeting by the Chairman of Task Groups.

The Committee is requested to note the Task Group updates and consider any recommendations arising.

10 **Forward Work Programme** *(Pages 61 - 68)*

To note and receive updates on the progress of items on the forward work programme. This includes the outcomes of the meetings with the Executive Members held on Tuesday 21 June 2016.

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 Thursday 20 October 2016.

2.1.

2.2.

ENVIRONMENT SELECT COMMITTEE

DRAFT MINUTES OF THE ENVIRONMENT SELECT COMMITTEE MEETING HELD ON 7 JUNE 2016 AT THE KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Rosemary Brown, Cllr Brian Dalton, Cllr Tony Deane (Substitute), Cllr Dennis Drewett, Cllr Peter Evans, Cllr Jose Green, Cllr James Sheppard, Cllr Magnus Macdonald, Cllr Linda Packard (Substitute), Cllr Tony Trotman, Cllr Bridget Wayman (Chairman) and Cllr Philip Whalley

Also Present:

Cllr Richard Britton, Cllr Alan Hill, Cllr Simon Killane, Cllr Jonathon Seed, Cllr Toby Sturgis and Cllr Philip Whitehead

22 Election of a Chairman

Cllr Wayman was elected as Chairman for the Committee for the forthcoming municipal year.

23 Election of a Vice-Chairman

Cllr Edge was elected as Vice-Chairman for the Committee for the forthcoming municipal year.

24 Changes of Membership

The Committee noted the following changes to membership, following the meeting of Council on 10 May 2016:

Cllr Macrae had replaced Cllr Whalley as a member.

Cllr Brown had replaced Cllr Packard as a member.

Cllr Whalley had replaced Cllr Cuthbert as a substitute member.

Cllr Packard had been appointed as a substitute member.

25 **Apologies**

Apologies had been received from Cllr McLennan, Cllr Edge, Cllr Macrae and Cllr Lay.

Cllr Edge was substituted by Cllr Packard. Cllr Macrae was substituted by Cllr Deane. Cllr Lay was substituted by Cllr Whalley.

26 **Minutes of the Previous Meeting**

It was noted that the minutes of the meeting held on 12 April be amended to reflect that the objective of the Resident Engagement task group was to investigate whether there was a learning opportunity for Wiltshire Council.

Resolved:

To confirm as a true and accurate record the minutes of the Environment Select Committee meeting held on 12 April 2016. Subject to the inclusion of the accurate objective of the Resident Engagement task group; to investigate whether there was a learning opportunity for Wiltshire Council.

27 **Declarations of Interest**

There were no declarations of interest.

28 **Chairman's Announcements**

The Chairman made the following announcements:

Litter Picking - The meeting was informed that the 'Clean for the Queen' initiative had attracted more than 1,500 volunteers across Wiltshire and that a total of 1,978 full bags of rubbish had been collected, weighing 19.87 metric tonnes. It was highlighted that this scheme had been covered extensively on both local and national media outlets. The Chairman noted that it would be beneficial for the Council to adopt a holistic approach to litter picking and several members reiterated her sentiment. It was signalled that an initiative that

encompassed the whole county and was similar to the 'Keep Britain Tidy' campaign would be taken further by the Committee.

Waste Storage and Collection: Guidance for Developers (SPDs) – the Chairman outlined that this decision had been made through the relevant Cabinet member's delegated decision authority. It was highlighted that the decision had authorised a public consultation on the draft waste guidance SPD and that this decision had come into force on 20 May 2016 and was published on 25 April 2016.

Update on Mobilisation of Future Waste Management and Collection Services – it was noted that the Waste Service Changes task group would be exploring this topic further.

29 **Public Participation**

The Committee noted the rules on public participation and that there had been no questions submitted.

30 **Budget 2016/17**

The Committee was invited to consider the budget set for 2016/17 for the service areas within its remit and to consider how the budget set would affect these service areas. The Chairman drew attention to the budget pages for the service areas under the Committee's remit, which were included with the agenda.

The Chairman noted that the presentation from leisure that had been received at the last meeting on 12 April had helped to explain and provide clarity on how leisure services wished to increase its income target by £100,000, as noted in the budget.

In terms of the budget set for Economy and Planning, several members signalled that they would be interested in exploring the 'planning enforcement' area detailed in the budget for economy and planning.

In terms of consideration of the budget for Waste and Environment, the meeting was informed that the Waste Service Changes task group had almost finished their work as a task group. It was noted that further information would be provided with the task group's final report, which would be received at the next meeting of the Committee.

Laurie Bell, Associate Director Communicates and Communications, confirmed that the Stock Fund listed on p.41 of the agenda was not entirely for books; as it

encompassed all aspects of helping to ensure that libraries ran effectively. It was explained that it was felt that savings could be achieved in this area through a reduction in the management of the service; however, the amount of library staff was to remain the same. The Committee was offered an account of the structure of the library service; both before and after the service restructure, should the Committee wish to view such information.

Those present were informed that should they have any further questions on the budget for the areas under the Committee's remit, then these questions should be sent to Natalie Heritage (Democratic Services Officer) who would ensure that the appropriate officers could provide a response in time for the next available Committee meeting.

31 **Executive Response to the Resident Engagement Task Group's Final Report**

Cllr Seed, Cabinet Member for Housing, Leisure, Libraries and Flooding and James Cawley, Associate Director – Adult Care Commissioning and Housing, were in attendance to provide the executive response to the Resident Engagement task group's final report; which was received at 12 April Committee meeting.

Cllr Seed detailed that the report had highlighted three main recommendations that centred on equality, the housing magazine and collating information. He highlighted that the resident engagement strategy appeared to be progressing well and that it had attracted a reasonable response from residents. It was also noted that the resident engagement strategy had won an award for its engagement with residents.

James Cawley outlined that the Housing Board encompassed nine individuals; three of whom were classed as independent from both the Housing Associations and Wiltshire Council, three of whom were tenants of the relevant housing associations and three of whom were Wiltshire Councillors. Mr Cawley signalled that the issues raised by the task group would be explored and incorporated into the future programme of work of the Housing Board.

It was confirmed that the resident engagement strategy would be considered by the Housing Board in July and from this, the strategy would then be progressed through to the Housing Board. It was also highlighted that establishing how the Council's current resident engagement strategy could become more focused could be pursued through the Housing Board.

In terms of recommendation 3 of the report, which was provided with the agenda, Cllr Seed stated that the budget for resident engagement would be further considered as time progressed and that until discussions had been had

with the main tenant group, the aims and objectives of the budget would remain the same.

For recommendation 4, Cllr Seed clarified that the Council had a statutory duty to ensure that there was an opportunity for tenant participation and that, although some members may have felt that attendance levels at such meetings had been low, since the strategy for resident engagement had been updated, there had been an increase in participation at such meetings. A discussion was then had where the point was raised that resident engagement was entirely possible; however, the best possible form of engagement would demand different strategies be put in place and that a partnership of Wiltshire Police, Housing Associations and their residents, as well as Wiltshire Councillors be formed. Several members noted that they felt that it was important that the task group met with the Housing Board; in order to help ensure that resident engagement could be maximised.

The offer was proposed by the Executive and subsequently accepted by the Chairman of the task group for the organisation of a meeting between the Housing Board and the Task Group. It was agreed that such a meeting would focus on how to achieve the greatest value from the Housing Board meetings themselves; in order to ensure that the resident engagement strategy could be accurately and appropriately focused and provide the best possible service to residents.

In regard to recommendation 5, Cllr Seed commented that it was felt that a publication was needed more than once annually, in order to ensure that all tenants were engaged effectively; as many tenants did not have access to the internet. It was noted that the executive would consider the cost benefit of publishing one annual publication, in light of the task group's ideas. The chairman of the Task Group commented that obviously an annual publication would be supplemented by more cost-effective newsletters providing any important new information. It was explained that webpages had to be user friendly and updated in line with the Council's corporate priorities. It was confirmed that the tenants who formed a part of the Housing Board had been recruited through an extensive process that had involved all Housing Associations.

Resolved:

- i. That the Committee note the executive response to the Final Report of the Resident Engagement Task Group;**
- ii. That a meeting be arranged between the Task Group and members of the Housing Panel to review the Resident Engagement Strategy and ensure that Housing Panel meetings provided the best possible service to residents;**
- iii. That the Resident Engagement Task Group review whether the Council's Housing webpages are user friendly and in line with the Council's corporate priorities;**

iv. That the Environment Select Committee receive an update report on the progress of Wiltshire Council's resident engagement strategy and its outcome in twelve months.

32 Update on Gypsy and Traveller Plan

Cllr Sturgis, the Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste and Georgina Clampitt-Dix, Head of Service – Spatial Planning, were in attendance to introduce the report on the Gypsy and Traveller Development Plan Document (G&TDP).

Cllr Sturgis outlined that there had been new definitions circulated by the government on the definition of travellers and traveller sites; for example, those who resided on house boats had now been included in the government's definition of a traveller. He also explained that a new planning and housing bill had been passed into law and, as a result, further work was required to be undertaken on the Gypsy and Traveller Plan.

The point was raised that regulations for the Avon and Kennet Canal dictate that one cannot moor for longer than 14 days in any one location and that, occasionally, one is required to move more than 20 miles as a part of the responsibility to moor in a different location. Cllr Sturgis highlighted that work was being undertaken with Wiltshire's neighbouring counties to share best practise over this regulation and to ensure that such a regulation did not cause disruption to the schooling of children who resided on house boats.

A discussion was had over the provision of emergency stop-over sites in the County and it was confirmed that following the exploration of potential sites, there had been no obvious Wiltshire Council sites that had leant themselves to this purpose; therefore Wiltshire Council may need to purchase some land to provide for a suitable emergency stop-over site.

It was explained that consultants were undertaking an assessment of the Gypsy and Traveller Plan and that this assessment had helped ensure that a broad and large engagement with the Gypsy and Traveller community had been achieved. It was noted that a full Gypsy and Traveller Plan for Wiltshire Council would likely become available in 2017.

Resolved:

- i. The Committee noted the report received on the Gypsy and Traveller Development Plan Document;**
- ii. The Committee would maintain an interest in the progress of the plan and would receive further information on the plan, as and when it becomes available in 2017.**

33 **Review of complaints, compliments and comments**

Sarah Butler, Corporate Complaints Manager, was in attendance to present a report on complaints made to the Council in 2015/16 on the areas under the Committee's remit; most notably for the departments of Transport, Environment, Leisure, Economic Development, Planning and Housing.

Ms Butler outlined the complaints procedure and explained that there was a two-stage process for complaints; the first stage of the process was dealt with directly by the relevant service area and the second stage was dealt with by Ms Butler and her complaints team – who would undertake a full and comprehensive investigation into the matter. Ms Butler highlighted that there was also a third stage of the process; where the individual could take their complaint to the Local Government Ombudsman, however, she stressed that she had not experienced a complaint which had led to a Local Government Ombudsman decision published against the Council in at least 6 years. Ms Butler informed those present that her report and attached appendices demonstrated no particular or worrying trends.

It was confirmed that, as the complaints procedure was a two-fold process, the complaints team would not necessarily be aware of all the complaints that the Council had received. It was stated that service areas had hugely improved in the way that they dealt with complaints and that Associate Directors should be applauded for the way in which they always sought to place the customer first. Ms Butler commented that, despite the pressure on budgets, positive feedback had been received for the Council's service areas.

It was further confirmed that any complaints received by the complaints team would either receive an acknowledgement response on the same day, or on the next working day and that there was a lead officer responsible for each case. It was stated that the Council had a duty to respond to customers within 10 working days and that, occasionally, this deadline was not always feasible and members commented that it was important to make the public aware of what the Council could do with the resources that it had available.

34 **Public Transport Review**

Jason Salter, Head of Service – Passenger Transport Unit, and Cllr Whitehead, Cabinet Member for Highways and Transport, were in attendance to present on the 'Public Transport Review' and detailed the outcome of the public consultation that was held between 7 January and 11 April 2016.

The meeting was informed that the public transport review had been a part of a wide ranging review that had encompassed school transport and SEND transport. It was highlighted that the consultation was the second consultation of the review. The first consultation had included key stakeholders and the second consultation centred upon how services impacted upon the consumer.

It was relayed that 11,000 questionnaires had been received and that the responses collected represented the second largest interaction with a consultation that Wiltshire Council had ever seen. Attention was drawn to the fact that the consultation had been very successful and that Wiltshire Council had ensured that the consultation was open for a lengthy period of time, in comparison with neighbouring counties. Cllr Whitehead explained that 3000 paper questionnaires had been completed on the bus services. The meeting was informed that over 5000 responses had included comments in the free-text option; each comment had been read and grouped by officers and were included with the appendices, attached with the agenda.

Several members congratulated Cllr Whitehead and officers for their outstanding work on the consultation and it was acknowledged that the officers working on the Public Transport Review were hugely knowledgeable of transport in Wiltshire and had been committed to working towards the best options for Wiltshire.

Resolved

That the Environment Select Committee:

- (i) Note the results of the public consultation on supported bus service savings options as part of the review of the Wiltshire Local Transport Plan (LTP) 2011-2026 Public Transport Strategy review;**
- (ii) Note that a report on a proposed way forward for public transport in Wiltshire will be presented to Cabinet at a future meeting;**
- (iii) Note that over 11,000 individuals and organisations responded to, and took part in, the public consultation;**
- (iv) Note that due to the volume of consultation responses received only the majority or main consultation points have been outlined at this time; the analysis and consideration of more detailed points will be undertaken if and when changes to individual supported bus services are proposed and consulted upon.**

The Chairman drew attention to the reports contained in the agenda pack. The Committee endorsed the election of Cllr Jones MBE as Chairman of the Highways and Streetscene Task Group and the appointment of Cllr MacDonald to the task group.

The meeting was informed that the Highways and Streetscene Contract task group had recently met with a representative from Ringway; who had confirmed that appointments were being made to cover any gaps in the service area. It was highlighted that the task group would attend a workshop on 15 June to start work on performance KPIs for the service area, as recommended following the peer review; this would be a challenging experience for the task group as it had not been done before. Cllr Jones MBE stressed that the Wiltshire Council App was crucial to ensuring that the Highways contract was operating effectively and relayed that every effort was being made by Wiltshire Council and Ringway to ensure that the mobile phone app operated as efficiently as possible.

Cllr Evans, Chairman of the Public Transport Review task group, detailed that the group had reviewed the outcome of the Public Transport Review consultation and would carry on its work when the options to be presented to Cabinet were available.

Cllr Green, Chairman of the Waste Service Changes task group, explained that the group had met with Ian Brown and other senior environment officers and that a discussion had been had on permits for HRCs, as well as the mobilisation of future waste management and collection services. The meeting was informed that further information on these areas would be provided in the task group's final report to be presented to the Committee at its next meeting.

Resolved:

That the Committee

- i. Note the update on the task group activity provided;**
- ii. Endorse the following for the Highways and Streetscene Contract Task Group:**
 - a. The appointment of Cllr Magnus Macdonald;**
 - b. The terms of reference for the task group**

36 Forward Work Programme

There were no comments on the Forward Work Programme.

37 Urgent Items

There were no urgent items.

38 **Date of Next Meeting**

The date of the next scheduled meeting was confirmed as 30 August 2016.*

**After the close of the meeting and at the Chairman's approval, the 30 August meeting was re-scheduled to be held on 13 September 2016. The next meeting of the Environment Select Committee from 7 June 2016 will thus take place on 13 September 2016.*

(Duration of meeting: 10:30am-12:43pm)

The Officer who has produced these minutes is Natalie Heritage, of Democratic Services, direct line 01225 718062, e-mail natalie.heritage@wiltshire.gov.uk

Press enquiries to Communications, direct line (01225) 713114/713115

Wiltshire Council

Environment Select Committee

13 September 2016

Final Report of the Waste Service Changes Task Group

Purpose of the report

1. To present the findings and recommendations of the task group for endorsement by the committee and referral to the Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste for response.

Background

2. On 27 October 2015 the Environment Select Committee asked the Waste Group Task Group to investigate the impact of reduced Household Recycling Centres' hours and traffic management issues and to investigate the impact of the new green waste collection service particularly in relation to fly-tipping.
3. The Waste Service Changes task group was approved by the OS Management Committee in September 2015 with a remit to look at the impact of changes to HRCs and implementation of garden waste fees.
4. On 17 November 2015 the chair of the Waste Communications Task Group and the Senior Scrutiny Officer met with the Associate Director for Waste and Environment to discuss the task group's remit and approach. From this draft terms of reference were created.

Terms of reference

5. The following terms of reference for the task group were endorsed by the Environment Select Committee on 12 April 2016:
 - i. To consider the impact of changes to Household Recycling Centre (HRC) locations and opening times on:
 - a. Volume of waste received and recycled
 - b. Incidences of fly-tipping
 - c. Customer experience
 - ii. To consider the impact of the introduction of fees for garden waste collections on:
 - a. garden waste recycling rates
 - b. residual waste volumes
 - c. incidences of fly-tipping.

- iii. To monitor implementation of the council's Mobilisation Plan preparing for the commencement in August 2017 of new contracts for waste collection and HRCs.

Membership

6. The task group comprised the following membership:
Cllr Jose Green (Chair)
Cllr Pat Aves
Cllr Rosemary Brown
Cllr Peter Evans
Cllr Mollie Groom
Cllr Jacqui Lay

Methodology

7. The task group received initial evidence from the following witnesses:

Wiltshire Council witnesses:

Tracy Carter	Associate Director for Waste and Environment
Martin Litherland	Head of Waste Management
Jo Riley	Waste Management Team Leader
Sandra Truscott	Waste Management Officer
Peter White	Enforcement Manager
Cllr Toby Sturgis	Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste
Cllr Alan Macrae	Portfolio Holder for Waste

External witnesses:

Henry Newbery	Hills Waste Management
Danny Everson	Hills Waste Management

The Task Group is grateful to all witnesses for giving their time to contribute to this scrutiny review.

8. The following written evidence was received by the task group:
 - Household Recycling Centre Data 2014/15 and 2015/16
 - Garden Waste Collection Data 2014/15 and 2015/16
 - Fly-Tipping Data 2010-2016
 - Wiltshire Council Mobilisation Plan Briefing and Summary
9. The task group performed visits to the following Household Recycling Centres within Wiltshire:
 - i. Churchfields Industrial Estate, Salisbury,
 - ii. Trowbridge,

iii. Warminster.

The aims of the meetings were to gather evidence of existing resident engagement arrangements outside of Wiltshire Council in order to learn from particular areas of good practice within the organisations, and to note any improvements which had been performed regarding engagement methods and the lessons which had been learnt from them.

Task group members also carried out informal visits to HRC's as follows:

Cllr Pat Aves – Melksham Bowerhill
 Cllr Rosemary Brown – Trowbridge
 Cllr Peter Evans – Devizes Industrial Estate
 Cllr Jacqui Lay – Purton

10. The Task Group met nine times with the aims of each meeting demonstrated in the table below:

Date of meetings	Item / topic
25 Nov	Scoping
03 Feb	Household Recycling Centres
17 Feb	Garden Waste Collection
	Visit to HRC's:
29 Feb 10.30am	Churchfields (Salisbury) site
07 March	Trowbridge & Warminster sites
31 March	HRC Visit Wash-up and Wiltshire Council Mobilisation Plan
15 April	Interim Report Meeting
26 May	Meeting with Enforcement Officers
22 July	Final Report

Key Findings

Household Recycling Centres (HRCs)

11. Figures provided to the task group from 2014 demonstrated that all HRC site usage was at its highest on Saturdays, Sundays, and Mondays. Usage by hour was at its highest between 10am – 4pm. The new opening times were designed to reflect these findings. HRC's had been assessed to establish when usage was lowest and they were then closed on these days. All HRC's remained open on the three busiest days (Saturdays, Sundays, and Mondays). The closures

were staggered in order to allow residents to always access a site within a distance of 15 miles.

New HRC operating times - effective 13 July 2015

Hub	Site	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
West	Trowbridge	✓	✓	✓	X	X	✓	✓
	Melksham	✓	X	X	✓	✓	✓	✓
	Warminster	✓	✓	X	X	✓	✓	✓
North	SSQ	✓	✓	✓	X	X	✓	✓
	Purton	✓	X	X	✓	✓	✓	✓
	Honeyball	✓	✓	X	X	✓	✓	✓
East	Devizes	✓	✓	✓	X	X	✓	✓
	Everleigh	✓	✓	X	X	✓	✓	✓
	Marlborough	✓	X	X	✓	✓	✓	✓
South	Salisbury	✓	✓	✓	X	X	✓	✓
	Amesbury	✓	X	X	✓	✓	✓	✓

HRCs available	11	7	4	4	7	11	11
	100%	64%	36%	36%	64%	100%	100%

12. During member's visits to Wiltshire HRC's it was made clear that some residents were still unclear on the new opening times. Reports were heard of residents turning up at sites on closure days, with some abandoning their waste at the HRC gates. It was noted that these incidents were decreasing. Data received by the task group indicated that only three incidents of fly-tipping had been experienced outside HRC's (all were black-bag sized drops located at the Devizes HRC).
13. Further changes to HRC opening hours could be achieved through a variation of contract, which was described as a simple process. However, it would be challenging to implement the seven day HRC opening hours due to difficulties finding funding in the available budget. In order to deliver staffing levels which allow the HRC's to be well run and provide satisfactory levels of assistance to residents a five day opening schedule needed to be maintained.
14. During visits to HRC's members spoke with several members of the public. These were generally satisfied with many aspects of the HRC's, including layout, staffing levels and helpfulness and the new opening times. It was noted however that some residents were unaware of which days the HRC's were now closed.
15. Since the service change in July 2015 a total of 68 official complaints had been received regarding HRCs up until the end of January 2016.
16. Documentation from the Purton Liaison Committee included details on compliments and complaints regarding the Purton HRC. Compliments related to the quality of work performed by staff members and the cleanliness of the site. Complaints focused on waiting times, queueing, and the new opening hours.

17. Incidents of queueing prior to HRC sites opening were experienced in varying levels during the period September 2015 – January 2016, as indicated by data received by the task group. The levels varied from no queues to queues of 65 cars. Members heard at site visits that queues at the Salisbury site often stretched down the road leading up to the HRC, blocking entrances to local businesses.
18. In a survey all HRC staff members were asked what they would improve if the sites could be completely redesigned. The answers focused on a reconfiguration of the sites and the reworking of signage.
19. The development or redevelopment of a HRC could receive funding from the community infrastructure levy (CIL) through being added to the Regulation 123 list, which lists projects which may potentially receive CIL funding.
20. Instances of potential “sign blindness” were noted where too many signs were placed around the site, leading to customers ignoring them. A large sign was placed at the entrance of each HRC detailing what materials could be recycled, however it was noted that this information ideally needed to be known by the customer prior to their arrival, particularly materials such as asbestos which needed to be pre-arranged with the HRC staff before disposal.
21. As witnessed on site by task group members, the identification of potential commercial waste disposal is the responsibility of HRC staff. They are required to identify any customer or vehicle which may be attempting to dispose of commercial waste. This can be made through identifying a van with a company logo, or that a customer’s waste appears mainly to comprise of a material which would be produced by a commercial job. The customer may then be asked to fill in a paper “trade waste disclaimer form” by staff. The form declares that what they are disposing is household waste and will be held responsible if it is later found to be commercial. This was seen to be a time consuming process for HRC staff and the customer, and as such exacerbated the queueing at the site.
22. The task group was informed about the free van permit scheme whilst it was being investigated for potential implementation in Wiltshire. The scheme had previously been introduced by the Borough of Poole and required permits for van users depositing household waste at HRC’s. The scheme was signed off for implementation in Wiltshire by the Cabinet Member on 14th July with implementation scheduled for the 4th September. Users would be able to apply for a free permit online, by phone, or post with proof of their household van or hire van, and would be limited to twelve HRC visits per year. It was noted that Poole had not experienced an increase in fly-tipping since the scheme’s introduction. As part of the Poole scheme a member of staff was employed to provide general guidance to customers whilst checking for valid permits.

Garden Waste Collection

23. Garden waste collection charges were introduced in June 2015 for an annual fee of £40. Bins were emptied fortnightly except for two weeks over the

Christmas and New Year holiday period. Current take-up of the garden waste collection scheme is at 80,000 customers. At this level the scheme is a self-funding service. A target to retain 90% of subscribers, with the expectation to obtain more new sign-ups, was in place to ensure that this figure could be maintained and that the service would remain self-funding.

24. The total tonnage of garden waste collected had dropped between May and October 2015 (chargeable service starting in June 2015) before matching the previous year's statistics in November and December 2015. It was noted that with garden waste there would be other factors along with the new charges influencing the amount of garden waste produced by residents, including weather conditions that year.
25. A total of 1900 unwanted garden waste bins were collected by Wiltshire Council. Those bins collected were either reissued or auctioned off to bin manufacturers, dependant on their model. The cost of collection for the 1900 bins was £14,301. It was noted that it was more cost efficient to encourage bin owners to retain their bins regardless of whether or not they intended to sign up to the garden waste collection service.
26. There remained 51,500 garden waste bins in circulation which were not signed up to the collection service. Promotion for these unused bins included encouraging residents to retain the bins for other uses (e.g. composting) regardless of whether they signed up to the service.
27. Residents who were currently subscribed to the garden waste service would receive a unique reference number via email. The number could be used to easily re-subscribe to the service. It was hoped that this would provide an increase in repeat subscriptions. The service was also promoted through a flyer circulated with residents' Council Tax bill, a method which would be repeated.
28. It was noted that the chargeable garden waste collection was a service which could not be automatically included as part of a resident's total council tax bill. This was because residents were required to be given the option of refusing the service. There were many strict restrictions on what could and could not be included within a council tax bill.
29. Residents weren't immediately advised to take garden waste to their local HRC as an alternative to signing up to the collection scheme. However it was given as a response to any direct queries and listed online as an option. Promotion focused mainly on composting as the best alternative to collection.
30. Wiltshire Council had teamed up with Great Green Systems to offer discounted rates for two food digesters: a hot composter (Green Johanna) and a standard food digester (Green Cone). The total number of food digesters sold by Wiltshire Council in 2015 had increased on previous years. Data showed a decrease in the number sold since the introduction of garden waste fees in June until the end of 2015.

Fly Tipping



The above photos depict two examples of fly tipping in Wiltshire: commercial (left) and green (right).

31. Household waste remained the biggest single material of fly-tips. In 2014/15 this reached over 900 incidents, with over 700 in the year to date for 2015/16. Overall, the size of the fly tips indicated that most were of a commercial nature e.g. 'Man with a Van' offering to remove household waste for cash. Fly-tipping of household waste however remained a serious factor.
32. In total there had been an increase in fly-tipping incidents reported during the months where data was available for the 2015/16 year (table below). As of the start of the chargeable garden waste service a sharp spike had been experienced in the incidences of "green type" fly-tipping during the summer period July – September 2015. This reduced to average levels by November 2015.

	Apr	May	Jun	Jul	Aug	Sep
2014/15	178	163	164	194	148	173
2015/16	211	203	177	184	276	211

Total fly-tipping incidents reported, 2010 – 2016 (extract).

33. Data from 2010-2016 demonstrated that green waste tips made up a small portion of the total fly-tip incidents (around 10%). Since the introduction of garden waste collection charges there had been an increase to 14.9%, however green-type tips still constituted a small portion. The largest incidents of fly-tipping remained various types of commercial waste, which should not be disposed of at HRCs.
34. The majority of green waste fly-tipped is of a volume too large to fit into a household green waste bin. This trend matches commercial waste being the most common type of fly-tip as loads of this size would need to be disposed of through a process other than the green waste bin. The most common load sizes were either a small van or a transit load size. Fly-tips of single black bags and single items constituted 15% of fly-tips in 2015/16, with fly-tips of a small van load or larger making up 64%. The remaining 21% came from car boot loads or smaller.

35. Waste could be generated from a household but if a contractor has been employed to carry out work or to remove waste from a property the household waste becomes commercial.
36. With regards to fly-tipped hazardous waste material, asbestos was the highest in report terms.
37. It was noted that due to the nature of those who fly-tip the best way to prevent many was through catching and prosecuting. However problems were noted where many witnesses were unwilling to put their name on a statement to assist in the prosecution of offenders.
38. Regarding public “naming and shaming” of fly-tippers a few methods were already active. Prosecution numbers for fly-tipping were available through the council’s citizen’s dashboard website. Press releases were also sent out in the cases of successful prosecution.
39. The number of prosecutions for fly-tipping cases remained small, with only one during the period April 2015 – February 2016. However fixed penalty notices (FPNs) were also used as a deterrent when a fly-tipper was caught. A total of 31 had been issued during the same time period. The fixed penalty notice could be used as an instant punishment which deters the individual from offending again. The new provisions for FPNs provide for a fine of not less than £150 and not more than £400.
40. A mobile covert camera system was in use which could be deployed across Wiltshire. Camera operations required approval from the Magistrates Court for usage at no cost for the process. The current system had been deployed since May 2016. Successes had been experienced with similar covert cameras kits previously. The price for each fully equipped camera unit was £3200.
41. Manpower was currently available for the use and operation of further camera units.
42. Signage could be installed in areas where camera recording was active. However, signs were generally not used due to the covert nature of the system. There was also no requirement to place signage in areas under surveillance.

Mobilisation Plan

43. The task group received a briefing on the mobilisation plan for lots 1-4 and lot 5 of the waste services contract. Timetables detailing key milestones were provided to the members. The deadline for Hills to submit the final service delivery plan, exit plan, and business continuity and disaster recovery was set for the end of April 2017.
44. Updates were offered to the task group to allow members to monitor the process of the delivery of the plan.

Conclusions

Household Recycling Centres (HRC)

45. During visits to HRC's it was felt that signage could be improved in a number of ways. Churchfields HRC in Salisbury was particularly noted as having inadequate signage to direct users to the relevant disposal area for each material classification. Signs located at HRC entrances and exits were noted as needing to be carefully selected to avoid incidences of "sign blindness": where there are too many or irrelevant signs and residents take no notice of them.
46. It is important to ensure householders are aware of their own responsibility to check that anyone they employ to remove their waste is in possession of the appropriate license to legally dispose of their waste. This is in order to avoid situations where people are paid to take away waste and then illegally dispose of it through fly-tipping or disposal at HRC's.
47. HRCs needed to be clearly promoted as only being available for the disposal of *household* waste. The distinction between commercial and household waste and the routes available for the disposal of both needed to be made clear to customers.
48. When residents are performing home improvements which create large quantities of waste it would be beneficial to ensure that they are aware of the various means the waste created can be disposed of, such as the hiring of a skip.
49. It was observed during visits that staff members at HRCs were a valuable source of information for customers and worked well to direct them efficiently through the site, provide advice and general assistance. This could be improved by ensuring that public are aware of who staff members are through clearly labelled high-visibility jackets which indicate that staff are there to assist.
50. HRC's helped build awareness of recycling through connections to local charities such as the Repair Academy, which collected white goods left at HRC's to provide education in repairs. Further connections would continue to reduce the amount of waste sent to landfill and help increase recycling awareness.
51. Waste at HRCs which is sorted and distributed by residents into the various recyclable bins does not get sent to landfill. As such it is important that residents are aware of this so that waste which could be sorted and recycled is not black-bagged with general waste and disposed of into the general waste bin.
52. Further promotion should include ensuring that the public are aware of the waste hierarchy "Reduce, Reuse, Recycle, Recovery", and the various recycling opportunities available which would avoid the need for visiting HRCs. These include materials which many residents are unaware can be collected from the kerbside for recycling and the use of mini recycling centres or "bring

bank sites”, of which there are 8 council-provided sites located across the county.

53. The introduction of the van permit scheme, scheduled for implementation on 4th September, is expected to create a system which helps address the number of incidents of disposal, or attempted disposal, of commercial waste at HRCs.

Garden Waste Collection

54. Information on the continued progress with the changes or promotion of waste collection should be communicated to communities across Wiltshire. Area Boards were noted as a useful function for the communication and continued promotion of recycling or encouraging the uptake of garden waste collection, as it acted as route into parish and town councils. Other alternate forms of communication could be found through social media, parish magazines and newsletters, and the MyWiltshire system.
55. The Wiltshire Council website was a valuable source of information for providing information on alternatives to the garden waste collection, such as HRCs and home composting.
56. Alternative forms of disposal for green waste should be effectively communicated to residents through the variety of communication routes open to the council.
57. It was important to ensure that when advising residents to engage in composting as an alternative to the garden waste collection that they are aware of or directed to instructions on the process of composting. Those who are not signed up to the garden waste collection service and also do not have unused garden waste bins should be offered the option to buy a Green Johanna hot composter and/or a Green Cone food waste digester.
58. It was noted that the Wiltshire Wildlife Trust, part-funded by Wiltshire Council, performed work around waste, recycling, and education for children. This link with the Trust builds awareness on how to and the benefits of composting.

Fly-Tipping

59. Whilst household waste comprised of the largest single type of fly-tip, it should be noted that whilst the material may be sourced from households it could have potentially been collected and tipped by contractors without waste transfer licences or were avoiding paying the cost of disposal at a waste transfer site. Therefore this would classify it as commercial waste.
60. Householders who allowed the unlicensed removal of waste were also responsible for the crime of any fly-tipping conducted with their collected waste. As such it is important to advertise this fact along with the need for anyone taking away waste to be in possession of a Waste Carrier’s License and to also declare where their waste will be disposed, such as an authorised waste disposal site.

61. The most effective forms of deterrent were fines (either FPNs or fines resulting from prosecutions); as such these should be promoted in order to raise awareness of how many have been successfully issued to fly-tippers.
62. Potential fly-tippers could also be deterred from illegally dumping waste by others being caught in the act. Hence “naming and shaming” and publishing press releases after all successful prosecutions would help as a deterrent.
63. Links with the Highways team, area boards, and parishes would provide closer working with the areas where fly-tipping is worst. Awareness could be spread to the localities where fly-tipping is taking place in order to promote monitoring by communities and to deter or catch fly-tippers in the act.
64. The previous success of covert camera units in Wiltshire demonstrates that the purchasing of further camera units would reduce incidents of fly-tipping.
65. Incidents of fly-tipping should be reported to the Council through the use of the My Wiltshire system. The report creates an issue which can be tracked through the use of a mobile smartphone or other device.
66. Asbestos along with certain other materials commonly fly-tipped can be disposed of at 3 HRC sites subject to prior arrangement with the centre, provided they are disposed of by the householder who produced the waste and not by a commercial operator. Householders need further guidance on this and to be made aware of all materials that can be accepted at the HRC's and the process required for disposal. Better communication and advertising would be advantageous.
67. Investigation into the possibility for parish councils to provide a form of community disposal, such as hiring a subsidised skip or compactor lorry would help provide a form of local amnesty to residents to dispose of waste some of which may have been fly-tipped. This reflects a previous scheme performed by Salisbury District Council.

Proposal

68. To endorse the report of the Task Group and refer it to the Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste for response at the Committee's next meeting.

Recommendations

The Task Group recommends that the Cabinet Member:

- 1. That the council ensures that a minimum of 11 HRC's are retained and operational.**

- 2. To acknowledge that the advantages of reduced opening hours at HRCs include providing time for HRC staff to remove and replace full waste containers.**
- 3. For the council to monitor the usage of HRC sites in the future in order to determine whether the new opening times are fit for purpose and capable of coping with the demand.**
- 4. To explore the possibility of funding a redevelopment of the Churchfields depot through the CIL by placing it on the Regulation 123 list; and for consideration to be given to using CIL to fund the development of any new HRCs.**
- 5. For any future HRC site development or redevelopment to take into account proximity to businesses in order to avoid incurring negative impacts from the HRC site.**
- 6. To ensure that all signage at HRCs is appropriately chosen to ensure that customers are well guided through the site, and that the number and type of signs at entrances and exits avoids creating “sign blindness”.**
- 7. To install “percentage recycled” signs at all HRC’s, as demonstrated at Warminster HRC, and to expand the statistics to illustrate the savings achieved as a result of recycling.**
- 8. To provide relevant HRC workers with high visibility jackets which clearly state that they are able to assist customers with queries.**
- 9. To support the implementation of the Van Permit Scheme in Wiltshire scheduled for 4th September to reduce the number of small businesses illegally disposing of commercial waste at Wiltshire HRCs.**
- 10. To improve current and further links with companies and charities, such as the Repair Academy link with HRCs to improve the recycling of bulky goods which can be repaired or reused.**
- 11. To promote “bring bank sites” and awareness of the items which they are able to accept to help reduce the demand on HRCs and prevent potential fly-tipping.**
- 12. To create a communication strategy that raises public awareness of what can and cannot be disposed of and the processes required, as well as ensuring they are aware of the cost and impact of abusing the system.**
- 13. To continue promotion of the garden waste collection service, with a focus on promotion to those who were previously signed up but have not renewed online using their personal renewal number.**

14. To utilise Area Boards as a form of communication for key information regarding HRC's, further waste changes, and the promotion of garden waste collection, recycling, and composting.
 15. To support Wiltshire Council's relations with Wiltshire Wildlife Trust in order to promote the benefits and awareness of recycling and composting.
 16. To explore the purchase of further covert camera recording units for the enforcement of fly-tipping.
 17. To promote the installation of signs as a fly-tipping deterrent in relevant areas and hotspots.
 18. For the task group to continue to monitor the implementation of the mobilisation plan for the HRC contract with Hills Waste Management.
-

Cllr Jose Green, Chairman of the Waste Service Changes Task Group

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Appendices

None

Background documents

None

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Wiltshire Council

Environment Select Committee

13 September 2016

Subject: Homes4Wiltshire Update and Recommendations for Change

Cabinet member: Cllr Jonathon Seed - Housing

Key Decision: No

Executive Summary

To provide the Environment Select Committee with the latest data and information on the housing register

Proposal(s)

To acknowledge the update and latest figures

Reason for Proposal

Report is an update on the latest Homes4wiltshire figures as requested by the Environment Select Committee

Mr James Cawley

Adult Care and Housing

Wiltshire Council

Environment Select Committee

13th September 2016

Subject: Homes4Wiltshire Update and Recommendations for Change

Cabinet member: Cllr Jonathon Seed

Housing

Key Decision: No

Purpose of Report

1. To provide the Environment Select Committee with the latest data and information on the housing register

Relevance to the Council's Business Plan

2. The council's allocation policy helps to deliver on the council's vision to create stronger and more resilient communities by focusing on local homes for local people. This will also help bring communities together to enable and support them to do more for themselves which is a key priority within the plan. This report provides ESC an update on the latest data available.

Background

3.0 Homes4Wiltshire Policy

3.1 The Homes4Wiltshire policy has been developed in partnership with Wiltshire Council and 32 other housing providers who have social housing stock in Wiltshire. The policy is used for letting and selling affordable housing and allows applicants to make informed choices about the type of accommodation that best meets their housing needs and aspirations. The policy meets the statutory requirements for the allocation of social housing but we are currently in the process of suggesting a few recommended changes following the publication of the White Paper in February 2016 as well as considering customer feedback and learning from complaints received.

3.2 When the new allocation system went live on 3rd February 2015 we had a total of 1184 on our housing register who were identified as having a housing need and at the end of Qtr 1 (30th June 2016) we had 1634 which is an increase of 27.5%.

3.3 Below is a breakdown of the register taken on 1st April 2015 as well as a more recent breakdown from 30th June 2016. It shows the number of applicants on the register by band; Band 1 and 2 are the highest need while the open market register is those applicants with no identified housing need.

1 st April 2015	
Band 1	129
Band 2	7
Band 3	564
Band 4	484
	1184
OMR	141

30 th June 2016	
Band 1	152
Band 2	11
Band 3	823
Band 4	648
	1634
OMR	338

3.4 On the 30th June 2016, applicants in Band 3 and 4 accounted for nearly 75% of the people on the housing register while just over 7.7% of the people on the register in the highest need of social housing. There are very few applicants in Band 2.

3.5 Applicants on the open market register make up just over 17% of the register. This is an area that we are hoping to expand by working with local housing providers, developers and parish councils on a marketing campaign to try and increase demand in areas where new developments are taking place.

3.6 For the purposes of this report we have used the statistics taken from the end of Qtr 1, 30th June 2016. Below is a breakdown of the register of all active cases by bedroom need and band.

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	Total
Band 1	47	70	20	13	1	1	152
Band 2	6	2	1	2	0	0	11
Band 3	474	225	82	33	8	1	823
Band 4	271	208	117	50	2	0	648
OMR	203	103	28	2	2	0	338
Total	1001	608	248	100	13	2	1972

3.7 We are currently receiving around 500 new applications per month and those classified as being housed is around 350 per month which is much lower than recent years. Below is a breakdown of lets from 1st April until 30th June (Qrt 1 2016) by Band.

Banding	Numbers on register	Numbers of Lets
Band_1	152	51
Band_2	11	1
Band_3	823	173
Band_4	648	84
Open_Market	338	11
Total QTR4	1972	320

3.8 Below is a breakdown of the housing register by Area Board as well as our recent re lets. This only highlights the number on the register in a particular area and is not a true reflection of housing need as other factors need to be taken into consideration when considering housing need.

Area Board	Numbers on register	Lettings Qtr 1
Amesbury	115	12
Bradford on Avon	57	20
Calne	69	24
Chippenham	221	41
Corsham	70	15
Devizes	194	31
Malmesbury	28	5
Marlborough	55	8
Melksham	113	16
Pewsey	28	9
Royal Wootton Bassett & Cricklade	105	18
Salisbury	305	25
South West Wiltshire	54	11
Southern Wiltshire	43	9
Tidworth	65	20
Trowbridge	272	36
Warminster	102	12
Westbury	76	8
Total	1972	320

3.9 The chart below shows the percentage of people housed and total re lets in Qtr 1 based on the applicant's current living situation.

Current living situation	Numbers on register	Numbers of Re - Lets	as a % based on numbers on the register
Accommodation comes with job	19	5	26.32%
HM Forces	48	13	27.08%
Home owner or buying your home	36	3	8.33%
Housing association tenant	563	58	10.30%
Living with family and friends	417	75	17.99%
Local Authority (Council) tenant	148	17	11.49%
Lodger/House share	36	8	22.22%
Mobile home/Caravan/Boat	16	2	12.50%
No fixed abode	75	20	26.67%
Other - Please explain	108	22	20.37%
Private tenant	426	69	16.20%
Shared ownership	5	1	20.00%
Temporary accommodation	75	27	36.00 %
Total QTR4	1972	320	16.23%

Safeguarding Implications

4. There are no safeguarding implications in regard to this report

Public Health Implications

5. There are no public health implications in regard to this report

Procurement Implications

6. There are not procurement implications to this report

Equalities Impact of the Proposal

7. This report is to provide the ESC with the latest housing register figures and therefore an EIA is not required

Environmental and Climate Change Considerations

8. There are no environment and climate change implications to this report

Risk Assessment

9. No risk assessment was required for this report

Financial Implications

10. There are no financial implications to this report

Legal Implications

11. There are no legal implications to this report

Proposal

12. To note this report

Mr James Cawley
Associate Director

Mrs Nicole Smith:
Head of Housing Operations and People

5th September 2016

Background Papers

None

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Wiltshire Council

Environment Select Committee

13 September 2016

Subject: Wiltshire Gypsy and Traveller Strategy Refresh - 2016

Cabinet member: Councillor Toby Sturgis - Cabinet Member for Strategic Planning, Development Management, Strategic Housing, Operational Property and Waste.

Key Decision: No

Background

1. Wiltshire Council brings together a wide range of services and responsibilities that engage with Gypsy and Traveller communities and saw the publication of a Wiltshire Gypsy and Traveller Strategy in 2010. We now need to take the opportunity to refresh this strategy, to reignite partnerships between services, and put in place a new action plan to provide an integrated and supportive approach to engaging with Traveller communities to help them live safer, healthier, active and high-quality lives. In line with Wiltshire Council's Business plan, this strategy aims to create strong resilient communities, with the needs of these communities balanced against the needs of settled populations.
2. Wiltshire Council provides services to all people, regardless of their lifestyle and, at the moment, traveller communities do not have equal outcomes and life chances with settled communities. Services across the public sector then need to work together to empower and support both Gypsy and Traveller and settled communities to live together and form resilient communities.
3. This strategy is the starting point for the Council to provide low cost, customer focused services that support the creation of resilient communities, whilst balancing the needs of both traveller and settled communities.
4. There are two sections to this refreshed strategy; the document sets out the current situation for traveller communities, and an action plan (see appendix 1).

Main considerations for the Council

Who are Travellers?

5. There are several definitions of 'Travellers' used in different legal and

policy documents. According to the Race Relations Act 1976, the Race Relations Amendment Act 2000, and the Human Rights Act 1998 Romany Gypsies and Irish Travellers are recognised as having ethnic status.

6. For the purposes of this document, Travellers are defined as *“persons of nomadic habit of life whatever their race or origin, including such persons who on grounds only of their own or their family’s or dependants’ educational or health needs or old age have ceased to travel temporarily, but excluding members of an organised group of travelling show-people or circus people travelling together as such.”*
7. Travelling showpeople are defined as *“Members of a group organised for the purposes of holding fairs, circuses or shows (whether or not travelling together as such). This includes such persons who on the grounds of their own or their family’s or dependants’ more localised pattern of trading, educational or health needs or old age have ceased to travel temporarily, but excludes Gypsies and Travellers as defined above.”*
8. Boaters or Boat Dwellers (referred to as ‘Bargees’ in the original strategy) have several definitions which were collated in the Bath and North East Somerset Council task and finish group review on Boat Dwellers and River Travellers¹⁵. The document identifies several organisations which have varying definitions but with the following commonalities: boat dwellers live on boats, whether or not they have a permanent residential mooring or are travelling inland waterways. Boaters are described as nomadic people.
9. The precise number of Travellers in England and Wiltshire is unclear. The latest ONS analysis released in 2014 using 2011 Census data recorded 58,000 who identified themselves as a Gypsy or Irish Traveller (this doesn’t include those who identify themselves as Roma) in England and Wales. This suggests that this is the smallest ethnic group and accounts for 0.1% of the population. According to the 2011 Census, 757 people in Wiltshire identified themselves as being of Gypsy or Irish Traveller ethnicity; this is 0.2% of our population.

Wiltshire’s Traveller Strategy

10. Building on the excellent progress made since 2010, the overall aim of the Traveller Strategy is that by 2020, engagement with traveller communities will be strengthened, coordinated and in line with our aims to create strong and resilient communities, with the needs of those communities balanced against the needs of the settled population.
11. The strategic aims are:
 - a) That service provision and engagement is co-ordinated throughout the Council and involves consultation with traveller communities.
 - b) Services and facilities are improved to empower traveller communities, through joint working, participation and involvement.

- c) The needs of traveller communities and settled communities are recognised and addressed in partnership, in line with our aim to create strong and resilient communities with residents that are living healthy, active lives.
- d) All council officers understand their role in regard to the safeguarding of adults and children in traveller communities.

12. By 2020 the strategy aspires to achieve:

a) Better accommodation

- Clear pathways to providing appropriate sites for Travellers, with standards of accommodation on local authority sites being equitable to that of the settled population.

b) Better intelligence

- Better utilisation of data, information and knowledge to help in analysing the needs of traveller communities and inform the delivery of and access to services.

c) Better community engagement and involvement

- Regular engagement with traveller communities, (and local settled communities) in order to enable needs to be identified and more targeted services provided in order to more effectively meet those needs.
- Increased partnership working with traveller communities wherever possible, to try to increase the resilience and empowerment of these communities.

d) Better health and education

- To understand the needs of traveller communities for health and wellbeing, education and safer communities, particularly the identification of existing inequalities and disadvantage; which has disproportional and adverse impacts on the quality of life for this community.
- To implement better planning and appropriate targeting of services to enable all partners to effectively meet the needs of traveller communities in relation to health, education and safer communities.
- To encourage greater health and education service take up by ensuring that these are accessible for traveller communities.

13. The strategy is supported by a 23-point action plan (see appendix 1).

Proposal

14. The purpose of this paper is to present the refreshed strategy to the Environment Select Committee for formal approval.
15. Implementation and monitoring of the strategy will remain with the authors of the strategy – the Traveller Reference Group (TRG), who will be accountable to the Environment Select Committee.
16. The governance of this refreshed strategy was initially discussed within the TRG and then with Cllr Sturgis and Cllr Wayman – all agreeing that the Environment Select Committee was the most appropriate group to govern the strategy.
17. Updating the strategy was led by public health but had contribution from wider colleagues and TRG members including: planning, housing, education and health.
18. The refreshed strategy has already been approved by the TRG for submission to the Environment Select Committee.

Reason for Proposal

19. The original Gypsy and Traveller Strategy (2010) was ratified by the Environment Select Committee and has formed the basis of the work of the multi-partnered TRG. The original strategy and its actions were managed and monitored via this group on a quarterly basis.

Frances Chinemana Associate Director, Public Health
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01 August 2016

Background Papers

The following documents have been relied on in the preparation of this report:

- Refreshed Traveller Strategy 2016 – Final Draft

Appendix 1

- Refreshed Traveller Strategy 2016 – Final Draft

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Wiltshire's Traveller Strategy Refresh – 2016-2020

Introduction

Wiltshire Council brings together a wide range of services and responsibilities that engage with traveller communities and published a Wiltshire Gypsy and Traveller Strategy in 2010¹. Wiltshire Council is now taking the opportunity to refresh this strategy, to reignite partnerships between services, and put in place a new action plan to provide an integrated and supportive approach to engaging with traveller communities to help them live safer, healthier, active and high-quality lives. In line with Wiltshire Council's Business plan², this strategy aims to create strong resilient communities, with the needs of these communities balanced against the needs of settled populations.

There are two sections to this refreshed strategy; this document sets out the current situation in for Traveller communities and a plan of actions.

Why do we need a Traveller strategy?

Wiltshire Council provides services to all people, regardless of their lifestyle, and at the moment, Gypsy and Traveller communities do not have equal outcomes and life chances with settled communities. The first step to tackling the causes of this inequality is to find out what the Traveller community's needs are, so that targeted support can be provided. Services across the public sector then need to work together to empower and support traveller and settled populations to live together and form resilient communities.

Who are Travellers?

Defined in the Good Practice Briefing written by Shelter¹⁵, Travellers (including Gypsies) are usually visibly identified with caravans, but mobility is not their defining characteristic. Travellers comprise many groups, each with their own lifestyle, culture and traditions. Only Gypsies and Irish Travellers are recognised as distinct ethnic groups under the Race Relations Act 1989. However, the experiences of second or third generation new Travellers, although not a distinct ethnic group, are believed to be similar to those of Gypsies and Irish Travellers when relocated to conventional housing. Adapting from a culture of nomadism and strong family support networks to life in conventional housing, often on large estates, can be isolating and confusing. Little research has been undertaken into any of these groups' experiences, and limited recent research relates only to Gypsies and Irish Travellers. Other Travellers include show-people and people living on boats (boaters). The experiences of new generations of Travellers are believed to be similar to those of Gypsies and Irish Travellers.

There are several definitions of Travellers used in different legal and policy documents. According to the Race Relations Act 1976³, the Race Relations Amendment Act 2000⁴, and the Human Rights Act 1998⁵, Romany Gypsies and Irish Travellers are recognised as having ethnic status. Planning Policy for Traveller Sites (PPTS, August 2015)⁶ sets out definitions for gypsies and travellers and travelling showpeople for the purpose of planning. The Housing Act 2004⁷ also defines Gypsies and Travellers as being a wider group than those who belong to the ethnically recognised groups. For the purposes of this strategy document, the definition of Travellers will incorporate the planning definition of Gypsies and Travellers as in the PPTS:

“Persons of nomadic habit of life whatever their race or origin, including such persons who on grounds only of their own or their family’s or dependants’ educational or health needs or old age have ceased to travel temporarily, but excluding members of an organised group of travelling showpeople or circus people travelling together as such.”

Travelling showpeople are defined in the PPTS as follows:

“Members of a group organised for the purposes of holding fairs, circuses or shows (whether or not travelling together as such). This includes such persons who on the grounds of their own or their family’s or dependants’ more localised pattern of trading, educational or health needs or old age have ceased to travel temporarily, but excludes Gypsies and Travellers as defined above.”

Boaters or Boat Dwellers (referred to as ‘Bargees’ in the original strategy) have several definitions which were collated in the Bath and North East Somerset Council task and finish group review on Boat Dwellers and River Travellers¹⁵. The document identifies several organisations which have varying definitions but with the following commonalities: boat dwellers live on boats, whether or not they have a permanent residential mooring or are travelling inland waterways. Boaters are described as nomadic people.

The Kennet & Avon Canal is covered by six Area Boards and in partnership with Canal & River Trust. Data from Canal & River Trust regarding the Kennet & Avon Canal showed that between April 2015 and March 2016 there were 779 boats that were registered as continuous cruiser sighted between Dundas (KA-112) and Froxfield (KA-048) - the section of the canal that runs through Wiltshire. Of the 779 boats sighted during the year, 601 had also been sighted elsewhere on the canal. During the March National Boat Count this year 410 boats registered as continuous cruisers were sighted in the same area. It is further recognised that an unspecified number of boats which have permanent moorings are used residentially. See appendix 2 for map of the Kennet and Avon Canal

The precise number of Travellers in England and Wiltshire is unclear. The latest ONS analysis released in 2014⁸ using 2011 Census data recorded 58,000 who identified themselves as a Gypsy or Irish Traveller (this doesn’t include those who identify themselves as other forms of Traveller). This suggests that this is the smallest ethnic group and accounts for 0.1% of the population in England and Wales. According to the 2011 Census, 757 people in Wiltshire identified themselves as being of gypsy or Irish traveller ethnicity; this is 0.2% of the population. Appendix 1 shows the distribution of gypsies in Wiltshire by Output Area (OA).

The Census 2011 data also gives a wider insight into the Gypsy and Traveller population:

- Median age is 26 years old for G&T population, with 39% of the population being below 20 years old.
- 88% of Gypsy or Irish Travellers were born in the UK with 91% speaking English at their main language, 5% could speak a main language other than English but could speak English well or very well, and 4% spoke a main language other than English and could not speak English well or at all.
- 45% of households had dependent children, and 45% of households with dependent children were lone parent households, this is nearly double that for England and Wales which was 25%.
- 24% of Gypsy or Irish travellers lived in caravans or other mobile or temporary structures, and 61% lived in a whole house or bungalow.

- 7 out of 10 described themselves as being in 'very good' or 'good' health which is lower than the overall population of England and Wales (8 out of 10).
- Wiltshire had 102 children in primary or secondary schools whose ethnic group is Gypsy/Roma according to the January 2012 school census⁹. This was 0.17% of the school population which was similar to the South West (0.16%) but lower than in England overall (0.22%).
- 60% of Gypsy or Irish Travellers over the age of 16 have no qualifications compared to 23% of all residents of England Wales over the age of 16 who have no qualifications.
- 47% of Gypsy and Traveller communities are described as 'economically active' – meaning they are either employed (51%), self-employed (26%), unemployed (20%) or full time students (4%). Those that were economically inactive were described as either looking after family (27%), long term sick or disabled (26%), retired (16%) or 'other' (31%). Economic activity is lower than the England and Welsh average (63%) and economic inactivity is higher (37% in England and Wales).

According to the latest Gypsy and Traveller Accommodation Assessment (GTAA)¹⁰ for Wiltshire, in 2014, there were 200 traveller families on permitted and tolerated traveller sites in the county, totalling 634 people. The majority of families (171) were gypsies and travellers. There were 29 showpeople families on 4 sites.

The Government's overarching aim is to ensure fair and equal treatment for travellers, in a way that facilitates the traditional and nomadic way of life of travellers while respecting the interests of the settled community (PPTS, paragraph 3).

The Housing Act 2004⁷ and the PPTS⁶, put in place a framework which means every local authority has to identify land for the Gypsy and Traveller sites that are needed in its area. Wiltshire Council has responded to the Government's policy changes by adopting its Core Strategy¹¹ which is compliant with national policy. Core Policy 47 sets out pitch and plot targets for permanent gypsy and traveller pitches, showpeople plots and transit pitches. The policy is also applied when assessing the locational effects of traveller sites coming forward via planning applications.

In addition, the Council is in the process of preparing a Gypsy and Traveller Development Plan Document (DPD) which will allocate sufficient land to meet the housing needs of gypsies and travellers and travelling showpeople. The latest housing need figures are set out in the 2014 GTAA which was prepared independently. According to that document, there is a need for 90 gypsy and traveller pitches and 7 showpeople plots in Wiltshire between 2014 and 2029. Furthermore the study recommends the development of a network of emergency stopping places.

Consultation on the emerging DPD which was undertaken in 2010 also sought feedback from communities on the methodology which should be applied in identifying suitable sites for allocations in the plan for which a consultation report has been prepared¹². The methodology has since been refined further to assist in selecting sufficient sites to meet the need identified in the GTAA. We remain committed to completing this DPD which will include new sites for travellers.

The Housing Act 2004⁷ requires local housing authorities to include Gypsies and Travellers in their accommodation assessments and to take a strategic approach, including drawing up a strategy demonstrating how the accommodation needs of Gypsies and Travellers will be met, as part of their wider housing strategies.

Wiltshire Council currently owns and/or operates 6 residential Gypsy and Traveller sites around the county, providing a total of 100 pitches for their semi-permanent residents. A further 12 pitches are available at an established transit site in Salisbury. Gypsies and Travellers can stay on the transit site for up to 28 days whilst they are travelling through the county. There are currently no emergency stopping places where Gypsies and Travellers could stop for very short periods determined by the Local Authority.

This current level of provision is:

Area of the county	Number of local authority sites in each area	Numbers of pitches in each area
North Wiltshire	1 site -Thingley	31
East Wiltshire	0 sites	0
South Wiltshire	3 sites Lode Hill Dairy House Bridge Oak Tree Field	12 18 32
West Wiltshire	1 site Fairhaven	7
Odstock Transit Site	1 site	8
Total	5	108

Travellers also live on private sites across the county, as well as living on unauthorised encampments. Travellers in Wiltshire also live in 'bricks and mortar' accommodation, on houseboats on the canals (for example, boaters or 'Bargee' Travellers), as well as living on sites that are a base for travelling with their business or for economic reasons (for example, Travelling Showpeople).

The GTAA provides the latest data regarding the number of families residing on permitted or tolerated sites. Snapshot updates are available through the bi-annual caravan counts. The July 2015 count data is provided below:

Type of site	Number of Caravans	Percentage of total caravan count
Authorised sites (private or public)	335 caravans	92%
Unauthorised developments (i.e. on land that was owned by the Gypsies and Travellers).	23 caravans	6%
Tolerated unauthorised encampments (i.e. on sites where the land was not owned by the Gypsies and Travellers	6 caravans	2%

At the time of publication the 2016 count is still in progress and final figures submitted to the Department for Communities and Local Government in last August 2016, officially published data will follow thereafter.

Data provided by the enforcement team regarding unauthorised encampments (total 53) in Wiltshire (by area board) over the period 2014/15 is as follows:

Amesbury	3	Pewsey	1
Bradford on Avon	1	Salisbury	9
Calne	2	Southern Wiltshire	2
Chippenham	7	South West Wiltshire	1
Corsham	1	Tidworth	0
Devizes	6	Trowbridge	6
Malmesbury	1	Warminster	1
Marlborough	6	Westbury	1
Melksham	4	Wootton Bassett & Cricklade	1

Unauthorised encampments by type of traveller is detailed below

Traveller Type	Number of encampments
New Age	11
Irish	24
Romany	1
Economic	10
Bargee	0
Holiday Maker	0
N/A	4
Other	3
Total	53

Whilst retrieving the data an assessment was made to identify any seasonal patterns but none were discovered.

As with the settled population, the population of Traveller communities in Wiltshire requires additional accommodation to meet their housing need into the future. The GTAA provides the relevant data.

The 2010 DPD Consultation Report provides the latest evidence held by the council as to minimum pitch requirements. A pitch is an area of land that can accommodate a hard standing for at least 1 static mobile, 1 tourer, 2 car parking spaces, a small storage shed and an amenity block for services. Additional space is often required for turning manoeuvres, grazing horses and play areas for children.

The Needs of Traveller Communities

The South West Public Health Observatory produced a report looking at the health and wellbeing of Travellers and Gypsies in 2011¹³. The report refreshed the literature review material pertaining to Traveller and Gypsy health; used recent caravan count data to map Travellers and Gypsy populations in the South West to look at emerging trends; and investigated, via a questionnaire, how much work, if any, was being done by Local Authorities and PCTs with regard to Traveller and Gypsy health.

The findings included:

- Work in this area is very limited and there are still vast gaps in research and data pertaining to the health of Traveller and Gypsy communities.
- The lack of research makes it challenging to draw conclusions but the general consensus from the sources that are available is that the healthcare of Travellers and Gypsies is still worse than the national average.
- Access to GP breastfeeding support, immunisations and injury prevention services are available to Travellers in almost half of local areas in the South West.
- Areas that need to be improved are sexual health, dentistry, and drugs and alcohol services, all of which scored low on the questionnaire.

Work undertaken in 2013 by the Wiltshire and Swindon User's Network¹⁴ looked at diverse community's experiences with health, public and social care services. The main findings specifically in relation to Gypsies, Roma and Travellers were:

- Difficulties in accessing services, which require registration (e.g. GP service), for nomadic gypsy travellers due to frequently being on the move and having no fixed abode. Consequently, Romany Gypsies use Hospitals A&E service for minor health needs, which is not appropriate for them or the service.
- The insular and closed nature of some communities (in particular Gypsy/Traveller) can prevent potential users from accessing and using mainstream services.
- Unawareness of different communities' cultural values and intricacies. For example gypsy traveller values surrounding high regard for hygiene and cleanliness which are important when providing personal care or outreach services.
- Poor literacy levels within the Gypsy Traveller community even make it difficult for them to locate a service as they find it difficult to understand directions and signs.

Wiltshire's Traveller strategy

This strategy will cover Romany Gypsies and Irish Travellers, as well as Travelling Showpeople, New Travellers, Bargee Travellers, and any other groups with a nomadic lifestyle, including such persons who on grounds only of their own or their family's or dependants' educational or health needs or old age have ceased to travel temporarily or permanently. From this part of the document all groups mentioned above will be referred to as 'Traveller.'

The overall aim of the Traveller strategy is that by 2020, engagement with Traveller communities will be strengthened, coordinated and in line with our aims to create strong and resilient communities, with the needs of those communities balanced against the needs of the settled population.

The strategic aims are:

- That service provision and engagement is co-ordinated throughout the Council and involves consultation with Traveller communities.

- Services and facilities are improved to empower Traveller communities, through joint working, participation and involvement.
- The needs of Traveller communities and settled communities are recognised and addressed in partnership, in line with our aim to create strong and resilient communities with residents that are living healthy, active lives.
- All council officers understand their role in regard to the safeguarding of adults and children in Traveller communities.

By 2020 the strategy aspires to achieve:

- **Better accommodation**
 - Clear pathways to providing appropriate sites for Travellers, with standards of accommodation on local authority sites being equitable to that of the settled population.
- **Better intelligence**
 - Better utilisation of data, information and knowledge to help in analysing the needs of Traveller communities and inform the delivery of and access to services.
- **Better community engagement and involvement**
 - Regular engagement with Traveller communities (and local settled communities) in order to enable needs to be identified and more targeted services provided in order to more effectively meet those needs.
 - Increased partnership working with Traveller communities wherever possible, to try to increase the resilience and empowerment of these communities.
- **Better health and education**
 - To understand the needs of Traveller communities to support health and wellbeing, education and safer communities, particularly the identification of existing inequalities and disadvantage, which has disproportional and adverse impacts on the quality of life for this community.
 - To implement better planning and appropriate targeting of services to enable all partners to effectively meet the needs of Gypsy and Traveller communities in relation to health, education and safer communities.
 - To encourage greater health and education service take up by ensuring are accessible for Gypsy and Traveller communities.

Action Plan

Action 1

All new public and private sites should be in the locations which meet the particular needs of Traveller communities. People from across communities (travelling and settled) will be consulted to help identify and allocate future sites in the most effective locations in accordance with national policy.

Action 2

Continue to gather intelligence on preferred travelling routes and locations of unauthorised encampments over time to understand the repeating patterns of accommodation needed to reduce unauthorised encampments in Wiltshire.

Action 3

Alternative ways to provide sites should be researched and taken forward, for example considering shared ownership schemes or RSL development management of sites

Action 4

A cultural awareness training programme will be run for Councillors in order to support them with knowledge and information about the needs of Traveller communities.

Action 5

Encourage Traveller communities to begin discussions about potential sites or pieces of land early in the planning process. This should include the provision of information, support, and pre-application advice on planning issues.

Action 6

Source, develop and disseminate clear and easy to read information in accessible formats to support Traveller communities in understanding how to access complex planning systems.

Action 7

Source, develop and disseminate easy to read guides on enforcement policy will be made available to Traveller communities, along with general advice on what all communities can expect during an unauthorised development.

Action 8

All council services providing support to the traveller community should pro-actively engage with Traveller communities to ensure their views are represented and inform council policy and procedure.

Action 9

Intelligence gathered about the health and wellbeing needs of Traveller communities will be fed in to the Joint Needs Assessment (JNA) and all held in one place.

Action 10

A system for customer feedback will be designed and implemented to assess the satisfaction of Traveller communities on all types of sites to ensure satisfaction.

Action 11

To develop and disseminate a local area information pack about the local area, and how to access local services (including health and educational services) for travellers moving onto new sites or are new to the county.

Action 12

A checklist will be produced for unauthorised developments and encampments to provide information to support Travellers to stay safe whilst in the county.

Action 13

Training will be provided for frontline staff across the public sector on cultural awareness, and information and advice on how to interact and communicate with Traveller communities. Particular focuses should include verbal explanation of information and ensuring that any written information provided is appropriate and accessible in easy read formats.

Action 14

Public sector agencies will endeavour to work together to share information on a regular basis, and as issues emerge through the formation of a new travellers forum.

Action 15

A communications protocol will be developed and put in place to ensure that where possible, any community services frontline worker visiting a local authority site speaks with a member of the Traveller Services team to ensure that services are as coordinated as possible.

Action 16

Undertake some community-led health promotional events to provide information and advice to communities to raise awareness about particular health conditions that are prevalent for Traveller communities, in order to increase take-up of preventative services and access to primary care.

Action 17

Under 'making every contact count' frontline staff will receive access to behaviour change training in order support healthier lifestyles and effectively signposting to appropriate health services.

Action 18

Training will be offered to senior leadership teams in schools to increase the support available for Traveller children. Also, the barriers to accessing educational funding and other forms of education, for example vocational training, should be identified and assessed to understand the reasons for higher and further education not being accessed.

Action 19

Adult literacy services should be assessed and targeted information should be provided to Traveller communities in order to increase their take-up.

Action 20

To make the process as consistent as possible, agencies will share information about unauthorised encampments and new residents arriving on sites as quickly as possible.

Action 21

Officers, Members and frontline staff will be supported in liaising with members of settled communities to provide reassurance and to tackle prejudices.

Action 22

Engagement with Area Boards will also take place where traveller related issues have been identified to communicate with Members and the general public. This will include appreciating the issues raised by both settled and Traveller communities, as well as providing support to communities to understand each other better.

Action 23

All Council officers who work with Traveller communities to understand their roles and responsibilities in the safeguarding of vulnerable adults and children within these communities and to understand the safeguarding processes and be able to action them as required.

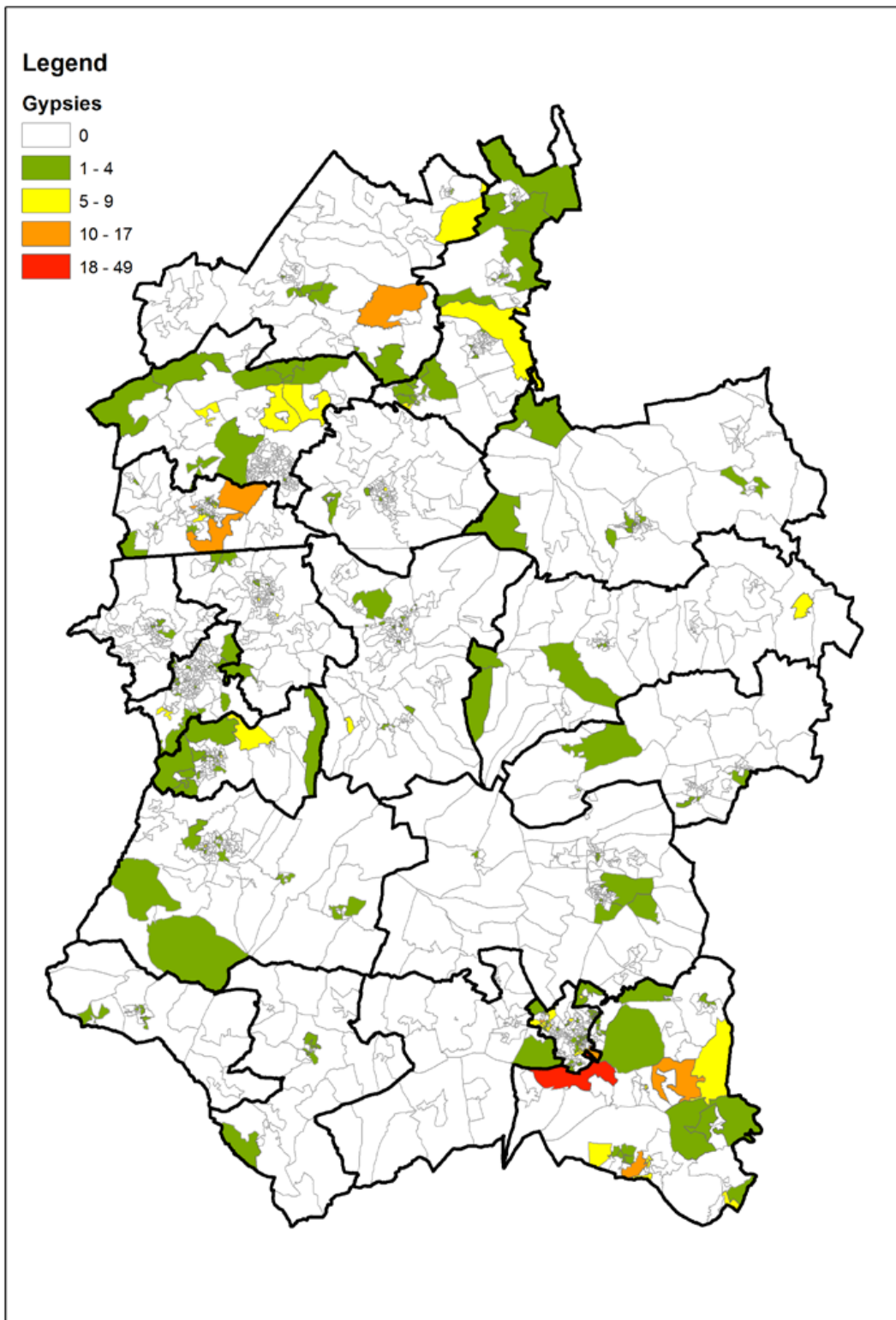
Action 24

To gain intelligence and develop a better understanding of the cross-border boater community and issues in conjunction with neighbouring Local Authorities in order to inform Council policy.

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- ¹⁵ Boat Dwellers and River Travellers – Housing and Major Projects Policy Development and Scrutiny Panel (A task and finish group review). Bath and North East Somerset Council, 2013

Appendix 1 - 2011 Census: ethnicity = gypsy or Irish traveller



Source: Office for National Statistics, 2011 Census

Appendix 2 – Map of the Kennet and Avon Canal



Wiltshire Council

Environment Select Committee

13 September 2016

Task group update

Purpose

1. To provide an update on recent task group activity and propose any decisions requiring Committee approval.
2. Further verbal update will be provided by the Chairmen of the task groups as appropriate.

Highways and Streetscene task group

3. Membership

Cllr Bob Jones (Chairman)
Cllr Gordon King
Cllr Linda Packard
Cllr Anthony Trotman
Cllr John Walsh

Scrutiny / support officer: Marie Gondlach

To endorse the appointment of Cllr Magnus Macdonald to the task group.

4. Terms of Reference

To endorse the proposed terms of reference for the task group:

- a. To support the service in developing a framework for the whole service (as per peer review) and ensure that the performance framework includes measures of members of the public's satisfaction / wishes;
- b. To consider the proposed Key Performance Indicators and monitoring of the new contract to ensure that the experience of members of the public is taken into account;
- c. To monitor the implementation of the contract whilst considering how the monitoring of the delivery of the contract should be reported to the Environment Select Committee once the task group has completed its work.

5. Recent activity

The task group will meet on 6th September to focus on the “top 10” KPI’s based on customer’s experiences, with the future aim of developing what the user’s KPI’s should be.

Public Transport Review task group

6. Membership

Cllr Peter Evans (Chair)
Cllr Mollie Groom
Cllr Jacqui Lay
Cllr Magnus Macdonald
Cllr Graham Wright

Scrutiny / support officer: Marie Gondlach

7. Terms of reference

- a. To scrutinise the pre-consultation(s) and consultation(s) and recommend that the range of transport option(s) offered take into consideration the needs of communities in rural and urban areas.
- b. To scrutinise the pre-consultation(s) and consultation(s) and recommend that the option(s) offered take into account the impact of reducing spending on public transport and that the scope for alternative methods of delivery and / or mitigation of the impacts is adequate.
- c. To scrutinise how the public transport funding is invested and recommend that community priorities are reflected and that investments represents the best value for money whilst supporting the delivery of outcomes related to health and wellbeing, education, economy and employment. To recommend, where appropriate, that consideration is given to an integrated transport strategy.
- d. To scrutinise the decision to be made on the adoption of a new policy / strategy framework, in the light of future budget availability. If applicable, to engage with the development of the policy / strategy framework.
- e. To monitor the implementation of the option(s) selected following the public transport review.

8. Recent activity

The task group is scheduled to consider the Public Transport report before it is received by Cabinet on 11th October and hold another meeting following Cabinet’s consideration.

Proposals

9. To note the update on task group activity provided.

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Environment Select Committee Forward Work Programme

Last updated 9 AUGUST 2016

Environment Select Committee - Current / Active Task Groups			
Task Group	Details of Task Group	Start Date	Final Report Expected
Highways And Streetscene Contract Task Group	website	10 December 2013	December 2016
Public Transport Review Task Group	website	10 June 2015	December 2016
Waste Service Changes Task Group	website	25 November 2015	September 2016

Environment Select Committee - Rapid Scrutiny		
Topic	Details	Date
Wholly Owned Subsidiary (WOS)	Another rapid scrutiny of the WOS (following meeting on 8 September 2015) to enable scrutiny members to consider the details of the proposed WOS	Date to be confirmed
Housing Bill	To consider the impact of the Housing Bill for Wiltshire Council and its residents and housing tenants (to include communication, management of changes and support to tenants). NB could be a task group depending on the scale of the work to be undertaken	After publication of the Housing Bill (The provisional date for the first day of remaining stages on the bill is Tuesday 5 January 2016.) and consideration of a report to ESC highlighting the impact for Wiltshire

		Council.
TBC Investment Team	Evidence based review of what the function should be and the optimal size of the team	September / October 2016
TBC Fleet maintenance	To determine what the operating model should be (currently in-house and external, with 2 depots for fleet as well as space in other depots) and explore the viability of including partners (e.g. shared facility with Fire Department in Melksham).	September 2016
TBC Depot strategy	Work already started by officers – Tracy Carter is the lead. NB may be report rather than rapid scrutiny	September 2016

Environment Select Committee – Forward Work Programme			Last updated 9 AUGUST 2016		
Meeting Date	Item	Details / Purpose of Report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
25 Oct 2016	Annual report - Highways – major maintenance programme	To review the delivery of the planned major maintenance programme for the past year and consider the planned major maintenance for the year ahead. To include the following in the report: data on road collision, road conditions in the county and work carried out in each Area Board	Parvis Khansari	Cllr Philip Whitehead	Peter Binley
25 Oct 2016	Annual Report - Wiltshire Local Flood Risk Management Strategy	To receive an annual report on the Wiltshire Local Flood Risk Management Strategy. To include information on the sub groups and for members to consider if they could / should attend meetings of the sub groups.	Parvis Khansari	Cllr Jonathon Seed	Peter Binley
25 Oct 2016	Executive Response to the Waste Task Group's Final Report	The Committee to receive the executive response to the Waste Service Changes Task Group's final report.	Tracy Carter	Cllr Toby Sturgis	Adam Brown

Environment Select Committee – Forward Work Programme			Last updated 9 AUGUST 2016		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
25 Oct 2016	Parking Services update	<p>Report to include:</p> <ul style="list-style-type: none"> • Outcomes of “mi permit” only trials - update requested by Committee (1 September 2015) for 6 months after commencement of trials; • Outcomes of the Car Parking review; • Update on Car Parking strategy; • Update on transfer of car parks. 	Parvis Khansari	Cllr Philip Whitehead	Robert Murphy, Adrian Hampton
25 Oct 2016	Public Transport Review - update	Cabinet report scheduled for 14 October 2016 (NB could be as chairman's announcement)	Parvis Khansari	Cllr Philip Whitehead	Jason Salter
25 Oct 2016	TBC Highways Service - peer review action plan	The plan and progress with its implementation to be reported to cabinet and the Environment Select Committee later in the year.	Parvis Khansari	Cllr Philip Whitehead	

Environment Select Committee – Forward Work Programme			Last updated 9 AUGUST 2016		
Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
25 Oct 2016	TBC Update on contracts implementation for Highways Service	NB other reports already planned may cover this topic.	Parvis Khansari	Cllr Philip Whitehead	Peter Binley
25 Oct 2016	Waste strategy	An opportunity for the committee to be involved in the review of the waste strategy to reflect recent changes.	Tracy Carter	Cllr Toby Sturgis	
13 Dec 2016	Energy Resilience Plan - annual update	As resolved on 27 October 2015 to receive an annual update on the Energy Resilience Plan.	Alistair Cunningham		Louise Woollen
13 Dec 2016	Final report of the Highways and Streetscene task group	To receive the final report of the Highways and Streetscene task group.	Parvis Khansari	Cllr Philip Whitehead	Marie Gondlach
13 Dec 2016	Housing Bill	To receive a report highlighting the potential and actual impact of the Housing Bill.	James Cawley	Cllr Jonathon Seed	Nicole Smith
13 Dec 2016	Progress on social housing developments	To receive a report detailing progress on social housing developments.	James Cawley	Cllr Jonathon Seed	
13 Dec 2016	Public Transport Review task group – final report	To receive the final report of the Public Transport Review task group	Parvis Khansari	Cllr Philip Whitehead	Marie Gondlach
13 Dec 2016	TBC Depot strategy	Feasibility study of the current depot strategy			

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Meeting Date	Item	Details / purpose of report	Associate Director	Responsible Cabinet Member	Report Author / Lead Officer
13 Dec 2016	TBC Housing Strategy – final draft	For the committee to review the proposed strategy before it is presented to Cabinet	James Cawley	Cllr Jonathon Seed	
22 Feb 2017	Calne Library Model	An update on the success and progress of the new Calne Library model, including a breakdown of usage for each library in Wiltshire and an update on the review of the Library Service to be provided.	Laurie Bell	Cllr Jonathon Seed	Joan Davis
22 Feb 2017	Gypsy and Traveller Plan (G&T Plan)	As agreed at 7 June meeting, for the ESC to receive further information on the G&T Plan, once it has been finalised	Alistair Cunningham	Cllr Toby Sturgis	Georgina Clampitt-Dix, Carolyn Gibson
22 Feb 2017	Highways and Streetscene task group - Executive Response		Parvis Khansari	Cllr Philip Whitehead	Parvis Khansari
22 Feb 2017	Public Transport Review task group – Executive Response	To receive the Executive Response to the final report of the Public Transport Review task group.	Parvis Khansari	Cllr Philip Whitehead	Karen Jones
22 Feb 2017	Resident Engagement Report	A further update and report on resident engagement to be provided as agreed at 7 June meeting.	James Cawley	Cllr Jonathon Seed	Adam Brown, Nicole Smith

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22 Feb 2017	Update report from Leisure Services	An update report from Leisure on implementing their vision (Helping people in Wiltshire to live longer, healthier lives, while addressing health inequalities), including statistics on the number of individuals participating in leisure activities within Wiltshire.	Frances Chinemana	Cllr Jonathon Seed	John Goodall, David Redfern
22 Feb 2017	Wiltshire Council's Resident Engagement Strategy	For the Committee to receive an updated report on the progress of the Council's resident engagement strategy.	James Cawley	Cllr Jonathon Seed	
20 Jun 2017	Resident Engagement Strategy update	To receive an update report on the progress of Wiltshire Council's resident engagement strategy and its outcome in twelve months (resolved at 7 June 2016 meeting)	James Cawley	Cllr Jonathon Seed	James Cawley
20 Jun 2017	TBC Enforcement update	To review the impact of the reduction of enforcement officers across the services.			
	TBC Gypsy and Traveller Plan	Topic to be considered as the plan becomes available.	Alistair Cunningham	Cllr Toby Sturgis	Carolyn Gibson, Georgina Clampitt-Dix

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	TBC - Business Plan	To review any changes for any impact on the areas of the business covered by the Environment Select Committee - currently no date scheduled for Cabinet	Robin Townsend	Cllr Dick Tonge	David Bowater