



County Offices
Newland
Lincoln
LN1 1YL

26 November 2015

Environmental Scrutiny Committee

A meeting of the Environmental Scrutiny Committee will be held on **Friday, 4 December 2015 at 10.00 am in Committee Room One, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Tony McArdle', written over a horizontal line.

Tony McArdle
Chief Executive

Membership of the Environmental Scrutiny Committee (11 Members of the Council)

Councillors C L Strange (Chairman), Mrs V C Ayling (Vice-Chairman), A M Austin, C J T H Brewis, A Bridges, M Brookes, J R Marriott, N M Murray, C R Oxby, C Pain and R A Renshaw

**ENVIRONMENTAL SCRUTINY COMMITTEE AGENDA
FRIDAY, 4 DECEMBER 2015**

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declaration of Members' Interests	
3	Minutes of the Meeting held on 23 October 2015	5 - 10
4	Announcements by the Executive Councillors and Senior Officers	Verbal Report
5	Waste and Fly Tipping Enforcement - the North Kesteven District Council Approach <i>(To receive a presentation from Janet Williams, Environmental Health Manager at North Kesteven District Council in relation to its Fly Tipping Enforcement approach)</i>	11 - 12
6	Energy from Waste Plant Update <i>(To receive a report which advises the Committee on the planned maintenance activity recently carried out at the Energy from Waste plant and also FCC Environment's plans for achieving 'R1 Status' to allow the plant to be certified by the Environment Agency as a recovery facility instead of a disposal facility)</i>	13 - 16
7	Council Business Plan 2015 - 2016 Performance Report, Quarter Two <i>(To receive a report which provides key performance information that is relevant to the work of the Environmental Scrutiny Committee)</i>	17 - 30
8	Environmental Scrutiny Committee Work Programme <i>(To receive a report which enables the Committee to consider and comment on the content of its work programme for the coming year)</i>	31 - 36

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Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

All papers for council meetings are available on:
www.lincolnshire.gov.uk/committeerecords



**ENVIRONMENTAL SCRUTINY
COMMITTEE
23 OCTOBER 2015**

PRESENT: COUNCILLOR C L STRANGE (CHAIRMAN)

Councillors Mrs V C Ayling (Vice-Chairman), A M Austin, C J T H Brewis, M Brookes, J R Marriott, N M Murray, C R Oxby, C Pain and R A Renshaw

Councillors: R G Fairman and A H Turner MBE JP attended the meeting as observers

Officers in attendance:-

Simon Evans (Health Scrutiny Officer), Phil Hughes (Strategic Planning Manager), Neil McBride (Development Manager), Mark Welsh (Flood, Risk and Development Manager) and Rachel Wilson (Democratic Services Officer)

37 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

Apologies for absence were received from Councillor A Bridges.

38 DECLARATION OF COUNCILLORS' INTERESTS

There were no declarations of interest at this point in the meeting.

39 MINUTES OF THE PREVIOUS MEETING OF THE ENVIRONMENTAL SCRUTINY COMMITTEE HELD ON 4 SEPTEMBER 2015

RESOLVED

That the minutes of the meeting held on 4 September 2015 be signed by the Chairman as a correct record.

40 ANNOUNCEMENTS BY THE EXECUTIVE COUNCILLOR FOR ECONOMIC DEVELOPMENT, ENVIRONMENT, PLANNING AND TOURISM AND SENIOR OFFICERS (ECONOMY AND PLACE)

There were no announcements by the Executive Councillor for Economic Development, Environment, Planning and Tourism or Senior Officers (Economy and Place).

41 LINCOLNSHIRE COUNTY COUNCIL'S ROLE IN THE PLANNING SYSTEM

The Committee received two presentations which outlined recent changes to the planning system and how these changes affected the role of a county councillor in

relation to planning issues. The presentations provided further detail in relation to the following areas:

Lincolnshire County Council's Role in Planning – Phil Hughes, Strategic Planning Manager

- Introduction
- Changes since 2010
- Plan Making
- Infrastructure and Funding
- Development Management (Local)
- NSIP (Nationally Significant Infrastructure Projects)
- NSIP Process
- How members can engage

Development Management (Flood Risk and Highways) 2015 – Mark Welsh, Flood Risk and Development Manager

- Development Management (Flood Risk and Highways) and Floods and Water Structure
- Statutory Consultee (Development Management Procedure Order)
- Statutory Role
- We are a Consultee (highway authority)
- Consider Impact and Facilitate Growth
- What we consider as a consultee
- We are a consultee (lead local flood authority)
- What we consider as a consultee
- Surface Water Flooding
- Formal response to the Local Planning Authority (LPA)
- Highway Authority – Consultee
- Construction and Adoption
- S278 Highways Act 1980

Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the report and some of the points raised during discussion included the following:

- It was commented that this was a very good presentation on the changing position. The role of councillors was very much one where local knowledge of issues could be highlighted;
- Local knowledge of areas which were liable to flooding was useful, so that measures such as permeable road surfaces could be incorporated into designs. It was important that local views were taken into account;
- It was queried how members could help if they became aware of a development which was taking place in an inappropriate place. Members were advised that district councils were normally the enforcement authority. The potential impact of a development would be a matter of perception;
- The County Council was responsible for surface water flooding. However, the Environment Agency was still responsible for fluvial flooding;

- With local plans being established, it was queried whether the neighbourhood plan or local plan would have priority if there was a conflict between the two. Members were advised that the local plan would always take precedence, the neighbourhood plans were intended to influence the design for an area. The Parish Councils would receive a proportion of the CIL (Community Infrastructure Levy) revenue, which the parish would have to decide, as a community, how to spend;
- Members were informed that there was very complex legislation around Section 38 agreements, and it was not possible for it to be backdated to include unadopted roads. It was very important that developers signed up to S38 agreements;
- There was a need to ensure that new estate roads were built to an adoptable standard, before they would be adopted by the authority;
- Under the previous system, there was a Local Development Framework which included a number of documents, one of which was the core strategy which set out broad strategic priorities. With the new system, there was an integrated local plan which included elements from the core strategy as well as other information such as site allocations for minerals and waste sites;
- There were concerns that a lot of new developments had block paving on the roads, with no pavements, and that this could be dangerous for pedestrians;
- The County Council was the SUDS (Sustainable Urban Drainage Systems) approving body for drainage, but the district council was required to ensure that there was sustainable drainage which was maintainable. The authority did also advise districts on the construction if required;
- In relation to comments made concerning an estate in Lincoln, members were advised that previously roads were approved in accordance with the residential development guide which specified longer, straight roads with pavements and grass, but it was found that this encouraged people to drive faster on these roads due to the good visibility. However, guidance had changed and now that roads in estates were perceived as shared spaces, this encouraged people to drive more slowly;
- In relation to concerns raised regarding instances where block paving had 'sagged', it was noted that this was domestic paving and not part of the public highway. For highway use, block paving with a strong structural capacity;
- A very detailed local impact report had been submitted in opposition to the onshore aspect of the Triton Knoll project;
- Comments were made regarding whether sustainable development was really possible, and there was a need to protect the land;
- It was confirmed that the Internal Drainage Boards were not statutory consultees on planning applications, but the County Council included them as secondary consultees;
- The requirement was to have sustainable drainage in a development over 10 properties or more, there was a possibility that in the future there could be a need for this to be applied to developments of less than 10 properties;
- If officers saw that a proposed development was on the flood map, flood risk mitigation measures would be requested;
- It was commented that there was a need for housing development to proceed as people had children and grandchildren, and they would all need

4
ENVIRONMENTAL SCRUTINY COMMITTEE
23 OCTOBER 2015

somewhere to live. However, there was a need for caution to ensure that villages were not over developed.

RESOLVED

That the presentations, and comments made be noted.

42 PLANNING ENFORCEMENT AND MONITORING PROCESSES

Consideration was given to a report which set out the background to the procedures the Council had in place for monitoring waste sites in Lincolnshire. Following a number of fires at waste sites within the County, the report provided councillors with information in relation to the mechanisms in place to ensure that waste sites were regularly inspected to minimise the risk of unauthorised activity taking place. Breaches of planning control increased the risk of fires or other unacceptable environmental impacts taking place and therefore it was essential that sites were inspected regularly as set out in the Council's Local Enforcement Plan.

The Committee received a presentation from the Enforcement Team Leader and Planning Manager, and provided further information in relation to the following areas:

- Granted "subject to conditions"
- Waste (England & Wales) Regulations 2011 s19
- Periodic Inspections – LEP
- Planning Enforcement (paragraph 207 of the national Planning Policy Framework 2012)
- Planning Enforcement
- Carnwath report 1989
- Enforcement 'Toolkit'
- Planning Enforcement – Discretion /expediency test
- Legal Aid, Sentencing and Punishment of Offenders Act 2012: came into force 12 March 2015. Section 85
- Enforcement 'Toolkit' – Penalties
- Enforcement 'Toolkit' – injunction
- Enforcement 'Toolkit' – Direct Action
- DCLG 31 August 2015
- The impact of "POCA" (Proceeds of Crime Act 2002)
- POCA – Recent Compensation Orders
- POCA – Proceeds of Crime – Del Basso
- POCA

The Committee was provided with the opportunity to ask questions to the officers present in relation to the information contained within the presentation and some of the points raised during discussion included the following:

- It was commented that this was a really good presentation and members felt assured by it;
- It was suggested that a proposal be made to the Secretary of State that the first inspection of a site was free, but if subsequent inspections were required, then they should be charged for. However, members were advised that there

was nothing in the legislation that would allow authorities to do this, but the government had asked for suggestions on how planning enforcement could be strengthened. The Committee agreed that a letter should be sent on behalf of the Committee, supporting change that would enable local authorities to charge for inspection costs;

- It was noted that a charge could be made for inspections of minerals sites, and the government was considering extending this to all waste sites;
- Members were advised that every visit related to a prosecution could be added to the costs;
- Officers did rely on members of the public to inform the authority where there were issues with mineral and waste sites. There would be a condition on most planning permissions in relation to the need for wheel washing. If officers received reports of unacceptable levels of contamination on the highway, this would be investigated;
- Members commented that this was an excellent presentation and had always had confidence in the enforcement team. Members had always received good co-operation from the team when there had been reason to contact them;
- It was acknowledged that enforcement could take a long time, but this was due to the processes which had to be followed, and it was important that officers followed the correct procedure;
- In relation to contamination of land, it would always be the responsibility of the land owner, and if the land owner could be fined, then they would be;
- In relation to waste issues, the County Council was responsible for enforcement;
- It was suggested whether alternative uses could be found for waste tyres such as using them for planters in villages;
- It was queried whether people would be more likely to comply with planning enforcement notices if non-compliance became a criminal offence?
- There had been a change in culture and people were more willing to take risks;
- Officers had made representations for the waste and mineral law and planning law to be strengthened;
- It was proposed that the Committee should support a strengthening of the law in this area;
- The continued sharing of information between local authorities was important in tackling enforcement matter and authorities worked together to secure a prosecution. Where it was believed that there was a breach of condition in relation waste/minerals this would automatically trigger the involvement of the Environment Agency;
- A breach of Environment Agency conditions was a criminal offence and the Agency had powers to prosecute from day one of the breach;
- It was commented that the presentation had been extremely interesting and it was clear there had been a lot of movement in procedures over the past 30 years.

RESOLVED

1. That the presentation and comments made be noted;
2. That a letter be sent on behalf of the Committee to the Secretary of State in relation to the suggestion to charge for required subsequent inspections following an initial visit;
3. That the Committee also advise the Secretary of State that it would support a strengthening of the law in relation to waste and minerals and planning in general.

43 ENVIRONMENTAL SCRUTINY COMMITTEE WORK PROGRAMME

Consideration was given to a report which enabled the Committee to consider and comment on the content of its work programme for the coming year.

Members were advised that the meeting on the 4 December 2015 would commence at 11.00am, in order to allow time for the Committee to hold a Financial Challenges workshop at 10.00am. Therefore, it was also suggested that the meeting scheduled for 29 January 2016 be held at Mid-UK in Caythorpe instead of 4 December 2015 as previously discussed.

The Committee was asked to agree that the Waste Working Group be put on hold until after the budget discussions had been held.

RESOLVED

1. That the contents of the Work Programme, and the amendments noted above be noted;
2. That the Waste Working Group be put on hold until further notice.

The meeting closed at 12.35 pm

Open Report on behalf of Richard Wills, the Officer Responsible for Democratic Services

Report to:	Environmental Scrutiny Committee
Date:	4 December 2015
Subject:	Waste and Fly Tipping Enforcement – the North Kesteven District Council Approach

Summary

Fly tipping enforcement is a district council function. To broaden the Committee's knowledge for future scrutiny activity, the Committee is invited to receive a short presentation from Janet Williams, Environmental Health Manager at North Kesteven District Council.

Actions Required:

The Committee is invited to receive the presentation on Waste and Fly Tipping Enforcement.

1. Background

Fly tipping enforcement is a district council function. In order to broaden the Committee's knowledge for future scrutiny activity, the Committee is invited to receive a short presentation from Janet Williams, Environmental Health Manager at North Kesteven District Council.

2. Conclusion

The Committee is invited to consider the presentation on Waste and Fly Tipping Enforcement.

3. Consultation

This is not a consultation item.

4. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Simon Evans, who can be contacted on 01522 553607 or Simon.Evans@lincolnshire.co.uk

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Open Report on behalf of Richard Wills, Executive Director of Environment and Economy

Report to:	Environmental Scrutiny Committee
Date:	4 December 2015
Subject:	Energy from Waste Plant Update

Summary

The Energy from Waste plant in Hykeham, which is operated by FCC Environment, was closed down during September 2015 for planned maintenance. The closure is referred to as an outage. This report advises the Committee on the on the maintenance activity and FCC Environment's plans for achieving 'R1 status', whereby the plant would be certified by the Environment Agency that it is a recovery as opposed to a disposal facility.

Actions Required:

The Committee is invited to consider and comment on the update report on the Energy from Waste plant in Hykeham

1. Background

Outage Report

FCC Environment has now submitted the final report detailing the findings and actions at the Energy from Waste (EfW) plant at Hykeham during the recent close down for planned maintenance.

The facility was closed down on 4 September and work began on the 5 September across the whole plant. The outage was planned to last fourteen days, but was actually completed in twelve due to the use of a night shift on the largest item of work - the overhaul of the fire grate. This reduced down period also reflected the high level of forward planning and preparation that had gone into this, starting almost immediately after the last planned outage.

This inspection and maintenance process was significantly more intensive than the first one in 2014 to ensure that any work or equipment replacements that might be required under warranty were completed before that expired in March 2016.

Substantive use was made of ultrasonic thickness testing (UT) to ascertain the wear on pipes that had been carrying water or steam at high pressure, and from these readings it is possible to predict the expected lifespan of these items. This allows future outages to be planned around what will need to be repaired or replaced and avoids time, money and effort being expended on areas where work is not required.

The grate was given a major inspection which included removing all the bars and replacing a small number of them, and undertaking a thorough clean of the grate structure itself. Minor repairs were also made as required. This was justified when a fault to the clinker weir was identified that will be repaired under warranty.

Both the steam turbine and the generator were also given thorough inspections and strip downs, as whilst neither of these were required by the timetables in the operational manuals it was considered worthwhile to ensure there were no defects requiring rectification under warranty.

The overall view was that the plant was in very good condition and wear and tear was either less than or in line with that to be expected.

Service Continuity

During the whole of the outage direct deliveries to the Energy from Waste bunker were maintained for the three waste collection authorities that applies to operationally, whilst all HGV deliveries were diverted to landfill.

R1 Status

FCC Environment has stated its intention of achieving R1 status for the EfW. R1 status is where the plant is acknowledged through certification issued by the Environment Agency that it is a recovery as opposed to a disposal facility. This relates to the energy output from the plant being at a high level in relation to the amount of waste being burnt.

There are very few EfWs with this accreditation in the UK, and it is only ever likely to be achieved by modern facilities where energy generation has been a part of the plant from design rather than as a retro-fit.

This move could have a much wider significance following an announcement by a speaker at the recent Local Authority Recycling Advisory Committee conference. The speaker is involved in EU policy development for waste, and stated that as part of the circular economy package under development in the EU, a ban on disposal of key recyclates such as paper, cardboard and plastic by any means other than recycling is under serious consideration.

If this ban were to be implemented the implication would be that waste collection authorities would need to keep all of those materials out of the residual waste bin.

The one exception currently considered appropriate to relax that requirement would be if those materials were going to an EfW plant with R1 status.

3. Consultation

This is not a consultation item.

4. Background Papers

The following background paper was used in the preparation of this report:

1. Agenda Item 3a to the Lincolnshire Waste Partnership – 19 November 2015.

This report was written by Ian Taylor who can be contacted on 01522 814326
or IanR.Taylor@lincolnshire.co.uk.

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Open Report on behalf of Richard Wills, Executive Director of Environment and Economy

Report to:	Environmental Scrutiny Committee
Date:	4 December 2015
Subject:	Council Business Plan 2015 - 2016 Performance Report, Quarter Two

Summary

This report provides key performance information that is relevant to the work of the Environmental Scrutiny Committee.

Actions Required:

The Committee is invited to review, scrutinise and comment on Quarter 2 performance.

1. Background

The appendices to this report provide the Committee with the performance information relating to the remit of the Environmental Scrutiny Committee.

Council Business Plan 2015/2016

The Council Business Plan 2015/16 was approved by the County Council in February 2015 and has been organised around the 17 commissioning strategies. Performance measures have been identified for each commissioning strategy and the following five Council Business measures are in the remit of this Committee:

	Measure	Notes
1.	CO ² Reductions from County Council Activity	Reported Annually
2.	Lincolnshire CO ² Reductions	Reported Annually
3.	Waste Sent to Landfill	Measured Quarterly
4.	Household Waste Recycled	Measured Quarterly
5.	Green Waste Composted	Measured Quarterly

Appendix A includes information on the performance against the three measures which are reported quarterly. Information on the remaining two measures will be reported at the time the information is available.

Customer Satisfaction Information

Appendix B provides a breakdown of the Quarter 2 customer satisfaction information for the services which come under the remit of this Committee.

2. Conclusion

The Committee is invited to review, scrutinise and comment on Quarter 2 performance.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Quarter 2 Performance Information:
Appendix B	Quarter 2 Customer Satisfaction Information

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Sean Kent, who can be contacted on 01522 554833 or Sean.Kent@lincolnshire.co.uk.



Businesses are supported to grow

Businesses are supported to grow

Protecting and sustaining the environment

The purpose of this commissioning strategy is an environment that supports economic growth. We think this can be best achieved when the environmental opportunities for investment are emphasised whilst still making sure that the natural environment is protected.

Outcome

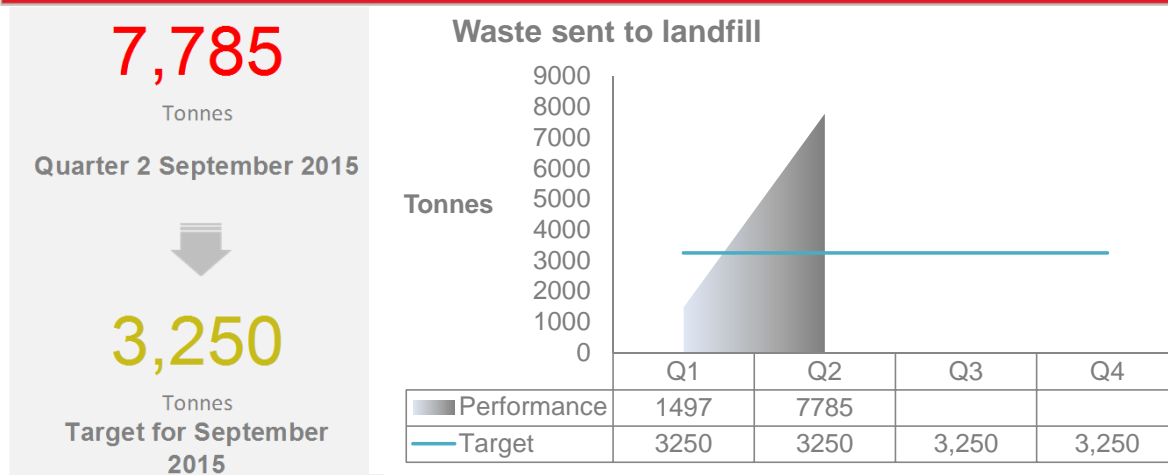
Increase recycling

Measure

Waste sent to landfill

The tonnage of waste collected by either the County or District Councils which was sent to landfill.

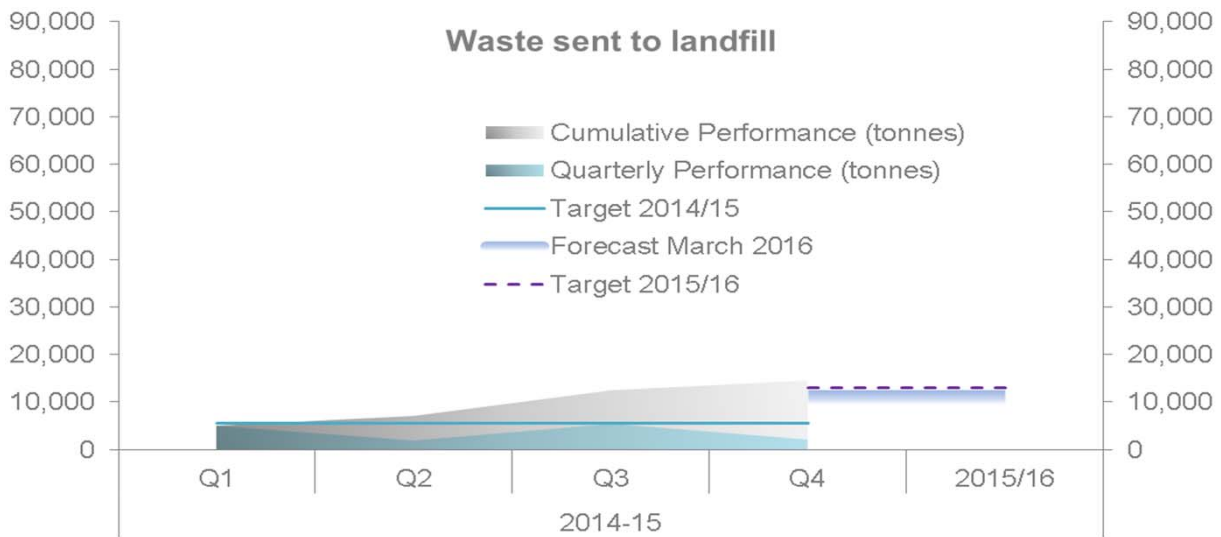
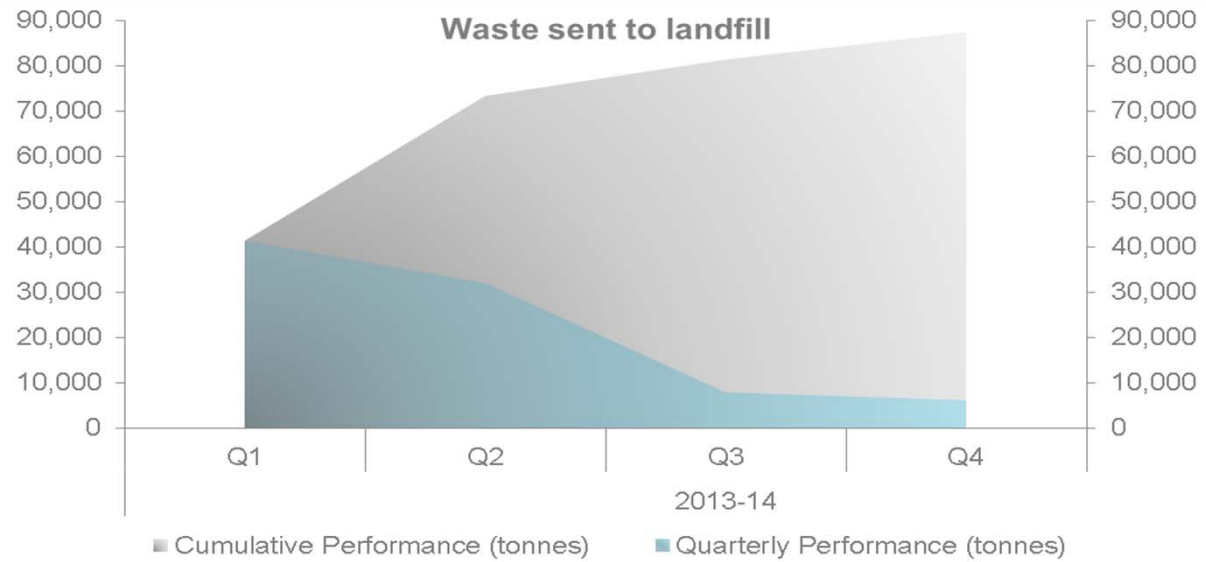
✗ Not achieved [See the Data](#)



This is an estimate until final figures have been verified by the Department for Environment, Food and Rural Affairs (due in February). There has been more waste sent to landfill this quarter due to the planned closure (for maintenance) of the Energy from Waste facility.

Although re-profiling the target for quarter 2 has been considered, this has not been possible as the exact date of the closure is solely decided by the Energy from Waste contractor FCC Environment (Lincolnshire) Limited based on operational considerations and the Council is not informed until quite close to when the closure happens.

Further details



Measure Name	Waste sent to landfill								
	2013-14				2014-15				2015/2016
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Quarterly Performance (tonnes)	41,361	32,022	7,858	6,183	5,033	2,047	5,485	2,076	
Cumulative Performance (tonnes)	41,361	73,383	81,241	87,424	5,033	7,080	12,565	14,641	
Target					5,630	5,630	5,630	5,630	13,000
Forecast (March 2016)									11,100

About the target

It is estimated that we have 163,000 tonnes of residual (non-recycled) waste. We aim to send 150,000 tonnes to Energy from Waste, leaving 13,000 tonnes to go to landfill.

About the target range

A small percentage change in overall residual waste could lead to a much larger change in landfilling, so a wide target range has been set.

About benchmarking

As tonnage of waste landfilled depends on the size of a Local Authority, comparisons with other councils is not meaningful.

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Outcome

Increase recycling

Measure

Household waste recycled

The percentage of waste collected by either the County or District Councils which was reused, recycled or composted.

X Not achieved

[See the Data](#)



50.28

% recycled

Quarter 2 September 2015

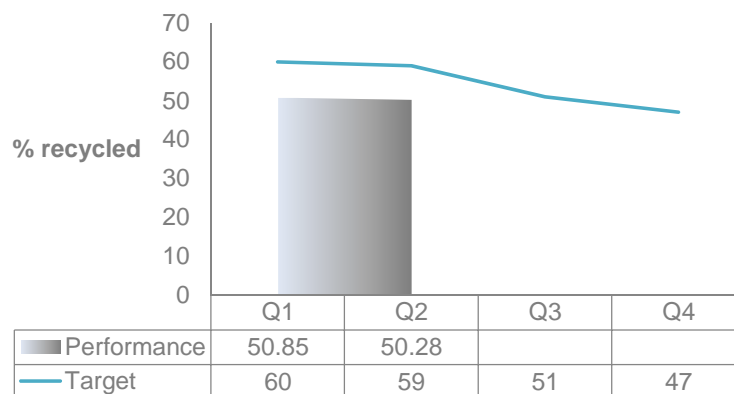


59

% recycled

Target for September 2015

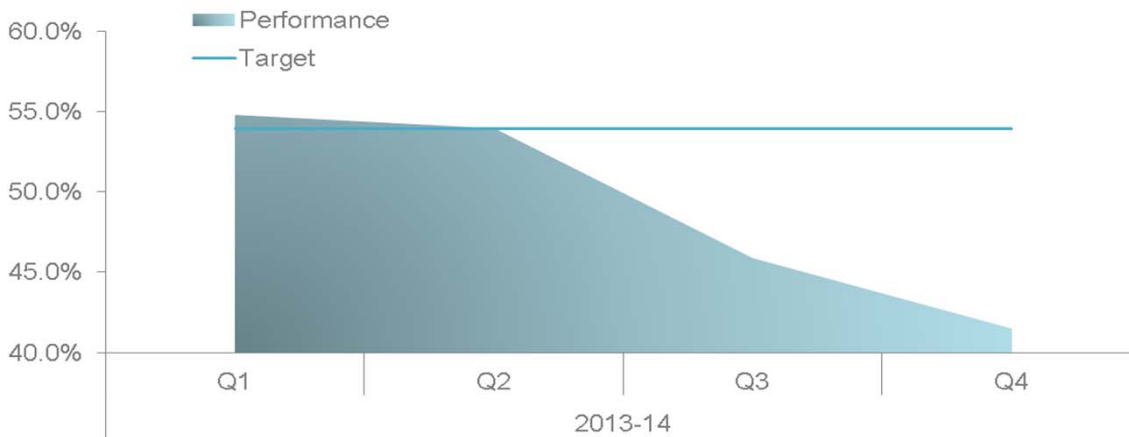
Household waste recycled



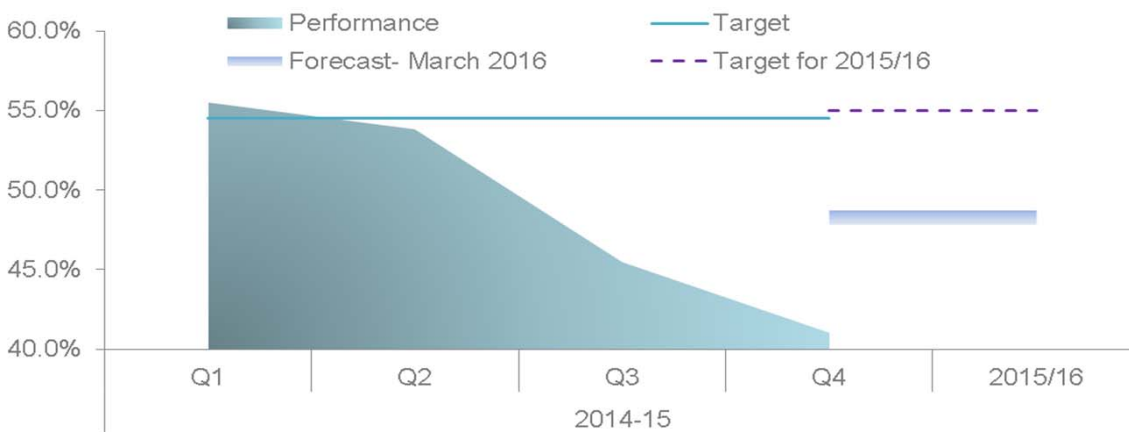
This is an estimate until final figures have been verified by the Department for Environment, Food and Rural Affairs (due in February).

We have received less waste for composting than in 2014. Also, we continue to see a higher level of recyclables rejected as contamination than last year due to a change in the legislation introducing a more stringent sampling regime than in the past. The Joint Municipal Waste Management Strategy (2008) with the district councils set a target to achieve 55% recycling and composting by 2015. Work is being carried out to review the opportunities for a shared waste service and this work has been prioritised ahead of any work on a waste strategy and so the target of 55% will remain for 2015/2016 with a forecast to achieve 48% by end March 2016 based solely on the external factors which are affecting this figure, such as legislation and District Council collection changes.

Household Waste recycled



Household Waste recycled



Measure Name	Household waste recycled								
	2013-14				2014-15				2015/2016
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Performance	54.8%	54.0%	45.9%	41.5%	55.5%	53.8%	45.5%	41.0%	
Target	53.9%	53.9%	53.9%	53.9%	54.5%	54.5%	54.5%	54.5%	55.0%
Forecast (March 2016)									48.3%

About the target

The Joint Municipal Waste Management Strategy (2008) set a target to achieve 55% recycling and composting by 2015. Quarterly targets reflect this but are seasonally-adjusted since most composting happens during April to September (Q1 and Q2).

About the target range

Given the number of separate figures which go into this calculation, a target range of +/- 0.5 percentage points allows for small fluctuations to remain on target.

About benchmarking

National data is available for each Local Authority. However, given the delay in finalising official figures, this is usually only available for the previous year, so needs to be treated with caution.



Businesses are supported to grow

Businesses are supported to grow Protecting and sustaining the environment

The purpose of this commissioning strategy is an environment that supports economic growth. We think this can be best achieved when the environmental opportunities for investment are emphasised whilst still making sure that the natural environment is protected.

Outcome

Increase recycling

Measure

Green waste composted

The tonnage of green waste collected by either the County or District Councils which was sent for composting.

Measured

See the Data



26,188

Tonnes

Quarter 1 June 2015

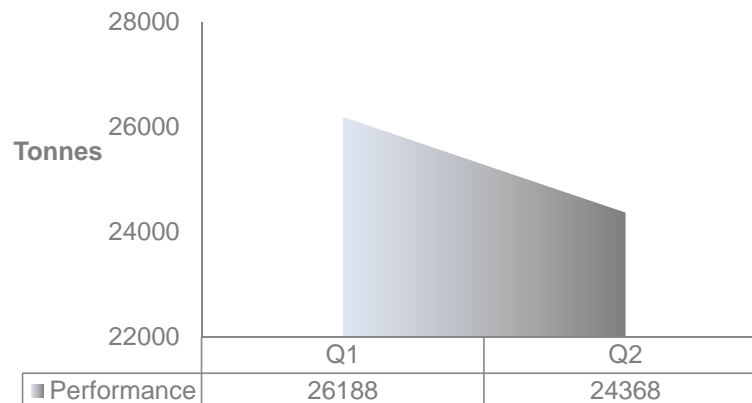


24,368

Tonnes

Quarter 2 September 2015

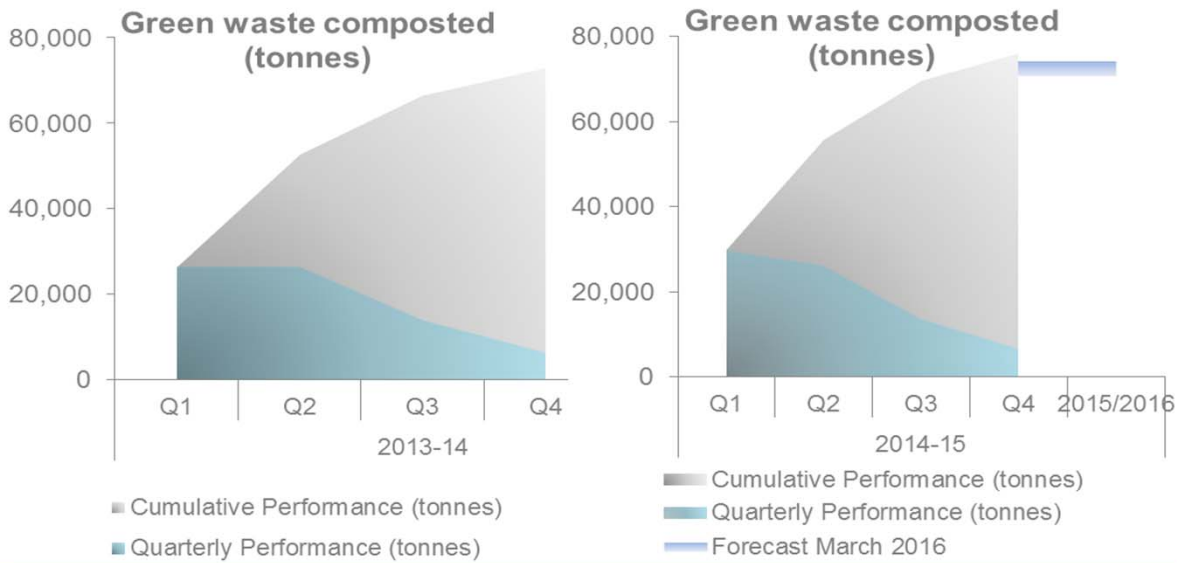
Green waste composted



This is an estimate until final figures have been verified by the Department for Environment, Food and Rural Affairs (due in February).

We continue to receive less waste for composting than in 2014/15. Whilst some of this may be down to weather conditions, this may also reflect the ongoing impact of charges which some of our District Councils have introduced for garden waste collections.

Further details



Measure Name	Green waste composted								
	2013-14				2014-15				2015/2016
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Quarterly Performance (tonnes)	26,307	26,349	13,965	6,353	29,796	26,124	13,665	6,592	
Cumulative Performance (tonnes)	26,307	52,657	66,621	72,974	29,796	55,920	69,585	76,177	
Forecast (March 2016)									72,600

No targets as this measure is contextual

About the target

No target has been set, as this is measured for reference purposes. The tonnage composted depends on how much green waste is presented to us by the public and external factors such as weather conditions.

About the target range

A target range is not applicable as this is a contextual measure.

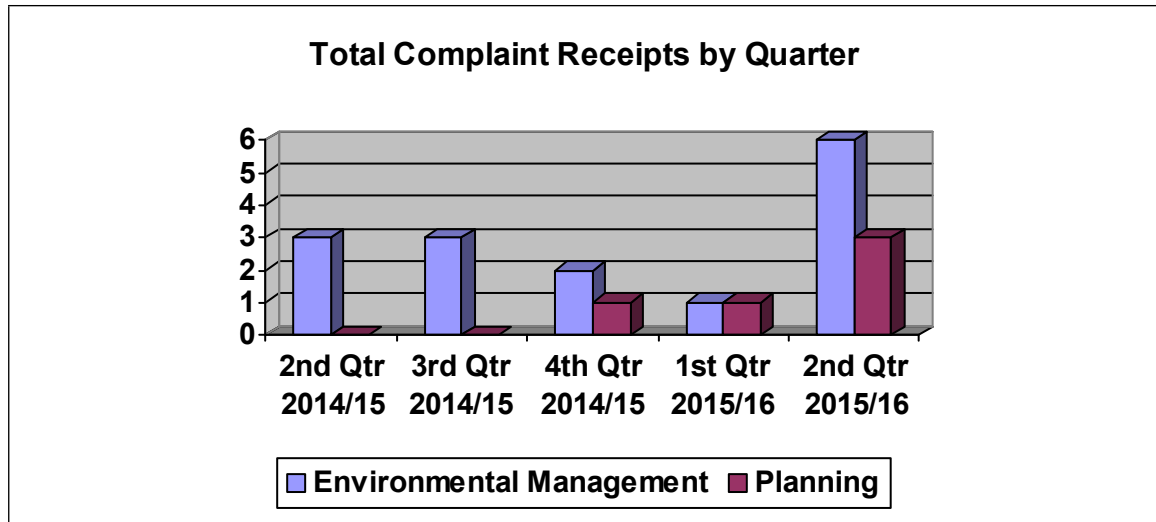
About benchmarking

As tonnage of waste composted depends on the size of a Local Authority, comparisons with other councils is not meaningful.

Customer Satisfaction Information – Scrutiny Committees

Environmental Scrutiny Committee		
Date Range for Report	1 st July – 30 th September 2015 (1 st April – 30 th June 2015)	
Total number of complaints received across all LCC service area.	149 (105)* individual school complaints not included	
Total number of complaints relating to <u>Environmental Scrutiny Committee</u>	9 (2)	
Total number of compliments relating to <u>Environmental Scrutiny Committee</u>	3 (1)	
Total Service Area Complaints	Environmental Management	6 (1)
	Planning	3 (1)
Service Area Environmental Management Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	3 (1)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	1 (0)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Policy of LCC not to Provide Service (L)	0 (0)
	Procedural - other	1 (0)
	Procedure not followed	1 (0)
	Race	0 (0)
Service Area Planning Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (0)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (1)
	Insufficient Information Provided	0 (0)
	Lack of Choice	0 (0)
	Other	0 (0)
	Procedural - other	1 (0)
	Professional - other	1 (0)
Service Area Compliments	Environmental Management	3 (1)
	Planning	0 (0)

How many LCC Corporate complaints have not been resolved within service standard	8 (8)
Number of complaints referred to Ombudsman	12 (7)



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q2) shows a 42% increase on the previous Quarter (Q1). When comparing this Quarter with Q2 2014/15, there is a 3% increase, when 145 complaints were received.

Overall Environmental Management & Planning Complaints

The overall complaints received for Environmental Management & Planning this Quarter has increased by 7 complaints compared to the previous Quarter (Q1), when 2 were received. When comparing this with Quarter 2 2014/15, there is an increase of 6 complaints when 3 were received.

Environmental Management Complaints

This Quarter Environmental Management has received 6 complaints which is an increase of 5 from last Quarter when 1 was received. The complaints were regarding:

- 2 complaints regarding security at Huttoft Car Terrace
- Complaint regarding conduct/attitude of a member of rights of way staff
- Complaint regarding tree cutting
- Complaint regarding PROW
- Complaint regarding member of staff at Louth HWRC

Out of the 6 complaints, 1 was recorded as substantiated, 1 as partially substantiated and 4 as not substantiated.

Planning Complaints

This Quarter Planning received 3 complaints which is an increase of 2 from last Quarter when 1 was received. The complaints are regarding:

- Complaint regarding flooding/road adoption
- No reply to a letter regarding a planning application
- Conduct/attitude of a member staff of the Historic Environment Record team

All 3 of these complaints were recorded as not substantiated.

Overall Compliments

The overall compliments received for Environmental Management and Planning has increased by 2 compliments this Quarter when they received 3. Last Quarter, 1 compliment was received.

Environmental Management Compliments

Environmental Management received 3 compliments this Quarter. The compliments were regarding excellent service received at Gainsborough, Lincoln (GNT) and Market Rasen household waste recycling centres.

Planning Compliments

Planning received no compliments this Quarter.

Ombudsman Complaints

In Quarter 2 of 2015/16, 12 LCC complaints were registered with the Ombudsman. Environmental Management & Planning received no complaints that were considered by the Ombudsman.

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Open Report on behalf of Richard Wills, Director responsible for Democratic Services

Report to:	Environmental Scrutiny Committee
Date:	4 December 2015
Subject:	Environmental Scrutiny Committee Work Programme

Summary:

This item enables the Committee to consider and comment on the content of its work programme for the coming year.

Actions Required:

To consider and comment on the work programme as set out in Appendix A to this report.

1. Background

The Committee's work programme for the coming year is attached at Appendix A to this report. The Committee is invited to consider and comment on the content of the work programme.

Work Programme Definitions

Set out below are the definitions used to describe the types of scrutiny, relating to the items on the Work Programme:

Budget Scrutiny - The Committee is scrutinising the previous year's budget, or the current year's budget or proposals for the future year's budget.

Pre-Decision Scrutiny - The Committee is scrutinising a proposal, prior to a decision on the proposal by the Executive, the Executive Councillor or a senior officer.

Performance Scrutiny - The Committee is scrutinising periodic performance, issue specific performance or external inspection reports.

Policy Development - The Committee is involved in the development of policy, usually at an early stage, where a range of options are being considered.

Consultation - The Committee is responding to (or making arrangements to) respond to a consultation, either formally or informally. This includes pre-consultation engagement.

Status Report - The Committee is considering a topic for the first time where a specific issue has been raised or members wish to gain a greater understanding.

Update Report - The Committee is scrutinising an item following earlier consideration.

Scrutiny Review Activity - This includes discussion on possible scrutiny review items; finalising the scoping for the review; monitoring or interim reports; approval of the final report; and the response to the report.

2. Conclusion

To consider and comment on the Work Programme.

3. Consultation

a) Policy Proofing Actions Required

This report does not require policy proofing.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Environmental Scrutiny Committee Work Programme

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Simon Evans, who can be contacted on 01522 553607 or Simon.Evans@lincolnshire.gov.uk.

ENVIRONMENTAL SCRUTINY COMMITTEE

Chairman: Councillor Lewis Strange

Vice Chairman: Councillor Victoria Ayling

4 December 2015, 10.00am		
Item	Contributor	Purpose
Waste and Fly Tipping Enforcement – the North Kesteven District Council Approach	Janet Williams, Environmental Health Manager, North Kesteven District Council	Status Report
Energy from Waste Plant Update	Ian Taylor, Environmental Services Team Leader (Waste)	Status Report
Quarter 2 Performance – 1 July to 30 September 2015	Matthew Michell, Environmental Services Senior Officer (Waste Performance)	Performance Scrutiny
<i>Financial Challenges Workshop 11am</i>		

11 December 2015, 10.00am		
Flood and Drainage Management Scrutiny Committee		
Item	Contributor	Purpose
Witham Fourth District Internal Drainage Board – Wrangle Bank	Peter Bateson, Chief Executive, Witham Fourth District Internal Drainage Board Stafford Proctor, Wash Frontagers' Group	Status Report
Louth and Horncastle Flood Alleviation Schemes Update	Deborah Campbell, Environment Agency	Update Report
Boston Barrier Update	Deborah Campbell, Environment Agency	Update Report
Black Sluice Catchment Update	Deborah Campbell, Environment Agency	Update Report
Capital Programme and Environment Agency Medium Term Plan	Mark Welsh, Flood Risk and Development Manager	Status Report

11 December 2015, 10.00am		
Flood and Drainage Management Scrutiny Committee		
Item	Contributor	Purpose
Investigations held under Section 19 of the Flood and Water Management Act 2010	Mark Welsh, Flood Risk and Development Manager	Update Report

29 January 2016, 10.00am – Venue: Mid UK, Caythorpe		
Item	Contributor	Purpose
Budget Proposals for 2016/17	Dave Simpson, Head of Finance	Budget Scrutiny
Climate Local Action Plan Annual Report	Doug Robinson, Sustainability Team Leader	Update Report
Water Recycling Centres Update (Ingoldmells, Spalding and Fishtoft)	Paul Dimpleby, Anglian Water	Update Report
<i>A site visit follows the Committee meeting</i>		

26 February 2016, 10.00am		
Flood and Drainage Management Scrutiny Committee		
Item	Contributor	Purpose
Louth and Horncastle Flood Alleviation Schemes Update	Deborah Campbell, Environment Agency	Update Report
Coastal Vision and Water Management	David Hickman, Environmental Services Team Leader (Strategy and Partnerships)	Update Report
The Potential Impact of Devolution on Flood and Drainage Management	David Hickman, Environmental Services Team Leader (Strategy and Partnerships)	Status Report
Investigations held under Section 19 of the Flood and Water Management Act 2010	Mark Welsh, Flood Risk and Development Manager	Update Report

11 March 2015, 10.00am		
Item	Contributor	Purpose
Quarter 3 Performance – 1 July to 30 September 2015	Sean Kent, Group Manager Environmental Services	Performance Scrutiny
Low Carbon Heating Network – Progress Report	Sean Kent, Group Manager Environmental Services	Update Report

29 April 2015, 10.00am		
Item	Contributor	Purpose
Quarter 4 Performance – 1 July to 30 September 2015	Sean Kent, Group Manager Environmental Services	Performance Scrutiny

**For more information about the work of this Committee please contact
Simon Evans, Health Scrutiny Officer, on 01522 553607 or by e-mail at
Simon.Evans@lincolnshire.gov.uk**

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