

## PERFORMANCE AND FINANCE SCRUTINY COMMITTEE

### Environment and Health Portfolio Update

#### Summary

To provide a progress report on the Environment and Health Portfolio

**Portfolio: Environment & Health**

**Wards Affected: N/A**

#### Recommendation

The Committee is requested to consider the draft Annual Plan 2021/22 and submit comments to be considered by the Executive before a final version is agreed.

### 1. Key Issues

#### 1. Background

1.1 The Environment and Health Portfolio covers a wide range of public facing services. The Services covered are:

- a. Air Quality
- b. Older People Services
- c. Emergency Planning & Business Continuity
- d. Environmental Health
- e. Waste & Recycling
- f. Health & Wellbeing

1.2 COVID-19 – 19 has had a major impact on the services delivered through the Portfolio both from service delivery and income generation. Meals at Home has seen a major growth in customer and a substantial increase in income. Whereas, Community Transport has seen a massive loss of customers as less passengers can be carried due to COVID-19 restrictions.

1.3 Performance against actions and objectives in the Annual Plan under this Portfolio is summarised in Annex A and in the body of the report.

#### 2. Air Quality

2.1 The Council has a statutory duty to monitor air quality in the Borough and submit an Annual Air Quality Status report to Defra.

2.2 This is covered as a separate report on the agenda.

### **3. Older People Services**

- 3.1 Community Services initially provided support for Older People but the service now supports residents of all ages, with a range of different support needs or personal circumstances. These include
- a. Older residents
  - b. Residents with physical disabilities
  - c. Residents with sensory impairments
  - d. Residents with mental health issues
  - e. Residents in need of short-term support due to injury or ill health.
  - f. Residents in need of support post operation or other medical procedure
  - g. Residents with ongoing ill health
- 3.2 The services include:
- a. Delivering hot lunch meal and sandwich tea meal for residents who cannot cook for themselves. The service operates 7 days a week and 365 days/year.
  - b. Community Alarms connected to a 24-hour control centre.
  - c. Community Transport - The council operates a fleet of 6 buses across the Borough which help older and disabled residents visit friends, hairdressers, opticians, hospital appointments, shopping trips and local day centres on a door to door basis
  - d. Day Centre
  - e. Social Prescribing Service
  - f. Saturday Club for residents living with dementia and their carers.
  - g. Handy Person Service
  - h. Home Safe to help with the early discharge of patients from hospital with disabilities and frailty.
- 3.3 The Council works in partnership with Runnymede Borough Council to deliver a consistent range of Community Services across both boroughs. The benefits achieved through partnership working have been:
- a. Contained and in some areas reduced costs through sharing staff and resources and increased income. This is at a time of increasing care costs and reduced grants.
  - b. Extended the technology for helping people remain safe in their homes including GPS.
  - c. Community Alarm customers increased from by 33% since 2015 and meals delivered by 36%.
  - d. Rebranded the service.
  - e. Launch of "Home Safe" at Frimley Park and Farnham hospitals.
  - f. Awarded a social prescribing project.
  - g. Increased standing and reputation within the CCG and Adult Social Care
- 3.4 The Council has agreed to enter into a full partnership with Runnymede Borough Council to deliver Community Services across both areas. Runnymede Borough Council will become the employing authority, but it will be a true partnership with a physical presence in both Council Offices. There will be a partnership board which will set objectives and targets for the service. The aim will be to deliver a sustainable service which meets the needs of vulnerable residents. The partnership will commence on 1<sup>st</sup> April 2021.

- 3.5 In 2020/2021 the service has been heavily impacted by the Covid-19 Pandemic. The meals at home and community alarm services have effectively provided a lifeline for vulnerable residents having to stay at home. The Meals at Home service will exceed its annual target by a considerable margin. The day centre has been closed throughout the pandemic and our buses have only been able to take reduced passengers due to COVID-19 restrictions. This has resulted in loss of income, but this will be largely covered by Government Grants. Staff from the day centre and drivers have been deployed where necessary to support the Meals at Home operation or other Welfare duties.

#### **4 Emergency Planning & Business Continuity**

- 4.1 The Civil Contingencies Act 2004 places duties on the Council, to ensure critical services are resilient to respond to disruptive events and the Council has plans in place to respond to a civil emergency in the Borough. The Council is supported in delivering these services through Applied Resilience a specialist local authority company procured for this purpose.
- 4.2 The main focus of work has been responding to the current Covid-19 pandemic. This was declared as a Major Incident in Surrey on 19<sup>th</sup> March 2019 and since the Council has been working with partners to respond to the incident which has disrupted so many lives. The Council has been represented at Strategic Coordination Group (Gold Level) by the Acting Chief Executive and at Local Resilience Forum (LRF) by Applied Resilience. Internally, the Acting Chief Executive mobilised the Incident Management Team (IMT) Gold on the same day that the Major Incident was declared and it has been meeting weekly since then. The internal tactical response (Silver) has been led by Mrs Sue McCubbin, Recreational & Business Services Manager.
- 4.3 In addition to COVID-19 -19. The Council responded to a major heathland fire in Chobham and Storm Dennis.
- 4.4 A major service provided by Applied Resilience is to work with teams across the Council to update our Emergency and Business Continuity Plans and ensure that Members and Officers at all levels are trained to respond to Civil Emergencies. The following plans were updated in 2020:
- a. Pandemic Flu Plan
  - b. Borough Emergency Control (BECC)Plan
  - c. Service Level Plan
  - d. Strategic Business Continuity plan
  - e. Multi Agency Flood Plan Review.
  - f. Emergency Plan
  - g. Adverse Weather Plan
  - h. Emergency Assistance Centre Plan
  - i. Vulnerable People Plan
- 4.5 The training and exercises carried out 2020 include:
- a. BECC All Staff (Jan)
  - b. Incident Management Team Training (Mar/Nov)
  - c. Incident Liaison Officer Training (June/Nov)
  - d. Members Training (Feb/Sept)
  - e. BECC-Coordinator Training (Sept)

- f. New ILO Training (Dec).
  - g. New BECC-Coordinator Training (Dec)
  - h. Cyber Exercise
  - i. BECC Technical Exercise.
- 4.6 The Council continues to work closely with the Local resilience Forum on multi-agency plans, procedures, training and exercises. In 2020 these have included Winter Resilience and EU Exit.

## **5 Environmental Health**

- 5.1 A number of Environmental Health services are non-executive functions but for completeness are included in this report.
- 5.2 The Council employs a team of seven Environmental Health Officers enforcing a range of statutory functions. This includes Food Safety in 624 food businesses; Health & Safety in approximately 1500 workplaces; Air quality monitoring; Statutory Nuisance investigation and control; Pollution Emitting Premises; Contaminated Land; Licensing of animal establishments; Investigation of infectious diseases; Pest Control and Stray Dogs. Since March, this year this has also included the enforcement of Covid-19 business restriction legislation
- 5.3 From 1<sup>st</sup> April 2020, to date it has received 475 service requests for investigation into noise and pollution related problems. Most of the service requests were concerned with domestic sources regarding the playing of amplified music or dog barking.
- 5.4 The Council operates an out of hour's Environmental Health service for 365 days per year. It mainly deals with noise complaints. From April 2020 to date it has dealt with 21 out of hours complaints. The most common source being amplified music from domestic premises – usually one-off parties.
- 5.5 The Food Standards Agency requires the Council to inspect food businesses within 28 days that the inspection is due. The frequency of the inspection being determined by the risk it presents. In 2020/21, 296 programmed food safety inspections are due and in addition 67 new business registrations have been received. During the Covid-19 pandemic the Food Standards Agency relaxed the 28-day target and instructed Local Authorities to focus on those premises posing the highest food safety risk. This was to give Environmental Health Officers more time to work with Public Health Colleagues in enforcing the Coronavirus Regulations. In addition to Covid-19 enforcement work, officers have still managed to complete, 172 food safety inspections from 1 April 2020 to date.
- 5.6 The proportion of food businesses rated three or above under the food hygiene rating scheme (a rating of Satisfactory/Good/Very Good) remains high at 95.5%..
- 5.7 Throughout the pandemic the food and safety team have worked to reduce COVID-19 transmission providing advice to the public and businesses and carrying out compliance visits and investigations in line with the business restriction regulations. The legislation and guidance have been subject to numerous changes.
- 5.8 In November 2020 COVID-19 Marshals were appointed to increase the resource for ensuring business compliance, providing a visible presence throughout the Borough encouraging individual and businesses to comply with current restrictions. The Environmental Health Team has received 186 complaints and enquiries all of which

have been responded to by officers. This resulted in 31 businesses closing voluntarily after Council intervention and 2 after the service of formal Prohibition Notices. An Environmental Health COVID-19 officer has been appointed in January 2021 to carry out additional COVID-19 compliance work.

## **6 Joint Waste & Street Cleansing**

- 6.1 In January 2017, Surrey Heath Borough Council entered into a new contract for waste and street cleaning services with Amey as part of a joint arrangement alongside Elmbridge Borough Council, Mole Valley District Council and Woking Borough Council. Surrey Heath was the third authority to mobilise the contract, in February 2018.
- 6.2 In Surrey Heath, the contract includes the kerbside collection of dry mixed recycling (fortnightly); food waste (weekly); textiles (weekly); small electrical and electronic equipment (weekly); subscription-based garden waste (fortnightly); residual waste (fortnightly); clinical waste, bulky waste and street cleaning services. It also includes the management of customer contact through Amey's contact centre and the administration of garden waste subscriptions.
- 6.3 To manage the joint contract, the individual district and borough teams came together alongside the county council team responsible for delivering countywide partnership functions to form a single team called Joint Waste Solutions (JWS).
- 6.4 In parallel to this, the Surrey Environment Partnership (SEP), which includes all 12 of Surrey's councils, was considering its future governance arrangements. As part of this, it was agreed that staff employed by SEP would join JWS, creating a single team responsible for carrying out joint environment and waste work in the county. A new team structure went live on 1 April 2019 to enable the team to effectively manage the contract and deliver countywide performance improvement activity for the SEP.
- 6.5 Surrey Heath is the host authority for the JWS team, which includes providing corporate support services and ensuring that the governance arrangements for both the joint contract and the SEP are working effectively.

### Contract Management

- 6.6 The Contract is managed by a joint client team which is the operational arm of Joint Waste Solutions (JWS). The team reports to a Contract Partnership Board, which comprises of the Lead Officers from each of partner authorities and provides strategic direction and leadership to JWS. The Contract Partnership Board in turn reports to the Joint Waste Services Collection Committee (JWSCC) and is comprised of the Portfolio Holders from the same authorities and provides political scrutiny of the contract. Ultimately the Joint Services Collection Committee reports back to individual authorities but has authority to make decisions under agreed delegation.

### Contract Performance

- 6.7 The waste contract includes 15 KPI's. The majority of KPI's are monitored monthly. The Litter and Detritus is measured quarterly. The table below provides a list of the KPI's and a "snapshot" of performance for the last quarter of 2020/2021. The target is in the first column for each month with the performance in the second column.

Ref.	Description	Authority	Report Freq	Jul-20	Aug-20	Sep-20
KPI1	Missed Collection	Surrey Heath	Monthly	80	55	80
KPI2	Missed Assisted Collection	Surrey Heath	Monthly	0	36	0
KPI3	Missed Collection not Rectified	Surrey Heath	Monthly	0	5	0
KPI4	Repeat Missed Collection	Surrey Heath	Monthly	0	7	0
KPI5	Repeat Missed Assisted Collection	Surrey Heath	Monthly	0	4	0
KPI6	Reported Spillage	Surrey Heath	Monthly	0	0	0
KPI7	Reported Waste Separation Failure	Surrey Heath	Monthly	0	0	0
KPI8	Failure to Carry out Collection as specified (Assisted Collection)	Surrey Heath	Monthly	0	2	0
KPI9	Failure to Carry out Collection as specified (Non-Assisted Collection)	Surrey Heath	Monthly	5	0	5
KPI10	Missed Bulky Collection	Surrey Heath	Monthly	0	0	0
KPI11	Street Cleaning Performance Failure Not Rectified	Surrey Heath	Monthly	0	4	0
KPI12	Flytipping, Flyposting or Graffiti Non Removal	Surrey Heath	Monthly	0	0	0
KPI13	Customer Contact Services Response Times Not Met	Surrey Heath	Monthly	0	0	0
KPI14	Garden Waste Cancellation (Missed Collections)	Surrey Heath	Monthly	0	0	0
KPI15	Litter and Detritus Survey (LADS)	Surrey Heath Litter	Quarterly	4	0	4
KPI15	Litter and Detritus Survey (LADS)	Surrey Heath Detritus		8	0	8

- 6.8 In 2019, the contractor brought in a new management structure at the Councils Depot in Doman Road, Camberley. Since then we have seen a consistently high quality and improved level of service. The Surrey Heath crews remain the highest performing across the four partner authorities. The number of missed collections per 100,000 consistently meets the target of no more than 80 per 100,000 collections. An area of concern is the number missed assisted collections (KP12). This is being closely monitored by the contractor and JWS.

### Recycling

- 6.9 In the year to August 2020, Dry Mixed Recycling tonnages were up by close to 8% year-on-year. Food waste tonnages also increased over the period, but by a smaller amount, around 4%. Garden waste tonnages have seen a significantly year-on-year increase, of over 20%, mostly due to increased tonnages experienced during the Covid-19 lockdown period in spring 2020. Residual waste tonnages were also up year-on-year, by around 7%. The recycling rate has decreased slightly this quarter but is significantly higher than the rest of Surrey and one of the best recycling rates in England.
- 6.10 The Council is one of 12 authorities, which form The Surrey Environment Partnership (SEP). The SEP is currently working towards the aims of three strategies which have been developed over the past 10 years:
- Increase recycling and reduce the amount of waste produced, the amount of waste sent to landfill and the cost of waste management.
  - Reduce the amount of fly tipping in Surrey.
  - Reduce the use of single-use plastics (SUP) through our roles as employers, service providers and as advocates across the county
- 6.11 Joint SEP campaigns have led to increases in food waste and textiles recycling and every household in the county now receives a consistent service guide. In addition, a project to improve recycling at flats saw contamination reduce from 25% to 8% and searches on an online tool, which helps residents, check what they can and cannot recycle more than doubled.
- 6.12 We are eagerly awaiting the outcomes of the Government's Resources and Waste Strategy consultation published last this year. This strategy once implemented is likely to have a significant impact on the way that that waste is collected and treated. The quality of the material collected is expected to be a significant factor in future years.

- 6.13 In designing a programme of work for 2021/22, changes taking place in the waste industry has been considered. This includes the volatility of materials markets putting pressure on recycling and disposal budgets and the implementation of the Resources and Waste Strategy for England. The strategy will have a transformative impact on the types of waste entering the household waste stream and the way in which waste services are managed and funded.
- 6.14 Based on current evidence and subject to funding, it is proposed that the programme of work focuses on three performance improvement priority areas set out below:

- a. Waste reduction
- b. Food waste recycling
- c. Reducing the contamination of dry mixed recycling .

## **7 Health & Wellbeing**

7.1 The Council is working with partners within the Frimley Health & Care Integrated Care System to improve the Health and Wellbeing of residents in Surrey Heath. In particular following post COVID-19 lockdown restrictions.

7.2 The Frimley Care system is developing a “Wellbeing” Framework. The areas prioritised to be included are:

1. Smoking
2. Education, Employment, and income deprivation
3. Reducing Health Inequalities
4. Obesity (incl. healthy diet) and Physical Inactivity
5. Family/social support
6. Targeted lifestyle support for those with the greatest need
7. Built environment
8. Healthy Hospital Strategy
9. Air Pollution

7.3 Services delivered by departments across the Council have an important role to play. The Surrey Heath CCG has asked the Council to consider focussing on priority area 4 Obesity (including healthy diet) and Physical Activity. Officers are currently working with Public Health Leads to develop an Obesity project as part of the Annual Plan for 2021/2022.