

Public Document Pack

Date of meeting **Wednesday, 4th October, 2017**
Time **7.00 pm**
Venue **Committee Room 1, Civic Offices, Merrial Street,
Newcastle-under-Lyme, Staffordshire, ST5 2AG**
Contact **Jayne Briscoe 2250**



**Civic Offices
Merrial Street
Newcastle-under-Lyme
Staffordshire
ST5 2AG**

Cleaner Greener and Safer Communities Scrutiny Committee

AGENDA

PART 1– OPEN AGENDA

1 DECLARATIONS OF INTEREST

To receive declarations of interest from Members on items included in the agenda.

2 APOLOGIES

**3 MINUTES OF THE PREVIOUS MEETING - 27 SEPTEMBER 2017
- TO FOLLOW**

To receive the minutes of the previous meeting of this Committee.

**4 EXAMINATION OF THE AIR QUALITY IN THE VICINITY OF (Pages 3 - 8)
NEWCASTLE BUS STATION**

**5 REVIEW OF THE COUNCILS WASTE AND RECYCLING (Pages 9 - 16)
SERVICE**

To review the progress of the Davis Report Recycling and Waste Service Action Plan.

6 REVIEW OF THE CLOTH NAPPY SERVICE (Pages 17 - 18)

7 WORK PLAN (Pages 19 - 22)

To discuss and update the work plans to reflect current scrutiny topics

8 PUBLIC QUESTION TIME

Contacting the Council:

Switchboard 01782 717717 · Fax 01782 711032 · DX 20959 · Text 07800 140048
E-mail webmaster@newcastle-staffs.gov.uk · www.newcastle-staffs.gov.uk

Britain in Bloom:
National Winner 2005
Silver Gilt Medal 2009
Regional Winner
2003, 2004, 2008,
2009, 2010
Gold Award Winner
2002 - 2010

Any member of the public wishing to submit a question must serve two clear days' notice, in writing, of any such question to the Borough Council.

9 URGENT BUSINESS

To consider any business which is urgent within the meaning of Section 100B(4) of the Local Government Act 1972.

10 DATE OF NEXT MEETING

Members: Councillors Burgess (Vice-Chair), Dillon, P Hailstones, Jones, Mancey, Naylon (Chair), Panter, Reddish, Snell, Sweeney and G Williams

<p>'Members of the Council: If you identify any personal training / development requirements from the items included in this agenda or through issues raised during the meeting, please bring them to the attention of the Committee Clerk at the close of the meeting'</p>
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FIELD_TITLE

Report to the Cleaner, Greener and Safer Communities Scrutiny Committee

4th October 2017

Air Quality Management & Air Quality at Newcastle Bus Station



Report Author: *Nesta Barker*
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Telephone: *ext 2732*

Introduction

Local authorities in the UK have statutory duties for managing local air quality under [Part IV of the Environment Act 1995](#).

Further information was requested by members regarding management of air quality, in particular relating to air quality at the bus station, this report aims to provide detail on the current and future work required regarding local air quality management throughout the Borough.

Background

The Council has been carrying out reviews of air quality since December 1997; these involve measuring air pollution and trying to predict how it will change over the next few years. The review process aims to make sure that the national air quality objectives prescribed in the Air Quality Regulations will be achieved throughout the UK by the relevant deadlines. These objectives, as shown in Appendix 1, have been put in place to protect people's health and the environment.

In 2015 four Air Quality Management Areas (AQMAs) were declared in the Borough where exceedances of the pollutant nitrogen dioxide were identified. The statutory limit for nitrogen dioxide is 40µgm³ and the pollution is created from vehicles. The four identified exceedance areas were:

- Madeley – an area encompassing one property, Collingwood, Newcastle Road close to the M6 motorway.
- Kidsgrove – one area along Liverpool Road and Hardingswood Road from the junction with Heathcote Street and Gloucester Road.
- Town centre – areas within the ring road, namely London Road, Barracks Road and King Street.
- Porthill/May Bank – adjacent to the southern approach from the Queensway to Porthill Bank and the High Street up to the junction with Basford Park Road.

The bus station is contained within the Town AQMAs and this is shown in Appendix 2.

Questions to be Addressed

What is currently being done in respect of air quality?

The annual status report is currently being collated, this considered air quality for the whole Borough, once completed this will be reviewed by Public Protection Committee and submitted to DEFRA for validation and approval. It is considered that the findings support the previous reviews of air quality and confirms the need for continuing with the AQMAs.

Following the declaration of the air quality management areas, the Council will need to develop and adopt an Air Quality Action Plan with key stakeholders for each of the affected areas. The local authority is then required to produce an 'action plan' to demonstrate how the Authority intends to work towards meeting the air quality objectives within its Air Quality Management Area. By necessity a number of partners will need to be involved in developing the Air Quality Action Plan and identifying agreed measures and timescales for implementation. As the pollution is vehicle related, significant input from the highway authorities will be necessary.

Work to prepare Air Quality Action Plans (AQAP) for the four AQMAs is nearing completion, these detail the plans to improve the air quality in these areas and also details the ongoing monitoring arrangements. Again once completed these plans will be considered by Public Protection Committee and will be verified and approved by DEFRA.

What about Air Quality at the bus station?

The Environment Act and associated technical guidance considers Air Quality at 'relevant locations' this is primarily residential properties. Therefore in relation to air quality monitoring this is completed at the nearest residential premises to the bus station, which is on Barracks Road. This will take into account the air pollution created at the bus station, but also the pollution created from vehicles along Barracks Road.

During the assessment work for the AQMAs the operation of the bus station and the number of buses travelling around the Town was taken into account as part of the vehicle review for all of the emissions within the town centre.

Operation and Controls at the bus Station?

Like a number of cars, many buses are fitted with automatic start stop features which automatically stop the vehicle after 4 minutes of idling. The bus companies have confirmed that drivers are reminded to complete this manually where the bus does not have the automatic stop start feature.

What else can be done to improve air quality at bus station?

Eco-stars – The Staffordshire Local Authorities have partnered together to deliver the ECOSTARS scheme via it appointed consultant. This scheme is aimed at improving fuel efficient driving and recognising good practice through a star rating scheme awarded to vehicle fleet operators. Local bus operators are eligible to apply for the free scheme. <http://www.ecostars-uk.com/>

Anti Idling campaign – An education campaign to encourage drivers to turn their engines off when parked.

Reporting a smoky bus – Excessively smoky busses can be reported to the Driver and Vehicle Standards Agency (DVSA) who will investigate and take action against persistently poor operators <https://www.gov.uk/report-smoky-vehicle>

Conclusions

We propose to continue to actively monitor and promote controls to improve air quality in accordance with our statutory requirements.

Background Materials

Newcastle-under-Lyme Air quality reports available at [Air Quality in Newcastle-under-Lyme | Newcastle-Under-Lyme Borough Council](#)

DEFRA Technical guidance TG09

Appendix 1- Statutory air quality objectives

Pollutant	Air Quality Objective		Date to be achieved by
	Concentration	Measured as	
Benzene	16.25 $\mu\text{g}/\text{m}^3$	Running annual mean	31.12.2003
	5.00 $\mu\text{g}/\text{m}^3$	Running annual mean	31.12.2010
1,3-Butadiene	2.25 $\mu\text{g}/\text{m}^3$	Running annual mean	31.12.2003
Carbon monoxide	10.0 mg/m^3	Running 8-hour mean	31.12.2003
Lead	0.5 $\mu\text{g}/\text{m}^3$	Annual mean	31.12.2004
	0.25 $\mu\text{g}/\text{m}^3$	Annual mean	31.12.2008
Nitrogen dioxide	200 $\mu\text{g}/\text{m}^3$ not to be exceeded more than 18 times a year	1-hour mean	31.12.2005
	40 $\mu\text{g}/\text{m}^3$	Annual mean	31.12.2005
Particles (PM_{10}) (gravimetric)	50 $\mu\text{g}/\text{m}^3$, not to be exceeded more than 35 times a year	24-hour mean	31.12.2004
	40 $\mu\text{g}/\text{m}^3$	Annual mean	31.12.2004
Sulphur dioxide	350 $\mu\text{g}/\text{m}^3$, not to be exceeded more than 24 times a year	1-hour mean	31.12.2004
	125 $\mu\text{g}/\text{m}^3$, not to be exceeded more than 3 times a year	24-hour mean	31.12.2004
	266 $\mu\text{g}/\text{m}^3$, not to be exceeded more than 35 times a year	15-minute mean	31.12.2005

Appendix 2 - Town



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A. Specific recommendations

	Title	Davis Report Recommendations	Council Agreed Action	Comments September 2017
1	Introduction of any further new vehicles	Any new vehicles are used as a backup for a short period initially and to allow the new driver to get used to their new round before needing to collect from that round in a given timeframe.	<ul style="list-style-type: none"> New vehicles will be trialled operationally prior to orders being placed. - Complete Support vehicles will be available when new vehicles are introduced to the fleet or collection rounds change. - Complete Team Leaders will be involved with the development of new rounds and be provided time to learn new rounds prior to implementation. - Complete 	<p>New refuse collection vehicles phased into service, old vehicles remained on fleet during bedding in period and Dennis Eagle engineers on site.</p> <p>Collection Team steering group recently set up, and will meet quarterly to look at round development / changes.</p>
2	Optimising the efficiency of in-day tipping	In-day capacity issue is an important element of training for any new crews and, particularly, drivers.	<ul style="list-style-type: none"> Training for new staff about optimising tonnage on collections - Complete Refresher training with all staff about optimising tonnage on collections - Complete Monitoring of vehicle tonnages by service supervisors - Complete 	<p>Systems in place for regular tool box talks and refresher training where necessary.</p> <p>Vehicle tonnage by round monitored on daily basis, and reviewed by senior managers on a weekly basis.</p>
3	Review of collection rounds:	In the light of the higher volumes, it is necessary to review the round sizing and number and I recommend that this should be done as soon as practicable to allow the changes to be well communicated to any residents affected by a changed collection day.	<ul style="list-style-type: none"> A technical review in terms of tonnage collected, vehicles and staffing utilization to be undertaken. - Complete In day round adjustments to be undertaken as soon as possible. - Complete Day changes and communications to residents only undertaken once revised round trialled - 	<p>Eunomia report undertaken to look at resource requirement</p> <p>Adjustments made to trade collection schedule to allow greater support availability if required</p> <p>Not planning any large scale changes to rounds and days. Small amounts of day changes have been identified to be initiated in November 17.</p>

	Title	Davis Report Recommendations	Council Agreed Action	Comments September 2017
4	The council's 'place' database	A failsafe system is put in place to ensure that all properties within the Borough are transferred when new computer systems are introduced as there should only be one 'Master' council database of 'place' which others should then duplicate from if that's needed.	<ul style="list-style-type: none"> The Local Land and Property Gazetteer will be updated and integrated into Bartec on a regular basis. Completed. <p>The Local Land and Property Gazetteer will become the "Master" council database of "place" for all services. The only system where this is not currently the case is Revenues and Benefits for which the feasibility will be investigated - Complete</p>	<p>This now takes place automatically each month.</p> <p>A feasibility study will be undertaken by the end of March 2018 in respect of the Revenues and Benefits system.</p>
5	Assisted Collections	Operatives are reminded that they should address any requests for an assisted collection to the Council's call centre (preferably by using the online form on the website).	<ul style="list-style-type: none"> Staff to be reminded via training that only authorised assisted collections should be undertaken. Requests for bespoke or assisted collection should be directed to customer services. - Complete 	<p>Collection Staff are reminded that only ACs on Bartec system are to be collected.</p> <p>Issue with on-line form identified and waiting to be resolved.</p> <p>Review of Assisted Collection Policy identified in 2017/18 Service Plan</p>
6	Bartec User group	The council prioritises its membership of the Bartec user group to ensure that it receives the early benefits of any additional developments of the system as they are likely to be valuable in service improvements.	<ul style="list-style-type: none"> Staff in Recycling and Waste, ICT and Customer Service to take an active part in the Bartec User Group. - Complete Work directly with Bartec to maximise the impact of the technology - Complete Ensure staff receive ongoing training to maximise the impact of the technology - Complete 	<p>Regular internal meetings taking place.</p> <p>Joint work with wider Staffordshire Bartec user group taking place, and specific areas of joint work with Stoke City Council, looking at weight data and bin deliveries.</p> <p>System of ongoing training for drivers in place.</p>

	Title	Davis Report Recommendations	Council Agreed Action	Comments September 2017
7	Enforcement of kerbside collection	At the earliest opportunity, the Council uses a specific article in The Reporter to clarify that it is now delivering a universal service to all households in the Borough except where an assisted collection has been agreed.	The service standards should first be circulated to all Members with additional detail how they are applied and enforced. Information and policy should then be published on website. Working with the Communications Team an article should be written in Spring Reporter detailing the policy with examples why this is necessary. – Complete .	Policy sent to all Members – Action started ward by ward regarding end of lanes in consultation with Portfolio Holder. Information on Policy Page of Website Additional detailed information provided Review of Assisted Collection Policy will include policy issues with enforcement of kerbside collection.
8	Cardboard and Glass Boxes	Whilst the decision about a preferred way forward is made without delay, very careful consideration is given to communication and potential implementation before initiating any change, especially as this may not be delivered universally.	<ul style="list-style-type: none"> • Simple instructions/options to be developed detailing options for residents to present cardboard and glass separately, supported by the Communications Team. - Complete • Financial resources identified for segregated communications activities.- Complete • Ensure resources (boxes) are available to back up options.- Complete 	Information to residents to present cardboard and glass separately was provided in Christmas Report and Flyer. Information repeated in Reporter and working Additional boxes in stock and available on request
9	The provision of trolleys	This is an outstanding decision which requires resolution and I recommend that this is dealt with speedily.	<ul style="list-style-type: none"> • Develop policy regarding the supply of trolley boxes in conjunction with Portfolio Holder - Complete • Ensure that resources are available for the supply as per policy.- Complete • Communication the policy to Members and residents as appropriate.- Complete 	Wider review of service standards is underway. Trolley available and issued as required Only communicated when operationally suitable

	Title	Davis Report Recommendations	Council Agreed Action	Comments September 2017
10	Customer Services' Team Resilience	The council considers providing further resilience to its customer services team through a pre-planned mutual support arrangement with another council.	<ul style="list-style-type: none"> Consideration of the need for a mutual support arrangement will be part of the annual service and resource planning process - Complete 	Action agreed as standard operational procedure as part of the planning process of any future major service change
11	Review of Complaints	The council continues to see complaints as a key performance indicator which should be kept under review by elected Members and officers through the council's performance management reporting arrangements.	<ul style="list-style-type: none"> The performance indicator will be part of the regular reports that are produced for the Cabinet and the Executive Management Team by the Council's Performance Section. - Complete 	This is part of the regular reports produced by the Council's Performance Section.
12	Missed bins KPI	The Key Performance Indicator "Measure missed bins collections on all our routes" be reintroduced as a corporate performance measure.	<ul style="list-style-type: none"> Agree the format and reporting cycle of the key performance indicators with the Portfolio Holder. Complete Develop automatic reporting tool from Bartec to deliver agreed key performance indicator. - Complete 	<p>Missed bin performance information collected weekly via KPI monitoring. Performance and will be presented to Portfolio Holder during briefings.</p> <p>Automated report generated at month end</p>
13	Communications	Where the council is planning such a major service change in the future, a communications contingency strategy should be prepared before implementation.	<ul style="list-style-type: none"> Communications input required throughout development and planning of any major service change to ensure an appropriate strategy is in place and this should include contingency measures. - Complete 	Annual communications plan developed including any changes to services agreed with Head of Communications and Head of Recycling and Fleet Services.

B. General Recommendations.

	Title	Davis Report Recommendations	Council Suggested Action	Comment
G1	Push Messages	The council should encourage residents to register for 'push' messages which can be delivered by email, text, Twitter or the like (according to customer preference). These can be used to send targeted information to customers about service changes, issues or information.	<ul style="list-style-type: none"> A report outlining a revised "Communications Mix" has been written and this will be considered by Cabinet in January 2017. This includes developing a "push" message system. - Complete 	Report has been sent provided to Cabinet. Annual communications plan being developed which will focus on 'push' messages. Project being undertaken with support from Communications and IT support services.
G2	Scrutiny Committee (Report)	The relevant scrutiny committee review the recommendations made in this report to ensure that the council has considered the actions it will now take as a result	<ul style="list-style-type: none"> Report to Cleaner, Greener and Safer Communities Scrutiny Committee on 21st December 2016 to consider the Report recommendations. - Complete 	Meeting took place on 21/12/16 and the Action Plan agreed for implementation.
G3	Scrutiny Committee (Annual Review)	A brief should be prepared for the relevant scrutiny committee to review the running of the new service, and that this review should be commenced in the summer of 2017.	<ul style="list-style-type: none"> A report detailing a review of progress after running the service for a year will be considered by the Cleaner, Greener and Safer Communities Scrutiny Committee 	This is on the Agenda of the meeting of the Cleaner, Greener, Safer Communities Scrutiny Committee on 4 th October 2017.
G4	Customer Service Excellence	The recycling and waste service should be considered a priority for the next phase of rollout of	<ul style="list-style-type: none"> Working with Customers Services to scope the requirements of the 'Customer Services Excellence accreditation process.' 	The scoping of the requirements was undertaken. Assessment took place, and inspection carried out on 25 th & 26 th May

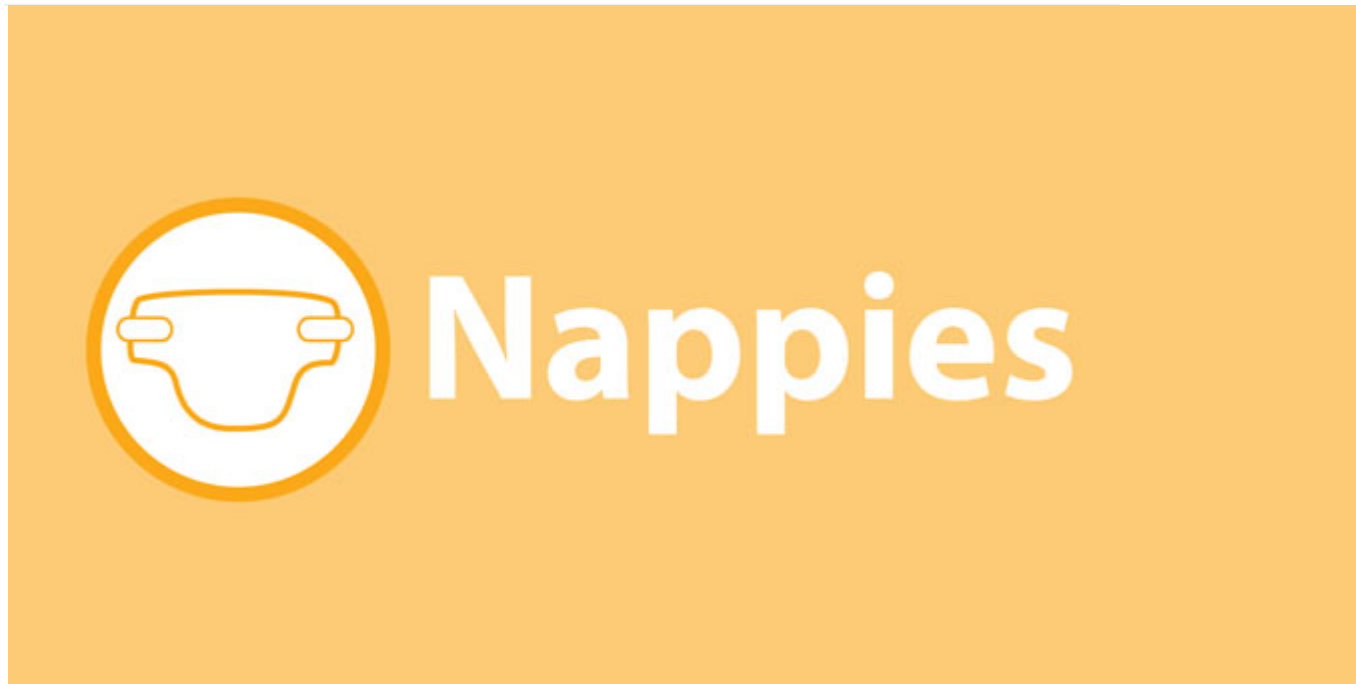
Classification: NULBC **PROTECT** Organisational

	programme	the Customer Services Excellence accreditation process	<p>- Complete</p> <ul style="list-style-type: none"> Develop a timetable for accreditation. - Complete Ensure resources are available to deliver service. - Complete 	<p>2017.</p> <p>Accreditation awarded for the service 12th June 2017.</p>
G5	Twitter	The separate account is deleted and focus provided through the council's main Twitter username.	<ul style="list-style-type: none"> Recognised process to be put in place between Communications and Recycling and Waste to ensure customer issues are dealt with in a timely and appropriate fashion using the corporate social media accounts. Complete 	Account has now been deleted
G6	Programme Board	In implementing projects of similar scale the council's Executive Management Team should put in place, as a matter of course, a programme board to ensure project oversight beyond the immediate service area	<ul style="list-style-type: none"> Consideration of appropriate project oversight arrangements will be made as an integral part of planning for projects of a similar scale. - Complete 	This will be taken into account as part of the planning of significant projects in the future.

Classification: NULBC **PROTECT** Organisational

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Nappies



Did you know?

- In the UK, eight million disposable nappies are thrown away every day - that's three billion every year
- On average a baby's nappy is changed 7,665 times before potty training
- For one baby, disposable nappies can cost over £1,000
- It costs Staffordshire's Council Tax payers over £500,000 per year to dispose of 13,000 tonnes of nappy waste
- A baby creates nearly one tonne of used nappies during their time in disposable nappies

Real Nappy trial kits

We are running a scheme which gives parents in the borough an opportunity to borrow one of the Council's trial kits for two weeks to see what they think of real nappies.

Available in newborn, birth to potty and toddler sizes the kits contain a variety of real nappies, giving parents the opportunity to find out which nappies work best for their child. A nappy guide booklet is included with each trial kit providing an overview to the world of cloth nappies.

With potential savings of more than £500 per child, real nappies not only make a significant difference to the amount of waste in the bin every week but can also save parents a significant amount of money.

If you are interested in borrowing one of the kits please contact the Council on 01782 717717 , email customerservices@newcastle-staffs.gov.uk. The kits are free to borrow but a £25 deposit is required which will be refunded on return of the kit.

North Staffs Nappy Service

The North Staffs Nappy Service is a non-profit organisation offering free and impartial advice as well as demonstrations relating to all aspects of cloth nappies. The organisation's aim is to support and educate families who are already using or interested in using cloth nappies.

The service covers Newcastle-under-Lyme and Stoke-on-Trent.

Web: www.facebook.com/northstaffsnappyservice



Email: nsns@live.co.uk



CLEANER, GREENER AND SAFER COMMUNITIES SCRUTINY COMMITTEE

Date of Meeting	Item	Reason For Undertaking
29th June 2015 (agenda dispatch 19th June 2015)	The Council's Role in Emergency Planning	Newcastle-under-Lyme Borough Council is part of Staffordshire Resilience Forum (SRF), bringing together all the emergency responders in Staffordshire. All Members are to be made aware of their roles and responsibilities in the event of a major incident or disruption to Council services
	Local Government Association Peer Review of Decision Making Arrangements	To advise Members on the recommendations of the LGA Peer Review and to request feedback on the recommendations
	Work Plan and Scrutiny Topics for 2015/2016	To discuss the work plan and potential topics that Committee Members would like to scrutinise over the forthcoming year
7th October 2015 (agenda dispatch 25th September 2015)	Portfolio Holder(s) Question Time (Portfolio Holders for Operational Services & Communities and Social Cohesion)	An opportunity for the Committee to question the Portfolio Holder on her priorities and work objectives for the next 6 months and an opportunity to address any issues or concerns that she may currently be facing. It is an opportunity for the Portfolio Holder to flag up areas within her remit that may benefit from scrutiny in the future

Classification: NULBC **UNCLASSIFIED**

7th October 2015 (agenda dispatch 25th September 2015)	Abandoned Buildings within the Borough	Abandoned buildings represent waste, financial expense and missed opportunity. They can blight communities, attract fly tipping, vandals and squatters and tie up the resources of the Council and the emergency services. Committee would like to receive a report on what powers the Council has, to take action against the owners of abandoned buildings, the number of abandoned buildings the Council is aware of and what action has been taken, to date, to deal with them
	Revised Local Bus Network	Members have raised concern over the revised local bus network in Newcastle which came into effect on 6th September 2015. The Managing Director of First Midlands will be in attendance
	Fly Posting Policy	To receive an update from the Streetscene Manager (Development and Enforcement) on how the Fly Posting Policy is managed through Operational Services
	Work Plan and Scrutiny Topics for 2015/2016	To discuss the work plan and potential topics that Committee Members would like to scrutinise over the forthcoming year
23rd November 2015 (agenda dispatch 13th November 2015)	Revised Local Bus Network	Members received clarification from the Managing Director of First Midlands at the last meeting but wished for the Cabinet Member for Town Centres, Property and Business to attend to respond to further concerns
	Decriminalised Car Parking	Lee Barnard, TMA Assurance Manager, Staffs. County Council will be attending to present the principles of decriminalised parking enforcement (DPE) carried out by Civil Enforcement Officers, operating on behalf of either a local authority or a private firm
	Portfolio Holder Question Time - (Portfolio Holder for Communities and Social Cohesion)	An opportunity for the Committee to question the Portfolio Holder on his priorities and work objectives for the next 6 months and an opportunity to address any issues or concerns that he may currently be facing. It is an opportunity for the Portfolio Holder to flag up areas within his remit that may benefit from scrutiny in the future
	Work Plan and Scrutiny Topics for 2015/2016	To discuss the work plan and potential topics that Committee Members would like to scrutinise over the forthcoming year

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2nd March 2016 (agenda dispatch 19th February 2016)	Staffordshire Bus Subsidies	To scrutinise the subsidies then report back the findings to Staffordshire County Council with a request for them to be revised
	Annual Review of Scrutiny Committee's work	To evaluate and review the work undertaken during 2015/2016
30th June 2016 (agenda dispatch 22nd June 2016)	Work Plan and Scrutiny Topics for 2016/2017	Committee to discuss and agree future topics for Scrutiny
	A review of zero tolerance enforcement	
12th October 2016	Investigation into the condition of subways in the Borough	
24th November 2016	Consultation on Open Space and Green Infrastructure Strategy	To contribute to the Strategy
21st December 2016	Recycling Service - Scrutiny of the Independent Review of the Implementation of the Service	
1st March 2017	Work Plan and Scrutiny Topics for 2017/2018	
	Draft report on Subways Investigation	
27th July 2017	Final Report - Subways	Committee to agree the final report on Subways for submission to Cabinet
Special meeting	Traveller Incursions	Member request at Council
4th October 2017	Examination of the air quality vicinity of Newcastle bus station	Member request from the Chair
	Review of the Cloth Nappy Service	Member request
	Review of the Council's Waste and Recycling Service	Member request

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28th February 2018	Impact of overnight charging on Council-owned car parks	Member request
	Impact of the introduction of parking restrictions on the Lyme Valley	Member request
27th July 2018		

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