

Cambridge City Council

**Environmental and Waste Services
Portfolio Plan 2013-14**

Portfolio Holder: Councillor Jean Swanson

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Introduction

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This portfolio plan details the strategic direction for a number of frontline statutory services relating to environment and waste including; refuse collection, recycling, cleanliness of the city, dogs, food safety, health and safety at work, pest control, noise, air and land pollution.

Context

The City generally has very good local environmental quality that is valued by residents and visitors alike. The Council operates a number of services that maintain and enhance that quality alongside others that protect individuals from unwarranted pollution and safety whilst at work or from the food they eat.

The Refuse and Environment service has been working strategically to reach a 50% recycling rate by providing improved and a wider range of recycling services across the city. There will be a need to continue to work formally and informally with other councils and agencies to ensure we maximise the benefits and savings from joint working and procurement as well as ensuring we operate in accordance with best practice. This includes future markets for waste collected.

Maintaining high standards of street cleanliness throughout the city continues to be a key priority for the Council and residents. A combination of the vibrant city centre economy and the large numbers of tourists that visit Cambridge throughout the year places particular pressure on street cleansing services. As new properties are completed and new highways adopted in the growth sites during 2013/14, it will also be important to ensure that street cleansing services in new neighbourhoods are provided to the same standards as existing areas of the city.

The recent introduction of dog control orders across the city will enable us to work with partner organisations to take enforcement action, including the issuing of fixed penalty notices, against dog fouling, which is seen by residents as having a major impact on the quality of their local environment.

The following service divisions will contribute to the achievement of this Plan's Objectives:

Streets and open spaces
Refuse and Environment
Customer Services Centre

Vision Statements applicable to this portfolio

The vision statements most pertinent to this portfolio plan are:

A city in the forefront of low carbon living and minimising its impact on the environment from waste and pollution

A city which draws inspiration from its iconic historic centre and achieves a sense of place in all of its parts with generous urban open spaces and well- designed buildings

Strategic Objectives 2013-2014

Vision Statement 1:	A city in the forefront of low carbon living and minimising its impact on the environment from waste and pollution
Strategic Objective 1:	Make the most of opportunities to use the waste generated within the City as a resource

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<p>By March 2014 we will have:</p>	<p>EW 1.1 Implemented a programme of activities to increase the proportion of waste that is recycled within the City</p> <p>EW 1.2 Increase the percentage of commercial waste recycled from the 2012/13 baseline by offering businesses competitive rates for our recycling services which are considerably less than the cost of refuse prices.</p> <p>EW 1.3 Successfully negotiated a specification on a joint Materials Recycling Facility (MRF) contract.</p> <p>EW 1.4 Delivered a programme of joint projects with partner authorities in the RECAP Advanced Waste Partnership, subject to the approval of an overall business case for the project.</p>
<p>Lead Officer:</p>	<p>Jas Lally, Head of Refuse and Environment</p>
<p>Performance Measures:</p>	<p>Percentage of household waste sent for reuse, recycling or composting increased from a baseline of 43.3% in 2011/12 to 46% in 2013/14</p> <p>Kilograms of residual household waste per household reduced from the baseline of 523 kg in 2011/12 to 520 kg in 2013/14</p> <p>Increase the percentage of commercial waste recycled by 2%.</p>

Delivery Risks:	<p>EW 1.1 - Resources required to increase capture of material taking time to produce results</p> <p>EW 1.2 - There are uncertainties around the impact of changes to Controlled Waste Regulations legislation and charging of landfill costs to customers who previously did not pay this which may result in a reduction of business from Chargeable Household customers</p> <p>EW 1.3 & 1.4 - Conflicting partnership demands</p>
Vision Statement 2:	<p>A city which draws inspiration from its iconic historic centre and achieves a sense of place in all of its parts with generous urban open spaces and well- designed buildings</p> <p>A city with a thriving local economy that benefits the whole community and builds on its global pre-eminence in learning and discovery</p>
Strategic Objective 2:	<p>Improve local environmental quality within the City</p>
By March 2014 we will have:	<p>EW 2.1 Increased the number of street litter and recycling bins and dog litter bins</p> <p>EW 2.2 Introduced a rapid response team to respond quickly to environmental emergencies outside the city centre</p> <p>EW 2.3 Explored opportunities to provide an enhanced street cleansing service in the city centre for the CBID partnership</p> <p>EW 2.4 Worked with the Police and PCSOs to take enforcement action against dog fouling, following the introduction of dog control orders</p> <p>EW 2.5 Developed a programme of continued refurbishment of our public toilets and</p>

	<p>investigated opportunities for providing community toilets</p> <p>EW 2.6 Worked with businesses and residents to secure, maintain and develop compliance with environmental health legislation in alternative ways such as business forums or targeted communication</p>
Lead Officer:	<p>Toni Ainley, Head of Streets and Open Spaces (EW 2.1 – EW 2.5)</p> <p>Jas Lally, Head of Refuse and Environment (EW 2.6)</p>
Performance Measures:	<p>EW 2.1 - Number of new street litter and recycling bins and dog litter bins installed</p> <p>EW 2.2 – Percentage of residents reporting items for rapid response that are satisfied with the outcome (based on a sample of those reporting items for action)</p> <p>EW 2.3 – Opportunities for an enhanced city centre street cleansing service explored</p> <p>EW 2.4 – Decrease in the number of customer complaints regarding dog fouling.</p> <p>EW 2.5 – Whether a refurbishment programme has been developed and agreed for our public toilets and whether potential providers of community toilets have been identified.</p> <p>EW 2.6 - Number of food premises inspected and improvements made to their overall rating since previously inspected – figures contained within the Business Regulation plan 2013/14</p>
Delivery Risks	<p>EW 2.2, 2.3 and 2.5 - Resources available for enhanced services</p> <p>EW 2.4 – Lack of partner engagement</p> <p>EW 2.5 – Lack of interest from businesses in providing community toilets</p> <p>EW 2.6 - Number of businesses opening and closing</p>

Vision Statement 3:	A city in the forefront of low carbon living and minimising its impact on the environment from waste and pollution.
Strategic Objective 3:	Ensure that environmental quality and service standards are maintained as the City grows and the population increases
By March 2014 we will have:	<p>EW 3.1 Agreed cross-border refuse and recycling collection arrangements with South Cambridgeshire District Council to meet the needs of new developments which cross administrative boundaries</p> <p>EW 3.2 Completed the 'Cambridge Real Emissions Project' in partnership with our external partners and the County Council in order to provide detailed evidence of the air quality impacts of City Centre transport options.</p> <p>EW 3.3 Ensured that current standards of street cleanliness in the city are extended to newly adopted streets in the growth areas</p> <p>EW 3.4 In Cab technology installed in refuse trucks to improve services to customers</p>
Lead Officer:	Jas Lally, Head of Refuse and Environment (EW 3.1, 3.2 and 3.4) Toni Ainley, Head of Streets and Open Spaces (EW 3.3)
Performance Measures:	<p>EW 3.1 Percentage of new occupiers of properties in the growth areas of the City who receive refuse and recycling services and relevant communications within two weeks of moving in</p> <p>EW 3.2 Whether the Cambridge Real Emissions Project has been completed and the evidence has been fed into the County Transport Strategy</p>

	<p>EW 3.3 Percentage of relevant land and highways that is assessed as being an acceptable level of cleanliness (A or B Grade under the definition of NI 195) in a) the growth areas and b) the rest of the city</p> <p>EW 3.4 Increasing customer satisfaction with the service with a 10 % drop in complaints from those received in 2012/13</p>
Delivery Risks	<p>EW 3.1 Lack of communication from new residents following occupation of new properties in the growth areas</p> <p>EW 3.2 Project not delivered due to insufficient resource and other commitments.</p>