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CYFLWYNIADA

Pwyllgor PWYLLGOR CRAFFU AMGYLCHEDDOL

Dyddiad ac amser y cyfarfod DYDD MAWRTH, 6 HYDREF 2020, 4.30 PM

Os gwelwch yn dda gweler ynghlwm y Cyflwyniad(au) a ddarperir yn y Cyfarfod Pwyllgor

4 **Gwasanaethau Rheoliadol a Rennir - Diweddariad Covid** *(Tudalennau 3 - 16)*

Rhoi cyfle i'r Pwyllgor ystyried sefyllfa bresennol y Gwasanaethau Rheoliadol a Rennir, a'r effaith y mae argyfwng presennol Covid wedi'i chael ar ddarparu gwasanaethau.

5 **Rheoli Gwastraff - Diweddariad Covid** *(Tudalennau 17 - 32)*

Rhoi cyfle i'r Pwyllgor ystyried sefyllfa bresennol y Gwasanaeth Rheoli Gwastraff, a'r effaith y mae argyfwng presennol Covid wedi'i chael ar ddarparu gwasanaethau a phrojectau cyfalaf.

Mae'r dudalen hon yn wag yn fwriadol

Coronavirus– The SRS role in prevention and response

October 6th 2020

SRS vision, priorities and outcomes

To be the leading provider of regulatory services that safeguard the health, safety and economic wellbeing of the region

Improving health and wellbeing

- The food chain is safe and free from risks
- Risks in the workplace are managed properly
- Noise and air emissions are controlled
- A safe trading environment is maintained
- Licensed premises operate responsibly
- The quality of private rented property is improved
- Infectious disease is controlled and prevented

Protecting the environment

- The environment is protected from harmful emissions to land, air and water
- People will use energy efficient buildings and products
- Communities are protected from nuisance and are safer
- Animals are treated humanely

Safeguarding the vulnerable

- Children are protected from harmful substances and products
- Older and vulnerable people are protected from rogue traders and scams
- Illegal money lending activities are prevented
- Taxi provision is safe and fair
- Vulnerable people are not subject to exploitation, slavery or trafficking

Supporting the local economy

- A fair trading environment is maintained
- Informed and confident consumers
- Improved business practices and operation
- Accessible services responsive to business needs

Maximising the use of resources

- SRS operates effectively and efficiently across all 3 areas
- Public and stakeholders can access our services
- Income generation underpins sustainable service delivery
- Staff are effective in their roles

Delivering our priorities

Understanding the needs of our customers and placing their needs at the heart of the services we deliver;
Developing a flexible and agile workforce that is responsive to change and that have the right skills to deliver quality services that meet the needs of our customers and local communities;
Maximising internal efficiencies to enhance service quality;
Exploring opportunities to innovate and develop;

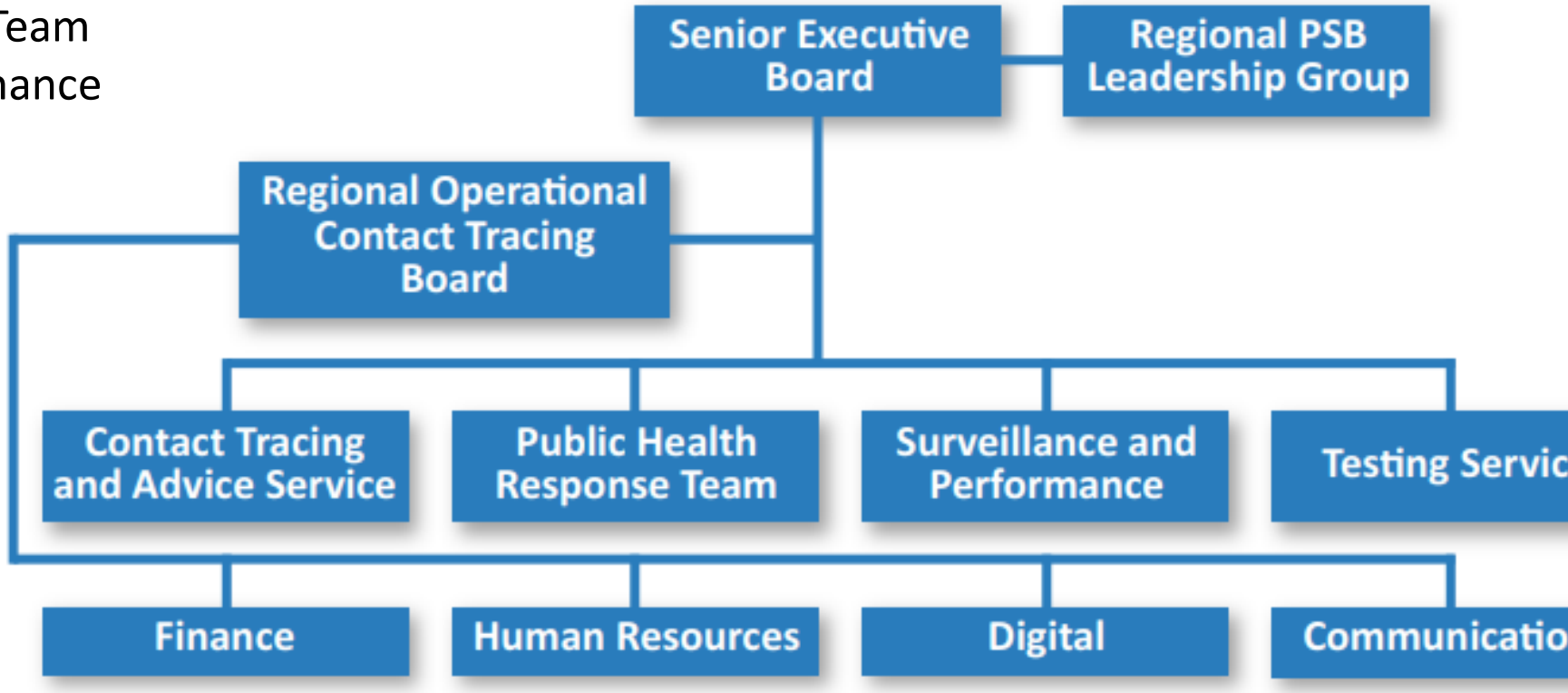
SRS resource allocation since March 2020

- SRS resources now primarily aligned into three key Covid work streams
  - Test Trace Protect (TTP) across both CAV and CTM health boards
  - Covid compliance and enforcement
  - Nuisance and community matters
- SRS continues to undertake interventions at higher risk issues, Food Hygiene, Housing, etc.

Test, Trace, Protect: Cardiff and Vale Governance Structure

tnership between Cardiff Council (host), Cardiff and Vale UHB and Vale of Glamorgan Council, Shared ulatory Service and Public Health Wales

lajor work-streams:
Contact Tracing
Public Health Response Team
Surveillance and Performance
Testing



Dealing with increasing numbers of positive cases

- **Local authorities, the police and enforcement bodies** are responsible for enforcing any restrictions put in place for protection areas. Where local decisions are involved these will use existing governance mechanisms as appropriate.

Enforcement and compliance w/c October 5th

- Most of the economy has reopened (*except theatres, concert halls, skating rinks)*
- Controls in place on closing times for hospitality sector
- Controls remain on social gatherings and these controls create many anomalies and “absurdities” and attract significant calls for advice
- Local authorities continue to engage with WG on these regulatory controls to deliver the wider goal of a return to a Covid safe(r) environment

The Welsh controls are different

- The Coronavirus Regulations require people responsible for premises to do **three things**, all for the purpose of **minimising the risk** of **exposure** to coronavirus on the premises or **the further spread**.

The first is to take **"all reasonable measures" to maintain 2 metres distance between people** who are on the premises or are waiting to go in to the premises.

The second is to take **"any other reasonable measures" to minimise the risk of exposure** to coronavirus –(something which is particularly important where 2 metre distancing isn't reasonably practicable). Collection of TTP data is one such measure

The third is to provide **information** to those entering or working at the premises about how to minimise the risk of exposure to coronavirus

Enforcing the new Regime

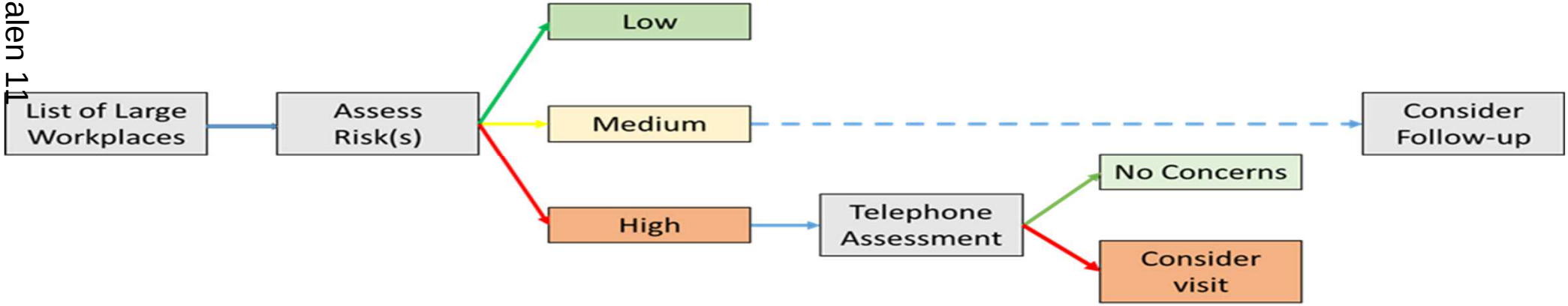
- SRS officers will seek to remedy any non-compliance by a graduated and proportional approach to enforcement. Advice, persuasion, but, when necessary, a Premises Improvement Notice can be issued.

- In premises where the risk cannot be easily mitigated, or there is persistent “poor” behaviour SRS officers can issue a Premises Closure Notice requiring the premises, or part of the premises, to be closed for up to 336 hours (14 days) at a time.

- SRS will respond to complaints and will visit premises where there is thought to be higher risk activities taking place.

Prevention - Higher Risk Activities?

- There is a risk of clusters of Covid 19 developing at large workplaces, due of the nature of work undertaken and difficulties in maintaining social distancing.



Nuisance and Community Issues

- Partnership with South Wales Police – Operation Toucan
- Noise related matters increasing through the spring and summer
- 10PM Pub closures and consequences

The scammers are never far away

- In times of adversity there emerge the good but also those who will exploit the misery of others

Hand sanitisers required to be 60% alcohol

48%

50%

Shared Regulatory Services | Gwasanaethau Rheoliadol a Rennir

Covid-19 Response
Qtr 1

747

requests received
ng complaint or
advice on Covid-19
ated matters.

204

Visits made to businesses to check compliance with regulations in respect of social distancing and business closures.

18

Officers seconded to TTP in Professional Lead and Contact Tracer roles. Our Communicable Disease Team continued to provide support to care homes and deal with escalated referrals

Test · Trace · Protect

110

Care settings that re
Infection Preventio
Control Assessm

89

Waning letters issued

31

Prohibition Notices issued and 6 Fixed Penalty Notices

26

Incidents of new Co
cases in care home
managed

1565

and Air complaints received. 420
than the same period last year.

82

Service requests and referrals received in relation to Doorstep crime, Scams and Safeguarding issues.

SCAM ALERT!

159

Hotels, caravan sites and overnight accommodation contacted .

42

Permits granted
hotels, and overn
accommodation
house key workers
the homeless.

308

New food businesses contacted and given advice on food hygiene and food standards

25

Profiteering incidents or Covid-19 related scams reported.

ing notices have been served under the Health Protection
us Restrictions) (Wales) Regulations 2020

Suspended sentence for Bridgend rogue trader

Suspended jail term for rogue trader

Improvement Notices Served

Warning to consumers about online puppy scams

Cockroach infestation found at City Road café and takeaway

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Exploring opportunities to innovate and develop;
Working together to future proof the service to meet financial challenges and future demands.

UCHELGAIS PRIFDDINAS CAPITAL AMBITION

Recycling & Neighbourhood Services

Covid update

Scrutiny Committee Update
October 6th October 2020

Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

CARDIFF
CAERDYDD

Contents

1. Main Challenges
2. Getting services back to residents
3. Performance objectives
4. Budget & financial support
5. Future opportunities

Main Challenges

Single waste stream collection

- Cardiff stopped collecting multiple waste streams on Monday 30th March 2020. Normal service was resumed on 1st June 2020
- The decision was based on concerns over resourcing the service and to limit concerns to the workforce and communities of Cardiff
- The majority of waste was sent to the Energy for Waste plant (Viridor) with a small amount of food waste still going to the Anaerobic Digestion plant
- The service required 25 drivers / 50 loaders in the morning and 25 drivers / 50 loaders in the afternoon to deliver the current weekly waste collection and NHS collections
- The decision was vindicated with 25% of frontline officers and agency staff unable to work due to Covid-19 (a total of 33% including 8% non-Covid related sickness)

Main Challenges

Stopping of services

- Garden waste collections stopped. One-off collections in May and June with normal summer 2 weekly collections introduced on 6th July
- The Recycling Centres (Lamby and Bessemer) closed due to lockdown and essential travel guidance. Bessemer Close opened on 26th May and Lamby Way on 31st May following introduction of a booking system
- Bulky Waste collections stopped due to concerns in relation to collections from properties (vulnerable persons) and also due to a lack of resources. Bulky collections commenced 1st June

Stopping of operations

- The Material Reclamation Facility closed due to concerns relating to social distancing and the recycling carrying Covid-19. The facility recommenced operations on 1st September

Main Challenges

Trade Waste

- Significant reductions and stoppings of service relating to businesses

Cleansing

- Higher use of public spaces and green spaces in good weather for social gatherings outside increasing litter in certain area.

Environmental Enforcement

- Fly tipping had not increased but duty of care concerns heightened with people being at home
- Difficulty to progress face-to-face PACE interviews and deal with residents about duty of care concerns

Getting services back to citizens

Getting services back to citizens has seen some changes to how services are delivered. The changes relate to safety and control of service provision to limit any ongoing concerns with regards to Covid-19

The main changes are:

- More access to request services digitally via the website and Cardiff Gov app
- The implementation of a booking system at recycling centres to support social distancing and limit queuing for access
- Bulky collections not accessing properties without a detailed risk assessment

Performance Objectives

Performance Indicators featured in Corporate Plan	Q1 2020/21			Q4 2019/20		
	Target	Result	Rating	Target	Result	Rating
WMT/015 - The percentage of planned recycling and waste collections achieved.	99.9%	No results available as yet		New PI		
PAM/030 - The percentage of municipal waste collected and prepared for re-use and/ or recycled.	64%	No results available as yet		57.9%	64%	Amber
WMT/016 - The percentage of waste collected at recycling centres that has been prepared for re-use or recycled.	80%	No results available as yet		New PI		
SC/001a - The percentage of highways land inspected by the Local Authority found to be of a high or acceptable standard of cleanliness.	90%	99.04%	Green	90%	94.61%	Green
SC/001b - The number of wards in Cardiff where 90% of the highways land inspected is of a high or acceptable standard of cleanliness.	29	4	Amber	New PI		
PAM/011 - The percentage of reported fly-tipping incidents cleared within five working days.	95% (increased)	99.79%	Green	90%	99.03%	Green
STS/013 - The percentage of reported fly-tipping incidents investigated by Environmental Enforcement.	95%	No results available as yet		New PI		
STS/012 - The number of education and enforcement actions per month relating to improving recycling behaviour by citizens.	3,000 (per year)	2,387	Green	New PI		

Performance Objectives

Performance Indicators not featured in Corporate Plan	Q1 2020/21			Q4 2019/20		
	Target	Result	Rating	Target	Result	Rating
PAM/043 - Kilograms of local authority municipal waste that is not reused, recycled or composted during the year per person	300.00	Annual		300.00	191.38	Red
WMT/013 - The maximum permissible tonnage of biodegradable municipal waste sent to landfill	8,389	No results available as yet		8,389	2,803	Green
WMT/012 - The percentage of local authority municipal waste used to recover heat and power	42%	No results available as yet		42%	47.39%	Green
PAM/031 - The percentage of municipal waste collected by local authorities sent to landfill	25%	No results available as yet		25%	3.02%	Green

Performance Objectives

Recycling Performance

2019/20 Recycling Performance is 58.14% with a target of 64%

- This was not significantly impacted by Covid-19
- Work with Welsh Government / WRAP / Local Partnerships on kerbside collections completed – did not demonstrate a significant lift in performance apart from separate glass
- Welsh Government will now provide a report to the Minister and decide whether they will enforce the legislation

2020/21 Qtr1 Recycling Performance is 42.51%

- Last 4 years Qtr1 performance was 62.57%, 61.85%, 58.60% and 58.60%
- This was Covid-19 related and was due to the single collection and closure of recycling centres

Performance Objectives

Cleansing

2019/20 High or acceptable level of cleansing 94.60% (target 90%)
2020/21 Qtr1 High or acceptable level of cleansing 99.04%

- Does not provide the real picture – we know there are issues but they are isolated so do not impact the general cleansing view when reviewing streets.
- Parks and public spaces took the brunt of the litter concerns in good weather and these are not inspected

Fly tipping

2019/20 Fly Tipping incidents cleared within 5 working days 99.03%
2020/21 Qtr1 Fly Tipping incidents cleared with 5 working day 99.79%

- 2,387 enforcement or improvement actions – range from pink stickers to duty of care. Significant increase in duty of care concerns in lanes.

Performance Objectives

Waste / Recycling Tonnage monitoring

20/21Tonnage comparison with 19/20								
	Tonnage				Cost			
Period	**19/20**	**20/21**	**Variance**	**%**	**19/20**	**20/21**	**Variance**	**%**
April to August	73,712	66,422	-7,290	-10%	£4,365,523	£5,385,862	£1,264,436	29%
Sept to March	87,517	89,345	1,829	2%	£5,173,175	£5,667,455	£494,280	10%
Total	**161,230**	**155,768**	**-5,462**	**-3%**	**£9,538,698**	**£11,053,317**	**£1,758,715**	**18%**

- Significant waste stream changes within domestic residual and food tonnage
- Significant reduction of residual at Recycling Centres
- Significant reduction in Trade Waste, although NHS growth has supported the area

Challenge - What will the 'new normal' be?

Recycling & Neighbourhood Services Budget Position – Month 4

The table below illustrates the net position for each division of service, focussing on business as usual position.

Service	Net Budget	Projection	Variance
Environmental Enforcement	927	938	11
Street Cleansing	6,855	6,717	(138)
Collections	12,135	12,135	0
Trade Service	(306)	(306)	0
Treatment & Disposal	9,444	9,585	141
Strategy & Support	679	665	(14)
Total	**29,734**	**29,734**	**0**

Street Scene
Financial support

Details of additional expenditure incurred	April £000	May £000	June £000	July £000	Total £000
Increased net cost arising from the processing of waste material following closure of MRF and reduction in staff resources.		206	411	488	1,105
Additional cost for the provision of recycling bags and caddies	148	(23)	(14)		111
Additional Staffing and Overtime to cover sickness absence	161	148	100	56	465
Additional staff costs required to provide interim arrangements for Garden Waste collections		33	77	12	122
Additional cost of Asbestos Removal from Garden Waste and Commercial Skips			24	12	36
Safety measures at Recycling Centres, MRF, Waste Depots and Offices		3	44	11	58
ICT Purchases - to assist with staff working from home			5	2	7
Provision of food 'grab bags' for Waste operatives due to closure of canteen.		3			3
Total	309	370	647	581	1,907

Future opportunities

Recycling Centres

- Business case to keep the booking system at recycling centres and remove residual and recycling skips.
- Controls have improved recycling levels from 70% to 90% - some of the best performance across Wales.
- Controls have supported preventing small businesses accessing free disposal improving income from commercial disposal by 100%

Fleet

- Cardiff will have the first electric Refuse Collection Vehicle in Wales alongside 2 other Local Authorities
- Eleven new Euro6 Refuse Collection Vehicles ordered as phase 1 of the fleet replacement

Future opportunities

New working model

Work is taking place to deliver a new working model for collections for February 2021

- The model will remove the time waste is on the street by 50%
- The model introduces improvements in service delivery performance through the use of digital information in a control room environment
- A restructure will ensure roles and responsibilities for service performance
- A new senior management team will be in place shortly

I will present the new working model at a future scrutiny prior to Cabinet sign off of the Communication / Media plan

Discussion & Questions