

# Environmental Excellence Panel

## Agenda

## Date

Thursday 16 January 2020

### *Members of the Environmental Excellence Panel*

Mrs J Leggett  
(Chairman)

Mr K S Kelly  
(Vice Chairman)

Mr D J Britcher  
Mrs B Cook  
Mr J F Fisher  
Dr K E Lawrence

Mr G K Nurden  
Mrs S M Prutton  
Mr S C Walker  
Mr J M Ward

### **Conservative substitutes**

Mr P E Bulman  
Mr D King  
Miss S Lawn  
Mr K G Leggett MBE  
Mr I J Mackie  
Mr N C Shaw  
Miss J L Thomas

### **Liberal Democrat substitutes**

Mr D M Thomas  
Vacancy

### **Labour substitute**

Ms N J Harpley

## Time

6.00pm

## Place

Trafford Room  
Thorpe Lodge  
1 Yarmouth Road  
Thorpe St Andrew  
Norwich

## Contact

James Overy tel (01603) 430540

Broadland District Council  
Thorpe Lodge  
1 Yarmouth Road  
Thorpe St Andrew  
Norwich NR7 0DU

E-mail: [james.overy@broadland.gov.uk](mailto:james.overy@broadland.gov.uk)



**If any member wishes to clarify details  
relating to any matter on the agenda they are  
requested to contact the relevant Officer.**



@BDCDemServices

### **The Openness of Local Government Bodies Regulations 2014**

Under the above Regulations, any person may take photographs, film and audio-record the proceedings and report on all public meetings. If you do not wish to be filmed / recorded, please notify an officer prior to the start of the meeting. The Council has a protocol, a copy of which will be displayed outside of each meeting room and is available on request.

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Trevor Holden  
Managing Director

## DECLARATIONS OF INTEREST AT MEETINGS

When declaring an interest at a meeting Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting. Members are also requested when appropriate to make any declarations under the Code of Practice on Planning and Judicial matters.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. Affect yours, or your spouse / partner's financial position?
2. Relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

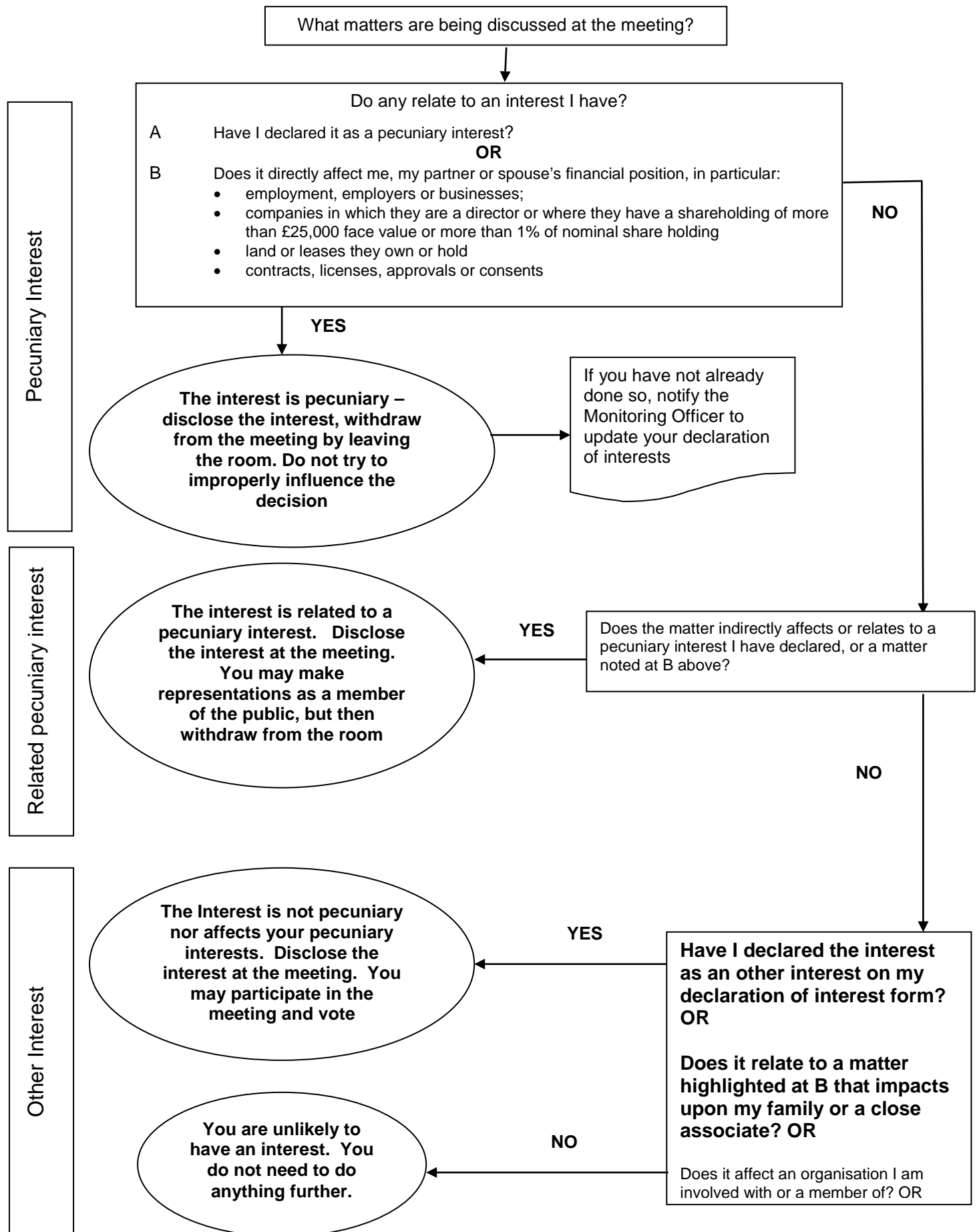
If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

Is the interest not related to any of the above? If so, it is likely to be another interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting, and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

**FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF  
PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER IN THE FIRST  
INSTANCE**

# DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



Minutes of a meeting of the **Environmental Excellence Panel** held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on **Thursday 14 November 2019** at **6.00pm** when there were present:

Mrs J Leggett – Chairman

Mr D J Britcher  
Mrs B Cook  
Mr J F Fisher

Dr K E Lawrence  
Mr G K Nurden  
Mrs S M Prutton

Mr S C Walker  
Mr J M Ward

Mr King and Mr Murrell also attended the meeting for its duration.

Also in attendance were the Director of People and Communities, Assistant Director Community Services and the Committee Officer (JO).

### 12 MINUTES

The Minutes of the meeting held on 12 September 2019 were confirmed and signed by the Chairman as a correct record, save for the following amendment:

*Minute no: 6 – Apologies for Absence*

Mr Nurden to be added to the list of names.

### 13 EXCLUSION OF THE PRESS AND PUBLIC

#### RESOLVED:

to exclude the Press and public from the meeting for the remaining business because otherwise, information which was exempt information by virtue of Paragraph 3 of Part I of Schedule 12A of the Local Government Act 1972, would be disclosed to them.

### 14 WASTE SERVICES REVIEW

The report set out proposed joint commissioning options for waste collection, street cleansing and ground maintenance services.

The Director of People and Communities advised Members that there were two key drivers to the proposals: the identified benefits of a joint delivery model, which could result in significant savings without sacrificing service quality and Broadland's waste contract with Veolia ending in March 2022.

To take the project forward a joint Member Working Group had been established to investigate the benefits of a single operating model and Eunomia, an environmental consultancy, had been commissioned to help guide this process.

The report concluded that a joint commissioning model would offer greater flexibility and control as well as allowing for a more commercial approach to be taken.

The report also referenced an assessment of both refuse depots, which had concluded that they would need significant investment to bring them up to sector standard. Therefore, the Working Group were recommending, in principle, a single depot for both Councils, subject of a separate business case.

The Director of People and Communities confirmed that risk had been a central consideration in the outline business case before Members and would be developed more fully in the full business case, if the proposal was accepted.

### **RECOMMENDED TO CABINET**

To note the report and endorses officers to develop a full business case to explore a joint commissioning model, including the potential provision of a shared depot, to deliver waste collection, grounds maintenance and street cleaning services on behalf of both Councils, to wholly replace both current operating models.

*The meeting closed at 7.12 pm*

## **ENVIRONMENTAL STRATEGY**

**Report Authors:** Debra Baillie-Murden & Alison Old  
Environmental Management Officers  
01603 430597 & 01508 533699  
[debra.baillie@broadland.gov.uk](mailto:debra.baillie@broadland.gov.uk)  
[aold@s-norfolk.gov.uk](mailto:aold@s-norfolk.gov.uk)

**Portfolio:** Environmental Excellence

**Wards Affected:** All

### **Purpose of the Report:**

Present back to Members some baselining information for the Environment Strategy as requested by Cabinet on 28 October 2019. Additionally, to take this opportunity to present more comprehensive content of one key theme.

### **Recommendation**

1. Environmental Excellence Panel to agree the structure and content of the Clean & Safe Environment section of the Environmental Strategy, making recommendations/ suggested amendments where appropriate, to allow the remainder of the document to be developed.

## **1 BACKGROUND**

- 1.1 The Environmental Policy Statement and Action Plan were previously discussed by this Panel in September 2019. The documents were then taken to Cabinet at Broadland in October 2019 where Members requested a baselining exercise is carried out to understand our current position.
- 1.2 The Policy Statement identified six key themes which the Councils are able to influence to improve the local environment and contribute to improving the environment on a national level.
- 1.3 The same document was discussed at Cabinet in South Norfolk in November 2019 who requested additional work is carried out to develop a more comprehensive strategy which would incorporate the baseline information. Due to the timescales and amended level of detail of the document we have focused on the Clean and Safe Environment section of the Environmental Strategy (formerly Environmental Management section) to agree content prior to development of the remaining themes.

## **2 CURRENT POSITION**

- 2.1 Since the Environmental Policy Statement and Action plan were considered by Cabinet, a baselining exercise has commenced to understand the current position, allowing for progress to be monitored and targets to be set as desired. This data has been separated into the relevant themes and can be found in Appendix 1.
- 2.2 An overall assessment of the local environment will be included within a foreword to the document relating to the District's position as a whole.
- 2.3 It is proposed that, for each key theme within the main strategy, the current position and proposed activities will be separated into those which relate in house i.e. our own usage and emissions and those within the community. These community activities include the actions which we are looking for our residents and businesses to support. An example of the layout can be seen in the Clean and Safe Environment section (Appendix 2) along with a summarised version (Appendix 3).

## **3 PROPOSED ACTION**

- 3.1 Review the attached draft of Clean and Safe Environment section of the Environmental Strategy and make recommendations for changes as desired.

## **4 ISSUES AND RISKS**

- 4.1 **Resource Implications** – The implementation of the Strategy will be carried out within existing resource. Where opportunities arise to apply for additional external funding, the resource implications will be considered on a case by case basis.



- 4.2 **Legal Implications** – N/A based on current recommendations.
- 4.3 **Equality Implications** – N/A based on current recommendations.
- 4.4 **Environmental Impact** – The purpose of the document is to ensure that both authorities can have a greater positive impact on the environment.
- 4.5 **Crime and Disorder** – N/A based on current recommendations.
- 4.6 **Risks** – Failure to adopt an Environmental Strategy is likely to expose the Councils to negative public perception as evidenced by recent freedom of information requests and press coverage along with reputational damage.

## **5 RECOMMENDATION**

- 5.1 Environmental Excellence Panel to agree the structure and content of the Clean & Safe Environment section of the Environmental Strategy, making recommendations/suggested amendments where appropriate, to allow the remainder of the document to be developed.

## Baselining data

- 1 Since the Environmental Policy Statement and Action plan were considered by Cabinet, a baselining exercise has commenced to understand the current position, allowing for progress to be monitored and targets to be set as desired. This data has been separated into the relevant themes.

- 1.1 **The local environment:** This will be included in the foreword/introduction for the document to give an overarching view of the current position.

- 1.1.1 Emissions data from the National Atmospheric Emissions Inventory<sup>1</sup>, updated annually:

### *South Norfolk*

CO <sub>2</sub> emissions (kilotons)	2017	2012	Change over 5 years
Industry & Commercial	201.8	283.4	28.8% reduction
Domestic	207.4	289.4	28.3% reduction
Transport	441.8	387.2	14.1% increase
Total emissions	838.6	951.8	11.9% reduction

### *Broadland*

CO <sub>2</sub> emissions (kilotons)	2017	2012	Change over 5 years
Industry & Commercial	250.8	370.6	32.3% reduction
Domestic	202.7	278.7	27.3% reduction
Transport	251.8	227.3	10.8% increase
Total emissions	707.5	881.6	19.7% reduction

- 1.1.2 Friends of the Earth<sup>2</sup> produce reports to assess how effective councils are at supporting the local environment. When compared to other local authorities in Norfolk, SNC is ranked joint 5<sup>th</sup> and Broadland is ranked 2<sup>nd</sup> overall. Norwich City Council comes out on top due to a much higher percentage of green commuter journeys.

### *South Norfolk*

Percentage of homes considered as well insulated i.e. with an Energy Performance Rating A-C	42%
Percentage of green commuter journeys i.e. using public transport, walking or cycling	16%
Renewable energy production	63 MW
Percentage of tree coverage in the district	6%

<sup>1</sup> <https://www.gov.uk/government/collections/uk-local-authority-and-regional-carbon-dioxide-emissions-national-statistics>

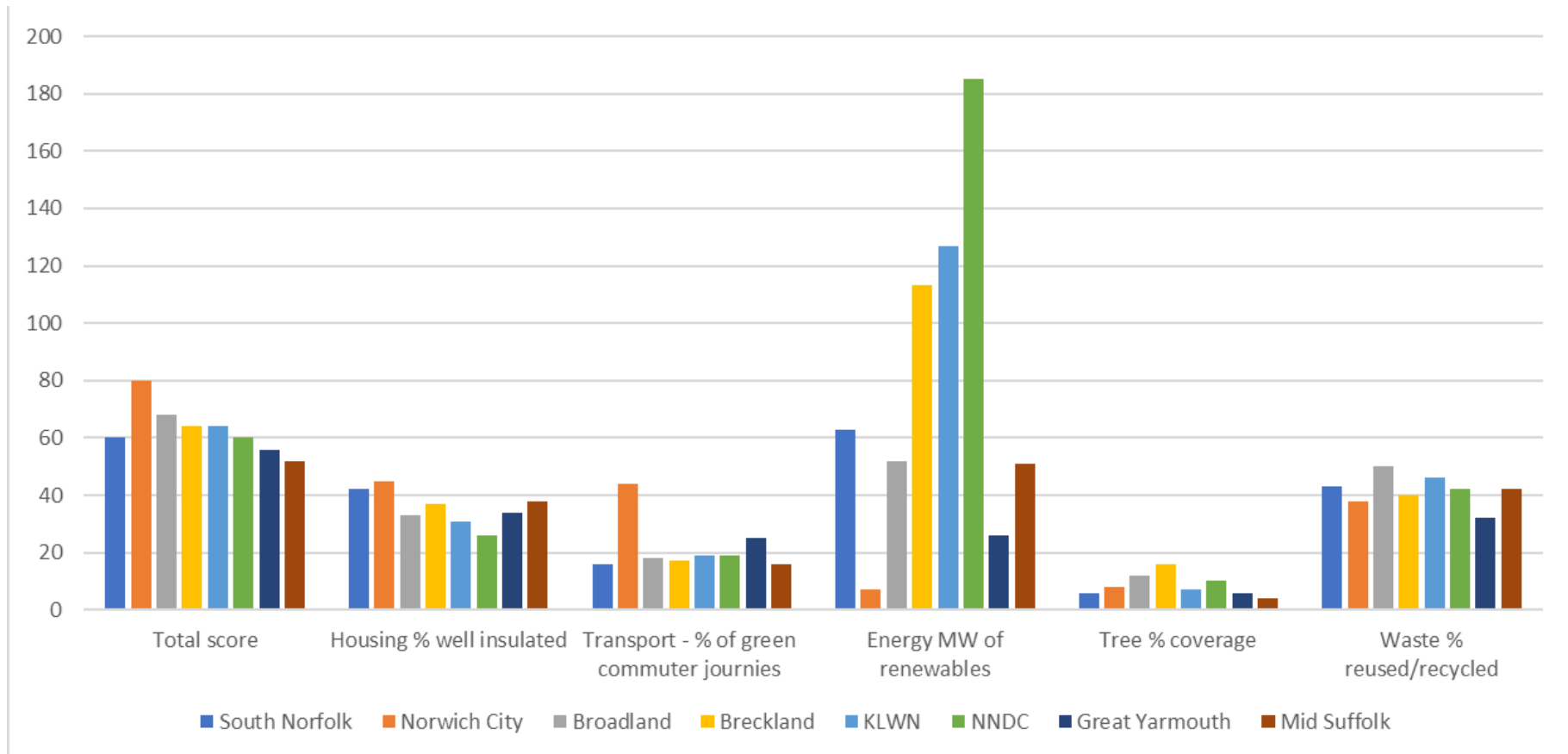
<sup>2</sup> [https://policy.friendsoftheearth.uk/sites/files/policy/documents/2019-09/League\\_table\\_England\\_Wales.pdf](https://policy.friendsoftheearth.uk/sites/files/policy/documents/2019-09/League_table_England_Wales.pdf)

Percentage of waste reused/recycled	43%
<b>Total Score</b>	<b>60</b>

*Broadland*

Percentage of homes considered as well insulated i.e. with an Energy Performance Rating A-C	33%
Percentage of green commuter journeys i.e. using public transport, walking or cycling	18%
Renewable energy production	52 MW
Percentage of tree coverage in the district	12%
Percentage of waste reused/recycled	50%
<b>Total Score</b>	<b>68</b>

### Comparison of Friends of the Earth data between local authorities



The Friends of the Earth report<sup>3</sup> suggests the following actions for the Broadland district:

- Cease supporting or promoting new high carbon infrastructure
- Reduction of annual emissions by 13%
- Insulate 3,581 houses per year
- Fit 1,963 eco-heating systems, such as heat pumps per year
- Increase proportion of commuters walking, cycling or using public transport to 40% by 2030
- Install at least 76 EV charging points by 2030
- Increase the amount of energy generated by renewable energy to at least 153MW
- Double the amount of tree cover
- Increase the amount of waste reused, recycled and composted to 70% by 2025

1.2 **Clean & Safe Environment:** This includes environmental crime, air quality, land quality and water quality & management.

1.2.1 Street Cleansing Schedule:

*South Norfolk:*

Awaiting data

*Broadland:*

- Urban streets & footway sweeping – 3 x per year
- Litter picks on feeder routes and hotspot areas (e.g. near big schools and shopping precincts) – fortnightly/monthly
- 800 litter and dog bins emptied weekly

1.2.2 Environmental crime enforcement:

*South Norfolk:*

	2018/19	2019/20 (to Nov 19)
Fixed penalty notices	3	7
CPN formal written warning	-	2
Notice to destroy pests	3	1
Nuisance drainage	-	-
Nuisance smoke	-	2
Nuisance noise	1	4
Nuisance dust	-	2
Nuisance insects	-	2
Filthy & verminous premises	-	-
Abandoned vehicles removed	13	12
Waste duty of care		2
Removal of waste		1

<sup>3</sup> [https://takeclimateaction.uk/climate-action/how-climate-friendly-your-area-enter-your-postcode-see-results-your-community?\\_ga=2.217955478.1072120800.1578406503-2086424106.1577805221#p:postcode=NR7 ODU](https://takeclimateaction.uk/climate-action/how-climate-friendly-your-area-enter-your-postcode-see-results-your-community?_ga=2.217955478.1072120800.1578406503-2086424106.1577805221#p:postcode=NR7%20DU)

*Broadland:*

	2018/19	2019/20 (to Nov 19)
Fixed penalty notices	1	2
Notice to destroy pests	1	2
Nuisance drainage	-	4
Nuisance smoke	-	2
Nuisance noise	5	1
Filthy & verminous premises	2	1
Abandoned vehicles removed	16	14

1.2.3 Air quality

*South Norfolk:*

No. air quality management areas	0
Passive diffusion tube monitoring for nitrogen dioxide (NO <sub>2</sub> )	29 locations

*Broadland:*

No. air quality management areas	0
Passive diffusion tube monitoring for nitrogen dioxide (NO <sub>2</sub> )	25 locations

- 1.3 **Waste Minimisation:** These are the baseline figures for the full year of 2018/9 and the first quarter of 2019/20. Figures are reported through waste data flow on a quarterly basis.

*South Norfolk*

	Apr18 - Mar19	Apr19 - Jun19
Recycling rate %	41.3	45.8
Residual waste per household (kg)	490.19	121.37
Number of brown bins	25610	26369
Food waste (tonnes)	0	0
Number on food waste scheme	0	0

*Broadland*

	Apr18 - Mar19	Apr19 - Jun19
Recycling rate %	48.2	51.8
Residual waste per household (kg)	442.01	109.65
Number of brown bins	28499	29793
Food waste (tonnes)	2165.644	542.011
Number on food waste scheme	25780	28780

1.4 **Energy Efficiency:**

1.4.1 **In House baseline data:** In house energy use has been assessed using the appropriate Greenhouse Gas Reporting protocols<sup>4</sup>

1.4.2 *South Norfolk*

1.4.2.1 Display Energy Certificates:

<b>Wymondham LC</b>	64	C
<b>Long Stratton LC</b>	24	A
<b>Diss LC</b>	79	D

1.4.2.2 Emissions from gas usage:

	2018/19		1st half 2019/20	
	Usage	Emissions (kg of CO <sub>2</sub> e)	Usage	Emissions (kg of CO <sub>2</sub> e)
<b>Wymondham LC</b>	1946280	357823.58	1223244	224893.41
<b>Long Stratton LC</b>	398752	73310.56	118586	21802.04
<b>Diss LC</b>	2036633	374434.98	502939	92465.34
<b>Loddon BC</b>	18781	3452.89	13876	2551.10
<b>Park Road</b>	0	0.00	423	77.77
<b>Kestrel House</b>	67040	12325.30	20447	3759.18
<b>SNC Total</b>		<b>821347.30</b>		<b>345548.83</b>

1.4.2.3 Emissions from electricity usage:

	2018/19		1st half 2019/20	
	Usage (kWh)	Emissions (kg of CO <sub>2</sub> e)	Usage	Emissions (kg of CO <sub>2</sub> e)
<b>South Norfolk House</b>	422138	107898.47	219096	56000.94
<b>Wymondham LC</b>	308868	78946.66	174006	44475.93
<b>Long Stratton LC</b>	112848	28843.95	101801	26020.34
<b>Diss LC</b>	247382	63230.84	119684	30591.23
<b>Diss BC</b>	13740	3511.94	7036	1798.40
<b>Loddon BC</b>	6630	1694.63	2495	637.72
<b>Diss TIC</b>	593	151.57	302	77.19
<b>SNH Store</b>	1958	500.46	515	131.63
<b>Hurst Road</b>	2739	700.09	306	78.21
<b>St Andrews</b>	6261	1600.31	3099	792.10
<b>Crafton House</b>	125623	32109.24	54059	13817.48
<b>Kestral House</b>	24488	6259.13	6501	1661.66
<b>The Lodge</b>	105003	26838.77	44354	11336.88
<b>The Manse</b>	37140	9492.98	12973	3315.90
<b>SNC Total</b>		<b>278919.92</b>		<b>157088.44</b>

<sup>4</sup> <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2019>

1.4.2.4 Oil usage: Meter readings are taken on a monthly basis. Usage for 2018/19 and the first half of 2019/20 is as follows:

**2018/19**                      44290 litres  
**1<sup>st</sup> half of 2019/20**    13114 litres

#### 1.4.3 Broadland

1.4.3.1 Display Energy Certificates:

**Thorpe Lodge**                      86    D  
**Carrowbreck**                      52    C

1.4.3.2 Emissions from gas usage:

	2018/19		1st half 2019/20	
	Usage	Emissions (kg of CO <sub>2</sub> e)	Usage	Emissions (kg of CO <sub>2</sub> e)
<b>Thorpe Lodge</b>	313044	57553.14	71403	13127.44
<b>John Mack</b>	8836	1624.50	1881	345.82
<b>BDC Total</b>		<b>57177.64</b>		<b>13473.26</b>

1.4.3.3 Emissions from electricity usage:

	2018/19		1st half 2019/20	
	Usage (kWh)	Emissions (kg of CO <sub>2</sub> e)	Usage	Emissions (kg of CO <sub>2</sub> e)
<b>Thorpe Lodge</b>	368446.86	94175.02	190617.7	48721.88
<b>Emergency centre</b>	12235.00	3127.27	5915.40	1511.98
<b>Carrowbreck</b>	32342.2	8266.67	14282.7	3650.66
<b>BDC Total</b>		<b>105568.95</b>		<b>53884.52</b>

1.4.4 Supporting residents to install energy efficiency improvements:

#### *South Norfolk*

Total number of homes which received energy efficiency improvements from 2015 - 2019

Project	2015/16	2016/17	2017/18	2018/19	2019/20
British Gas Energy Trust	1	13	5	-	-
Green Deal Communities	87	60	4	-	-
Warm Homes Fund	-	-	-	2	10
<b>Total</b>	<b>88</b>	<b>73</b>	<b>9</b>	<b>2</b>	<b>10</b>

Total spend of energy efficiency improvements from 2015 - 2019

Project	2015/16	2016/17	2017/18	2018/19	2019/20
British Gas Energy Trust	1500	28,328	11,113	-	-
Green Deal Communities	291,976	72,425	10,495	-	-



Warm Homes Fund	-	-	-	7519	39,097.00
<b>Total (£)</b>	<b>293,476</b>	<b>100,753</b>	<b>21,608</b>	<b>7519</b>	<b>39,097.00</b>

### *Broadland*

Total number of homes which received energy efficiency improvements from 2015 - 2019

<b>Funding</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
Discretionary	17	12	17	3	-
Green Deal Communities	104	59	12	-	-
British Gas Energy Trust	-	14	6	-	-
Warm Homes Fund	-	-	-	26	24
DCLG	-	-	-	35	51
<b>Total</b>	<b>121</b>	<b>85</b>	<b>35</b>	<b>64</b>	<b>75</b>

Total spend of energy efficiency improvements from 2015 - 2019

<b>Funding</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>
Discretionary	63,430	60,655	106,547	26,579	-
Green Deal Communities	295,752	96,955	34,050	-	-
British Gas Energy Trust	-	26,338	8596	-	-
Warm Homes Fund	-	-	-	104,129	88,699
DCLG	-	-	-	100,449	158,857
<b>Total (£)</b>	<b>359,182</b>	<b>183,948</b>	<b>149,193</b>	<b>231,157</b>	<b>247,556</b>

1.5 **Sustainable Communities:** As outlined in the Greater Norwich Local Plan<sup>5</sup>

1.6 **Sustainable Transport:**

1.6.1 In house baseline data for the amount of mileage paid to staff and councillors with resulting carbon emissions.

1.6.2 *South Norfolk*<sup>6</sup>

	2 <sup>nd</sup> half of 2018/19		1 <sup>st</sup> half of 2019/20	
	Total mileage	Emissions (kg of CO <sub>2</sub> e)	Total mileage	Emissions (kg of CO <sub>2</sub> e)
Staff	216904	61821.98	195303	55665.26
Members	18929	5395.14	21069	6005.09
<b>SNC Total</b>		<b>67217.12</b>		<b>61670.35</b>

1.6.3 *Broadland*<sup>7</sup>

	2018/19	1 <sup>st</sup> half of 2019/20
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<sup>5</sup> <http://www.greaternorwichlocalplan.org.uk/>

<sup>6</sup> SNC mileage not broken down by fuel type or engine size. The conversion factor for "unknown" fuel type has been used.

<sup>7</sup> Members mileage not broken down by fuel type, unknown conversion factor has been used. Average conversion factor has been used for staff mileage for appropriate fuel type.

	Total mileage	Emissions (kg of CO2e)	Total mileage	Emissions (kg of CO2e)
Staff (Diesel)	67936	18954.82	38827	10833.12
Staff (Petrol)	78608	22877.29	38198	11116.76
Members	14801	4218.58	10265	2925.73
<b>BDC Total</b>		<b>46050.69</b>		<b>24875.61</b>

1.6.4 The vehicles owned by South Norfolk for the provision of a waste collection service have covered approximately 498,000 km (311166 miles) so far this year and it is estimated they will cover a total of 660,700 Km (412900 Miles) in the full financial year.

1.7 **Sustainable Procurement:** To follow once the information is available.

## Clean and Safe Environment

We all want to live in a neighbourhood in which we feel happy, healthy and safe.

Protecting and enhancing the environment for future generations is a key priority for us. This ambition must inculcate our work to promote growth of the local economy, attract visitors, create jobs and provide opportunities for businesses and communities to develop sustainably and to prosper.

### Key Considerations

#### 1) Environmental Protection and Crime Prevention

Environmental Crime has a negative impact on our communities as well as costing the tax payers (both residents and businesses) a lot of money each year to clean up. We have a wide remit and deal reactively and proactively to issues such as:

- Littering
- Fly tipping
- Graffiti
- Abandoned vehicles
- Dog fouling
- Fly posting

Environmental Protection is a wide-ranging discipline seeking to protect the health and wellbeing of our residents and businesses by protecting them from excessive noise, light, dust, odour, insects, dark smoke from commercial activities, pest complaints, private drainage issues, antisocial behaviour etc.

These issues can have a significant detrimental impact on residents, it lowers their quality of life and can adversely impact physical and mental health.

The Government's 25-year plan to improve the environment highlights tackling fly-tipping and waste crime as a priority. It is estimated that waste crime cost local authorities nearly £60m in 2016/17.

Strategic Approach	Outcomes
To protect the local environment and public health and wellbeing by implementing a balanced approach of engagement, education and enforcement.	<p>Health and wellbeing of communities protected.</p> <p>Legitimate business protected from unfair competition from businesses handling/disposing of waste illegally.</p> <p>Businesses and residents supported in handling and disposing of waste legally.</p> <p>Enhanced high quality local environment</p>

Legal compliance.	<p>Statutory requirements are met.</p> <p>Businesses and residents supported in handling and disposing of waste in a manner that meets the legal requirements placed upon them.</p>
Zero tolerance approach to Environmental Crime.	<p>Keep our streets clean and safe.</p> <p>Keeping our districts an attractive place to line, visit and set-up businesses.</p>

### **Community Engagement.**

We have taken part in several multi-agency action days to target waste and other Environmental Crime. We are taking part in a Norfolk wide campaign to address fly-tipping including raising awareness of illegal domestic waste collection activities and householder's duty of care.

Investing in education regarding Environmental Crime is essential to bring about lasting behaviour change. Individuals and businesses need to understand their responsibilities and the full impact of their negative behaviour in order to change.

It is important that the community and businesses are listened to and provided with clear information regarding their responsibilities, to enable them to comply with the law. We aim to achieve this element of enforcement by providing consistent advice and guidance about relevant duties and responsibilities, via face-to-face interaction, social media campaigns, press releases, specific campaigning and joint work alongside our partners and other stakeholders.

### **Awareness**

Awareness raising and education are fundamental for successful enforcement work; we intend to raise the profile of our work and the issues of Environmental Crime using Council publications, parish magazines and social media.

### **Schools Engagement**

We have worked with a local school to address concerns around dog fouling. We went into the school and discussed the issues with the children. There was a competition to design anti dog fouling signs which were subsequently erected around the area. This successful campaign was rolled out to several other schools via the community connectors.

### **IT reporting**

Moving to a single IT system for both authorities will enable easier reporting.

### **Media Coverage**

Environmental Crime is regularly in the media, fly-tipping especially; with regular newspaper reports on local court cases. Public awareness of this issue is crucial to ensure incidents are

reported to us for investigation. Additionally, this type of publicity can be used to raise individual's awareness of their own responsibilities in dealing with their waste.

Social media is a powerful tool and our Facebook and Twitter accounts attract thousands of followers we will look to utilise this more fully to communicate messages to residents and local businesses about the environment.

**How can you help us?** –We can all work together to keep South Norfolk and Broadland clean and tidy. Both businesses and households have a legal duty to dispose of their waste correctly.

- community litter picks
- reporting environmental crime to us. We will investigate all cases where someone has witnessed an incident or there is evidence to suggest where the waste has come from or who has dumped it.
- disposing of your waste correctly (and legally)
- Tell us if we get it wrong

Operational Approach	Baseline data		Performance Indicator – <b>TO BE FINALISED WITH TEAMS</b>
<b>Proposals within existing resources</b>  <b>Increased enforcement and education for fly tipping, waste crimes, littering, graffiti and dog fouling.</b>  <b>Review of fixed penalty notices charges to ensure people are encouraged to make the right choices.</b>  <b>Any revenue from FPNs ring fenced to fund proactive environmental work</b>  <b>Joint Environmental Crime Strategy promoting a zero-tolerance approach</b>  <b>Increase joint working with other stakeholders to increase intelligence sharing and tackle Environmental Crime. Police, national Farmers Union, EA etc.</b>  <b>Encourage community action</b>  <b>Use all available powers to deal with community issues.</b>	<b>Broadland Enforcement</b>  <b>2018/19</b> Fixed Penalty Notices -1 Notice to destroy pests – 1 Nuisance noise – 5 Filthy and verminous premises – 2 Abandoned Vehicles Removed - 16  <b>2019/2020</b> (up to November) Fixed Penalty Notices -2 Notice to destroy pests – 2 Nuisance drainage – 4 Nuisance smoke - 2 Nuisance noise – 1 Filthy and verminous premises – 1 Abandoned Vehicles Removed - 14	<b>South Norfolk Enforcement</b>  <b>2018/19</b> Fixed Penalty notices – 3 Notice to destroy pests – 3 Nuisance Noise – 1 Abandoned vehicles removed - 13  <b>2019/2020</b> (up to November) CPN Formal written warning – 2 Notice to destroy pests -1 Nuisance noise – 4 Waste Duty of Care – 2 Removal of waste – 1 Nuisance dust – 2 Nuisance smoke - 2 Nuisance insects – 2 FPN – 7 Abandoned vehicles removed - 12	  <b>Number of dog fouling clean up requests</b>  <b>Number of street scene litter clean up requests</b>  <b>Number of fly tipping clean up requests</b>  <b>Numbers of graffiti and fly posting clean up requests</b>  <b>Number of complaints to the enforcement team in relation to dog fouling, litter and fly tipping.</b>  <b>Number of fixed penalty notices issued in relation to dog fouling, littering, fly tipping and other waste offences.</b>  <b>Number of prosecutions issued in relation to dog fouling, littering, fly tipping and other waste offences.</b>  <b>Number of abandoned vehicles reported and cleared.</b>  <b>Number of nuisance / ASB type complains.</b>  <b>Number of nuisance / ASB type complains resolved by formal action e.g. legal notice, CPN.</b>

			<p>Number of nuisance / ASB type complains resolved by informal action e.g. early intervention.</p> <p>Number of community events / actions.</p>
<p><b>Opportunities beyond existing resources</b></p> <p>Dedicated Environmental Crime Officer or patrols.</p>			

## 2) Air Quality

Clean air is a basic requirement of a healthy environment for us all to live in. District Councils have a statutory obligation to monitor Air Quality and work with partners where a breach of national standards is identified. Through working with our partners there are no areas that are above the national objectives. However, there are areas where air quality is poorer than is desirable and there is still plenty we can do to improve air quality and enable residents and businesses to make informed choices.

The Government's latest Clean Air Strategy sets out the actions required across all parts of government and society to improve air quality. Further legislation will follow giving new local powers to take action in areas with an air pollution problem.

Some industries have the potential to cause pollution. Some of these operations are required to have an Environmental Permit and we along with the Environment Agency regulate these processes through the Environmental Permitting (England & Wales) Regulations 2016 (as amended).

The permit will specify conditions that the operator must comply with in order to operate the process. We have a duty to inspect these processes at regular intervals to ensure that the operator complies with the conditions of their permit.

Joint working is key in delivering improvements as AQ is a transboundary issue. We work closely with other District Councils and the County Council. We have also set up a group for the Greater Norwich Growth Area this includes representatives from Norwich, Broadland and South Norfolk and additionally public health, and transport planning.

We are committed to assessing and identifying the council's own environmental impacts and how they could be mitigated.

Strategic Approach	Outcomes
Assessing and responding to planning applications to mitigate impact on Air Quality	Health and wellbeing of communities protected
Monitoring and reporting in accordance with national requirement.	statutory requirements are met.
Working collaboratively with partners	Enhanced high quality local environment

### **Community Engagement.**

We aim to respond to all community concerns about local air quality and regularly review our monitoring regime to consider such concerns.

### **Awareness**

Awareness raising and education using Council publications, parish magazines and social media.



**Schools Engagement**

We are looking at developing packs for local schools which will be able to be delivered in house. This resource will look at the causes and concerns relating to poor air quality and promote safe sustainable travel. It will offer pupils practical advice and information about how they can make a positive impact on their local environment by improving air quality as well as making a positive impact on their health.

**IT reporting.**

We produce an annual report outlining all our monitoring data and proactive air quality work which is submitted for approval to the Department for Environment, Food and Rural Affairs. These can be found on our respective websites.

**Media Coverage**

Air quality is now a very high-profile issue, with Particulate Matter being strongly linked to premature deaths. Social media is a powerful tool and our Facebook and Twitter accounts attract thousands of followers we will look to utilise this more fully to communicate messages to residents and local businesses about what they can do to improve air quality and protect their health.

**How can you help us?** –To protect yourselves and other from the effects of air pollution here are a few tips:

- Don't leave your engine idling, switch it off when stationary
- Walk, cycle or take public transport, you will cut down the amount of pollution you make, reduce your exposure and get some exercise too
- Use energy efficient appliances, insulate your home and service your boiler.
- Avoid unnecessary burning and use '[ready to burn](#)' materials if you rely on wood for heating

Operational Approach	Baseline data		Performance Indicators <b>TO BE FINALISED WITH TEAMS</b>
	Broadland	South Norfolk	
Proactive work with our partners and other stakeholders aiming to achieve a positive change to air quality, this could include, working with universities, bus, coach and taxi companies, haulage companies, schools and car sharing clubs.			
Raise awareness of air quality amongst our local businesses and residents.			Increased number of people reached through environmental campaigns
	Passive diffusion tube monitoring at 25 locations for Nitrogen Dioxide (NO <sub>2</sub> ).  No Air quality management areas.	Passive diffusion tube monitoring at 29 location for Nitrogen Dioxide (NO <sub>2</sub> ).  No Air quality management areas.	Improvement in Air Quality in problem areas – delivered through annual reporting to DEFRA.  Air Quality complies with national objectives  Continued improvement in local air quality across the district, evidence through annual report
Pre planning application support in more applications			
Develop supplementary planning documents for air quality			
<b>Opportunities beyond existing resources</b>  Invest in improved monitoring equipment to allow continuous monitoring for NO <sub>2</sub> and Particulate Matter			

### 3) Land Quality

There is a legacy of industrial contamination across the country which the contaminated land regime was introduced in 2000 to identify and remediate. In line with the statutory regulations a joint strategy has been written which outlines how Broadland and South Norfolk intend to fulfil their duties in relation to the Contaminated Land Regulations.

The implications of contaminated land on a new development site are a material consideration of the planning process. Officers from Environmental Services will assist planning colleagues in considering the impact of past land use on future development to ensure the site cannot be determined as Contaminated Land following redevelopment.

Additionally, over the last few years there have been a number of serious domestic heating oil pollution incidents. Incidents of oil pollution can, by their nature, cause serious environmental damage, through the pollution of rivers and groundwater, threatening drinking water supplies, fish and other aquatic life, not to mention potentially harming health and property. The investigation and clean-up costs can also be very expensive

Strategic Approach	Outcomes
Work in accordance with our joint <a href="#">contaminated land strategy</a> .  Assess planning applications and mitigate any land quality issues.	Health and wellbeing of communities protected

#### How can you help us?

- Check your household insurance policy will cover the clean-up costs of an oil spill
- Identify and record the route of buried fuel pipes and use this information to avoid damaging the pipework when undertaking excavations, etc.
- Regularly check your oil tank, boiler and pipes for leaks or corrosion
- If you notice a sudden increase in the amount of oil you are using, check for leaks. Even a minor leak can add up to a large loss of fuel over time
- Carefully check your current fuel stock before re-ordering and if possible, supervise deliveries
- Ensure your boiler is regularly serviced by an Oil Firing Technical Association (OFTEC) registered engineer
- Site new fuel tanks away from property boundaries, building openings, drains, streams and ponds.
- Consider moving to a cheaper low carbon fuel or technology.

Operational Approach	Baseline data		Performance Indicators - <b>TO BE FINALISED WITH TEAMS</b>
	Broadland	South Norfolk	
Education for developers and consultants on what they need to submit with their planning applications.			
Pre planning application support in more applications			% of applications given pre application advice
Proactive project to target oil users in vulnerable locations to provide advice on fuel security and spill prevention			

#### 4) Water Quality and Management

**Drinking water** - Local authorities act as the regulators for private water supplies and have a number of statutory duties under the Private Water Supplies Regulations 2018 in order to determine compliance with drinking water standards and ensure private water supplies are wholesome.

Where issues with a private water supply is identified we will work with the relevant parties to ensure that a supply is fit for human consumption. We are under a legal obligation to enforce the Private Water Supply Regulations and will take appropriate action as required.

Local authorities are required to provide certain information, including monitoring data, relating to private water supplies to the Secretary of State annually.

**Drainage and flood risk** - is a material consideration in the planning process. It is a very important factor particularly in the light of current concerns about climate change and the need for sustainable development – **these aspects are covered in more detail in the Sustainable Communities section of this document.**

The Lead Local Flood Authority at Norfolk County Council is a statutory consultee for major planning applications. Environmental Services officers at South Norfolk and Broadland can provide advice on minor applications.

Developments in flood risk areas can only be considered where informed by a site-specific [Flood Risk Assessment](#) that identifies all sources of flooding and robustly demonstrates how these will be managed.

The Councils' Emergency planners work with other agencies through the Norfolk Resilience Forum to assess risk and produce plans using national planning assumptions and local knowledge

A changing climate is likely to produce more frequent severe weather events and with this in mind both councils' Emergency Response and Business Continuity Plans will be regularly reviewed to reflect this increased risk – **these aspects are covered in more detail in the Sustainable Communities section of this document.**

Strategic Approach	Outcomes
Assess planning to ensure that flood risk is properly managed to ensure the sustainability of the development, the safety of its occupants and that flood risk is not increased elsewhere.	Health, Safety and wellbeing of communities and businesses protected.

Protect the users of Private Water Supplies in accordance with statutory requirements.	Statutory requirements are met.  Health and wellbeing of users protected.
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### **Community Engagement**

Not applicable.

### **Awareness**

Provide information and advice to the users and owners of Private Water Supplies

### **Schools Engagement**

Not applicable.

### **IT reporting**

We provide information, including monitoring data, relating to private water supplies to the Secretary of State annually which is used to assess our compliance with the legislation.

### **Media Coverage**

Not applicable.

### **How can you help us?**

- Avoid blockages, flooding and potential pollution of the environment from foul drain by following this [advice](#).
- Conserve and re-use water.
- Periodically inspect and maintain any ditches and culverts you are responsible for.

Operational Approach	Baseline data		Performance Indicators <b>TO BE FINALISED WITH TEAMS</b>
	Broadland	South Norfolk	
Education for developers and consultants on what they need to submit with their planning applications.			
Pre planning application support in more applications			
Establish a joint approach to private water sampling regime.			
Raise awareness of drought and water security with Private Water Supply users.			
Proactive work with our partners and other stakeholders aiming to achieve a positive change.			
Promotion of rainwater reuse and water conservation			
Develop supplementary planning documents			

## Clean &amp; Safe Environment Summary

## 1) Environmental Protection and Crime Prevention

## Baseline:

*South Norfolk:*

	2018/19	2019/20 (to Nov 19)
Fixed penalty notices	3	7
CPN formal written warning	-	2
Notice to destroy pests	3	1
Nuisance drainage	-	-
Nuisance smoke	-	2
Nuisance noise	1	4
Nuisance dust	-	2
Nuisance insects	-	2
Filthy & verminous premises	-	-
Abandoned vehicles removed	13	12
Waste duty of care		2
Removal of waste		1

*Broadland:*

	2019/20 - Q1	2019/20 – Q2
Number of fly tips reported	98	140
Average time in days from reporting to clearing fly tip	2	1.89
Number of reports of dog fouling	5	18

	2018/19	2019/20 (to Nov 19)
Fixed penalty notices	1	2
Notice to destroy pests	1	2
Nuisance drainage	-	4
Nuisance smoke	-	2
Nuisance noise	5	1
Filthy & verminous premises	2	1
Abandoned vehicles removed	16	14

**What are we going to do?**

- Increased enforcement and education for fly tipping, waste crimes, littering, graffiti and dog fouling.
- Review of fixed penalty notices charges to ensure people are encouraged to make the right choices.
- Any revenue from FPNs ring fenced to fund proactive environmental work
- Joint Environmental Crime Strategy promoting a zero-tolerance approach
- Increase joint working with other stakeholders to increase intelligence sharing and tackle Environmental Crime. Police, national Farmers Union, EA etc.
- Encourage community action
- Use all available powers to deal with community issues.

**Opportunities beyond existing resources**

- Dedicated Environmental Crime Officer or patrols.

**How can you help us?** –We can all work together to keep South Norfolk and Broadland clean and tidy. Both businesses and households have a legal duty to dispose of their waste correctly.



- community litter picks
- reporting environmental crime to us. We will investigate all cases where someone has witnessed an incident or there is evidence to suggest where the waste has come from or who has dumped it.
- disposing of your waste correctly (and legally)
- Tell us if we get it wrong

## 2) Air Quality

### Baseline:

#### *South Norfolk:*

No. air quality management areas	0
Passive diffusion tube monitoring for nitrogen dioxide (NO <sub>2</sub> )	29 locations

#### *Broadland:*

No. air quality management areas	0
Passive diffusion tube monitoring for nitrogen dioxide (NO <sub>2</sub> )	25 locations

### What are we going to do?

- Proactive work with our partners and other stakeholders aiming to achieve a positive change to air quality, this could include, working with universities, bus, coach and taxi companies, haulage companies, schools and car sharing clubs.
- Raise awareness of air quality amongst our local businesses and residents.
- Pre planning application support in more applications
- Develop supplementary planning documents for air quality

### Opportunities beyond existing resources

- Invest in improved monitoring equipment to allow continuous monitoring for NO<sub>2</sub> and Particulate Matter

**How can you help us?** –To protect yourselves and other from the effects of air pollution here are a few tips:

- Don't leave your engine idling, switch it off when stationary
- Walk, cycle or take public transport, you will cut down the amount of pollution you make, reduce your exposure and get some exercise too
- Use energy efficient appliances, insulate your home and service your boiler.
- Avoid unnecessary burning and use '[ready to burn](#)' materials if you rely on wood for heating

### 3) Land Quality

#### What are we going to do?

- Education for developers and consultants on what they need to submit with their planning applications.
- Pre planning application support in more applications
- Proactive project to target oil users in vulnerable locations to provide advice on fuel security and spill prevention

#### How can you help us?

- Check your household insurance policy will cover the clean-up costs of an oil spill
- Identify and record the route of buried fuel pipes and use this information to avoid damaging the pipework when undertaking excavations, etc.
- Regularly check your oil tank, boiler and pipes for leaks or corrosion
- If you notice a sudden increase in the amount of oil you are using, check for leaks. Even a minor leak can add up to a large loss of fuel over time
- Carefully check your current fuel stock before re-ordering and if possible, supervise deliveries
- Ensure your boiler is regularly serviced by an Oil Firing Technical Association (OFTEC) registered engineer
- Site new fuel tanks away from property boundaries, building openings, drains, streams and ponds.
- Consider moving to a cheaper low carbon fuel or technology.

### 4) Water Quality and Management

#### What are we going to do?

- Education for developers and consultants on what they need to submit with their planning applications.
- Pre planning application support in more applications
- Establish a joint approach to private water sampling regime.
- Raise awareness of drought and water security with Private Water Supply users.
- Proactive work with our partners and other stakeholders aiming to achieve a positive change.
- Promotion of rainwater reuse and water conservation
- Develop supplementary planning documents

#### How can you help us?

- Avoid blockages, flooding and potential pollution of the environment from foul drain by following this [advice](#).
- Conserve and re-use water.
- Periodically inspect and maintain any ditches and culverts you are responsible for.

## SMART METER PROJECT

### Purpose of the report:

To summarise the delivery of the smart meter project which was delivered between September - December, 2019.

### 1 Background

1.1 In April 2019 Smart Energy GB awarded the Council £15,849.00 to deliver a project in partnership with Citizens Advice (Diss and Thetford branch). The aim of the project was to provide impartial information on smart meters to people over the age of 65. The smart meter project delivery came to an end on 11<sup>th</sup> December, 2019

### 2 Current position / finding

2.1 In total, 42 community events were attended by the Energy Team and Citizens Advice. Table 1 and 2 show the type of events which were attended by each partner including the residents reached.

**Table 1. Type of events attended by the Energy Team**

Event type	Total	Engagement	65+ (target group)
Flu clinic	7	6150	5925
Community group meetings	8	280	242
Events information stand	7	1184	536
<b>Total</b>	<b>22</b>	<b>7614</b>	<b>6703</b>

**Table 2. Type of events attended by the Citizens Advice (Diss and Thetford branch)**

Event		Total	Engagement	65+ (target group)
Flu clinic		4	1785	1720
Community group meetings		6	249	232
Events information stand		10	8295	180
<b>Total</b>		<b>20</b>	<b>10329</b>	<b>2132</b>

2.2 At all of the events, a smart meter pull-up banner, in-home display and smart meter leaflets were displayed, along with other general energy advice information including saving money, energy efficiency, room thermometers, switching suppliers and checking tariffs and other council services e.g. Warm Homes Fund and Handyperson+ Service.

2.3 To encourage people to engage with us, we were able to give out 650 LED bayonet lightbulbs for free. These had an energy rating A+ 9.5w and are equivalent to a 60W halogen bulb. They are estimated to last 25,000 hours and each bulb has the potential to save 1.25kw over its lifetime. Purchasing a pack of 5 cost £10 which highlighted their accessibility.

2.4 In-home displays which are provided as part of a smart meter installation, show the householder how much energy they're consuming in real time, including cost. In conjunction with discussing the display and the LED lightbulb giveaway it reinforced energy saving behaviours.

### **3 Proposed action**

3.1 Continue to apply for third party funding as made available.

### **4 Issues and risks**

4.1 The funding provided from the Smart GB Communities fund gave us the capacity to reach and engage with a larger number of residents which wouldn't have been possible otherwise; by attending events held on weekends it allowed us to promote our services and increase our reach.

4.2 The fund also provided budget for promotional materials to enhance our information stand to encourage discussion and promote energy savings.

### WORK PROGRAMME

5 March 2020	<ul style="list-style-type: none"><li>• Waste Monitoring Review</li><li>• Norse JVC Contract</li></ul>
April 2020	<ul style="list-style-type: none"><li>• Waste Monitoring Review</li><li>• Norse JVC Contract</li><li>• Environmental Action Plan Review</li></ul>