

# Appendix 7 – 2023/24 Q1 REGULATORY SERVICES, COMMUNITY PROTECTION, WASTE AND ICT

**Cabinet Member:** Councillor Karen Lucioni

**Portfolio Responsibilities:**

- Contingency and Emergency Planning
- Bereavement Services
- Celebratory and Registrars
- Coroner
- Licensing
- Environmental Health
- Trading Standards
- Community Safety
- Waste Disposal
- Waste Collection (Household, Schools, and Trade)
- Forest Road Waste Recovery Park (MT Plant and Energy from Waste)
- Household Waste
- Recycling Centres
- Commercial Waste Recycling Centres
- Closed Landfill Sites
- Littering and Fly Tipping
- ICT Contracts
- Applications Development
- Digital Service
- Software Development
- Compliance and Infrastructure
- Desktop Support
- Telecommunications

## Performance Measures

**Amount of money saved to vulnerable consumers by trading standard interventions**

**Aim:** Increasing the amount of money saved to vulnerable consumers by trading standards interventions

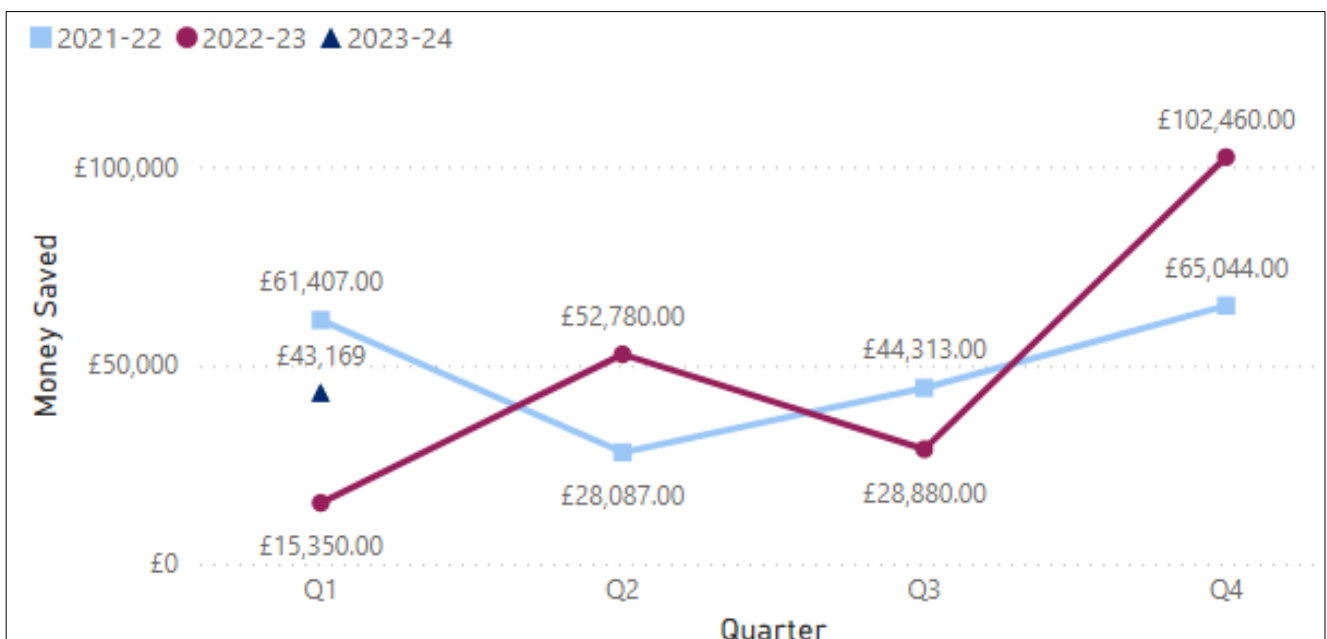
**UN Sustainable Development Goal:** 16

**Most Recent Status:** June 2023

**Monitoring Measure**

**Previous Status:** March 2023

**Monitoring Measure**



• This data is provided by the Isle of Wight council Trading Standards Service.

- In quarter 1, 8 events were attended to promote advice, there were 10 Scam hub referrals, and 14 requests were responded to directly regarding financial abuse.
- A total £43,169 was saved over the quarter, nearly three times the value for the same period last year (£15,350).

**Total number of garden waste subscribers**

**Aim:** Increasing the number of garden waste subscribers

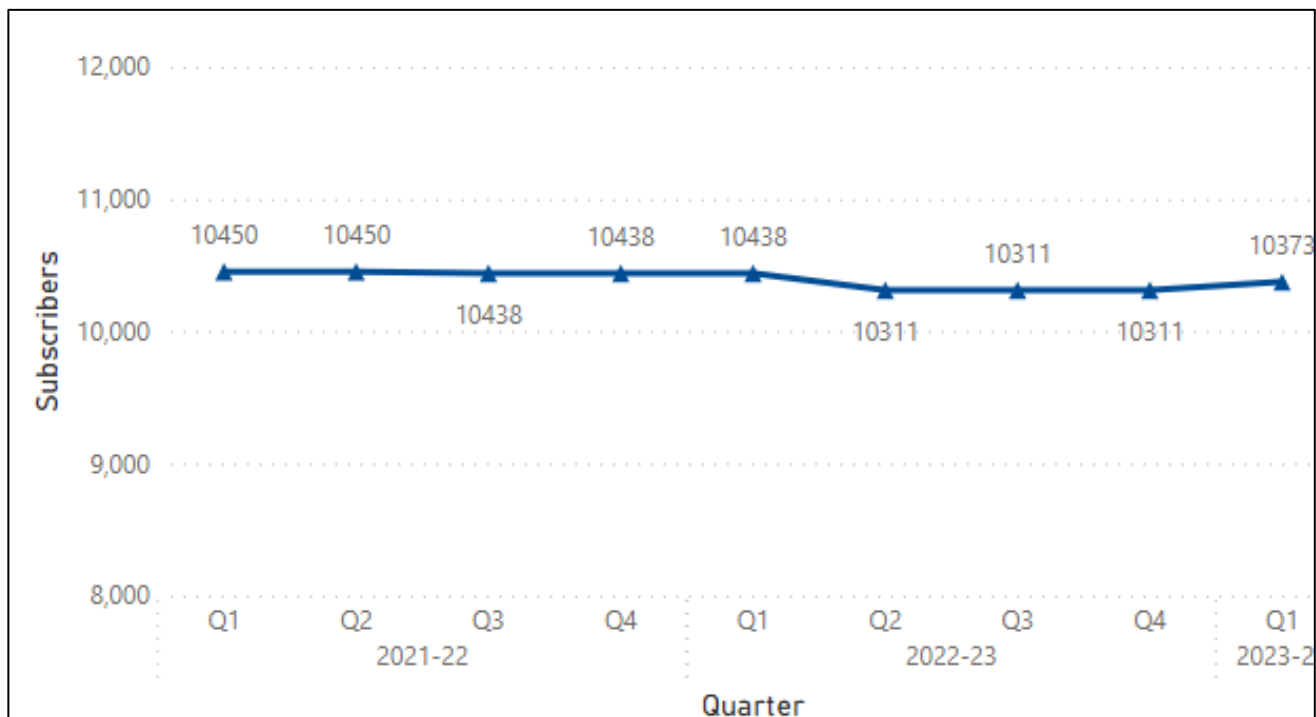
**UN Sustainable Development Goal:** 13

**Most Recent Status:** June 2023

**Monitoring Measure**

**Previous Status:** March 2023

**Monitoring Measure**



- The number of subscribers has increased slightly from 10311 in quarter 4 to 10373 in quarter 1.

**Percentage of domestic waste diverted from landfill**

**Aim:** 90 percent of domestic waste is diverted from landfill

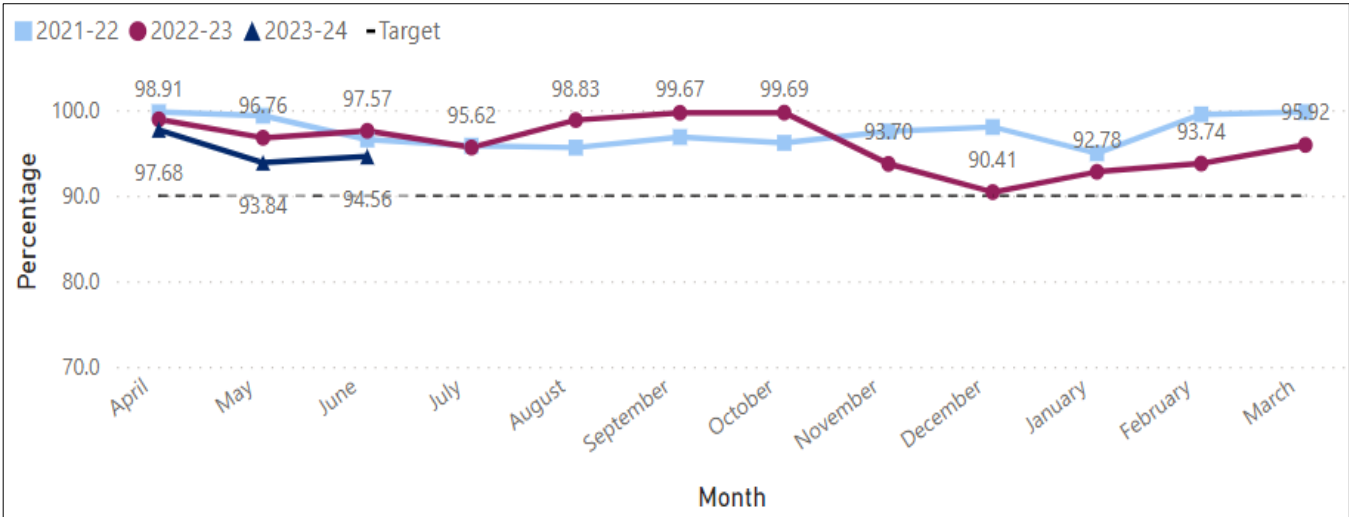
**UN Sustainable Development Goal:** 13

**Most Recent Status:** June 2023

**Monitoring Measure**

**Previous Status:** March 2023

**Monitoring Measure**



- Diversion rates are slightly lower than during the same period last year (94.56 for 2023/24 against 97.57 for 2022/23).
- Rates remain well above the target 90 percent, as they have consistently throughout the last three years.

**Reduction in residual (LACW) household waste per person**

**Aim:** Reduction in residual household waste per person is 181.19 kilograms by end of year

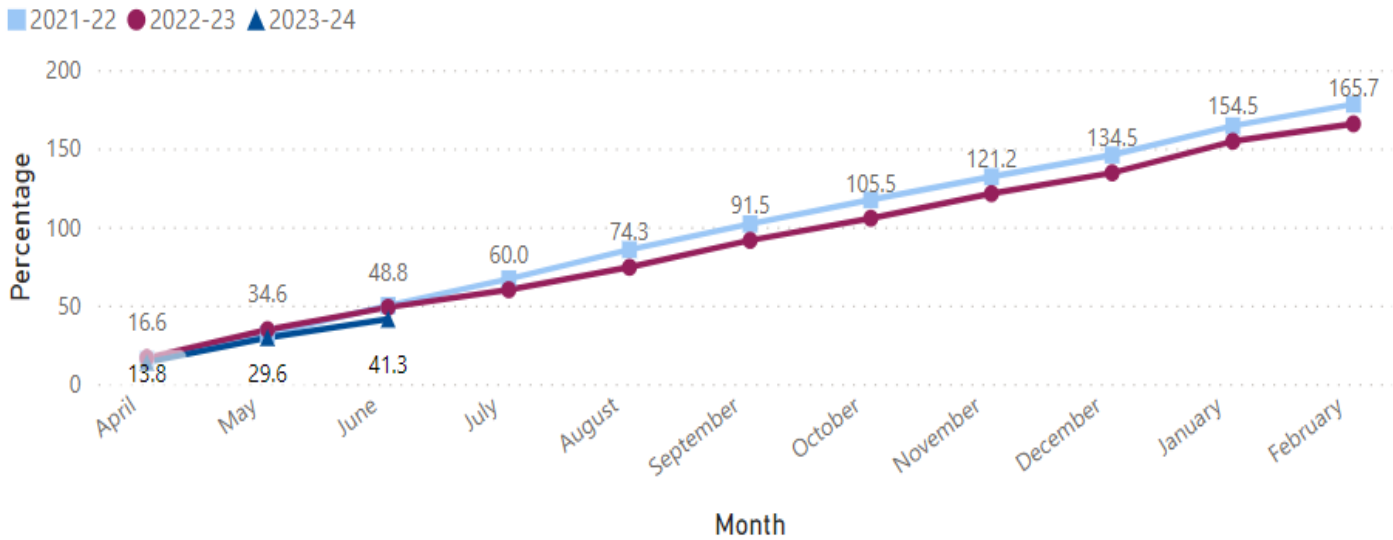
**UN Sustainable Development Goal:** 13

**Most Recent Status:** June 2023

**GREEN**

**Previous Status:** March 2023

**GREEN**



- The end of year target for the reduction in residual household waste has reduced this year from 203.64 kilograms to 181.19 kilograms.
- We are currently below the same period last year in terms of reduction in kilograms for May (41.3 for 2023/24 and 48.8 for 2022/23).

**Number of fly-tip incidents and actions taken (cumulative)**

**Aim:** Not applicable

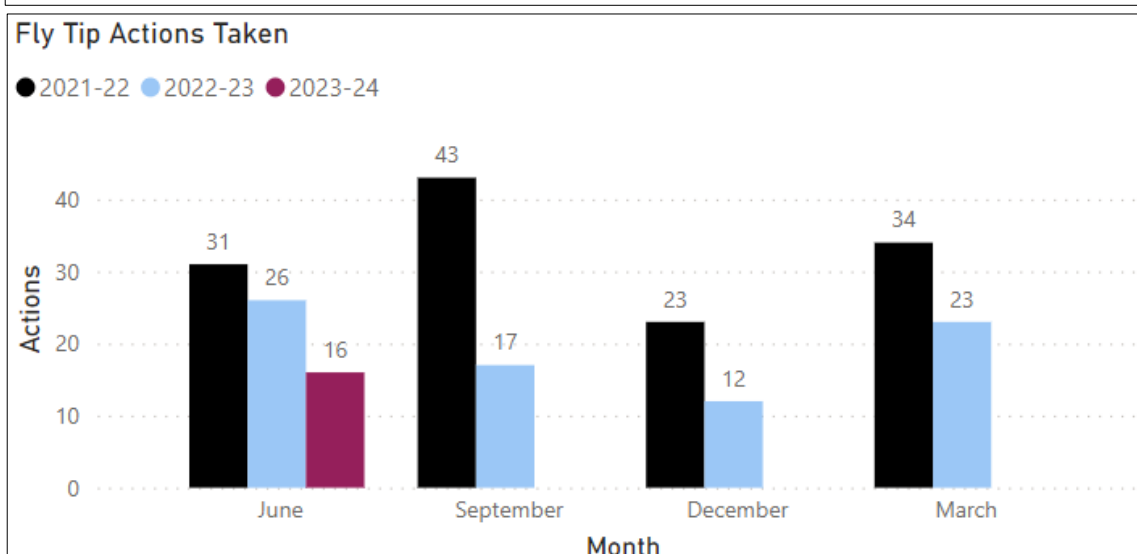
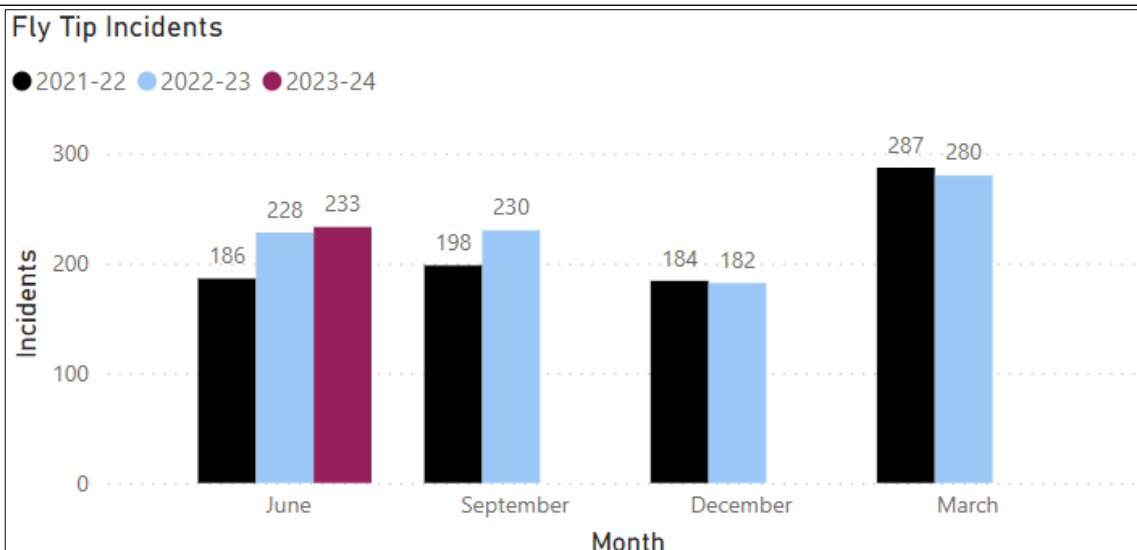
**UN Sustainable Development Goal:** 13

**Most Recent Status:** June 2023

**Monitoring Measure**

**Previous Status:** December 2022

**Monitoring Measure**



- Fly-tip incident data is provided by Island roads and actions data by Environmental Health
- Of the 233 incidents in quarter 1, 161 were black bags and other household waste.
- Of the 16 actions, there were 3 fixed penalty notices issued and paid in the quarter.

## Service Updates - Key Aspirations and Ongoing Business

### The following activity supports UN Sustainable Development Goal 11:

Environmental Health inspection programme is on track as to where we expect to be, following the recovery period. The internal audit has been completed with some exception reporting and recommendations. At the beginning of the quarter the team were involved with an outbreak investigation. This has now been passed to the Health and Safety Executive. The event season has now started, and officers are busy 7 days a week.

Trading Standards have saved £43,169 through interventions. This was achieved through a mixture of direct referrals to the Service including scams and financial abuse, along with referrals from the national Scams Hub. In addition, we have installed call blockers at identified vulnerable consumer's homes who have been victims of scams, and this has been a mixture of units obtained from the national team and our own units. The Service has several large investigations ongoing at present with significant financial detriment to residents.

Further enforcement action has been taken around illegal vapes with a quantity of unsafe ones being seized from a local premise. Underage Sales test purchasing enforcement has also been carried out including working with the Police on 'Operation Sceptre' for knives, alcohol and vapes at the IW Festival and a separate vapes test purchasing operation. The festival was compliant with this and with the Weights and Measures checks that were conducted at the bars on site, however, our test purchasing outside of the event and on the separate operation with retailers across the island has shown some non-compliances that we are in the process of following up.

The licensing service undertook a joint exercise with the Vehicle Operator and Services Agency (VOSA) and the police around our taxi trade and compliance of vehicles.

The licensing service has had a considerable increase of Temporary Event Notifications.

The Community Safety Partnership (CSP) annual strategic assessment and partnership plan has been presented to the Scrutiny Committee. Work has started on the next Strategic Assessment for 2022/23 data.

The Counter Terrorism Local Profile has been delivered by Counter Terrorism Policing South East (Low risk). The situational risk assessment and partnership plan has been updated, presented to the Prevent Partnership Board and circulated to partners. Prevent referrals are being received with few cases progressing to channel.

The Violence Reduction Unit (VRU) has now transferred back to the Police and Crime Commissioner. This is being merged with Pan Hampshire work on the new serious violence duty which places a new requirement (from Jan 23) on the CSP and specified partners (including the Local Authority) to reduce serious violence. A Strategic Needs Assessment, Strategy and Partnership plan will need to be produced.

**The following activity supports UN Sustainable Development Goal 13:**

Waste Target A in the Waste Public Private Partnership Contract minutes the reduction of household waste per person. The 2023/24 target is less than 181.19kg per capita. The year to date (April) weight per capita is 13.78kg.

## Strategic Risks

<b>Failure of the Waste contract resulting in significant financial and operational disruption for the council and its residents</b>		
<b>Assigned to: Director of Neighbourhoods</b>		
<b>Inherent score</b>	<b>Target score</b>	<b>Current score (June 23)</b>
<b>16 VERY HIGH</b>	<b>5 LOW</b>	<b>8 MEDIUM</b>
<b>Previous scores</b>		
<b>Mar 23</b>	<b>Dec 22</b>	<b>Sep 22</b>
<b>8 MEDIUM</b>	<b>8 MEDIUM</b>	<b>8 MEDIUM</b>
<b>Risk score is consistent</b>		