

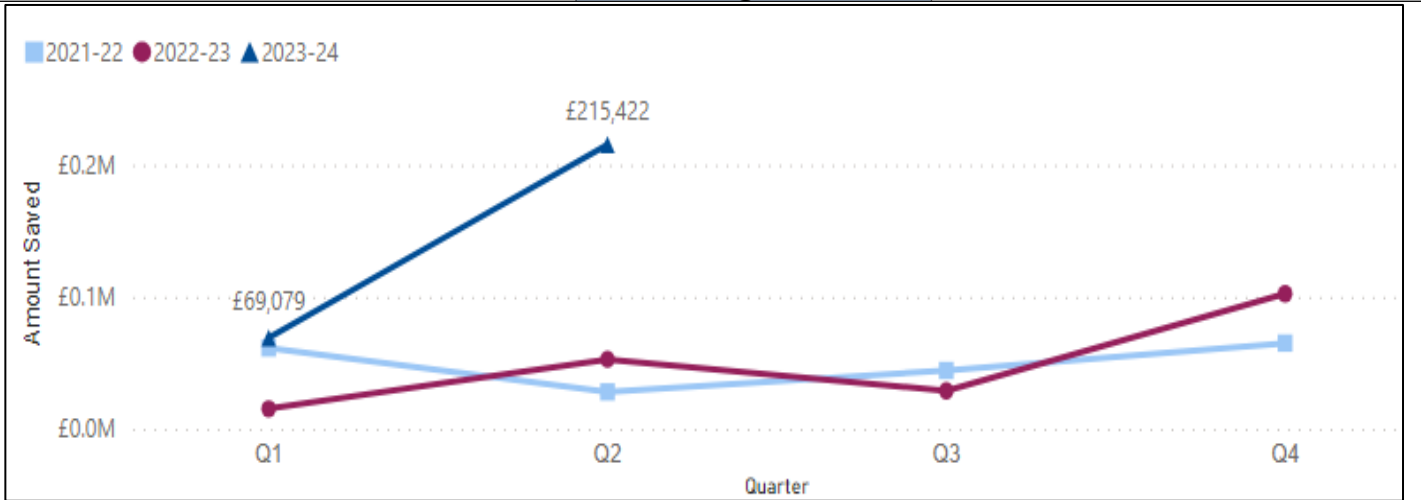
# Appendix 7 – 2023/24 Q2 REGULATORY SERVICES, COMMUNITY PROTECTION, WASTE AND ICT

Cabinet Member: Councillor Karen Lucioni	
<p><b>Portfolio Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Contingency and Emergency Planning</li> <li>Bereavement Services</li> <li>Celebratory and Registrars</li> <li>Coroner</li> <li>Licensing</li> <li>Environmental Health</li> <li>Trading Standards</li> <li>Community Safety</li> <li>Waste Disposal</li> <li>Waste Collection (Household, Schools, and Trade)</li> <li>Forest Road Waste Recovery Park (MT Plant and Energy from Waste)</li> </ul>	<ul style="list-style-type: none"> <li>Household Waste</li> <li>Recycling Centres</li> <li>Commercial Waste Recycling Centres</li> <li>Closed Landfill Sites</li> <li>Littering and Fly Tipping</li> <li>ICT Contracts</li> <li>Applications Development</li> <li>Digital Service</li> <li>Software Development</li> <li>Compliance and Infrastructure</li> <li>Desktop Support</li> <li>Telecommunications</li> </ul>

## 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

<b>Most Recent Status:</b> September 2023	<b>Monitoring Measure</b>
<b>Previous Status:</b> June 2023	<b>Monitoring Measure</b>



- This data is provided by the Isle of Wight council Trading Standards Service.
- During Q2, Trading Standards has saved £215,422 through our interventions which takes our total saved £284,501 so far this year. These savings were achieved through a mixture of direct referrals to the Service including scams and financial abuse, along with other referrals received and savings demonstrated through having call blockers installed at resident’s properties.

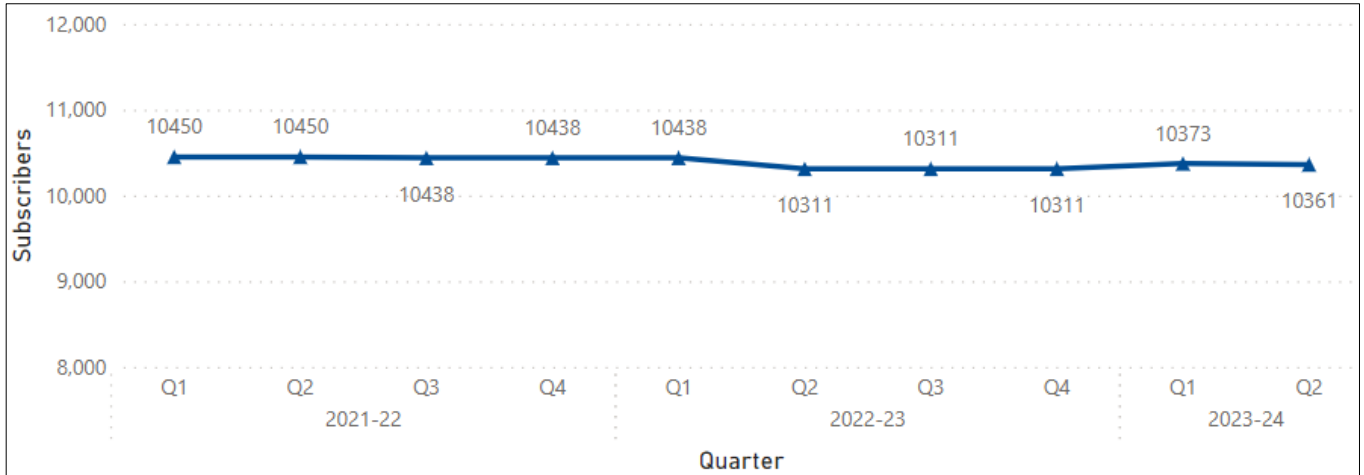
**Total number of garden waste subscribers**

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

**UN Sustainable Development Goal:** 13

**Most Recent Status:** September 2023 **Monitoring Measure**

**Previous Status:** June 2023 **Monitoring Measure**



- The number of garden waste subscribers dropped by 12 over Q2, but remains above the same period last year (10,311 in 2022-23 and 10,361 in 2023-24)

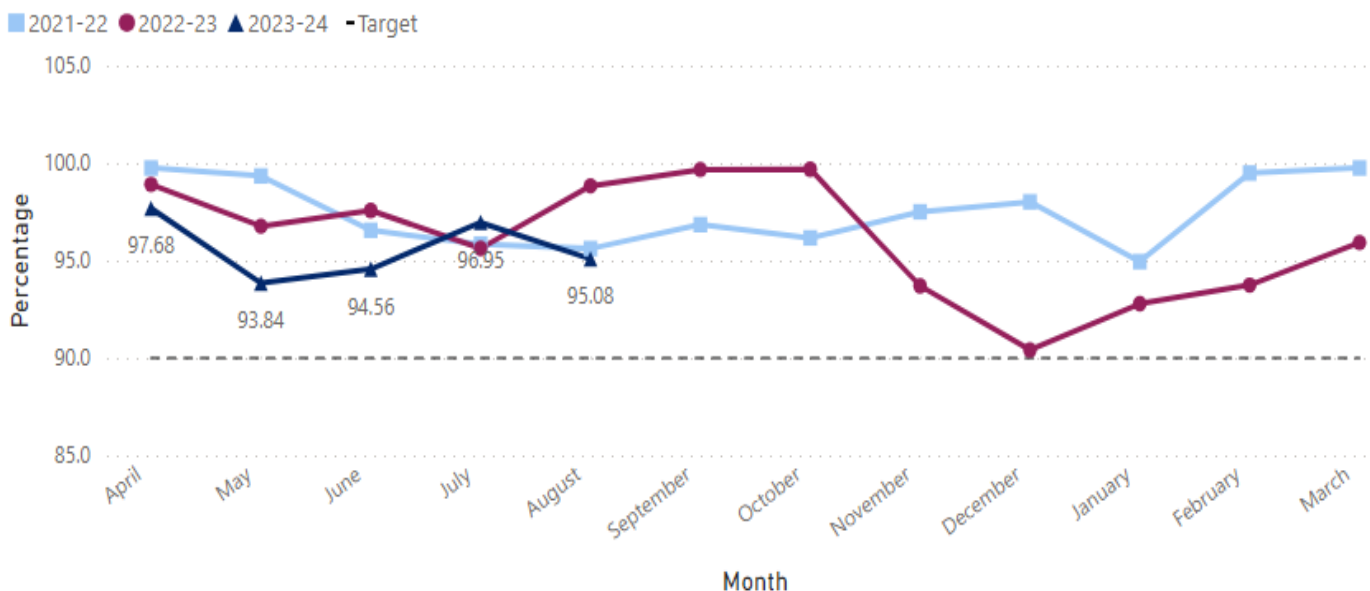
**Percentage of domestic waste diverted from landfill**

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

**UN Sustainable Development Goal:** 13

**Most Recent Status:** August 2023 **Monitoring Measure**

**Previous Status:** June 2023 **Monitoring Measure**



- Thalia Waste Management Limited provide a monthly report, approximately 6 weeks in arrears.
- Diversion rates are slightly lower than during the same period last year (95.08 for 2023-24 against 98.83 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

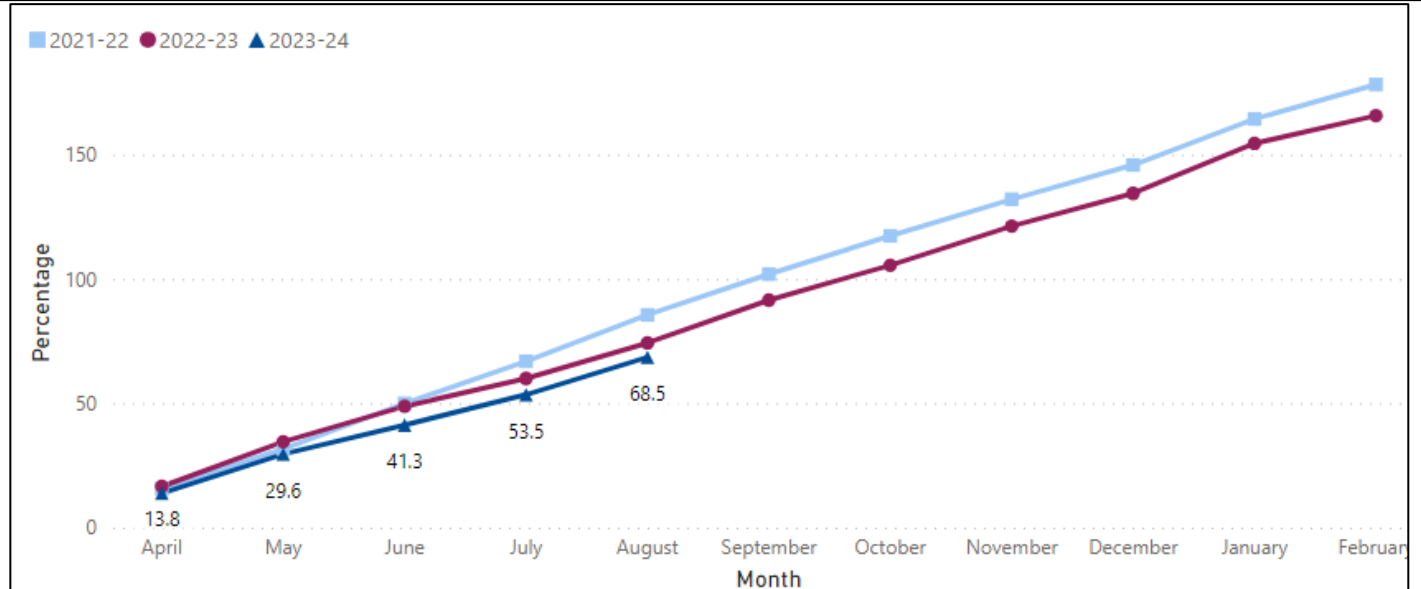
**UN Sustainable Development Goal:** 13

**Most Recent Status:** August 2023

**GREEN**

**Previous Status:** June 2023

**GREEN**



- Thalia Waste Management Limited provide a monthly report, approximately 6 weeks in arrears.
- We are currently below the same period last year in terms of reduction in kilograms for July (68.5 for 2023-24 and 74.3 for 2022-23).

**Number of fly-tip incidents and actions taken**

**Aim:** Not applicable

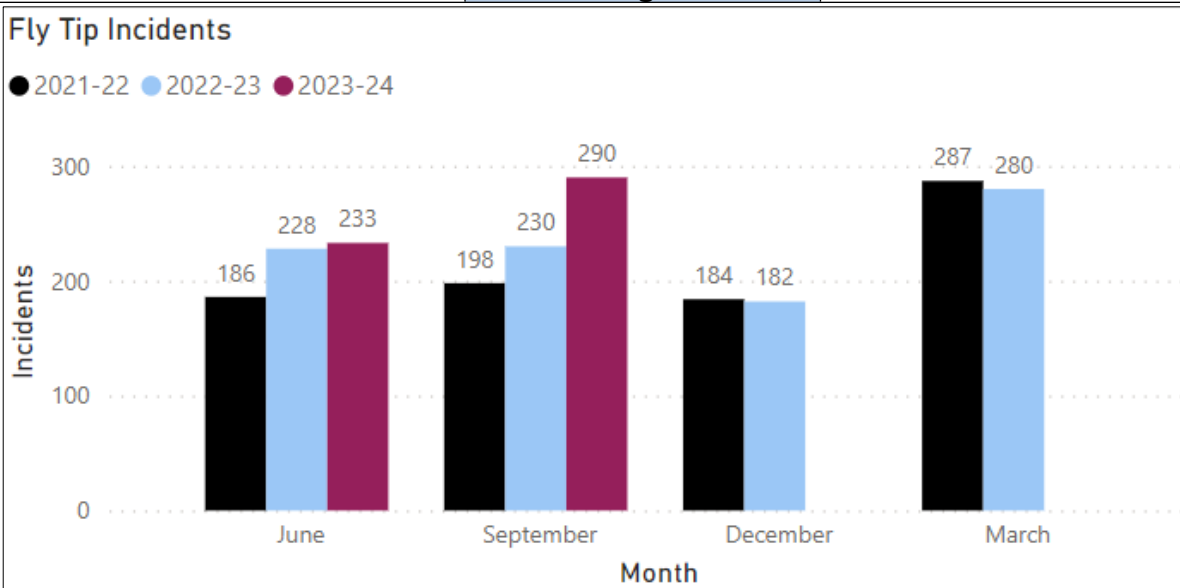
**UN Sustainable Development Goal:** 13

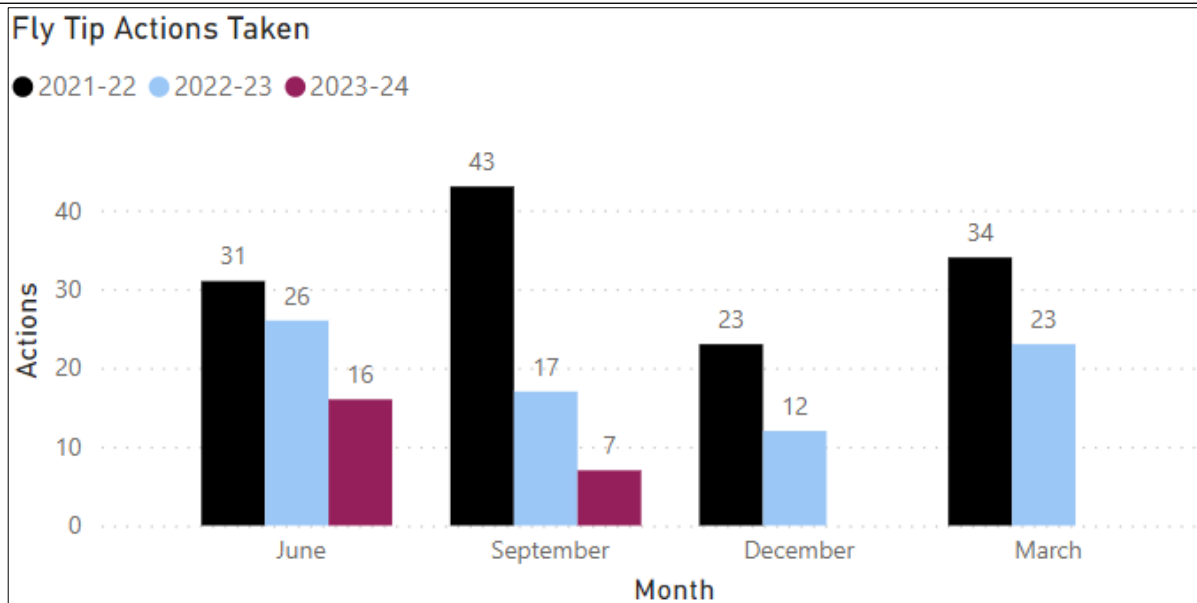
**Most Recent Status:** June 2023

**Monitoring Measure**

**Previous Status:** December 2022

**Monitoring Measure**





- 186 of 290 incidents of fly tipping involved household black bags and other household waste (64.1 percent)
- There were 7 Investigations carried out in quarter 2

## Service Updates - Key Aspirations and Ongoing Business

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

The Environment Health internal audit has now been completed and published. Generally, the inspection programme is on track, given the available capacity of competent officers. This is not completion of the full programme, as would be expected by the Food Law Code of Practice, but the Food Safety Standards (FSA) performance team are aware and being kept updated. Progress is documented and recorded on the risk register.

The remaining Environmental Health service delivery is on track to team plans, with work focused on a risk-based approach to make the most effective use of resources. Some successes have been seen with officers on the training programme and a vacant position is currently being advertised.

Additional closed-circuit television (CCTV) network coverage requested by Community Safety and Police, and supplied by Island Roads, was in place over the summer period. This consisted of several weekends where additional hours of monitored CCTV were facilitated and the operatives worked in partnership with police to access the network and share live updates.

The Safer Streets 5 funding bid was successful, with the project being run by a Portsmouth based manager on behalf of the Isle of Wight, Portsmouth, Southampton, Fareham, Gosport, and Basingstoke. Island based situational measures including additional security measures, lighting, and CCTV for the regeneration for Sandown Town Hall project have been requested. Situational measures at Ryde Interchange, including shutters and bike storage have been installed.

A Hampshire, Isle of Wight, Portsmouth, and Southampton (HIPS) wide strategic needs assessment and plan is being produced by the Police and Crime Commissioner (PCC) and funding has been applied for the Isle of Wight Community Safety team to facilitate and island specific needs assessment to run along the HIPS.

During quarter 2 Trading Standards has saved £215,422 through our interventions, which takes the total saved to £284,501 so far this year. These savings were achieved through a mixture of direct referrals to the service, including scams and financial abuse, along with other referrals received and savings demonstrated through having call blockers installed at resident' properties. Investigations into various areas are also progressing to determine what further action may be required in accordance with our Enforcement Policy. Our business-as-usual activity continues with enquiries being made through the service including providing advice to businesses on a range of enquiries including queries from businesses on the further ban of single use plastics and polystyrene food and drink containers with new legislation from October 2023.

During this quarter we have carried out further test purchasing for underage sales for vapes because of intelligence being received. Compliance has been good, and we continue to carry out enforcement in this area. In addition, during this quarter we have carried on with our routine weights and measures inspections of petrol pumps at both independent retailers along with supermarkets. This was to check that they are within tolerance and that consumers are not subject to short measure deliveries. Trading Standards has also worked with a production company over two days in the summer to make a British Broadcasting Corporation (BBC) programme called Defenders UK following the Angel Coatings case heard at Southampton Crown Court earlier in 2023. The programme is due to be aired later in 2023 or early in 2024.

The events season has now come to an end, although there are a couple of fire work night and Christmas events still going through the licencing process.

The summer has been busy, with events where officers have worked beyond the call of duty to ensure they could go ahead. Some organisers need help and assistance with their plans and applications, some are late which requires careful management. The organisers are generally appreciative of the additional steps officers go to, to ensure the event can be a success for all and we always look at ways how we can make something happen, although it must be safe and within the legislative parameters.

Officers are now busy collating feedback from the agencies on each of the events, which will be fed back to the event organisers with a view to ensuring future events can improve their processes and create a better experience for their customers.

There is currently a large taxi enforcement activity with taxi drivers who have failed to sign up to the Disclosure and Barring Service (DBS) update service. There is a requirement where all drivers are required to sign up to this service, so that a council can complete its statutory requirement of checking each drivers DBS at least twice a year. There are several drivers who have failed to do this. Enforcement action is currently underway which may result in drivers having their licences suspended. We are working with school transport to ensure that there is no disruption to their service.

Generally, with all sorts of applications, in particular Pavement Licensing consents are due. There are over 50 premises who need their consent renewed, there will be some premises where officers will need to visit and potentially undertake enforcement action against those who have failed to renew their consent.

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

Waste target A in the Waste Public Private Partnership (PPP) minutes the reduction of household waste per person. The 2023/24 target is less than 181.19kg per capita. Year to date (August) was 13.702kg per capita.

Waste target F, diversion of waste away from landfill has a 2023/24 target of 90 percent deviation. This is down slightly from the previous quarter, although still above target. The increase in waste being sent to landfill can be attributed to the increase in the amount of bottom ash due to increased used of Forest Park Energy Recovery Centre.

## 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 (October 23)</b>
<b>16 VERY HIGH</b>	<b>5 LOW</b>	<b>8 MEDIUM</b>
<b>Previous scores</b>		
<b>August 23</b>	<b>June 23</b>	<b>March 23</b>
<b>8 MEDIUM</b>	<b>8 MEDIUM</b>	<b>8 MEDIUM</b>
<b>Risk score is consistent</b>		