



**SHARING
GOOD
PRACTICE**



INTRODUCTION

Welcome to our Sharing Good Practice booklet for 2013-14

Environmental Services is made up of a wide range of front-line services provided by over 600 staff across six services - Highways, Neighbourhoods, Parking, Public Protection, Transport and Waste Services. Staff in these services deliver high quality, value for money services and have maintained customer satisfaction whilst achieving

outstanding financial results during the last year.

This year we have seen more improvements in efficiency, effectiveness and customer focus following the programme of work with colleagues in IT (systems rationalisation), equalities, customer services, and our “innovation group” to focus our service delivery on putting the customer at the centre of all we do.

This leaflet is intended to provide a snapshot of just some of the wide range of activities and services we provide and focuses on some of the work delivered by Environmental Services which is outstanding.

We continue to face some significant financial challenges as we go forward but the evidence here is proof that we are continuing to provide excellent services which are creative and innovative despite the pressures we face. I would like to thank all of our staff for the part they have played in delivering excellent services over the last year.

Matthew Smith
Divisional Director
Environmental Services

Over the Last 12 Months we have...

- Undertaken a government funded trial to reward residents for recycling more.
- Won the RoSPA Occupational Health and Safety award in the Waste Management and Recycling Industry Sector for the second year running, demonstrating continuous improvements.
- Highly commended in the National Training Awards, for the training and development of staff in our Waste Services department, particularly our apprenticeship programme.
- Achieved an overall improvement in Customer satisfaction in the independent National Highways and Transport annual customer satisfaction survey.
- Successfully managed traffic arrangements for a number of events including the Olympic torch procession and Christmas lighting switch on.
- Delivered the first phase of the 20mph zones in Bath
- Achieved national recognition for best practice in our Highways Maintenance work through the Government’s Highway Maintenance Efficiency Programme and securing Customer Service Excellence Plus award.
- National Award for our GIS service
- Managed the response to a number of severe weather incidents, including Chew Magna flooding.
- Implemented an innovative LED street lighting scheme saving £1.5m kwh hours of energy a year
- Successfully operated a Snow Warden Scheme across 16 pilot areas
- Relocated Transport Services depot unlocking significant cashable savings / income opportunities
- Managed a record number of events and applications for street parties including for the Jubilee
- Replaced fuel bunkering facilities enabling procurement of fuel at lower prices and increasing emergency robustness
- Retained the Park Mark award for 8 sites including Odd Down, Lansdown and Newbridge Park & Ride Sites, the Riverside coach park and South Road Midsomer Norton

INTRODUCTION CONTINUED...

- Implemented the Blue Badge Improvement service recommendations and introduced Independent Mobility Assessments for applicants
- Secured funding to replace all off street Pay & Display machines in all car parks
- Appointed a new software supplier for all parking services to improve services
- Relocated the Enforcement Team to new premises
- Signed up over 100 businesses to be part of the Buy with Confidence local trader initiative and held a celebration event with those companies to mark the occasion in the Guildhall
- Successfully relocated Public Protection and Neighbourhood Services to Lewis House and Locksbrook Road with a minimum impact on maintaining service delivery.
- Signed up over 200 people to the “Love your Liver” campaign - a nationwide initiative promoting sensible drinking.
- Achieved the transfer of B&NES food businesses to the national food standards agency hygiene rating scheme - food.gov.uk/ ratings
- Officers from across the Public Protection service have been trained to deliver a consistent approach to enforcement and legal processes. This has created a streamlined and more efficient approach
- Our Home Safety Scheme helped 214 households with children under 2 and safeguarded 282 children under 5, 372 safety gates fitted along with 51 fireguards and 44 smoke alarms.



- Made a significant contribution to reducing the impact of climate change by reducing fuel use in our fleet by over 10%
- Maintained 6 Green Flag awards for parks and green spaces, our best ever result
- Formally opened the extension to Haycombe Cemetery, broadened the range of choice for memorialisation. Refurbished the Crematorium Chapel in 2013 which included a facility to web-cast services
- Delivered a number of landscape improvements throughout Bath and North East Somerset including a refurbished play area at Brassmill Lane
- Achieved 3rd successive win in the South West in Bloom awards for Bath, with Radstock and Midsomer Norton performing well. Results were the strongest in the south west, with over 37 individual entrants to the ‘In Your Neighbourhood awards’ and Bath nominated to represent the South West in the 2013 National Finals of Britain in Bloom
- Awarded food hygiene awards for excellence to 42 local catering businesses
- Installed 25 Big Belly solar compacting litter bins in Bath city centre to improve litter control
- Increased materials and tonnages recycled and further reduced the amount of waste sent to landfill sites - over 68% of our waste is now recycled and recovered.
- Continued to optimise our refuse collection service by reducing the size of our fleet and driving our routes more efficiently.



NEIGHBOURHOODS

“ Just a note to say a massive THANK YOU from all at Paralympics GB for the amazing planting and display on the roundabout at the bottom of Bathwick Hill ”

Playful Risk

Bath & North East Somerset Council have adopted a Risk Benefit approach to children's play which weighs up benefits as well as risks when making judgements about places to play or activities to do.

As a joint piece of work between the Parks & Estates team and the Play Team (Children's Services) a Risk Benefit Toolkit has been created to support others to use this approach and support the Council's commitment to provide "challenging and stimulating" play

opportunities.

This approach has been put into action to create some natural play features in Carr's Wood, a Council-managed woodland in Twerton, Bath.

As a result of publicly adopting this approach the Council has drawn praise from the Health and Safety Executive and gained positive interest from the National Trust, Play England and RoSPA, two of whom have invited the submission of a blog to their web pages.

“ HSE have encouraged local authorities in the South West to take a more active role in promoting sensible approaches to health and safety. This is an excellent example of how local authorities can help set the record straight - making clear that health and safety is about enabling activities like this to take place - not stopping them. ”

- HSE

“ A note of appreciation and thanks to the Council and to their graffiti removal officers for their great and very effective effort in removing all the local graffiti. Everyone is delighted with the results ”



NEIGHBOURHOODS

Operation Sunrise

'Operation Sunrise' is an initiative where officers have been helping to raise awareness within the commercial business community of what happens to their waste if left out overnight. Businesses are required to present their waste during certain time slots to ensure that the Council can control the amount of waste on the

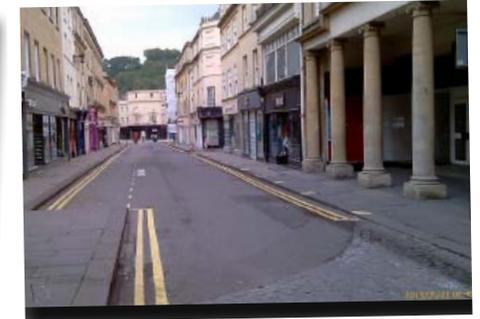
streets and prevent litter accumulations. Officers have been making regular, early morning patrols to assess compliance and over a period of time this has resulted in some very encouraging improvements. The 'before' and 'after' photos (below) demonstrate the change in behaviour that has been achieved.

The initial objective of the operation was to minimise the amount of mess on the street and to make the city a more attractive place at night. However, it has also had an indirect benefit on the urban gull problem as it has meant that there is less food waste around for gulls to scavenge and snack on.

Before
Enforcement



After
Enforcement



Urban Gulls

Whilst the Council doesn't have any specific powers to deal with urban gulls, the Environmental Protection team have been working on a number of initiatives that will hopefully make Bath and North East Somerset a less inviting place for them to nest....

We have produced a leaflet that provides advice and guidance to developers/owners and managers of premises to help prevent urban gulls from nesting on their roofs, it can be

accessed via the Pest Control pages of our website.

The Environmental Protection Team have been identifying gull proofing measures whilst recommending conditions relating to new planning applications. This should help developers prevent gulls from nesting on their roof tops by designing out attractive perches and using netting/wires where appropriate.

TRANSPORT SERVICES

“ Overall an excellent service, my son loves the car, driver & escort and excitedly waits every morning ”
- HTST survey response

Third minibus for an additional Dial-a-Ride route

As a result of a customer survey it was discovered that a large number of customers were unable to use the Dial-a-Ride Service as the two buses were operating at capacity. After looking at the workload of the in-house fleet and rearranging some routes it was possible to free up a third minibus for an additional Dial-a-Ride route. Looking at individual use of the current service it became

obvious that the third bus would best be deployed fully seated to maximise passenger journeys, as the two buses currently being used carry a number of wheelchairs reducing capacity.

This is an example of good practice by taking action on customer surveys, looking at working practices, and generating capacity at no extra cost.

“ Drivers and escort are pleasant, caring and helpful, thank you ”
- HTST survey response



TRANSPORT SERVICES

Facebook Page Launched

Each year the Home to School Transport team carry out a survey asking how our customers feel about the transport provided and how we could improve. A recurring theme over the past couple of years has been about getting information to large numbers of parents in a rapid way when the unexpected happens. As we serve some very rural areas, even if a school is open, we may not be able to provide all services in times of adverse weather such as the recent heavy snow. To address this, we have now launched a Facebook page (Bath & North East

Somerset Council Transport) and are advertising this to parents and teenagers. This gives us the opportunity to get information into the public domain quickly and efficiently as soon as we know and, apart from staff time (which should be saved from reduced phone calls), is a cost neutral option. We also hope to share good news on our pages such as operators getting new buses or awards and encourage ongoing feedback to help us continually improve.

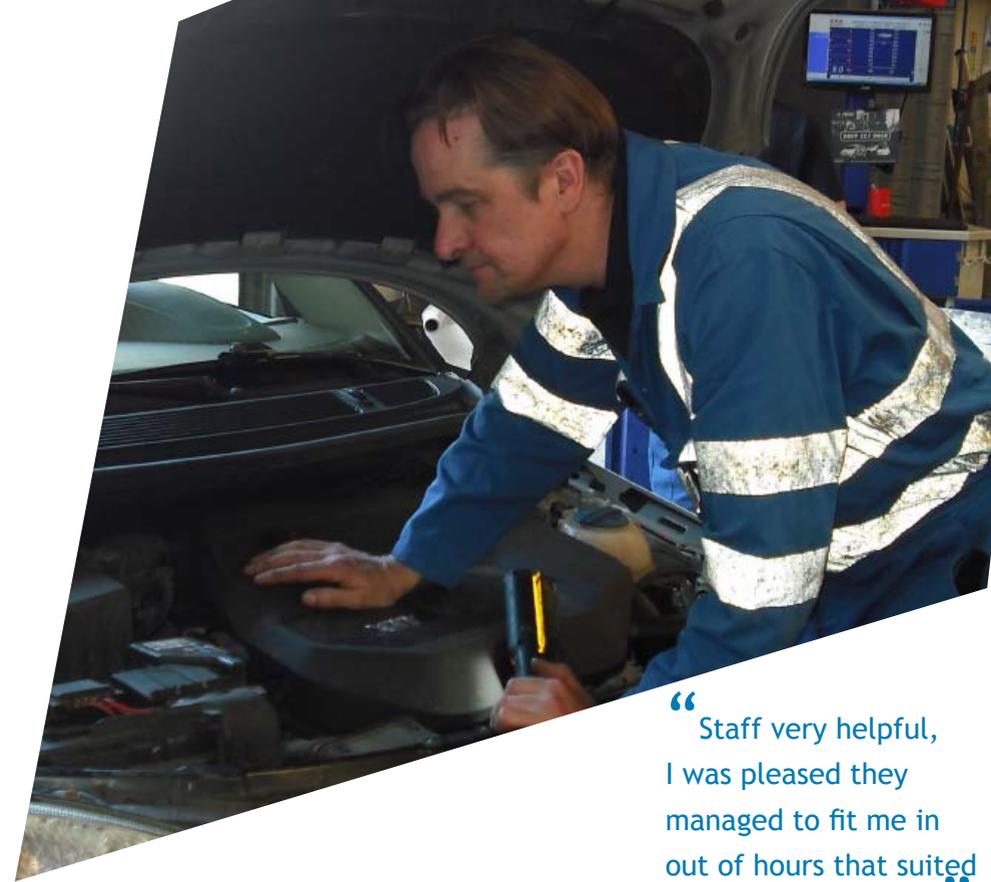


“ I just wanted to drop you a line to say what wonderful service I received from your team when I brought my car in for an MOT. Thank you all very much, I will be back next year and will recommend you to my friends
- email from a customer

Move to Locksbrook Road

Resulting from our move to Locksbrook Road we are now in a position to offer impartial MOT's to the general public, Hackney Carriage & Private Hire drivers and a reduced rate to members of the local Authority. We have also incorporated the Grounds Maintenance within our facility enabling savings in parts supply and an efficient repair regime incorporating a full service schedule for all of the equipment.

We have also adopted the National Inspection Standards for HC&PH (Hackney Carriage and Private Hire Vehicles) which has the backing of both the FTA (Freight Transport Association) and VOSA (Vehicle & Operator Services Agency). These national standards will give customers the reassurance that whenever they take a HC or PH vehicle in an area that has signed up to these standards they can be reassured the vehicle will be in a good condition.



“ Staff very helpful, I was pleased they managed to fit me in out of hours that suited my busy working day
- MOT survey response

PUBLIC PROTECTION

Electric Vehicle Charging Points

Following a successful Local Sustainable Transport Fund bid in 2012, funding was secured for the implementation of an electric vehicle charging point infrastructure network to encourage the use of electric vehicles and catch up with other parts of the country where a substantial network exists. A steering group was set up with other member authorities of Local Sustainable Transport WEST and the brand of Source West came into existence. This extends the existing Source brands (including Source London and Source East) adding to the network of charging points and enabling registered users to charge their car at any of the charge points on the national charge point registry, using a single smart card. The first installations in Bath are now complete at Charlotte Street Car Park, where users can fully recharge their vehicles with access to a four 32amp 'fast' charge sockets, supplied by POD Point.

“ It’s great that there are Source West charge points in central Bath - it gives me a lot more journey options ”
- Electric Car owner

Further charge points are being installed at Odd Down and Lansdown Park and Ride sites and Midsomer Norton and Keynsham in the next year. This supports the council’s objectives of lowering emissions and improving air quality in Air Quality Management Areas of Bath, Saltford and Keynsham. Bath and North East Somerset have also procured a number of wall-mounted charge points on behalf of the LSTF WEST authorities, which are available for installation at businesses across the region. The Source West website www.sourcewest.info maps available charge points and provides registration details. B&NES LSTF team promoted the charge points in a launch and an event with Bristol City Council as part of Bristol’s Green Week



PUBLIC PROTECTION

Circus Skills Workshop for Older People

The Health Development Officer for injury prevention is working with a range of agencies to bring our services and information to our more isolated older residents in the villages.. The Village Agent Roadshows have a monthly theme and a range of activities to stimulate discussion, and build social networks. There is always tea and cake too!

In April we held a circus skills workshop as a different way of engaging older people in falls prevention. Peacock feathers were balanced on the hand, plates spun and some people even tried balancing on the circus ball. We have had very positive feedback from local residents who have been attending.

“ If I hadn't come today, well, I would just be sitting at home alone and doing nothing ”

“ What a lovely day, and I can tell all my friends that I can now spin plates, who'd of thought it ”



“ I have really enjoyed myself today, see you next month ”



PUBLIC PROTECTION

The Business Support Model (BSM) for Food Businesses in B&NES

Stage 1 - Prioritising New Businesses

The principle behind support at start up is “prevention is better than cure”, which means if new businesses get it right from the start, it is cheaper and less wasteful for both the Council and the business, preventing the need to correct problems later

Stage 2 - Supporting Businesses at times of change

By advising on and sharing good practice, team members act as enablers, supporting change in established businesses by actively supporting their desire to grow, diversify or maximise income. The professionals in the team act as gate keepers, sharing information between businesses and making introductions if necessary. There is now transparency to the outcome of inspections through the recent introduction of the national Food Hygiene Rating Scheme with the door / window stickers creating greater visibility than the Council’s previous scheme

Stage 3 - Business Support Meetings (for failing businesses)

Lastly through an additional step in the enforcement process known as the Business Support Remediation Meeting businesses failing in their food hygiene responsibilities are given a last chance opportunity to improve.



Shortlisted For an MJ Award 2013

The BSM for food safety enforcement aims to protect the public’s health by making compliance with food law as simple as possible for businesses and synchronising this with other business processes at start up or during times of change. It promotes positive and constructive dialogue between businesses and the enforcement team, and promotes the sharing of information and peer support. The model has processes in place to examine the root causes of failing businesses and seeks to implement a pathway to improvement by addressing these before any

prosecution. The BSM approach utilises business motivating factors to promote compliance at key stages appropriate to that business and through this achieves higher compliance rates more effectively for both the business and the Council. It also saves money by avoiding unnecessary structural rework and formal enforcement activity. When, despite the Council’s efforts to the contrary, formal prosecution is necessary, the resulting fines are often enhanced as a result of demonstrating we have applied the BSM to try to help failing businesses.

“ I must say that the service I have received from your office has been exemplary and that the staff could not have been more helpful. Excellent, prompt and helpful service throughout ”



WASTE SERVICES

Waste Services Partnership Working with University Students

The Council's Waste Campaigns team have been working closely with both universities, Student Unions and the Student Community Partnership (SCP) for over 5 years. We focus our work with students at two key times - moving in 'welcome visits' during the autumn and 'move out' in summer, but ensure we also keep regular

communication going throughout the year. Through the welcome knock the team annually target around 2,000 student properties to provide information about collections and take recycling container requests. By working closely with the SCP we can tackle any complaints more effectively.

Contract Re-negotiation work

The waste services team have been re-negotiating their waste and recycling contracts in a bid to cap annual inflation rates and ease budgetary pressures. As a result, significant savings have been made through reduced

gate fee charges to treatment sites, and either the removal of annual inflation clauses or the agreement to fix uplift rates at 2% or lower for seven separate contracts.



WASTE SERVICES

Student Move Out Project

The SCP runs the annual student 'Move Out' project which aims to provide recycling and rubbish information for students leaving their private accommodation at the end of the summer term. We focus messages on planning ahead to manage their rubbish at the end of the year by encouraging them to use their collections fully and raise awareness about alternative options such as donations to local charities.

The campaign is based around road shows and door knocking and we have contacted over 1100 students since 2010. An interesting development in 2013 for our 'Move Out' project will be working with Bath Food Bank to collect donations of non-perishable food and the charity shops on Moorland Road to promote donations. Feedback has been supportive from local councillors and the project has seen many positive press stories.

“ The joint work we do with the Waste Campaigns Team has been really successful in raising the profile of recycling amongst the student population in Bath. By building on this collaborative work we will continue to have a positive impact on the experience of both long term and student residents in the city ”

- Jennifer Dean the Student Liaison Coordinator for the SCP



PARKING SERVICES

Examples of Good Practice or Innovation from Parking Services

- New Staff image for all Civil Enforcement Officers including full uniforms and Handheld units with inbuilt cameras/printers and scanners

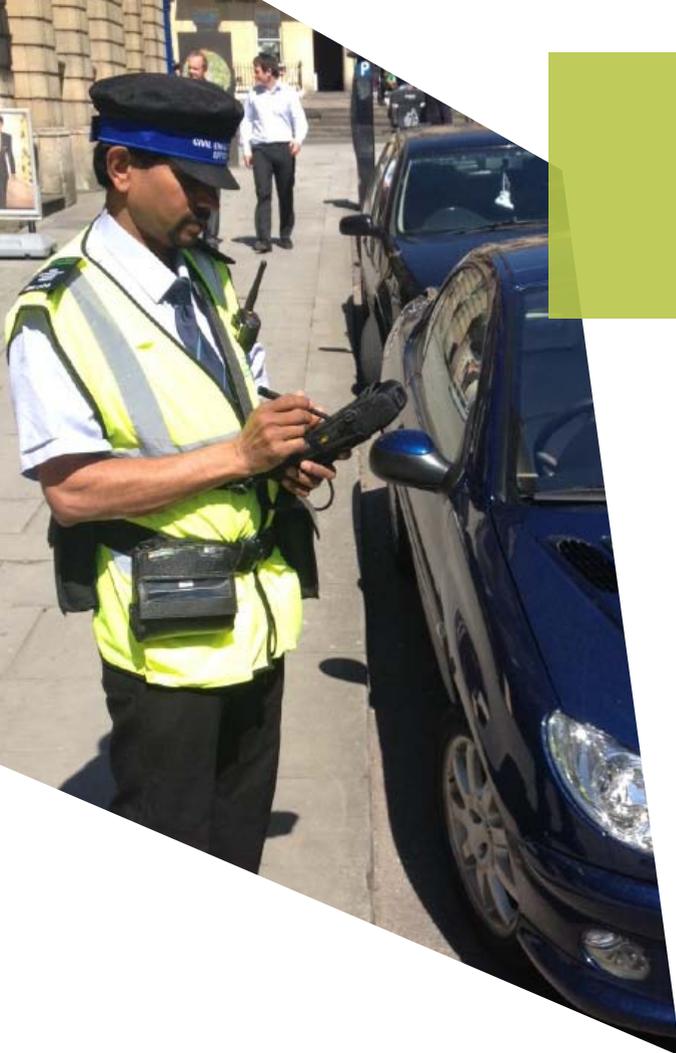
- Camera Enforcement car launched in all areas to improve safety around schools and increase parking compliance.

- Launch of virtual permit system and cashless parking throughout Bath & Keynsham, including 57 new pay & display machines to improve customer service.

- Investment in staff training resulting in a Level 3 City & Guilds Award on Notice Processing (1916) unit 1 & unit 2. 17 members of staff completed the course with 100% pass rate.

“ They wanted to thank you in person and to express their appreciation as to the service they had received ”

“ Many thanks to you and your team for your efforts with the coach parking and movements during the Christmas Market period. Your help in keeping Corn Street free-moving and unclogged is much appreciated ”



“ Just wanted to give you some feedback on the new lights. Don't worry it's good! ”

HIGHWAYS

Working with the Community

The highways service has proactively embraced working with the public to deliver local needs and make our resources go further. We have been one of the first local authorities to introduce an innovative snow warden scheme. This flexible scheme supports local communities in 16 different areas across the whole of the district, enabling the clearance of snow and salting

roads and footways to ensure communities can continue to operate during severe weather.

In addition to providing weather information, training and support to the snow wardens, the Council has provided bagged salt, salt spreaders, reflective waistcoats and warning signs to help minimise the impact of severe weather on our residents.



“ Thank you, you are amazing Highways Officer! A young(ish) man helped a customer whose car got stuck as the road was icy and the inspector drove the customers car back up and gritted the road. ”
Thank you very much



HIGHWAYS



“ Thank you for sending a gritting lorry into a close where two residents are reliant on carers visiting each day ”

Delivering efficiency savings

At a time when resources are hard to come by the Highways team has been ‘thinking outside the box’ and looked for alternative funding sources to deliver the aspirations of our communities. The Royal Crescent is one of the most popular tourist locations of international status. The pennant footway adjacent to the lawn was damaged during World War II and was temporarily resurfaced in tarmac. The footway remained in this condition until last year as there

was no means of funding a costly replacement of the traditional pennant paving.

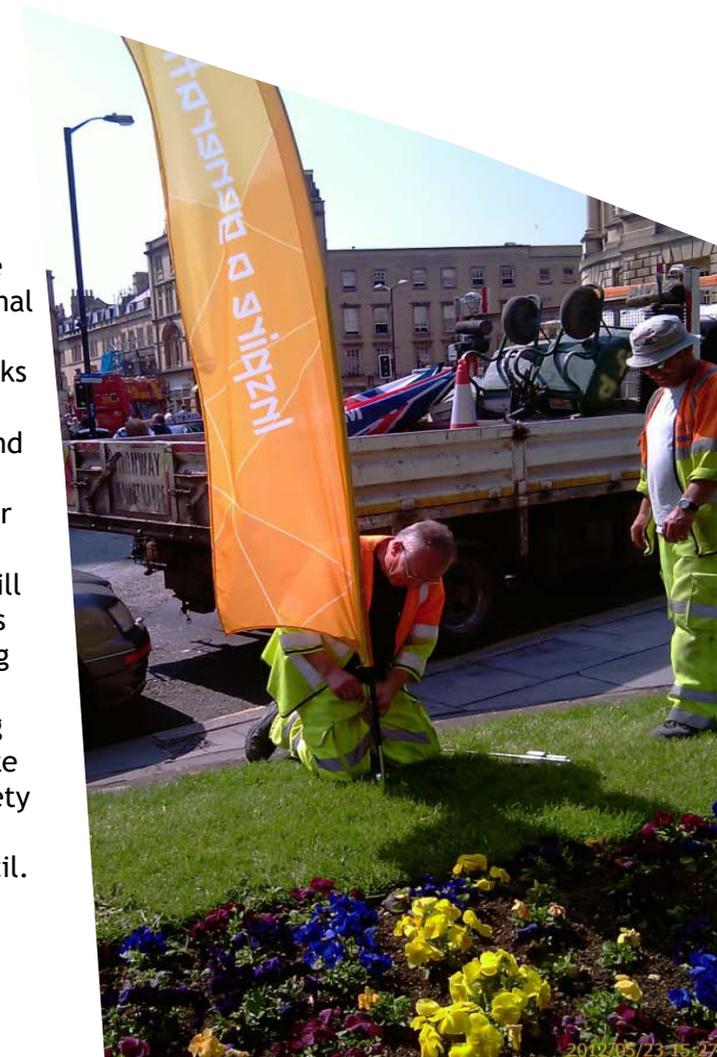
Working with the residents of the Royal Crescent, heritage staff and a specialist architect the Council has jointly funded the renovation of the listed footway and railings in the Royal Crescent. This previously unaffordable scheme enhances the heritage, improves the visitor experience as well as delivering the aspirations of the residents.

Saving money and caring for the environment

With the input of capital funding in street lighting we have replaced 4000 traditional lamps with new LED technology units. These works have significantly reduced both our carbon footprint and our energy costs.

As these lamps require lower maintenance the Council’s future maintenance costs will also be lower and less miles will be travelled maintaining the lanterns.

The new optics are reducing light pollution and the ‘white light’ effect offers road safety benefits. Overall an ‘all round’ winner for the Council.



Contact List

Highways

Highway Maintenance	01225 394337
Public Rights of Way	01225 477532
Street Lighting	01225 394263
Traffic Signals	01225 395354

Parking Services

Parking	01225 477133/4
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Neighbourhood Services

General enquiries including	01225 477563
Environmental Protection and	01225 477551
Pest Control	01225 396628
Allotment enquiries	01225 396906
Parks and Estates enquiries	01225 396386

Transport Services

Passenger Services	01225 394371
Fleet Management Services	01225 394422
Assessment & Training	01225 477647
MOT Line	01225 477314

Public Protection

Health, Safety and Food Enquiries	01225 477508
Trading Standards Enquiries	01225 396759
Licensing Enquiries	01225 477531

Waste Services

Waste Services - Council Connect	01225 394041
Waste Services Office	01225 394204