

POLICY COMMITMENT

**1. Enforce high regulatory standards:** put customer and employee safety first by ensuring commercial businesses and licence holders are fully compliant with expected legislative standards.

**Licensing:**

In accordance with statutory policy review requirements, a draft revised Statement of Gambling Policy and associated consultation methodology were taken to the Licensing Committee for consideration in Q2. Officers have been consulting on the updated Policy and will report back to the Licensing Committee with the outcomes and recommendations in Q3, before the matter goes onwards to Full Council for formal approval. Following discussion at the Committee, a new webpage has been created on the council's website signposting service users to gambling help and support services to try and assist in reducing the prevalence of problem gambling and associated harms.

**Environmental Health (Commercial Team):**

In Q2, the main focus has been getting back on track with the food hygiene inspection programme in accordance with the Food Standards Agency's recovery plan for LAs. This has seen the team working hard to contact and triage all new food businesses that registered during the pandemic as well as prioritising inspections of our high risk / non-compliant establishments, and those unable to be inspected during 2020-21.

The reduction in Covid-compliance related work has enabled the team to make some real headway with these inspections, increasing the percentage of all medium and high risk business inspections due this year from 8% in Q1 to 36% in Q2.

The increase in inspections has also resulted in the PI for 'broadly compliant' food establishments increasing notably from 83.2% for Q1 to 91.1% in Q2. As previously outlined as a likely causative factor for the apparent dip during the pandemic, the reason for this is that the report used to capture this figure counts all premises not yet inspected as being non-compliant, including newly registered food businesses, which resulted in an unusually low figure during the pandemic when premises could not be inspected.

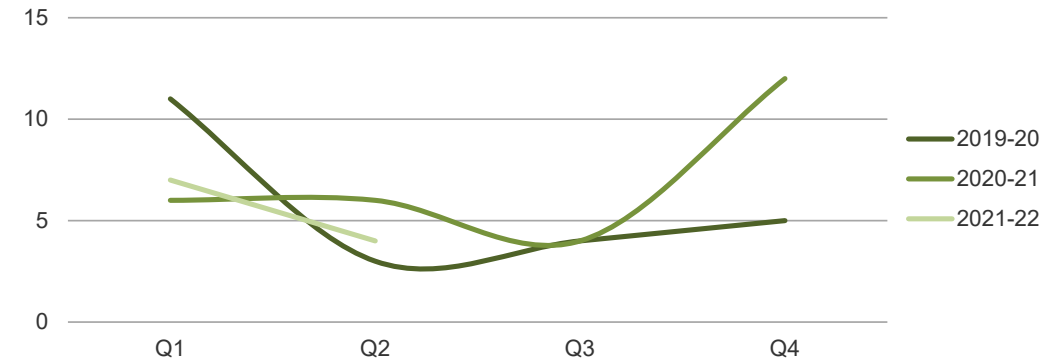
The Senior EHO/Corporate H&S Officer within the Commercial Team has continued to play a key role in helping to ensure the health and safety of the council's workforce as we continue to move towards a new normal and welcome more staff back to the offices. The total number of reported H&S accidents indicator is dependent upon business compliance with formally reporting accidents to the HSE. The four incidents logged in Q2 does not directly reflect upon officer's performance, but does serve to give some indication as to how safe premises in Gravesham are.



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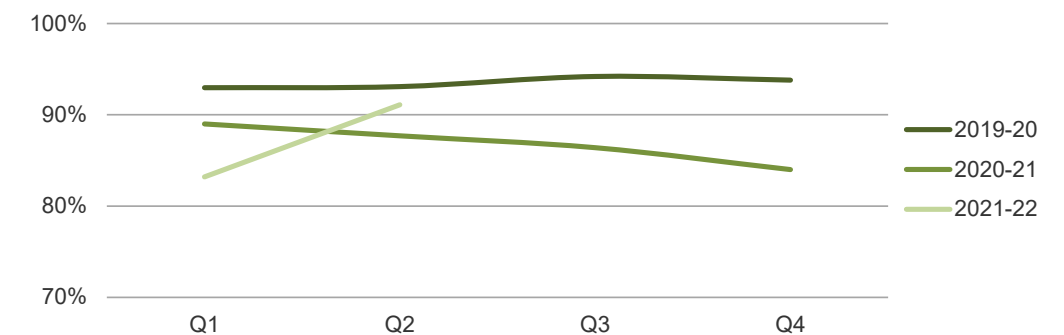
**PI 3 Total number of reported Health & Safety incidents**

	Q1	Q2	Q3	Q4
2019-20	11	3	4	5
2020-21	6	6	4	12
2021-22	7	4		
2022-23				



**PI 4 % of broadly compliant food establishments**

	Q1	Q2	Q3	Q4
2019-20	93.0%	93.1%	94.2%	93.8%
2020-21	89.0%	87.7%	86.4%	84.0%
2021-22	83.2%	91.1%		
2022-23				



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## POLICY COMMITMENT

**2. Improve the local environment:** deliver projects and initiatives to further increase levels of household recycling and actively address contaminated land and noise, flood and oil pollution in the borough.

### Environmental Protection update - Mark Lees

The Environmental Protection team's ordinarily busy reactive workload addressing allegations of nuisance and handling of other service requests remained elevated during Q2, as it had across the pandemic, with 311 incoming complaints and enquiries logged, compared to 204 for the same period in 2019.

The majority of these related to noise, which is generally the largest category of nuisance complaint received. This does however reflect a welcome reduction compared to the same period in 2020, when 383 service requests were received.

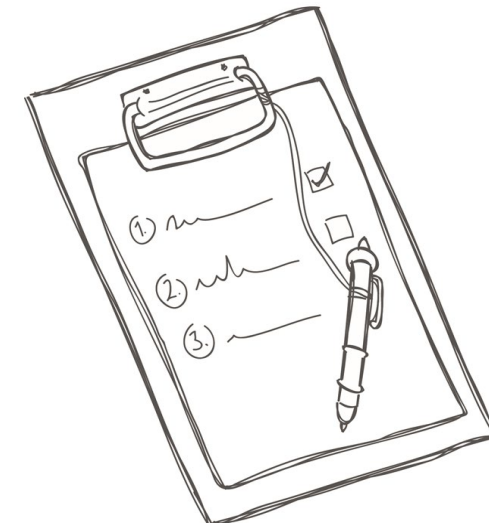
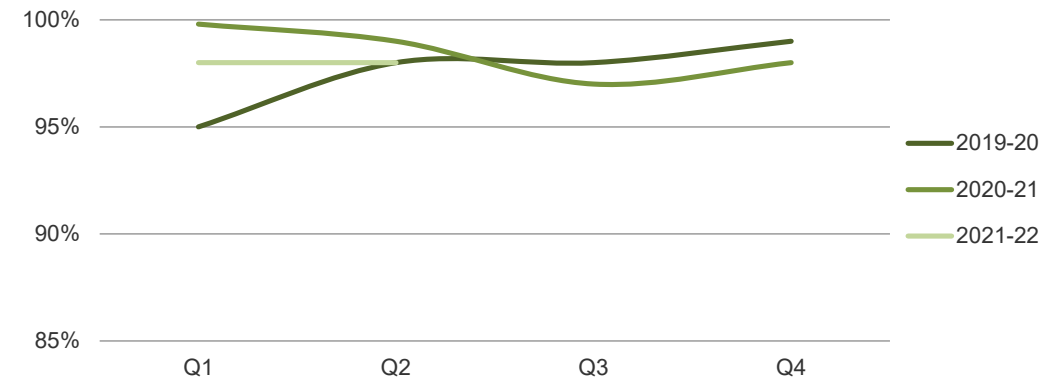
In addition, 131 service requests were dealt with by the Commercial Team in Q2, compared to 75 for the same period in 2019 which is more representative of the usual Q1 value for that team, whose remit is ordinarily, largely taken up with food hygiene inspections and interventions. Again, this reflects a reduction compared to the same period in 2020, when some 299 service requests were received by the Commercial Team.

Despite the Environmental Health teams collectively processing a further 442 service requests in Q2, they continued to provide a first response within five working days in 98% of cases.

Our air quality strategies are largely progressed via the planning process. The Environmental Protection Team respond to all relevant planning applications and the officers play an active part in working groups relating to major developments.

### PI 5 % of environmental health service requests receiving a first response within five working days

	Q1	Q2	Q3	Q4
2019-20	95.0%	98.0%	98.0%	99.0%
2020-21	99.8%	99.0%	97.0%	98.0%
2021-22	98.0%	98.0%		
2022-23				



POLICY COMMITMENT

#1 PEOPLE

**3. Improve the local environment:** deliver projects and initiatives to further increase levels of household recycling and actively address contaminated land and noise, flood and oil pollution in the borough.

Waste & Recycling update - Stuart Alford

In the period July - September 2021 the total recycling and garden waste tonnages (excluding food waste) collected was 550 tonnes greater than the period July - September 2020, an increase of 17.5%. In the same time period, 100% of households received their scheduled refuse and recycling collection.

To support our residents to recycle correctly, a system was implemented in early September 2021 to ensure that residents receive a letter if their recycling bin is contaminated to educate them about how to recycle correctly.

Officers continue to engage with the Kent Resource Partnership, RECOUP (a plastics recycling charity) and other Kent councils to deliver the Pledge2Recycle Plastics community education programme which will run throughout Kent from summer 2021 through to spring 2022. The project aims to minimise confusion about plastics recycling in order to minimise contamination and increase plastics recycling. Representatives from RECOUP arranged a stall at Sainsburys at Pepperhill on 28th July to directly engage with residents and to encourage residents to reduce, reuse and recycle plastics as much as possible.

The roll-out of recycling 'on-the-go' bins in our parks & open spaces has continued with the installation of litter bins with recycling compartments at the Riverside Leisure Area and Woodlands Park to enable park users to recycle their litter while on-the-go.

A project plan is being implemented to deliver recycling 'on-the-go' to higher footfall locations across the borough, such as at shopping parades, as part of street scene improvements. To date, 156 sacks have been collected for recycling.

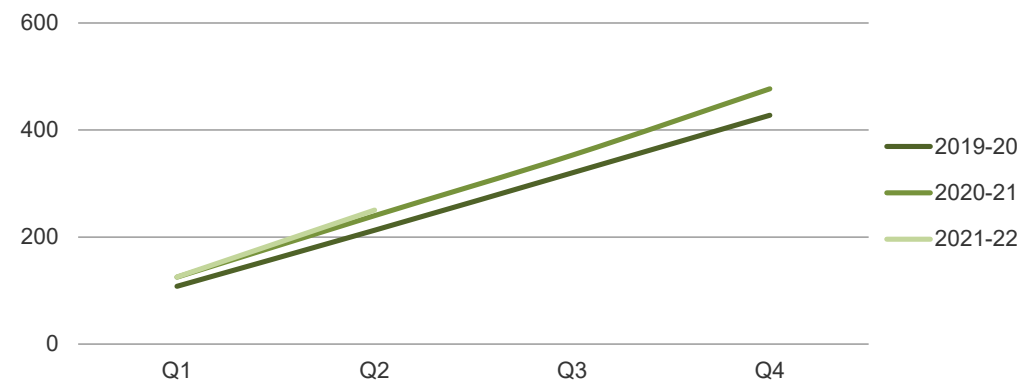
The phased approach to the introduction and enhancement of recycling provision at flats has begun to be implemented. Initially, five sheltered schemes comprising of 99 flats, are trialling the new improvements with a further roll-out to begin imminently. The improvements include the introduction of a food waste and dry mixed recycling service in sheltered flats without recycling provision. To support the new improvements, leaflets will be delivered a bin signage will be installed to improve understanding of the recycling service available.

Work continues to be undertaken in conjunction with Housing to ensure that general housing flats have sufficient and appropriate waste storage to accommodate both refuse and recycling. Works at Larkfields, Northfleet have been completed with further projects being planned.

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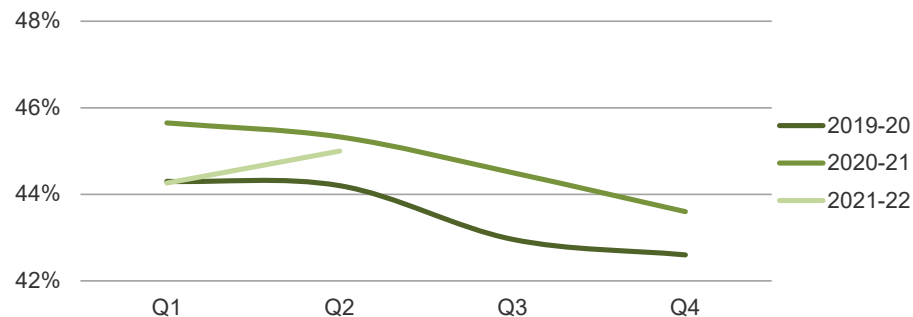
PI 9 Total volume of residual waste per household (kg)

	Q1	Q2	Q3	Q4
2019-20	108.0	212.7	320.0	427.6
2020-21	125.1	240.0	353.0	477.0
2021-22	125.4	250.4		
2022-23				



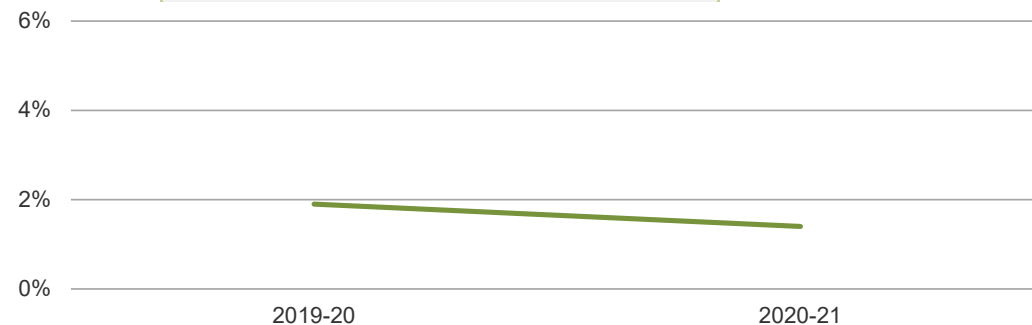
PI 8 % of household waste recycled

	Q1	Q2	Q3	Q4
2019-20	44.3%	44.2%	43.0%	42.6%
2020-21	45.7%	45.3%	44.5%	43.6%
2021-22	44.3%	45.0%		
2022-23				



PI 10 % of household waste sent to landfill

	Q1	Q2	Q3	Q4
2019-20	Annual indicator			1.9%
2020-21	Annual indicator			1.4%
2021-22	Annual indicator			
2022-23	Annual indicator			



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## POLICY COMMITMENT

### 4. Create clean, welcoming neighbourhoods and parks, and an attractive town centre: a comprehensive programme of street cleansing and high standard of horticultural maintenance.

In the period July - September 2021 the total street litter, fly-tipping and mechanical sweeper tonnages collected by Street Cleansing staff was 83 tonnes greater than the July - September 2020 period, an increase of 10.5%. Mechanical sweeper tonnages alone increased by 85% compared to the same period the previous year.

Since the beginning of September 2021, Gravesham's Street Cleansing Service has offered roles to five local people to offer them vital training and work experience as part of the government Kickstart Scheme. They have made an important contribution towards delivering a Gravesham to be proud of by helping our teams to clear areas of litter and to tidy up rear access ways.

The Street Champions initiative continues to demonstrate the level of civic pride across the borough and that many people take pride in their local area. Since 1st April 2021, Gravesham's Street Champions have collected 839 sacks of litter. Volunteers have taken part in 76 litter picks in this time period, involving 427 volunteers.

The parks & open spaces litter bin replacement programme has continued at the Riverside Leisure Area and at Woodlands Park with the majority of the works completed. Works to install large bin housings at Camer Park and Woodlands park will begin imminently to increase litter capacity.

Following on from the previous anti-littering campaigns, rather than the same generic message being used across the borough, bespoke campaigns with specific messages for specific locations have been developed. These include Gravesend town centre and parks & open spaces.

To modernise and develop the Street Cleansing service further, the Bartec Street Cleansing module is being implemented within our current waste management software system. The system will facilitate better monitoring and quality assurance; tablet-based 'real-time' working for Street Cleansing Operatives; enhanced reporting and data collection, and; an improved 'feedback loop' for residents to keep them updated at every stage of their enquiry.

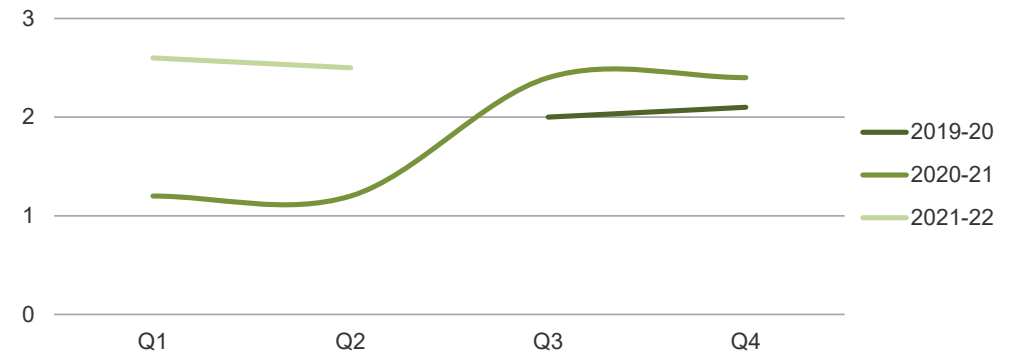
We are also preparing to trial litter bin sensor technology which will be used to alert the team when the bins requires emptying. The sensors should improve the service and reduce bin emptying visits, making the service more efficient and reducing vehicle mileage, thereby reducing carbon emissions.

An MOT facility is being installed alongside the work currently being carried out with Rosherville Servicing Ltd. The service will minimise labour and fuel costs as well as vehicle down time due to having to take Street Cleansing vehicles to a local garage for MOT testing.



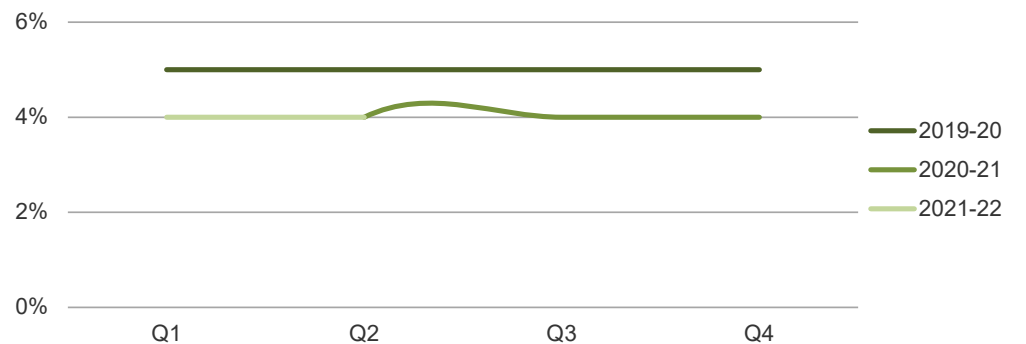
### PI 11 Average time taken to remove graffiti identified as GBC responsibility (days)

	Q1	Q2	Q3	Q4
2019-20	N/A		2.0	2.1
2020-21	1.2	1.2	2.4	2.4
2021-22	2.6	2.5		
2022-23				



### PI 12 % of areas with unacceptable levels of littering

	Q1	Q2	Q3	Q4
2019-20	5.0%	5.0%	5.0%	5.0%
2020-21	N/A	4.0%	4.0%	4.0%
2021-22	4.0%	4.0%		
2022-23				



## POLICY COMMITMENT

**1. Improve resident well-being:** provide and preserve a suite of high quality play areas and promote opportunities for active lives.

Cemeteries & Allotments Services have been working with the Waste Management Team and Community Pay Back to clear some of the allotments of fly-tipping and overgrowth to enhance the amenity space available for use at the allotments.

a dynamic borough; defined by a vibrant and productive local economy taking advantage of growth in the area, supported by its strong and active community.

PI 39 % of council play sites annually inspected

	Q1	Q2	Q3	Q4
2019-20	Annual indicator			100%
2020-21				100%
2021-22				
2022-23				

