

**NORTH LINCOLNSHIRE COUNCIL**

**ENVIRONMENT  
CABINET MEMBER**

**ISO14001 ENVIRONMENTAL MANAGEMENT REVIEW**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 That the Cabinet Member notes the latest review for the ISO14001 Standard and approves that officers' put in hand an action plan in response.

**2. BACKGROUND INFORMATION**

- 2.1 The ISO14001 Standard measures our environmental impacts and helps us measure what we use and what we waste. The main idea of the standard is to reduce, reuse and recycle towards providing sustainable, value for money services.
- 2.2 Under the council's vision and priorities the ISO Standard enables us to work towards the following:
- Shaping
  - Commissioning
  - Transforming
- 2.3 To deliver this principle we make:
- Real cost savings
  - Reduce our environmental impact
  - Improve our environmental standing

We are subject to two external audits per year against the standard.

- 2.4 To maintain the Standard we have to undertake an annual Management Review that requires us to present the following:
- Details of the external auditors findings
  - Results of environmental and legal audits
  - An action plan to address issues identified within the external and internal audits and by the steering group
- 2.5 Since last July internal audits have been completed in the following areas:

- Scunthorpe Market
- Transport Section (Hewson House)
- Integrated Transport – Road Safety
- Digital Print Services
- Crematorium
- Food Safety and Inspection
- Riddings Pool
- The Pods Leisure Centre
- 20-21
- Normanby Hall
- Ancholme Leisure Centre
- Normanby Hall Golf Course
- Normanby Hall
- Scunthorpe Museum
- Food Safety and Inspection

There are three internal audits left to undertake in 2016.

2.6 Internal audits have found: 16 non-conformances since the last management report with 6/16 outstanding.

2.7 Evaluation of Compliance: there were 14 cases of minor non-compliances found during internal audit.

2.8 External auditors looked into the following areas during their November 2015 and April 2016 visits:

- The Environmental Management System to determine recommendation for recertification in Oct 2015
- Local Nature Reserves – Silica Pond, Ashbyville and Blue Lagoon
- Normanby Hall
- 20-21
- Environmental Pollution (Commercial)
- The Pods
- Energy Team
- Hewson House Depot
- Billet Lane Road Safety
- Fleet
- Procurement

Extension to Scope Audits (People Directorate):

- Cole Street – Youth Offending Team
- Cherry Grove – Specialist Services
- Education
- The LDC
- Alvingham Road Well Being Hub (Universal Prevention)

- Children's Services
- Sir John Mason House Winterton
- Kingfisher Lodge

2.9 External audit recommend recertification from October 2015 with no non-conformances or opportunities for improvements raised during this visit

2.10 Following the Extension to Scope audits of samples from the People Directorate in April, it is recommended that the standard be extended to include all of North Lincolnshire Council

2.11 Following the standard surveillance visit there were six non-conformances reported and 23 opportunities for improvement.

2.12 Officers have prepared an action plan to deal with the various issues highlighted above.

### **3. OPTIONS FOR CONSIDERATION**

3.1 The Cabinet Member is asked to note the findings of the audits and agree that officers' put in hand an action plan in response.

### **4. ANALYSIS OF OPTIONS**

4.1 Maintaining the Standard helps us to:

- Improve our environmental reputation
- Identify and streamline waste streams
- Deliver savings
- Deliver our environmental strategy
- Outcome based managed performance

4.2 The recommended option allows the council to maintain the standard and continue to demonstrate our ongoing commitment to achieve the highest standards of environmental management.

4.3 Not approving the recommendation will stop us from being able to maintain the standard. This is not the preferred option.

### **5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1 Financial

- The cost is £6,300 per year for external verification that we meet the Standard.
- This is paid from the Environment and Sustainability revenue budget.
- The Carbon and Energy Reduction Agenda is complimented by the Standard. This saves the council over £300,000 p.a. in energy reduction costs

## 5.2 Staffing

Internal audits are undertaken by council staff.

5.3 There are no other resource implications to highlight.

## 6. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

6.1 The assessment shows that this has a positive impact on the environment.

## 7. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

7.1 Consultations take place with relevant service areas during the audit.

## 8. **RECOMMENDATIONS**

8.1 That the Cabinet Member notes the findings of the audits and agree that officers' put in hand an action plan in response.

DIRECTOR OF PLACES

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### **Background Papers used in the preparation of this report:**

- Internal and external audit reports
- ISO 14001 standard
- Internal Audit Schedule 2014-2017
- External Audit Reports 2015/2016

**ISO14001 Action  
Plan 2016**

<b>Team</b>	<b>Action</b>	<b>Type</b>	<b>Agreed Solution</b>	<b>Deadline</b>	<b>Who</b>	<b>Status</b>
<b>INTERNAL AUDIT</b>						
<b>1 Fleet</b>	NCR	4.4.2 Competence	COSHH Training to be provided to workshop staff	Oct-16	JL/PC	Incomplete
<b>2 Fleet</b>	NCR	4.3.2 Legal	Evidence of Waste Transfer notes for Batteries	Oct-15	JL/PC	Complete
<b>3 Markets</b>	NCR	4.3.2 Legal	Material Safety Data sheets to be available with chemical RA's, Spill Procedure & PPE	Jun-15	JF	Complete
<b>4 Energy</b>	NCR	4.3.2 Legal	Advisory Reports required at all buildings with a DEC	Apr-16	CS	Complete
<b>5 Well Being Hub AR</b>	NCR	4.3.2 Legal	To obtain the material safety data sheets & complete a risk assessment for paints used/stored;	Nov-15	NG/SS/CW	Complete
<b>6 Well Being Hub AR</b>	NCR	4.3.2 Legal	To display a spill procedure where chemicals are stored & a procedure for dealing with broken fluorescent bulbs	Nov-15	NG/SS/CW	Complete
<b>7 YOT</b>	NCR	4.3.2 Legal	COSHH requires material safety data sheets and risk assessments for chemical products	Oct-15	PC	Complete
<b>8 Digital Print Services</b>	NCR	4.3.2 Legal	COSHH requires material safety data sheets and risk assessments for chemical products	Jan-16	MK	Complete
<b>9 Crematorium</b>	NCR	4.3.2 Legal	COSHH requires material safety data sheets and risk assessments for chemical products	Jul-16	DB	Complete
<b>10 Crematorium</b>	NCR	4.3.2 Legal	The Environmental Permit requires that visual and orifactory checks be recorded and kept for at least 2 years. These are being undertaken on a daily basis but not recorded.	Jul-16	DB	Complete

<b>11 Riddings Pool</b>	NCR	4.4.7 Emergency	Display an emergency procedure to deal with spills in the plant room	Jul-16 RW	Incomplete
<b>12 20-21</b>	NCR	4.3.2 Legal	COSHH requires material safety data sheets and risk assessments for chemical products	Jul-16 ML/LE	Complete
<b>13 Normanby Hall</b>	NCR	4.3.2 Legal	Display an emergency spill procedure in all areas where chemicals are stored	Jul-16 SH	Incomplete
<b>14 Ancholme Leisure</b>	NCR	4.3.2 Legal	Display an emergency spill procedure/spill kit in all areas where chemicals are stored	Sep-16 VB	Incomplete
<b>15 Ancholme Leisure</b>	NCR	4.3.2 Legal	Provide a bund across the doorway of the outside chlorine room (opposite the biomass boiler) to ensure no chemicals or run off enters either of the 2 drains positioned next to here. Provide a raised drain cover over the inside drain within the Oxidant Plant Room to ensure that if there was ever a spill it would not enter the drainage system.	Sep-16 VB	Incomplete
<b>16 Normanby Hall Golf</b>	NCR	4.3.2 Legal	replace the locker with an appropriate bunded container for the oils/anti-freeze etc alongside obtaining a bund for the Jerry cans that are used daily within the store.	Aug-16 NL	Incomplete
<b>Opportunities for Improvement</b>					
<b>1 Billet Lane Depot</b>	OFI	4.3.2 Legal	Undertake a Review of the COSHH risk assessments using the new Rats template to incorporate all environmental information & keep a copy in the chemical store.	Aug-18 KV	next audit
<b>2 Billet Lane Depot</b>	OFI		Review existing environmental procedures (dated 2011 & 2012)	Aug-18 KV	next audit

<b>3 Fleet</b>	OFI	4.3.2 Legal	2. When a future review is undertaken of the Risk Assessments use the new Rats template to include all environmental information.	Oct-16 JL	Complete
<b>4 Fleet</b>	OFI		4. Review existing environmental procedures (dated 2010).	Oct-15 JL	Complete
<b>5 Fleet</b>	OFI		5. Arrange collection of the empty anti-freeze drums in the yard.	Oct-15 JL	Complete
<b>6 Markets</b>	OFI	4.4.7 Emergency	1. Procedure for dealing with broken fluorescent tubes	Oct-15 JF	Complete
<b>7 Markets</b>	OFI	4.4.2 Competence	2. Basic COSHH training for cleaning operatives	Oct-15 JF	Complete
<b>8 Transport Section</b>	OFI	4.3.2 Legal	Ensure waste transfer notes for sanitary waste removal are available (& forward a copy of a recent transfer note from phs)	Nov-18 AJ	next audit
<b>9 Transport Section</b>	OFI		Check what happens to rechargeable batteries once replaced by e.smith & co on scooters as it was not clear whether they are reconditioned or disposed of	Nov-18 AJ	next audit
<b>10 Transport Section</b>	OFI	4.4.7 Emergency	Display a spill procedure next to the spill kit at hewson house where scooters are stored	Next Audit AJ	Completed as part of depot audit
<b>11 Transport Section</b>	OFI	4.4.2 Competence	Arrange joint spill training as discussed	Next Audit AJ	Completed as part of depot audit
<b>12 Transport Section</b>	OFI		Check the list of procedures/work instructions to enable auditor to update the register of procedures	Nov-15 AJ	Complete
<b>13 YOT</b>	OFI	4.3.2 Legal	Provide an electronic copy of the waste transfer agreement for Cole Street for the disposal of sanitary waste	Nov-18 PC	Complete

<b>14 Well Being Hub AR</b>	OFI	4.3.2 Legal	To forward electronic copies of the most recent waste transfer agreement with NLC for the general waste (including all recyclables); Sanitary waste (Initial); & any other waste not already categorized.	Nov-15 NG/SS/CW	Complete
<b>15 Well Being Hub AR</b>	OFI		To forward a list of current Hub procedures	Nov-15 NG/SS/CW	Complete
<b>16 Well Being Hub AR</b>	OFI	4.3.2 Legal	To use the new risk assessment template at next review	Next Audit NG/SS/CW	Complete
<b>17 Well Being Hub AR</b>	OFI		To implement procedures for maintenance works	Next Audit NG/SS/CW	Complete
<b>18 LDC</b>	OFI	Misc	To establish whether there are any laptop plug-in fans left for the building from the Energy Team.	Next Audit DW	Complete
<b>19 LDC</b>	OFI	Misc	To order 50% recycled paper for photocopying on next paper order & assess whether it can be used 100%.	Next Audit DW	Complete
<b>20 LDC</b>	OFI		To check on the Government Guidance Retention Times for Records	Next Audit DW	next audit
<b>21 Procurement</b>	OFI	Misc	A possible Biofuel Contract for all 6 NLC owned Biomass boilers ought to be investigated by PANNEL	Oct-15 NS	Complete
<b>22 Procurement</b>	OFI	Misc	Providing details of Corporate Contracts to show what environmental/social values are being addressed for disposal of Waste Cooking Oil, Sanitary Disposal, Swimming Pool Chemicals & Vehicle Hire (by providing the Integrated Impact Assessment, Delivery Plan showing 'social value', & Contract Specific Sustainable/Social/Environmental requirements).	Oct-15 NS	Complete



<b>23 Cherry Grove (Specialist Services)</b>	OFI	4.3.2 Legal	Provide electronic copies of the waste transfer agreements/notes for Cherry Grove for the disposal of sanitary waste, general waste & confidential paper waste	Oct-15 JH	Complete
<b>24 Environmental Pollution Commercial</b>	OFI	4.3.2 Legal	When priority sites are determined as 'contaminated' ensure the details are entered onto the councils' on line Contaminated Land Register	Next Audit KJ	Complete
<b>25 Digital Print</b>	OFI	Misc	To look into the feasibility of using a % of recycled paper	Next Audit NELC	
<b>26 Crematorium</b>	OFI	4.3.2 Legal	Ask the Energy Team (Craig Stapleton/Julie Bunclark) for an up to date DEC for the building as this should be on display. Also ask when they are going to do an Energy Advisory Report. Investigate whether this can include the connection of the heat exchangers on the roof.	Next Audit DB/CS	
<b>27 Food Safety</b>	OFI	4.3.2 Legal	Provide a MSDS & RA for the Indicator tablets	Next Audit MA	
<b>28 Riddings Pool</b>	OFI	Misc	1. Display the Consent to Discharge in the office alongside an up to date team structure.	Next Audit RW	
<b>29 Riddings Pool</b>	OFI	4.4.2 Competence	2. Organise a refresher COSHH training session with the Safety Solutions Team.	Next Audit RW	
<b>30 Riddings Pool</b>	OFI	Misc	3. Amend the dates on the revised RA's	Next Audit RW	
<b>31 Normanby Hall</b>	OFI	4.3.2 Legal	Find out where the water from the Splash Pad is going to by obtaining the drainage plans/design plans from Nadine Bryne/installing company (sewer or surface water drain).	Oct-16 NB	
<b>32 Normanby Hall - Property Services</b>	OFI	4.3.2 legal	Contact the Water Authority and ask if a consent to discharge is required for the Splash Pad.	Oct-16 NB	

<b>33 Normanby Hall - Property Services</b>	OFI	4.3.2 Legal	Investigate the environmental effects of the chemicals being used in the Splash Pad.	Jul-16 SH	
<b>34 Normanby Hall - Property Services</b>	OFI	4.3.2 Legal	Undertake a review of the COSHH risk assessments where reviews are out of date.	Jul-16 SH	Complete
<b>35 Ancholme Leisure</b>	OFI	4.3.2 Legal	OFI1. Review all the COSHH folders when the risk assessments are reviewed in June (ie. Remove obsolete RA's and MSDS and ensure all MSDS are available for all chemicals stored.	Ext Audit VB	
<b>36 Ancholme Leisure</b>	OFI	4.3.2 Legal	OFI2. Obtain copies of the waste transfer agreement with Initial for the removal of sanitary waste and provide evidence of this electronically.	Ext Audit VB	Complete Apr 16
<b>37 Ancholme Leisure</b>	OFI	4.4.7 Emergency	OFI3. To implement and provide a procedure in the event of a flood within the Plant Room and outside stores (taking the protection of the environment from possible chemical pollution into consideration).	Ext Audit VB	
<b>38 Normanby Hall Golf Club</b>	OFI	4.3.2 Legal	1. Complete the review of all the COSHH documentation	Aug-16 NL	
<b>39 Normanby Hall Golf Club</b>	OFI	4.3.2 Legal	2. Obtain copies of the last few and then all future waste transfer notes for the removal of hazardous waste from site. Obtain copies of other waste transfer notes for sanitary and general waste.	Aug-16 NL	
<b>40 Normanby Hall Golf Club</b>	OFI	4.3.2 Legal	3. Display a copy of the DEC (Energy rating) in the club house (I've emailed the Energy Team for this – received and forwarded to NL)	Aug-16 NL	
<b>41 Normanby Hall Golf Club</b>	OFI	4.4.7 Emergency	4. Replace current spill procedure (put Jenny Pursehouse/Nick Over as Manager contact)	Aug-16 NL	

<b>42 Energy Team</b>	OFI		Where the building has a total useful floor area of between 500 & 1000m <sup>2</sup> the DEC & Advisory Report are valid for 10 years. Buildings over 1000m <sup>2</sup> 12 months for a DEC & 7 years for the Advisory Report. The data is input onto a system & the validity periods are automatically set. When we looked at the Report for Luddington & Garthorpe school the building was only 346m <sup>2</sup> yet the report valid date was only for 7 years not 10.	Aug-15 CS	Complete
		4.3.2 Legal			
<b>43 Energy Team</b>	OFI		There was no information available to staff regarding energy management or the Carbon Management Programme on the Intralink	Aug-15 CS	Complete
		Misc			

**EXTERNAL AUDIT**

<b>Opportunities for Improvement</b>	Action				
<b>1 Billet Lane depot</b>	OFI		Billet Lane depot should clarify whether connection is available to the foul sewer outside the perimeter fence for both the vehicle wash and new mess facility	May-15 KV	Incomplete
<b>2 Billet Lane depot</b>	OFI		The water risk assessment conducted at Billet Lane depot should be reviewed in light of the installation / commissioning of the Biomass boiler	May-15 KV	Incomplete
<b>3 Billet Lane depot</b>	OFI		The water risk assessment requires monthly internal monitoring of water temperature monthly, clarification is required under whose responsibility this falls	May-15 KV	Incomplete

<b>4 Energy Team</b>	OFI	Energy Team - The Authority should consider that when Advisory reports are issued to accompany the Energy Certificates they should be reviewed to ensure the recommendations identified are followed-up for completion	Next Audit CS	Complete
<b>6 Energy Team / Procurement</b>	OFI	Energy Team - The Energy Team should review communication of electricity tariffs / charges for electricity (and GAS) to the operations managers to ensure they are fully aware of their specific tariff and may adjust it if required	Next Audit CS	Complete
<b>7 Energy Team</b>	OFI	The Energy Team would benefit from ensuring they retain access to records to provide evidence of decisions / instructions relating to energy / environmental improvements	Next Audit CS	Complete
<b>8 EMS</b>	OFI	Care should be taken when reviewing 'Black Boxes' to ensure revoked / amended legislation is fully covered	KP	Complete
<b>9 Council</b>	OFI	The Council would benefit from ensuring all their depots have relevant licences to store WEEE / Hazardous waste until it is transferred to the main collection point	WH	
<b>10 Fleet</b>	OFI	Fleet would benefit from investigating / remediating the patch of 'contaminated ground' outside their workshop	Oct-16 JL	Complete
<b>11 Fleet</b>	OFI	Fleet would benefit from reviewing their waste disposal and reviewing if the paper recycling requires secure disposal	Oct-16 JL	Complete
<b>12 Fleet</b>	OFI	Fleet would benefit from clarifying how the on-site drainage connects with the off site drainage	Oct-16 JL	Incomplete

<b>13 Road Safety</b>	OFI	Road Safety Team would benefit from looking at options for re-use of their school crossing coats at the end of their useful life in the council	Oct-16 RH	Complete
<b>14 Road Safety</b>	OFI	The road Safety Team would benefit from reviewing their documented procedures to ensure they fully reflect requirements and are accessible by all relevant personnel	Oct-16 RH	
<b>15 Market</b>	OFI	The waste disposal at Scunthorpe Market would benefit from review to investigate if more recycling may be implemented (e.g. food waste separation)	Oct-16 JF	Complete
<b>16 Normanby Hall</b>	OFI	Normanby Country Park - The oil store is a proprietary plastic store on a concrete base. It is recommended that the personnel confirm the Company who refill the oil store have a spill kit with them during the re-fueling operation	Nov-16 SH	
<b>17 Normanby Hall</b>	OFI	Normanby Country Park - There is a sticker on the side of the store identifying and annual inspection is required. Confirmation that this inspection is being completed is required (possible completed by property services)	Nov-16 SH	
<b>18 Normanby Hall</b>	OFI	Normanby Country Park - There is a steel container with a variety of mowers, strimmers and chainsaws within. All these contain a minimum of residual fuel, there is no spill kit in the container	Nov-16 SH	

<b>19 Property Services</b>	OFI		Normanby Country Park - Splash Pad - The drawing `water feature layout plan, dated 10/2/15 identifies 2 x central drains from the water feature but no the drain plan to show where they are discharging to.	Nov-16 NB	
<b>20 Procurement</b>	OFI		Internal Audit - during the internal audit of procurement it was noted that procurement are not involved in purchased under £50k. The Authority needs to ensure procurement by individual departments are included in each department audit	Nov-16 NS	
<b>21 Procurement</b>	OFI		Procurement - Annual training is presented on the 'Corporate Procurement Rules'. Next time this is delivered consideration should be given to confirming all who attend not just who accepted the invitation to attend	Nov-16 NS	
<b>22 The Pods</b>	OFI		The Pods Leisure Centre - the centre would benefit from reviewing the housekeeping in the rear compound including where the biomass pellets are delivered	Nov-16 SC	
<b>23 The Pods</b>	OFI		The Pods Leisure Centre - Care should be taken to ensure COSHH Assessments are available at the point of use	Nov-16 SC	
<b>Non Conformances</b>					
<b>1 Fleet Depot</b>	NCR	4.3.1	The SIC code for removal of waste oil from the Fleet Depot is identified as 50.20 (Sea and coastal freight water transport) / actual should be 45.20 (Maintenance and repair of motor vehicles)	Oct-16	Complete

				The hazardous waste goes to the RE Group (FP3630MZ). There is no evidence to show the environmental permit held by RE Group has been checked to ensure they have the appropriate licence for receipt of the waste		Complete
<b>2 Fleet Depot</b>	NCR	4.3.1		COSHH Assessments were not available for substances viewed within the garage:	Oct-16	Complete
<b>3 20-21</b>	NCR	4.4.6		The records for disposal of waste cooking oil were viewed: taken by 'Brockelby'; the controlled waste transfer note did meet legal requirements as it did not identify EWC / SIC / Carriers Licence / Hierarchy of Control	Nov-16	
<b>4 EMS</b>	NCR	4.5.5		Corrective Actions identified during internal audit are not closed after 15 months. This is not timely or effective closure of the corrective actions	Nov-16 KP	Complete
<b>5 Procurement</b>	NCR	4.4.6		Not all departments are purchasing products / services from the agreed providers as identified in the 'Corporate Contracts'. There are 'Contract Procedure Rules' to inform all personnel who procure products / services. These rules are not being followed; examples include:  Departments are using Tulip Health Care - should be using Initial Washroom Solutions Departments are using Forever Fuels or High Park Fuels for biomass boiler pellets - these are not agreed suppliers	Nov-16 NS	

**6 Energy Team**

NCR

4.5.4

During the audit with the Energy Team access to emails sent by a member of the team were not accessible due to the person being on maternity leave. This highlighted there is an issue with the Authority does not have a process in place to ensure operational information available to all members of the team during periods of absence

Nov-16 CS

Complete