WEST OXFORDSHIRE DISTRICT COUNCIL ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE THURSDAY, 27 NOVEMBER 2014

PERFORMANCE INDICATORS - QUARTER 2, 2014/15

REPORT OF THE HEAD OF BUSINESS INFORMATION AND CHANGE SERVICES

(Contact: Mike Clark, Tel: (01993) 861197)

(The report is for information)

I. PURPOSE

To provide information on the Council's performance as at the end of Quarter 2, 2014/15.

2. RECOMMENDATIONS

That the report be noted.

3. BACKGROUND

- 3.1 Appendix A to this report provides detailed information as at the end of Q2, 2014/15 for performance indicators relating to Public Protection and Environmental Services.
- 3.2 Analysis of the results has highlighted that the Council's overall performance for these services is good.
- 3.3 Of the 14 Performance Indicators which are reported to this Committee, results for 12 are being reported this Quarter, 2 being reported annually. For one indicator (number of PCN issued) the Council is unable by law to set a target.
- 3.4 Of the performance indicators reported this quarter, six (55%) have achieved target (Green), three (27%) have missed target (Red) and two (18%) have missed target but are within tolerance (Amber). These are discussed in more detail below:-

Red Indicator – Missed Target

SS2 - Residual household waste per household

Target: 89 kg

Actual: 93.16kg

A marginal improvement in tonnage, but still not meeting expectations. Additional work is underway across the County to ascertain why arisings are not falling quickly enough

SS6 - Number of collections missed per 100,000 collections of household waste

Target: 6.25 Actual: 118.23

SS7 - Number of collections missed per 100,000 collections of recyclable waste

Target: 8 Actual: 101.73

It has been a difficult 3 months with the waste contractor moving offices, and there has been a huge interruption at Kier HQ with regard to IT connections and then having the ability to follow up complaints within the prescribed time. This has now been resolved and we will see a reduction at the end of the next period.

Amber Indicator – Marginal Miss

SS3 – Percentage of household waste sent for reuse, recycling and composting.

Target: 63% Actual: 61.86%

The contractors have had difficulties with data recording due to an IT problem, so this figure may be corrected later, and it is possible this will be on target again during the next Quarter.

SS4 - Percentage of household waste arisings which have been sent by the authority for recycling

Target: 27%

Actual: 24.54%

With this there is a 1.3% increase with dry recycling but still behind our prescribed target. There have been some operational changes taking place which we hope will continue to improve performance.

4. ALTERNATIVES/OPTIONS

Not applicable.

5. FINANCIAL IMPLICATIONS

None.

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Background Papers: None

Environment Overview and Scrutiny Committee 2014/15

Public Protection

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG Status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
PPI	Food establishments in the area which are broadly compliant with food hygiene law	97%	90%	Green	97%	90%	Green	
PP2	Monitor no of reported fly tips against 2011/12 baseline (568)	236	284	Green	236	568	Green	
PP3	Effective traffic and parking management - no. of PCN issued	1640	No target set		3869	No target set		
PP4	Maintain West Oxon position within the top quartile of all crime per 1000 population within the Thames Valley	Yes	Top 25% of all councils in Thames Valley	Green	Yes	Top 25% of all councils in Thames Valley	Green	

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG Status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
PP5	Maintain level of enforcement actions in relation to fly tipping against 2012/13 baseline of 315 (62.6% of fly tips)	79%	62.6%	Green	81%	62.6%	Green	
PP6	Fly tips investigated with evidence present, which result in enforcement action being taken	100%	95%	Green	100%	95%	Green	
Enviro	Environmental Services							
SSI	Greenhouse Gas reduction from the Council's travel, buildings, use of natural resources and domestic waste and recycling collection service (%)	REPORTED ANNUALLY				3%	N/A	
SS2	Residual household waste per household	93.16 kgs	89.0 kgs	Red	88.7 kgs	356 kgs	Red	A marginal improvement in tonnage, but still not meeting expectations. Additional work is underway across the County to ascertain why arisings are not falling quickly enough

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG Status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
SS3	Percentage of household waste sent for reuse, recycling and composting	61.86%	63.00%	Amber	62.64%	63.00%	Amber	The contractors have had difficulties with data recording due to an IT problem, so this figure may be corrected later, and it is possible this will be on target again during the next Quarter.
SS4	Percentage of household waste arisings which have been sent by the authority for recycling	24.54%	27.00%	Amber	23.87%	27.00%	Amber	With this there is a 1.3% increase with dry recycling but still behind our prescribed target. There have been some operational changes taking place which we hope will continue to improve performance.
SS5	Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	37.32%	36.00%	Green	38.77%	36.00%	Green	

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG Status	YTD 2014/15	Target 2014/15	Overall RAG Status	Comments
SS6	Number of collections missed per 100,000 collections of household waste	118.23	6.25	Red	156.67	25	Red	It has been a difficult 3 months with the waste contractor moving offices, and there has been a huge interruption at Kier HQ with regard to IT connections and then having the ability to follow up complaints within the prescribed time. This has now been resolved and we will see a reduction at the end of the next period.
SS7	Number of collections missed per 100,000 collections of recyclable waste	101.73	8	Red	124.75	32	Red	
SS8	The percentage of incidents of graffiti where enforcement action is taken, when the graffiti has not been removed within 4 weeks of it being reported.	REPORTED ANNUALLY				95%	N/A	