

WEST OXFORDSHIRE DISTRICT COUNCIL
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE
THURSDAY 1ST DECEMBER 2016
PERFORMANCE INDICATORS – QUARTER 2 2016/2017
REPORT OF THE HEAD OF LEISURE AND COMMUNITIES

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

(The report is for information)

1. PURPOSE

To provide information on the Council's performance as at the end of Quarter 2, 2016/17.

2. RECOMMENDATIONS

That the report be noted.

3. BACKGROUND

3.1 The Appendix to this report provides detailed information as at the end of Quarter 2 2016/17 for performance indicators relating to Environmental Services and Environmental and Regulatory Services.

3.2 Analysis of the results has highlighted that the Council's overall performance for these services remains good.

3.3 There are 13 Performance Indicators relating to the work of this Committee. Of these 11 report quarterly with targets set and two report annually. One, relating to the newly formed Environmental and Regulatory Services, collects data from a newly implemented system and as such performance will not be reported until Quarter 3.

3.4 Of the 10 indicators reporting this time, 6 (60%) achieved target (Green) and 4 (40%) missed target (Red). The underperforming indicators are considered in more detail below:

Red Indicators - Missed target

SS4 – Percentage of household waste arisings which have been sent by the Authority for recycling

Target: 27%

Actual: 24.37%

The overall fall in recycling rates locally reflects the national picture. We are continuing to run campaigns to reduce the amount of food waste into the waste stream. We will also be introducing wheeled bins for the collection of co-mingled recycling materials during 2017/18 in response to the results of the customer survey.

SS6 – Number of collections missed per 100,000 collections of household waste.

Target: 40

Actual: 163.24

SS7 – Number of collections missed per 100,000 collections of recyclable waste.

Target: 40

Actual: 62.54

The figure reported is not truly representative as this does not take into account whole road or area misses so the actual number of misses is greater than reported. This significant service failing resulted due to staff absence, staff shortages particularly with HGV drivers (national problem), and repeated vehicle breakdowns due to an aging fleet. Kier management have made progress with improving the service and misses should decrease in Quarter 3. Cabinet will also be considering a report in November which looks at investing in the service in the short term to protect service levels to the customer.

ERS5 Percentage of full plans checked within 21 calendar days of receipt

Target: 85%

Actual: 59%

Performance has been affected by limited resilience within the service during the summer period. We expect that moving the service into a shared environment in accordance with the planned project will resolve this issue

- 3.5 The 2015/2016 end of year outturn for SSI (Carbon Emissions/Greenhouse Gas Reduction) was not made available until July 2016 and was therefore not reported to Committee at the end of 2015/2016. It can now be reported that total Greenhouse Gas emissions have decreased from 2014/15 to 2015/16 by 294 tonnes of CO₂ equivalent; a decrease of 7.6%. The annual target for 2015/2016 was a reduction of 3%.

4. KEY TASKS

- 4.1 The Council Plan 2016 – 2019 sets out a number of key tasks for 2016/17. A summary of progress of the key tasks for Quarter 2 which relate to the work of this Committee is attached at Appendix B.

5. ALTERNATIVES/OPTIONS

Not applicable.

6. FINANCIAL IMPLICATIONS

None.

7. REASONS

To be recognised as a leading Council that provides efficient, value for money services.

Mike Clark – Corporate Planning Manager

(Author: Mike Clark.Tel: (01993) 861197; Email: mikeclark@westoxon.gov.uk)

Date: 10th November 2016

Background Papers:

None

Environment Overview & Scrutiny Committee 2016/17

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG status	YTD 2016/17	Target 2016/17	Overall RAG Status	Comments	
Environmental Services									
SSI	Carbon emissions from the Council's travel, buildings, internal use of natural resources and domestic waste and recycling collection service (%)	REPORTED ANNUALLY					3%	N/A	
SS2	Residual household waste per household (kg)	91.08	92	Green	178.98	365	Green		
SS3	Percentage of household waste sent for reuse, recycling and composting	65.28%	64%	Green	65.72%	63%	Green		
SS4	Percentage of household waste arisings which have been sent by the Authority for recycling	24.37%	27%	Red	24.61%	27%	Red	The overall fall in recycling rates locally reflects the national picture. We are continuing to run campaigns to reduce the amount of food waste into the waste stream. We will also be introducing wheeled bins for the collection of co-mingled recycling materials during 2017/18 in response to the results of the customer survey	

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG status	YTD 2016/17	Target 2016/17	Overall RAG Status	Comments
SS5	Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	40.91%	37%	Green	41.12%	36%	Green	
SS6	Number of collections missed per 100,000 collections of household waste	163.24	40	Red	134.12	40	Red	The figure reported is not truly representative as this does not take into account whole road or area misses so the actual number of misses is greater than reported. This significant service failing resulted due to staff absence, staff shortages particularly with HGV drivers (national problem), and repeated vehicle breakdowns due to an aging fleet. Kier management have made progress with improving the service and misses should decrease in Q3. Cabinet will also be considering a report in November which looks at investing in the service in the short term to protect service levels to the customer.
SS7	Number of collections missed per 100,000 collections of recyclable waste	62.54	40	Red	37.77	40	Red	

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG status	YTD 2016/17	Target 2016/17	Overall RAG Status	Comments	
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	

Environmental and Regulatory Services								
ERS1	Licenses processed under the Licensing Act 2003 within the statutory timescales as a percentage of those issued	100%	90%	Green	100%	90%	Green	
ERS2	Reported fly tips investigated with evidence present, which result in enforcement action being taken	100%	90%	Green	100%	90%	Green	All fly tips were investigated with seven warning letters sent.
ERS3	“High Risk” notifications (including food poisoning outbreaks, anti social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries) reviewed within 1 working day	100%	90%	Green	100%	90%	Green	During the quarter the service dealt with two high risk notifications; both were dealt with within one day.

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG status	YTD 2016/17	Target 2016/17	Overall RAG Status	Comments
ERS4	Food premises that are not “broadly compliant” that receive follow up action	Not reported	90%	N/A	Not reported	90%	N/A	The Food and Health and Safety Service went “live” on 18 July. This indicator will be introduced from Quarter 3 onwards.
ERS5	Percentage of full plans checked within 21 calendar days of receipt	59%	85%	Red	62.61%	85%	Red	Performance has been affected by limited resilience within the service during the summer period. We expect that moving the service into a shared environment in accordance with the planned project will resolve this issue

	Assignee	Status	Progress
Protect the environment whilst supporting the local economy			
Implement a new waste and recycling contract from October 2017	Claire Locke	On Target	<p>In June, Cabinet and Council agreed to award the recycling and waste collection contract to Ubico Limited, the Councils Local Authority owned company. Work is underway on the procurement of waste and recycling collection vehicles. Specifications have been written, and tenders will be invited in Q3. It is anticipated that vehicle orders will be placed very early in Q4.</p> <p>Potential sites for both a temporary depot and a permanent depot are being reviewed and it is hoped that reports will be brought before Members for acquisition in Q3.</p>
Consult on and approve a new Parking Strategy for the District by March 2017	Claire Locke	On Target	<p>A draft strategy document will be circulated to Members in October and then put out to public consultation before being formally adopted in December. The Strategy identifies the key parking issues within the district and set out actions which can be considered to improve parking provision including increasing parking capacity and different approaches to manage the parking that is provided.</p>