

WEST OXFORDSHIRE DISTRICT COUNCIL
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE
THURSDAY 7TH DECEMBER 2017
PERFORMANCE INDICATORS – QUARTER 2 2017/2018
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, 2017/18.

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 2017/18 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 2 report annually.
- 3.4 Reported performance indicates that of the 11 indicators reporting this time, 6 (55%) achieved target (Green), 2 (18%) missed target within tolerance (Amber) and 3 (27%) missed target (Red). The underperforming indicators are considered in more detail below:

Red Indicators – Performance Missed Target

EVS2 – Residual household waste per household (kg)

Target: 91kg

Actual: 107kg

There is a national trend towards increasing residual waste. It is hoped the new waste service with a comingled collection of recycling and new kerbside collection of small electrical items will boost recycling in West Oxfordshire and reduce residual waste.

EVS6 – Number of collections missed per 100,000 collections of household waste

Target: 40

Actual: 53.50

EVS7 – Number of collections missed per 100,000 collections of recyclable waste

Target: 40

Actual: 48.60

The current contract came to an end in October 2017 and the vehicles had exceeded their productive life. This had an impact on rounds not being completed and therefore more misses being reported.

Amber Indicators – Performance Missed Target but within tolerance

EVS3 – Percentage of household waste sent for reuse, recycling and composting

Target: 62%

Actual: 61.55%

The introduction of a charge for garden waste has reduced the tonnage being composted but it was also a very dry growing season which will also have reduced tonnages. Performance is close to target and should be boosted by the new service once initial changes bed down.

EVS4 – Percentage of household waste sent for recycling

Target: 24%

Actual: 23.56%

Public consultation indicated a comingled recycling service with a wheeled bin would be the one thing that would encourage more recycling. This new service was introduced on 1st October and longer term should boost recycling rates.

4. KEY TASKS

- 4.1 The Council Plan 2016 – 2019 sets out a number of key tasks for 2017/18. 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. CARBON EMISSIONS/GREENHOUSE GAS REDUCTIONS

- 5.1 The 2016/2017 end of year outturn for EVS1 (Carbon Emissions/Greenhouse Gas Reduction) was not made available until July 2017 and was therefore not reported to Committee at the end of 2016/2017. It can now be reported that total Greenhouse Gas emissions have decreased from 2015/2016 to 2016/2017 by 10.4%. The annual target for 2016/2017 was a reduction of 3%.

6. ALTERNATIVES/OPTIONS

Not applicable.

7. FINANCIAL IMPLICATIONS

None.

8. REASONS

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

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Background Papers:

None

Environment Overview & Scrutiny Committee 2017/18

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG status	YTD 2017/18	Target 2017/18	Overall RAG Status	Comments	
Environmental Services									
EVS1	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	
EVS2	Residual household waste per household (kg)	107	91	Red	196.61	365	Red	There is a national trend towards increasing residual waste. It is hoped the new waste service will boost recycling and reduce residual waste.	
EVS3	(Cumulative) Percentage of household waste sent for reuse, recycling and composting	61.55%	62%	Amber	61.55%	60%	Green	The introduction of a charge for garden waste has reduced the tonnage being composted but it was also a very dry growing season which will also have reduced tonnages. Performance is close to target and should be boosted by the new service once initial changes bed down.	

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG status	YTD 2017/18	Target 2017/18	Overall RAG Status	Comments
EVS4	(Cumulative) Percentage of household waste arisings which have been sent by the Authority for recycling	23.56%	24%	Amber	23.56%	27%	Red	Public consultation indicated a comingled recycling service with a wheeled bin would encourage more recycling. This new service was introduced on 1 st October and longer term should boost recycling rates.
EVS5	(Cumulative) Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	38%	38%	Green	38%	33%	Green	
EVS6	Number of collections missed per 100,000 collections of household waste	53.50	40	Red	49.47	55	Green	The current contract came to an end in October 2017 and the vehicles in use had exceeded their productive life. This had an impact of rounds not being completed and therefore more misses being reported.
EVS7	Number of collections missed per 100,000 collections of recyclable waste	48.60	40	Red	35.01	55	Green	

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG status	YTD 2017/18	Target 2017/18	Overall RAG Status	Comments	
EVS8	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	
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	

PI Code	Indicator	Quarter 2 Return	Quarter 2 Target	Quarter 2 RAG status	YTD 2017/18	Target 2017/18	Overall RAG Status	Comments
ERS4	Food premises that are not “broadly compliant” that receive follow up action	100%	90%	Green	100%	90%	Green	
ERS5	Percentage of full plans checked within 21 calendar days of receipt	87.34%	85%	Green	88.04%	85%	Green	

	Assignee	Status	Progress
Protect the environment whilst supporting the local economy			
Implement a new waste and recycling contract from October 2017 and chargeable garden waste by April 2017	Claire Locke	On Target	The garden waste service was successfully implemented in April and customer take up with 22,500 licences anticipated and over 30,000 sold. All work has been completed, including procurement of a depot and transfer station, waste collection vehicles, a contract for the haulage and processing of recycling, procurement and delivery of blue lidded wheeled recycling bins, round redesign and the TUPE of staff, to enable the new waste and recycling contract to commence on 1 st October 2017.
Implement outcomes of the Parking Strategy	Claire Locke	On Target	A report on the strategic approach to delivering parking capacity has been submitted to Cabinet and work has commenced on an on-street review for a street in Witney, with further reviews planned in 2018.