

**WEST OXFORDSHIRE DISTRICT COUNCIL**  
**ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE:**  
**THURSDAY 13 JUNE 2018**  
**PERFORMANCE INDICATORS – 2018/2019**  
**REPORT OF THE GROUP MANAGER, STRATEGIC SUPPORT**  
**(Contact: Andy Barge, Tel: (01594) 812290)**

(The report is for information).

**1. PURPOSE**

To provide information on the Council's performance as at the end of 2018/2019

**2. RECOMMENDATION**

That the report be noted.

**3. BACKGROUND**

- 3.1. [Appendix A](#) to this report provides an overview of performance in the following services: Environmental Services and ERS (Environmental and Regulatory Services), and the Parking Service.
- 3.2. There are 14 performance indicators relating to the work of this Committee. We are unable to report on one indicator as the data is not yet available, and a further three indicators do not have targets.
- 3.3. Of the 10 indicators, eight indicators (80%) achieved their targets (GREEN). The underperforming indicators are considered in more detail below.

**4. RED INDICATORS**

**EVS3 (Cumulative) Percentage of household waste sent for reuse, recycling and composting**

- 4.1. The target was 61%; and the actual was 58.8%.
- 4.2. Overall, the combined recycling rate for 2018/19 was similar to the previous year (2017/18 Actual: 59.33%); and the proportions of the recycling streams were broadly similar, despite a large decrease (six percentage points) in the composting rate (garden only) in Q2 due to the hot weather and lack of rain.
- 4.3. The Council is encouraging residents to change their purchasing habits and behaviours so that more materials are re-used, recycled or energy recovered, with waste to landfill being the last alternative. In 2018/19, 40.32% of household waste was energy recovered compared to 38.14% in 2017/18, which left just 0.7% of household waste sent to landfill.
- 4.4. During the year, we undertook a door knocking campaign to promote recycling, and food and garden waste. In 2019/20, the service will be focussing on reducing the amount of contamination in household recyclables and increasing residents' participation in food waste recycling, which is expected to increase our recycling performance.

**EVS15 – Average number of shop mobility customer visits per day**

- 4.5. The target was 5 and the actual was 3.3.
- 4.6. Following a comprehensive review of the service which led to an investment in new equipment, we commenced promotion of the service with posters sent to

GP surgeries, dentists, libraries and our town centre shop in May 2018; and there was a further promotional campaign over the Christmas period. Other services which share a subset of the same customer base such as Leisure and Communities, and the Waste Service have also helped to promote the service.

- 4.7. Although, the annual target has not been achieved, the number of users has increased from 626 users (including 39 new users) in 2017/18 to 701 users (including 57 new users) in 2018/ 2019.
- 4.8. Further promotional work is planned. However, usage is limited by the opening hours (between 9:30 and 16:15) with the majority of users accessing the mobility scooter for two hours. We may need to review targets for 2019/20.

## **5. KEY TASKS**

The Council Plan 2016 – 2019 sets out a number of key tasks for 2018/2019. A summary of progress for those key tasks which relate to the work of this Committee is attached at [Appendix B](#).

## **6. ALTERNATIVES/OPTIONS**

Not applicable.

## **7. FINANCIAL IMPLICATIONS**

None.

## **8. REASONS**

Performance monitoring information is provided to assist Members in seeking to ensure that the Council meets its aim of being recognised as a leading Council which provides efficient, value for money services.

Andy Barge  
Group Manager, Strategic Support

(Author: Mary-Ann Forrest Tel: (01285) 623163; Email: mary-ann.forrest@publicagroup.uk)

Date:

Background Papers:

None

Environment Overview & Scrutiny Committee 2018/2019

PI Code	Indicator	Q4 Outturn	Q4 Target	Q4 RAG Status	2017/18 Outturn	2018/19 Outturn	2018/19 Target	Overall RAG Status	Comments
<b>Environmental Services</b>									
EVS1	Carbon emissions from the Council’s travel, buildings, internal use of natural resources and domestic waste and recycling collection service (%)	<b>REPORTED ANNUALLY</b>			1.9%	Awaiting data	-3%		The data will be published as part of the Council's requirement to report its GHG emissions data and publish it on its website by 31 July 2019
EVS2	Residual household waste per household (kgs)	91.89 kg	93 kg	Green	364.66 kg	365.16 kg	365 kg	Green	
EVS3	(Cumulative) Percentage of household waste sent for reuse, recycling and composting	58.80%	61%	Red	59.33%	58.80%	61%	Red	We achieved a similar performance to the previous year. However, the amount of waste sent for energy recovery has increased compared to the previous year, leaving just 0.7% of household waste sent to landfill.  The focus for 2019/20 will be to reduce the amount of contamination in household recyclables, and to increase residents’ participation in food waste recycling

PI Code	Indicator	Q4 Outturn	Q4 Target	Q4 RAG Status	2017/18 Outturn	2018/19 Outturn	2018/19 Target	Overall RAG Status	Comments
EVS10	Number of all kerbside collections missed per 100,000 collections	115.42	100	Red	n/a	126.09	123	Green	<p>This is a new indicator for 2018/19. The target has been achieved within tolerance. Each quarter, there are around 1.8m collections (all streams). We have started to see a steady reduction in the number of missed collections over the last three quarters. In September, we implemented a performance based incentive scheme for collection crews which appears to be having a positive impact</p>
EVS11	Percentage of total properties buying green waste licences	REPORTED ANNUALLY			n/a	58.37%	56%	Green	<p>This is a new indicator for 2018/19. This indicator records the number of properties with a garden waste licence rather than the number of licences sold. Some properties have multiple licences.</p> <p>It should be noted that licences are sold between January and December, and are reported on this basis.</p> <p>The sale of licences improved by 1.17% of market potential on the previous year.</p>

PI Code	Indicator	Q4 Outturn	Q4 Target	Q4 RAG Status	2017/18 Outturn	2018/19 Outturn	2018/19 Target	Overall RAG Status	Comments
EVS12	Percentage of planning applications which are referred to the Flood Engineering team that are reviewed within the two week period for initial comments	100%	95%	Green	n/a	98.64%	95%	Green	This is a new indicator for 2018/19; data collection commenced in August 2018
EVS13	Percentage of toilets achieving a satisfactory standard at inspection for maintenance and cleanliness during that quarter	96%	85%	Green	n/a	90%	85%	Green	This is a new indicator for 2018/19
EVS14	Total hours spent undertaking on and off-street parking enforcement visits to priority town centre locations of Witney, Woodstock, Carterton, Burford, Charlbury, Chipping Norton and Eynsham	2547	2470	Green	n/a	9888	9880	Green	This is a new indicator for 2018/19
EVS15	Average number of shop mobility customer visits per day	2.47	5	Red	n/a	3.3	5	Red	This is a new indicator for 2018/19 Q4 is a quiet time of year; however there were 18 more users compared to the same period in the previous year. Although the annual target has not been achieved, there were 701 users (including 57 new users) compared to 626 users (including 39 new users) in 2017/18. We will review targets for 2019/20

PI Code	Indicator	Q4 Outturn	Q4 Target	Q4 RAG Status	2017/18 Outturn	2018/19 Outturn	2018/19 Target	Overall RAG Status	Comments
<b>Environmental and Regulatory Services</b>									
ERS3	“High Risk” notifications (inc food poisoning outbreaks, anti- social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries, dangerous structures) reviewed within one working day	100%	90%	Green	100%	100%	90%	Green	There were six notifications during 2018/19 concerning unsafe asbestos work which was referred to the HSE; a ram raid at the Co-Op in Carterton; a serious accident at Standlake Arena event; no hot water at a commercial property; a diesel spillage; and a sewage tanker spillage. All notifications were reviewed within one working day
ERS4	Percentage of food premises that are “poor performing” that receive follow up action	100%	90%	Green	n/a	100%	90%	Green	
ERS6	The number of flytips collected	169	No target		n/a	663	No target		This is a new indicator for 2018/19
ERS7	The number of reported flytips visited by ERS	19	No target		n/a	77	No target		This is a new indicator for 2018/19 We triage reports of flytipping and only carry out site investigations, where, based upon experience and professional judgement, there is a likelihood that evidence will be present i.e. mixed loads containing bin bags. Small fly tips of tyres are unlikely to be visited given the low probability of evidence being present

PI Code	Indicator	Q4 Outturn	Q4 Target	Q4 RAG Status	2017/18 Outturn	2018/19 Outturn	2018/19 Target	Overall RAG Status	Comments
<b>Environmental and Regulatory Services</b>									
ERS8	The number of flytips visited where formal enforcement takes place	I	No target		n/a	2	No target		This is a new indicator for 2018/19. We take action in all cases where evidence is present. Formal enforcement is classed as issuance of a simple caution, a fixed penalty notice, or prosecution proceedings

## Progress towards achieving Key Tasks – 2018/2019

	Assignee	Status	Progress
<b>Protect the environment whilst supporting the local economy</b>			
Introduce Electric Vehicle Charging Points for both public and council business use by the end of March 2019	Claire Locke	Not achieved	<p>The Climate Change Act 2008 set the UK a target of reducing its greenhouse gas emissions by 80% by 2050. One area that will help to meet this target is transport which accounts for around 25% of the UK's CO2 and other greenhouse gas emissions. Ultra Low Electric Vehicles (ULEVs), including electric, plug-in hybrid and hydrogen-powered cars, produce, on average, significantly less greenhouse gases than those running on petrol or diesel. Government policy indicates that the take-up of electric vehicles will increase considerably year on year and the Council wishes to support this agenda by increasing the number of electric vehicle charging points.</p> <p>We have prepared the procurement documentation including specification. In July 2018, Cabinet made recommendations which were endorsed by Council to allocate funding for the preparation of a framework agreement for the Electric Vehicle Charging Point procurement.</p> <p>Due to the complexities of the framework and the different legal arrangements that may result from the range of procurement options, it has taken external solicitors longer than expected to put the legal framework in place.</p> <p>The legal elements are being finalised which will enable the framework procurement to commence in Q1 of 2019/20. Following the procurement, we expect to present a report to Cabinet in July 2019 for the allocation of funding.</p>



## Protect the environment whilst supporting the local economy

<p>Implement outcomes of the parking strategy (Complete the on street review for Corn Street and Church Green, Witney; and the feasibility study for decked car parking at the Woolgate) by the end of March 2019</p>	<p>Claire Locke</p>	<p>Partially Achieved</p>	<p>Work continues in partnership with USS to progress the feasibility study for the decked car park proposals for the Woolgate, Witney; and a report is expected in the summer 2019. Studies into traffic impacts, environmental impact, potential design and effect on retail sector are underway. Initial consultation with OCC Highways has also started. Potential designs are being refined to consider traffic flow, mitigating impact on neighbours and ease of use for motorists and pedestrians. A development that would support existing retail within the town is a key priority.</p> <p>The Council has completed its phase of the on street review of Corn Street and Church Green. The initial survey work was completed and public consultation was undertaken in May/June 2018. Following analysis of the results, a report was prepared for Environmental Overview and Scrutiny Committee in October and Cabinet in November 2018. The draft report was also shared with OCC and the Town Council.</p> <p>At its meeting in November 2018, Cabinet agreed to make recommendations to OCC for on-street improvements in Corn Street and Church Green which it would support with the allocation of a maximum of £10,000 funding. Following the expiration of the call in period, the Council has written to the County Council setting out the recommendations, and requesting that the matter be considered and taken forward. The County will provide an update on its plans at a meeting with Council officers in mid-May.</p> <p>In October 2018, the Council commenced the Woodstock on-street review, which has yielded a large quantity of data (from residents and businesses in the centre of the Town) which has since been reviewed. The Review area has been defined and a survey drafted, both in consultation with a number of local groups representing the Town.</p>
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