



Havering

L O N D O N B O R O U G H

ENVIRONMENT OVERVIEW & SCRUTINY SUB-COMMITTEE AGENDA

7.30 pm	Thursday 14 January 2016	Town Hall, Main Road, Romford
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Members 6: Quorum 3

COUNCILLORS:

Barbara Matthews (Chairman)
Carol Smith
Michael White

Barry Mugglestone
Alex Donald (Vice-Chair)
Patricia Rumble

**For information about the meeting please contact:
Wendy Gough 01708 432441
wendy.gough@onesource.co.uk**

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

What is Overview & Scrutiny?

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns to the public.

The sub-committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations. These are considered by the Overview and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board to pass to the Council's Executive.

Terms of Reference

The areas scrutinised by the Committee are:

- Environment
- Transport
- Environmental Strategy
- Community Safety
- Streetcare
- Parking
- Social Inclusion
- Councillor Call for Action

AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) – received.

3 DISCLOSURE OF INTERESTS

Members are invited to disclose any pecuniary or personal interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any pecuniary or personal interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 4)

To approve as a correct record the Minutes of the meeting of the Committee held on 2nd September 2015 and authorise the Chairman to sign them.

5 OVERVIEW OF RESIDENT PARKING SCHEMES: IMPLEMENTATION & ENFORCEMENT

The Sub-Committee will receive an overview of the implementation and enforcement of resident parking schemes in the borough.

6 FOOD HYGIENE RATING SCHEME

Following a request from the Sub-Committee, officers will give a presentation on how the food hygiene rating scheme operates in Havering and how it can be accessed by consumers.

7 CORPORATE PERFORMANCE INDICATORS FOR ENVIRONMENT OVERVIEW AND SCRUTINY SUB-COMMITTEE (Pages 5 - 16)

The Sub-Committee will receive details of performance indicators within its remit for Quarters 1 & 2 of 2015.

8 WASTE MINIMISATION TOPIC GROUP (Pages 17 - 18)

The Sub-Committee are asked to agree and approve the scoping document for the Waste Minimisation Topic Group.

9 FUTURE AGENDAS

Committee Members are invited to indicate to the Chairman, items within this Committee's terms of reference they would like to see discussed at a future meeting.

Note: it is not considered appropriate for issues relating to individuals to be discussed under this provision.

10 URGENT BUSINESS

To consider any other items in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specified in the minutes, that the item should be considered at the meeting as a matter of urgency.

Andrew Beesley
Committee Administration
Manager

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**MINUTES OF A MEETING OF THE
ENVIRONMENT OVERVIEW & SCRUTINY SUB-COMMITTEE
Town Hall, Main Road, Romford
2 September 2015 (7.35 - 10.10 pm)**

Present:

Councillors Barbara Matthews (Chairman), Carol Smith, Michael White, Alex Donald (Vice-Chair), Patricia Rumble and Stephanie Nunn (In place of Barry Mugglestone)

Apologies for absence were received from Councillor Barry Mugglestone

5 MINUTES

The minutes of the meeting of the Sub-Committee held on 18 June 2015 were agreed and signed by the Chairman.

6 TREES AND WEEDS PROGRAMME

Weed Control

The Sub-Committee received an interesting presentation on the current maintenance programme for weeds in the borough. It was noted that the current contract was held by S.H. Goss. This contract would soon be renewed or retendered as the two years contract was due to expire.

The cost to remove weeds on the carriageways in the borough was approximately £76,000 per annum. All roads were treated with a Glyphosate based herbicide this was the only approved chemical for use on the highway. This herbicide had a “contact action” therefore there needed to be active growth for the spray to be effective.

It was noted that previously a residual weed killer was used, much the same as could be used be purchase in local stores, however these could not be used on the highway as it was found that too much was contaminating the water system.

The roads were sprayed four times a year, during the growing season March to October. Each period of spraying takes approximately 7 – 8 weeks, and it took 21 days for the weeds to die back once they had been sprayed.

At times of inclement weather when the herbicides were not as effective, the teams manually removed weeds from the roads. Particular problem species for example, Knotgrass and Mares Tail were particularly resistant.

The contractor supplied weekly updates to the service, detailing areas completed, areas where manual removal had taken place and any ward specific issues.

Members enquired about where weeds were coming through from resident's gardens or on privately own land. Officers stated that it was the landowners/ residents responsibility to ensure that weeds were kept under control. Where necessary a Community Protection Notice could be served stating that the weed should be cleared from their property and to avoid it from trailing onto the highway.

Members asked about how the service dealt with the contractors spraying the wrong plants? Officers stated that this did happen, however if it is reported then the service would investigate and get the contractor to put it right.

Tree Maintenance/ Pruning

The borough had in excess of 273,000 trees made up of various species. This was at a cost of approximately £530,000 a year for the maintenance and pruning. All highway trees were scheduled for pruning as part of the Whole Street Pruning Programme. This was either three or five years depending upon the size and species of the tree. Trees are inspected prior to any pruning to confirm the works required to maintain the tree. During these inspections further information was gathered about each individual tree, including the species, current size and any damage to the tree. All this information was stored on a database and was used to provide an up to date record of the management of each tree. This information was used to plot the history of the tree, along with any complaints, insurance queries and amenity value.

The Sub-Committee noted that some species produce a large amount of basal growth, which can create hazards on the highway along with sightline problems for drivers. During Early May the contractor was instructed to remove this basal growth, this was relevant to approximately 3000+ trees. The feathering programme was specifically to Limes and The Sugar Maple species and took two months to complete.

Members asked if trees were ever removed at the request of residents. Officers stated that unless there was an issue with the health of the tree, or it was damaged or dangerous, then the tree would not be removed. Where trees were removed, due to damage or health, a replacement was always sited in keeping with the street scene. The stock of trees was kept at the same level.

Officers informed the Sub-Committee about the encroachment of tree roots. When a resident reports a suspected tree root problem a “Burden of Proof” letter is sent. This asks the resident to expose any roots evident on their property. A Tree Officer will carry out an inspection to confirm if the intrusion is evident, if only minor roots are evident on site, with the resident’s permission, the Tree Officer will remove them. If major roots are evidenced then pictures and a report are sent to the borough’s Insurance Department to make a decision on the actions to be taken.

Officers explained that tree roots on the public highway would be looked at if they were causing damage. In high footfall areas resin bases at the bottom of trees helped, and were also easier to sweep and clean.

The Sub-Committee thanked officers for a very informative presentation.

7 FLYTIPPING AND ENFORCEMENT

The Sub-Committee received a presentation on Flytipping in Havering. Officers explained that the definition of fly-tipping by DEFRA was the unlawful deposit of waste on land without the authority of the land owner. This could be a single black bag or one or more tipper loads. The responsibility of removing the fly-tip was dependant on whose land it was on and the nature of the waste. The removal of fly-tipping had a large financial impact to the Council.

The Sub-Committee was shown a number of graphs setting out the number of fly-tips reported in Havering, the type of waste and the size of waste. It was noted that not all fly-tips would be reported as the majority could be collected by the street cleansing team, who would not report as a fly-tip.

The majority of fly-tips were household waste (54%), commercial waste was a smaller proportion (1%). Certain areas in the borough were more prevalent for fly-tipping, the known costs of fly-tipping in Havering were over £400,000 but the unmeasured costs are likely to be nearer to £1 million.

The role of a Streetcare Enforcement Officer was explained. The primary task was to reduce waste which would in turn save a large sum of money. It was noted that it was often difficult to identify flytipping, and where this was the case, the landowners or residents in the area would have to pay the cost of the removal. Where evidence was found of the source of the flytip, the individual was invited to attend an interview to explain why they lost control of their waste. The officer would then decide on the appropriate action. Where sufficient evidence to the substantiate enforcement action is found, and it appears to be in the public interest to proceed, officers will prepare a legal file.

Officers outlined the causes of people flytipping and examples of where CCTV had been erected in more remote parts of the borough which had been successful in catching people flytipping which had led to convictions.

The Sub-Committee thanked the officers for a very informative presentation.

8 FUTURE AGENDAS

At its next meeting the Sub-Committee would look at the following items:

- Food Standards Scheme
- Parking in the Borough for residents
- Commuter Parking
- Corporate Performance Indicators
- Composting Scheme (Bags and Bins)

Chairman

ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:	Corporate Performance Report: Quarter 1 and Quarter 2 (2015/16)
CMT Lead:	Andrew Blake-Herbert, Deputy Chief Executive (Communities and Resources)
Report Author and contact details:	Kayleigh Pardoe, Policy and Performance Business Partner (Communities and Resources)
Policy context:	The report sets out Quarter 1 and Quarter 2 performance for indicators relevant to the sub-committee

SUMMARY

The Corporate Performance Report provides an overview of the Council's performance for each of the strategic goals (Clean, Safe and Proud). This report sets out Quarter 1 and Quarter 2 performance for indicators relevant to the Environment sub-committee.

The report identifies where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for 2015/16 are as follows:

- **Red** = more than the '**target tolerance**' off the quarter target and where performance has *not improved*
- **Amber** = more than the '**target tolerance**' off the quarter target and where performance has *improved or been maintained*
- **Green** = on or within the '**target tolerance**' of the quarter target

Where performance is more than the '**target tolerance**' off the quarter target and the RAG rating is '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to address poor performance.

Also included in the report are Direction of Travel (DOT) columns, which compare:

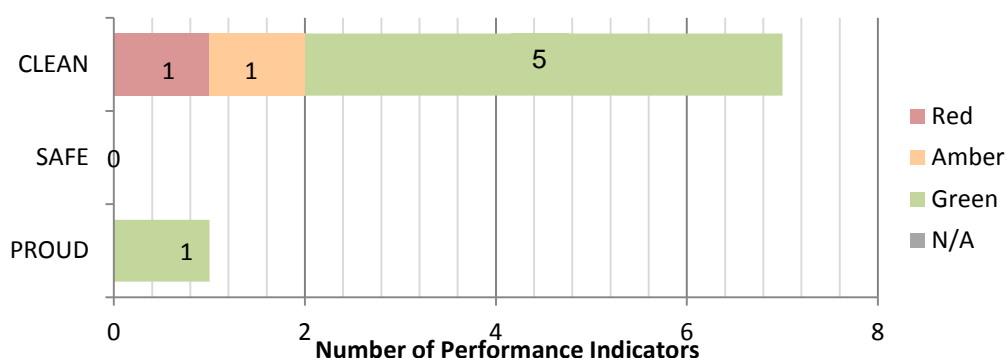
- Short-term performance – with the previous quarter (The Quarter 2 Report will compare performance with Quarter 1 2015/16, and the Quarter 1 Report will compare performance with Quarter 4 2014/15)
- Long-term performance – with the same time the previous year (The Quarter 2 Report will compare performance with Quarter 2 2014/15 and the Quarter 1 Report will compare performance with Quarter 1 2014/15)

A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance is the same.

OVERVIEW OF ENVIRONMENT INDICATORS

8 Corporate Performance Indicators fall under the remit of the Environment Overview & Scrutiny sub-committee. These relate to the CLEAN and PROUD goals.

Q2 2015/16 RAG Summary for Environment



Of the 8 indicators, all have been given a RAG status. 6 (75%) are **Green** and 2 (25%) are **Red** or **Amber**.

The Corporate Performance Indicators relevant to the Environment Overview & Scrutiny sub-committee are attached as **Appendix 1** (Quarter 2 Report) and **Appendix 2** (Quarter 1 Report).

The current levels of performance need to be interpreted in the context of increasing demands on services across the Council. Also attached (as **Appendix 3**) is a Demand Pressure Dashboard that illustrates the growing demands on council services and the context that the performance levels set out in this report have been achieved within.

Future performance reporting arrangements

In discussion with the Overview and Scrutiny Board and some of the Overview and Scrutiny Sub-Committees, consideration has recently been given to the current performance reporting arrangements and how they might be improved going forward.

Under the current arrangements, the quarterly and annual corporate performance reports are considered by the Cabinet first, then the Overview and Scrutiny Board and finally the various Overview and Scrutiny Sub-Committees. Depending on the meetings schedule in any given quarter, the whole cycle of reporting takes between four and seven months to complete. For Quarter 1 of this year, there is a seven-month time lag between the end of the quarter and the point at which most of the

overview and scrutiny sub-committees have had the opportunity to scrutinise the data (so performance during the April to June period is being scrutinised in January).

Going forward, from the new financial year onwards, Cabinet has agreed that the quarterly and annual Corporate Performance Reports will be considered first by the individual overview and scrutiny sub-committees, then the Overview and Scrutiny Board and finally the Cabinet. This will allow the Cabinet reports to reflect any actions or comments the overview and scrutiny committees may be making to improve performance in highlighted areas as well as shortening the overall performance reporting cycle.

RECOMMENDATIONS

Members are asked to review performance set out in **Appendix 1** and **Appendix 2** and, where there is a Red RAG status, the corrective action that is being taken. Members are also asked to note the content of the Demand Pressures Dashboard attached as **Appendix 3**.

REPORT DETAIL

HAVERING WILL BE CLEAN AND WE WILL CARE FOR THE ENVIRONMENT

Currently there are seven indicators relative to the CLEAN goal, of which 6 (86%) are currently shown as having a green or amber RAG status :

- Residual household waste per household
- Percentage of household waste sent for reuse, recycling and composting
- Number of missed collections per 100,000
- Percentage completion against the street cleansing schedule
- Percentage of refuse and recycling collections completed against schedule
- Number of online report forms as a percentage of all CRM reports.

One indicator (14%) has a red RAG status - Number of fly tipping incidents.

Highlights:

- **Residual household waste per household** - The amount of residual waste is increasing at a much lower rate in Havering than across London. This will be at least partially be due to the number of initiatives across Havering to reduce waste such as our Borough-wide rewards and incentive schemes, our

extensive Love Food Hate Waste workshops, compostable sack service, on-going information provision to raise recycling awareness and improvements to our recycling bring banks.

- **Percentage completion against street cleansing schedule** – Performance is above target and new mechanical precinct sweepers have been ordered to replace older units. This should help to maintain or improve performance.
- **Percentage of refuse and recycling collections completed against schedule** – Serco continues to perform well against this indicator (99.9%).
- **Number of online report forms as a percentage of all CRM reports** – Performance is better than at the same point last year. New digital principles are being applied across the Council and, during 2015/16, services that are fully integrated with technology have been identified and will be moved to an "online only" approach to improve take-up further.

Improvements required:

- **Number of fly tipping incidents** – The number of fly tips is above target and higher than at the same time last year. There have been particularly significant increases in the number of fly tips reported on highways and in parks and open spaces. This is likely to be at least partly due to increased awareness amongst residents of how to report fly tips following recent promotion of new ways of contacting the Council. The Council is continuing to use covert Closed Circuit Television (CCTV) to attempt to identify offenders and will prosecute when we do. The Council has had a number of successful prosecutions which have been publicised in an effort to deter would be fly tippers. We will continue to work with colleagues in Communications to highlight the problem caused by the illegal dumping of waste and ask for the public's support in helping us to identify offenders.
- **Percentage of household waste sent for reuse, recycling & composting** – There are a number of reasons for performance being below what it was in Quarter 2 2014/15, including the BioMRF (the waste treatment facility used by SHANKS) not providing recovered materials which usually total 200 tonnes per month. Orange bag tonnage was also 100 tonnes lower than the same time last year. However it should be noted that the main focus has been to reduce overall waste arising rather than promoting recycling as this has a direct benefit on the costs of waste collection whereas recycling performance under the current ELWA contract does not.
- **Number of missed waste collections per 100,000** – There was an increase in missed collections during May – July as a result of changes to management at Serco. However, the number of missed collections has reduced since July and continued improvement is expected.

OUR RESIDENTS WILL BE PROUD TO LIVE IN HAVERING.

Currently there is one indicator relative to the PROUD goal which has a green RAG status (100%) – Parking income against budget.

Highlights:

- **Parking income against budget** – Revenue has significantly increased when compared to Quarter 2 2014/15, by £495k.

IMPLICATIONS AND RISKS

Financial implications and risks:

1. Adverse performance against some Corporate Performance Indicators may have financial implications for the Council.
2. Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

Human Resources implications and risks:

There are no specific Human Resource implications and risks arising from this report.

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan and Service Plans on a regular basis.

Equalities implications and risks:

None of the Corporate Performance Indicators in this report have been identified as having equality and social inclusion implications.

BACKGROUND PAPERS

The Corporate Plan 2015/16 is available on the website at
<http://www.havering.gov.uk/Documents/Council-democracy-elections/Corporate-Plan-on-a-page-2015-16.pdf>

Appendix 1 – Quarter 2 report

Appendix 2 – Quarter 1 report

Appendix 3 – Demand Pressure graphs (Quarter 2)

Appendix 1: Quarter 1 Corporate Performance Report 2015/16

RAG Rating	Direction of Travel (DOT)		Description
Green	On or within the 'variable tolerance' of the quarter target	↑	Short Term: Performance is better than the previous quarter Long Term: Performance is better than last year Corporate Plan Indicator Outturns reported cumulatively (C) Outturns reported as snapshot (S) Outturns reported as rolling year (R)
Amber	More than the 'variable tolerance' off the quarter target and where performance has improved or been maintained compared to last year. Or where a NEW indicator, so no previous performance in the same quarter last year.	→	Short Term: Performance is the same as the previous quarter Long Term: Performance is the same as last year
Red	More than the 'variable tolerance' off the quarter target and where performance has not improved compared to last year	↓	Short Term: Performance is worse than the previous quarter Long Term: Performance is worse than last year

CLEAN: Supporting our community												
Ref.	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 1 Target	Variable Tolerance	2015/16 Quarter 1 Performance	Short Term DOT against 2014/15 (Q4/Annual)		Long Term DOT against 2014/15 (Q1)		Comments	Service
SCO7 (C)	Number of fly-tipping incidents	Smaller is Better	3,000	794	±10%	1,023 (RED)	–	2,914	↓	767	Fly-tipping incidents (1,023) is higher than target (794) and the same period last year (767). Reported fly-tips is increasing, particularly on council housing estates. Some of this is due to recording errors (bulky waste mistaken for fly-tips), which is being addressed. CORRECTIVE ACTION: Additional notices are being placed on housing estates to deter fly-tipping.	Streetcare <i>Reported to Department for Environment, Food & Rural Affairs (DEFRA)</i>
SCO1 (C)	Residual household waste per household	Smaller is Better	664kg	640kg (Q4 2014/15)	±10%	664kg (Q4 2014/15 time lag) (GREEN)	–	512 kg (Q3 2014/15)	↓	648kg (Q4 2013/14)	Data comes from the East London Waste Authority (ELWA) and lags by at least 8 weeks. Residual household waste (664kg) is within target tolerance (640kg) though slightly higher than the same period last year (648kg). Residual waste continues to increase year-on-year (2% Havering, compared with 3% London) and rises in waste costs pose a significant financial challenge. The levy is predicted to increase by £1m+ every year until 2027. Our focus remains on minimising waste through recycling, re-use and composting schemes.	Streetcare <i>Local performance indicator</i>
SCO2 (C)	Percentage of household waste sent for reuse, recycling & composting	Bigger is Better	36%	36%	±10%	32.4% (32,716 of 100,898) (Q4 2014/15 time lag) (GREEN)	↓	34% (26,381 of 78,379) (Q3 2014/15)	↓	33% (Q4 2013/14)	Data comes from the East London Waste Authority (ELWA) and lags by at least 8 weeks. Household waste recycled (32.4%) is within target tolerance (36%) though slightly less than the same period last year (33%).	Streetcare <i>Local performance indicator</i>
SC03 (C)	Number of missed waste collections per 100,000	Smaller is Better	100%	100%	±10%	99.6% (GREEN)	–	NEW	–	NEW	Missed waste collections (99.6%) is on target (100%). Performance is expected to continually improve, as the new contract with Serco becomes embedded. This is a new corporate indicator for 2015/16, so a DOT cannot be provided.	Streetcare <i>Local performance indicator</i>
SC10 (C)	Percentage completion against Street Cleansing schedule	Bigger is Better	82%	82%	±10%	88% (GREEN)	–	NEW	–	NEW	Completions against the Street Cleansing schedule (88%) is better than target (82%). Performance is expected to continually improve, as revised methods of operations are embedded. This is a new corporate indicator for 2015/16, so a DOT cannot be provided.	Streetcare <i>Local performance indicator</i>
SC21 (C)	Percentage of refuse and recycling collections completed against schedule	Bigger is Better	93%	93%	±10%	99.9% (GREEN)	–	NEW	–	NEW	Refuse and recycling collections (99.9%) is much better than target (93%). Contract management and monitoring will ensure that standards are maintained at this high level by Serco. This is a new corporate indicator for 2015/16, so a DOT cannot be provided.	Streetcare <i>Local performance indicator</i>
CLEAN: Leading by example												
CS7 (C)	Number of online report forms as a percentage of all CRM reports	Bigger is Better	40%	40%	±5%	22.3% (3,281 of 14,734) (AMBER)	↑	15.7% (8,904 of 56,795)	↑	15.9% (2,202 of 13,816)	Online report forms (22.3%) is below target (40%) but higher than the same period last year (15.9%). New digital inclusion principles are being applied across the Council. Services that are fully integrated with technology will be adopting an "online only" approach.	Customer Services <i>Local Performance Indicator</i>

Ref.	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 1 Target	Variable Tolerance	2015/16 Quarter 1 Performance	Short Term DOT against 2014/15 (Q4/Annual)		Long Term DOT against 2014/15 (Q1)		Comments	Service
PROUD: Supporting our community												
Ref.	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 1 Target	Variable Tolerance	2015/16 Quarter 1 Performance	Short Term DOT against 2014/15 (Q4/Annual)		Long Term DOT against 2014/15 (Q1)		Comments	Service
SC04 (C)	Parking income against budget	Bigger is Better	£4,764,420	£1,200,100	±10%	£1,143,473 (GREEN)	–	£3,675,348	↑	£842,691	Parking income against budget (£1,143,473) is within target tolerance (£1,200,100) and higher than the same period last year (£842,691). Half this income is raised through penalty charge notices, with the remainder from car parking charges, on-street pay and display, permits and parking meters.	Streetcare <i>Local performance indicator</i>

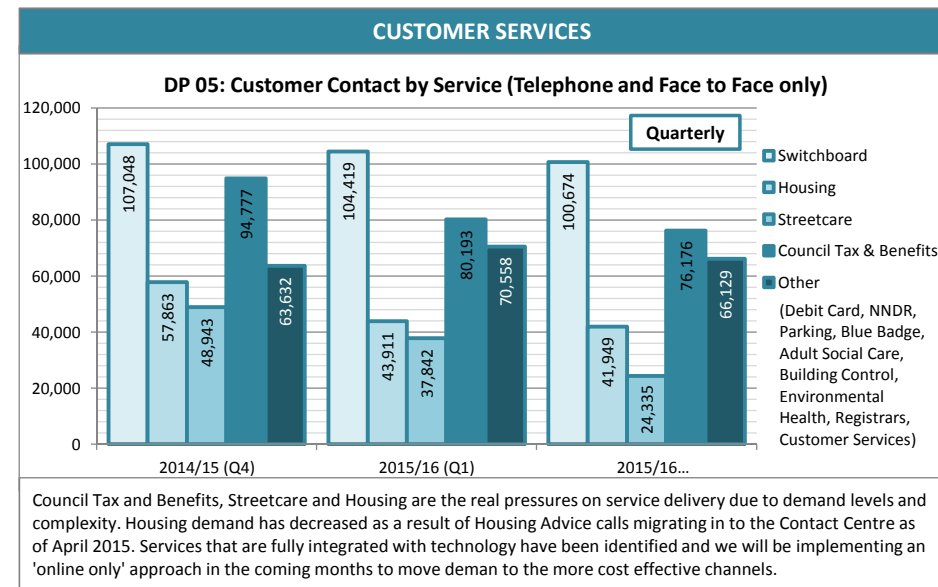
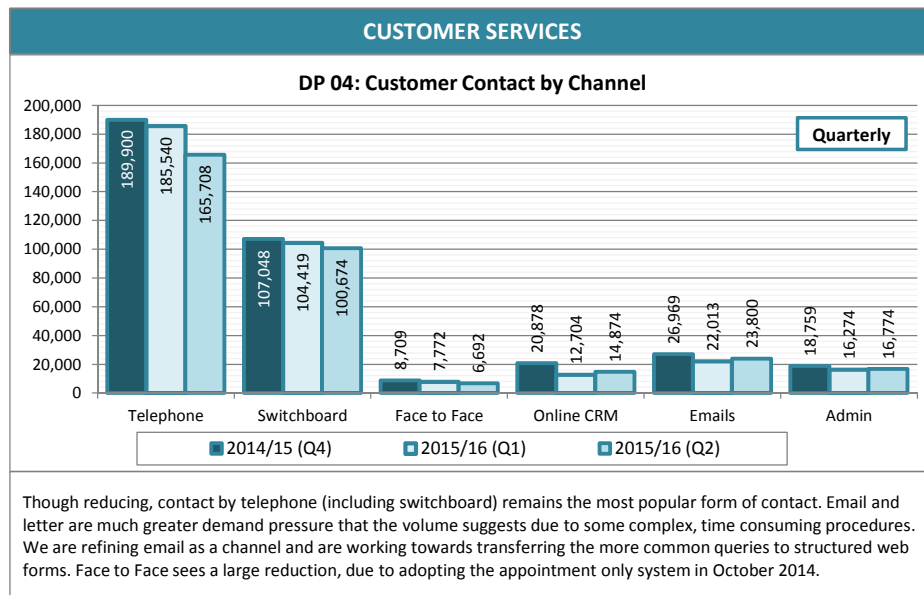
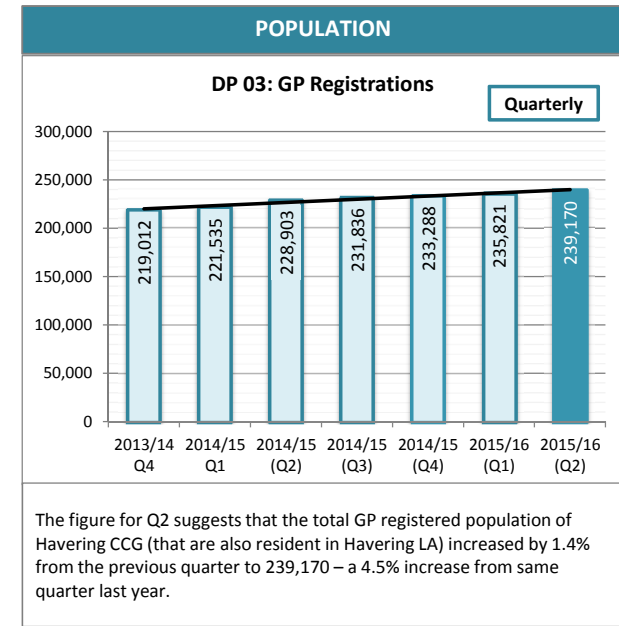
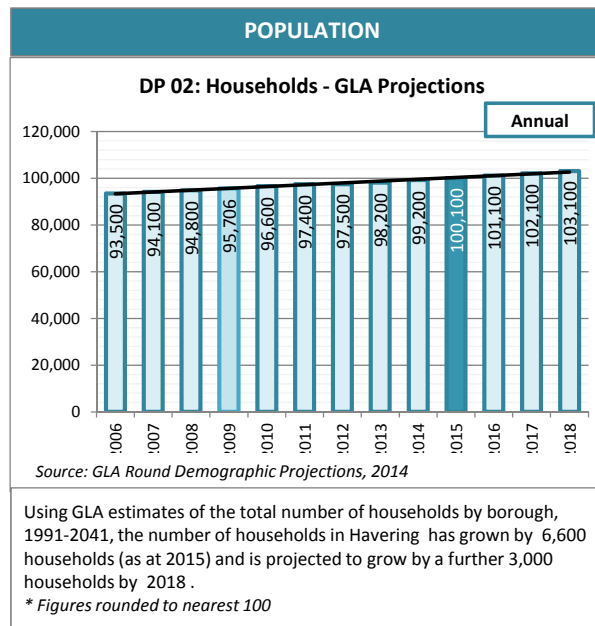
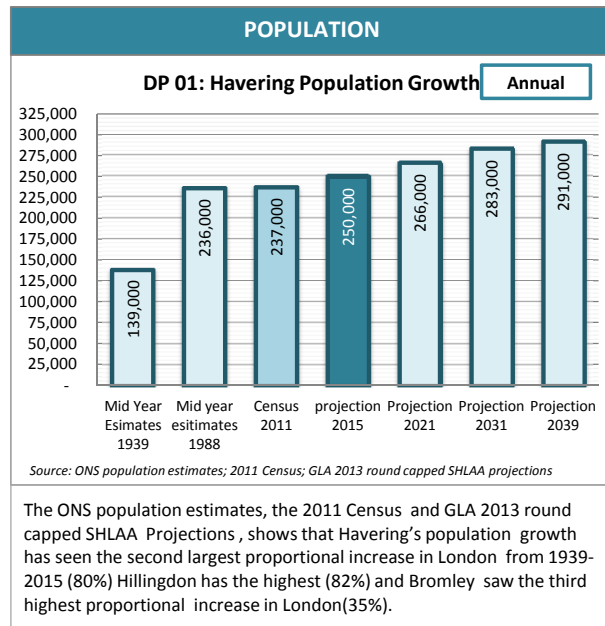
Environment Overview & Scrutiny Corporate Performance Report - Quarter 2

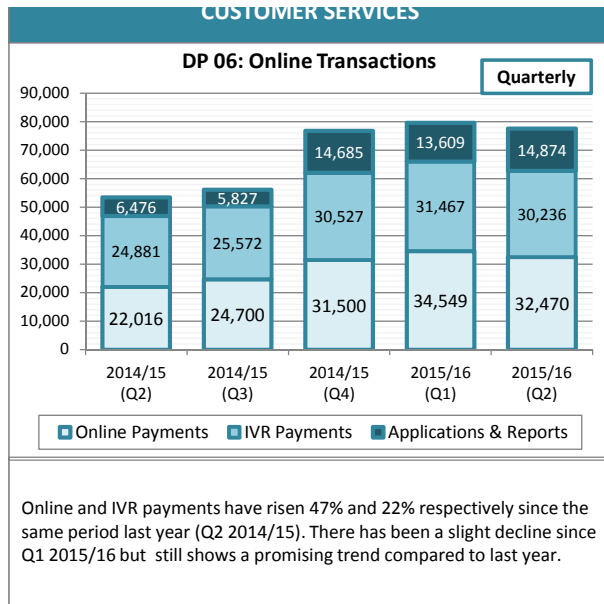
RAG Rating		Direction of Travel (DOT)	Description
Green	On or within the 'variable tolerance' of the quarter target	↑	Short Term: Performance is better than the previous quarter Long Term: Performance is better than at the same point last year
Amber	More than the 'variable tolerance' off the quarter target but where performance has improved or been maintained.	→	Short Term: Performance is the same as the previous quarter Long Term: Performance is the same as at the same point last year
Red	More than the 'variable tolerance' off the quarter target and where performance is worsening	↓	Short Term: Performance is worse than the previous quarter Long Term: Performance is worse than at the same point last year

Ref.	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 2 Target	Variable Tolerance	2015/16 Quarter 2 Performance	Short Term DOT against 2015/16 (Q1)	Long Term DOT against 2014/15 (Q2)	Comments	Service	O&S Sub-Committee		
CLEAN: Supporting our community													
SCO7 (C)	Number of fly-tipping incidents	Smaller is Better	3,000	1,606	±10%	1,883 RED	↓	804	↓	1,462	The number of fly tips are above target and are higher than at the same time last year. The main increase has been in reported fly tips on highways (an increase of 346 compared to last year) but there has also been a significant increase in the number of fly tips in parks and open spaces. These increases may be partly due to more reports by residents following the promotion of the new ways of contacting the Council. Corrective Action: Whilst the majority of fly tips are still small size there has been a concerning rise in the number of large scale fly tips in and around the lanes in Upminster and Rainham. We are continuing to use covert CCTV to try to identify offenders and will prosecute when we do. We have secured a number of successful prosecutions and these have been publicised with the intention of deterring would be fly tippers. We will continue to work with colleagues in Communications to highlight the problem caused by the illegal dumping of waste and ask for the public's support in helping us to identify offenders.	Streetcare <i>Reported to Department for Environment, Food & Rural Affairs (DEFRA)</i>	Environment
SCO1 (C)	Residual household waste per household	Smaller is Better	664kg	171.77kg (Q1)	±10%	170.92kg (Q1) GREEN	↑	664kg (Q4 2014/15)	↓	168.94 (Q1)	The data for this indicator comes from the East London Waste Authority (ELWA) and is not available for about 6-8 weeks after period end. Data is currently available to June 2015. The amount of residual household waste being produced is better than target but slightly higher than the adjusted outturn reported at same period last year. The general trend in London is that residual waste is increasing by about 3% year on year. The general trend for Havering is that residual waste increases by around 0.15% per year and our current performance shows us to be following this trend. We have a number of initiatives that we are running to try to reduce waste. These include: the Borough-wide rewards and incentives scheme, our extensive Love Food Hate Waste workshops, introduced a compostable sack service, supporting residents to compost their garden waste. We also have on-going information provision to raise recycling awareness in the Borough. We are currently rolling out improvements to our recycling bring banks, which should help to increase participation and therefore tonnage of recycling collected through the network of banks.	Streetcare <i>Local performance indicator</i>	Environment

Ref.	Indicator	Value	2015/16 Annual Target	2015/16 Quarter 2 Target	Variable Tolerance	2015/16 Quarter 2 Performance	Short Term DOT against 2015/16 (Q1)	Long Term DOT against 2014/15 (Q2)	Comments	Service	O&S Sub-Committee		
SC02 (C)	Percentage of household waste sent for reuse, recycling & composting	Bigger is Better	36%	36% (Q1)	±10%	34.3% (9,178 of 26,763) (Q1) GREEN	↑	32.4% (32,716 of 100,898) (Q4 2014/15)	↓	37.6% (10,352 of 27,520) (Q1)	The data for this indicator comes from the East London Waste Authority (ELWA) and is not available for at least 6-8 weeks after period end. We are below our performance for the same period last year, with 1,175 tonnes less recycle collected for the quarter. There are a number of reasons for this: 1. The BioMRF (waste treatment facility used by SHANKS) is still not providing recovered materials (normally around 200 tonnes per month). 2. Wood was 100 tonnes lower. However, it is being stored at the RRC as Shanks couldn't find an outlet for a short period of time. So this should be recovered in subsequent quarters. 3. Green waste taken to Gerpins Lane was 350 tonnes lower than the same period last year. However, RRC waste in general was down compared to last year, including 500 tonnes less residual waste being collected. Green bin waste remained stable. 4. Orange bag tonnage was 100 tonnes lower than the same period last year. Other ELWA boroughs have also experienced a decrease in recycle collected at the kerbside.	Streetcare <i>Local performance indicator</i>	Environment
SC03 (C)	Number of missed waste collections per 100,000	Smaller is Better	100	100	±10%	101.6 GREEN	↓	99.6	—	NEW	We experienced an increase in May to July, following a change in management at Serco. This is now starting to reduce again and we are seeing continued improvements.	Streetcare <i>Local performance indicator</i>	Environment
SC10 (C)	Percentage completion against Street Cleansing schedule	Bigger is Better	82%	82%	±10%	88% (42,788,156 of 48,407,360) GREEN	↓	89% (21,612,756 of 24,380,937)	—	NEW	Performance for Q2 is above target. New mechanical precinct sweepers are on order and these will replace older units which are subject to more frequent breakdowns. This should help to maintain or improve performance. Although additional resources will be brought in to combat autumn leaf fall it is likely that there will be some disruption to schedules during the next quarter.	Streetcare <i>Local performance indicator</i>	Environment
SC21 (C)	Percentage of refuse and recycling collections completed against schedule	Bigger is Better	93%	93%	±10%	99.9% GREEN	→	99.9%	—	NEW	Performance looks good for this indicator as Serco is continuing to provide collections on schedule, according to the parameters of this indicator.	Streetcare <i>Local performance indicator</i>	Environment
CLEAN: Leading by example													
CS7 (C)	Number of online report forms as a percentage of all CRM reports	Bigger is Better	40%	40%	±5%	21.7% (6,434 of 29,702) AMBER	↓	22.3% (3,281 of 14,734)	↑	15.2% (4,495 of 29,579)	Performance in Quarter 2 was worse than Quarter 1 but an improvement on the comparable period for 2014/15. For 2015/16, services that are fully integrated with technology have been identified and we will be implementing an online only approach which is expected to increase services accessed online.	Customer Services <i>Local Performance Indicator</i>	Environment
PROUD: Leading by example													
SC04 (C)	Parking income against budget	Bigger is Better	£4,764,420	£2,400,200	±10%	£2,256,835 GREEN	↑	£1,143,473	↑	£1,761,920	Direct debit salary payments from the Town Hall staff parking scheme were previously running from qtr 2 where we collected in excess of £50K however has now changed to qtr 1 this year meaning that when comparing like for like qtr 2 is showing a dramatic decrease in revenue. Overall the cumulative revenue as at period 6 2015/16 has significantly increased when compared to the previous year by £495k.	Streetcare <i>Local performance indicator</i>	Environment

Appendix 2: Quarter 2 2015/16 Demand Pressure Dashboard







ENIRONMENT OVERVIEW AND SCRUTINY SUB-COMMITTEE

TIMETABLE FOR WASTE MINIMISATION TOPIC GROUP

MEMBERS OF THE TOPIC GROUP:

Councillor Barbara Matthews
Councillor Patricia Rumble
Councillor Carol Smith
Councillor Steven Kelly

Objectives and Parameters

- Current waste collection contract
- How to reduce tonnage collected, therefore reducing the levy and landfill tax
- Alternative solutions for minimising waste and their impacts
 - Limiting the number of sacks
 - Provision of small wheeled bins
 - Fortnightly collections
 - Education and Enforcement
- Benchmarking with other boroughs

Target date for completion

It is anticipated that this scrutiny review will be completed by March 2016.

What witnesses (if any) will be called?

Are visits to be undertaken

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