



# Haverling

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# Quarter 1 – Corporate Performance Report 2016/17

## Environment O&S Committee

26<sup>th</sup> July 2016

## Changes to Performance Reporting for 2016/17

- Performance data to be considered by O&S first, then O&S Board (every 6 months only), then 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

## About the Corporate Performance Report

- Overview of the Council's performance for each of the strategic goals (Clean, Safe and Proud).
- The report identifies where the Council is performing well (**Green**) and not so well (**Amber** and **Red**).
- Where the RAG rating is '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to address poor performance.

## OVERVIEW OF ENVIRONMENT INDICATORS

- 2 Corporate Performance Indicators fall under the remit of the Environment Overview & Scrutiny sub-committee in Quarter 1. These relate to the CLEAN goal.
  - Levy waste tonnage
  - Avg. number of days taken to remove streetcare flytips
- However, only the Quarter 1 performance figure for ‘Avg. number of days taken to remove streetcare flytips’ is available. The figure for Levy waste tonnage comes from the East London Waste Authority (ELWA) and is not available for about 6-8 weeks after period end. However figures for April and May have been included for information purposes.
- The levy waste tonnage PI also relates to the Corporate Plan critical success factor ‘Keep the ELWA levy contribution within the budget allocation’

## About the PI: Avg. number of days taken to remove streetcare flytips

- New indicator for this financial year (reported flytips only until in-cab technology installed)
- Number of reported fly-tipping incidents by type and size are reported each quarter to DEFRA
- DEFRA estimates that it costs Havering at least £140,000 to clear fly-tips. Including un-reported fly-tips, this cost increases to approximately £1m per year
- Enforcement actions taken are also reported to DEFRA
- DEFRA makes information available to the public. It can also be compared to regional averages and other local authorities
- However – Local Authorities monitor and manage flytips in different ways and figures differ significantly. Benchmarking is therefore not that useful.

## About the PI: Levy Waste Tonnages

- Waste tonnages remain a high financial risk for the council - reducing the amount of waste collected and sent to landfill is a high priority
- Havering's population is projected to increase by 5% in the next 5 years. It is predicted that the cost to dispose waste will increase by £0.5-1million a year. This figure also does not account for any likely increase in landfill tax either (currently £130/tonne)
- A reduction in waste could also realise cost savings in waste collection services too as less diesel, trucks and manpower will be required. The quality of the service would also improve.
- Waste minimisation is a form of demand management and involves influencing and shifting social behaviours to prevent and reduce the production of waste
- Not only does waste minimisation provide financial savings, an array of environmental impacts can also be reduced, such as streets staying cleaner for longer

## Quarter 1 Performance - Clean

Indicator	Value	Q1 Target	Tolerance	Q1 Performance	Short Term DOT	Long Term DOT
<b>CLEAN: Supporting our community</b>						
Avg. number of days taken to remove streetcare flytips	Smaller is Better	1 day	±10%	1.5 days	NA – new PI	NA – new PI
<b>CLEAN: Using our influence</b>						
Levy waste tonnage	Smaller is Better	NA	±10%	14,304 (April and May only)	NA	NA



## Highlights - CLEAN

- It is believed that the target for the average number of days to remove streetcare flytips is being met, but anomalies with the PIs and recording has created questionable accuracy currently being investigated.

## Improvements Required – CLEAN

- In the short term work is underway to improve data capture and data quality issues to ensure the average number of days to remove streetcare flytips is accurate. Outturns for August onwards are expected to show an improvement and provide a more realistic picture of performance
- In the longer term, the introduction of in-cab technology (due to be in place by the end of the year) will alleviate issues surrounding data capture and data quality

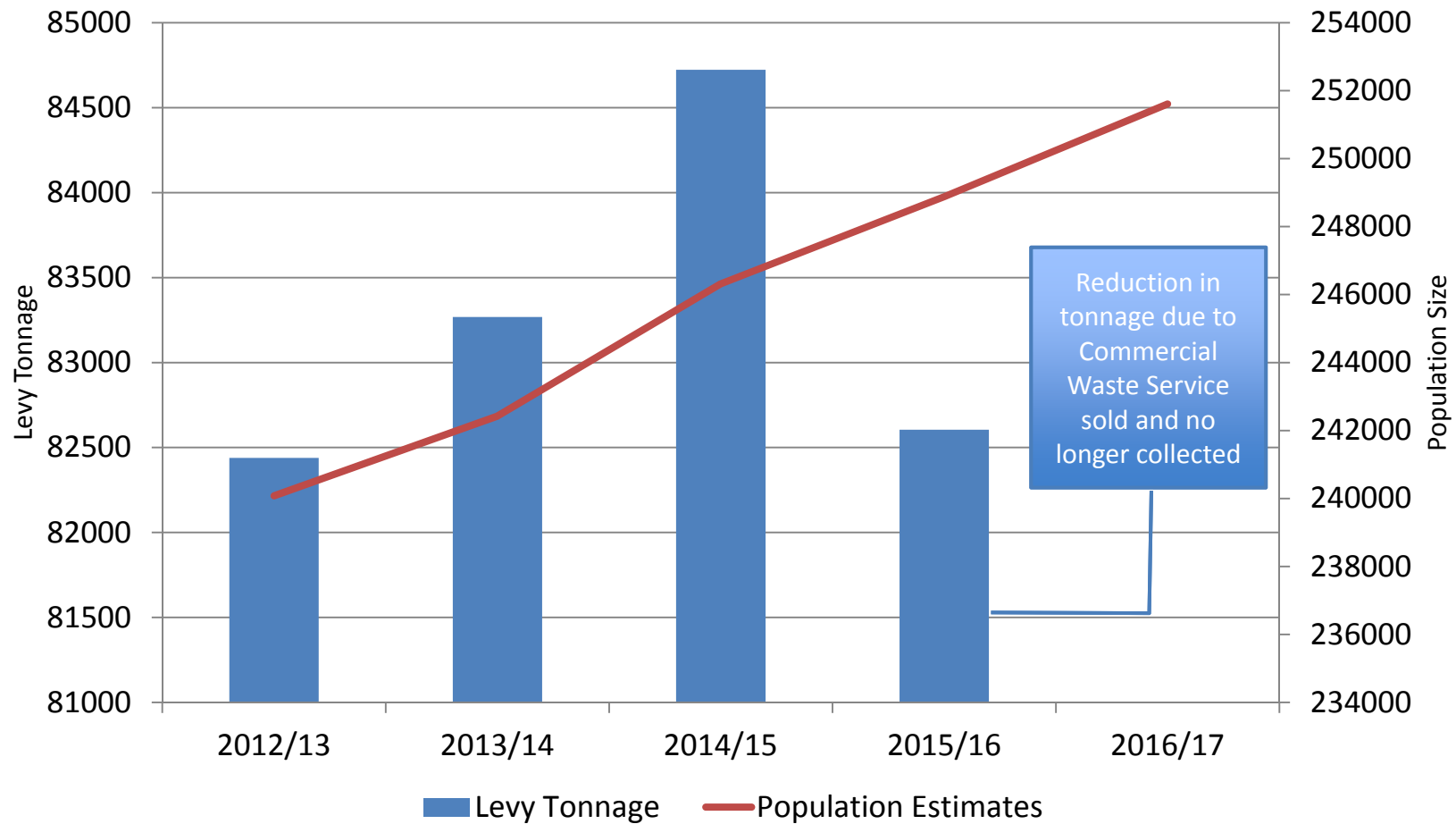
## In- Cab Technology

- Staff will be able to accurately log fly-tips, update progress and close fly-tip enquiries via a GPS enabled, touchscreen computer installed in the cab of vehicles
- Back office staff will be able to view live, real-time information which will allow monitoring of crews progress and better management of resources
- Flytip ‘hot-spots’ will be mapped and monitored ensuring a more efficient and targeted approach to tackle fly-tippers can be taken reducing the cost and demand on the council in the long-term
- The system will free-up back-office resource as the system eliminates the need for unnecessary paper-work
- However, the total number of fly-tips are expected to increase as un-reported fly-tips will be recorded

## Improvements Required – CLEAN *(continued)*

- Provisional data for April and May suggests levy tonnages are 97 tonnes up compared to April and May 2015. Initiatives and campaigns to minimise waste and reduce the tonnage that goes to landfill include:
  - **Green Points scheme:** 5 year scheme (funded by DCLG) to launch the London Green Points – Havering scheme that prioritises the reward of waste reduction behaviour over recycling. The scheme launched in January 2014 and now has 25,149 households signed up.
  - **Real Nappies Campaign:** to encourage residents to use cloth nappies instead of disposable nappies as in the UK nearly three billion nappies are thrown away for landfill every year
  - **Restart Parties:** Free events fixing and repairing electrical appliances instead of throwing the items away
  - **Composting and Garden Waste collections:** Havering provide a green waste collection service for £35 per year and sell reduce priced compost bins and caddy liners (heavily subsidised)
  - There also plans to start a campaign focused on food waste, which it is estimated accounts for 40% of household rubbish
- Longer term there are also plans to provide targeted help and assistance to producers of high and excessive waste.

### Levy Tonnages against population



# Any further questions?

