



Havering

LONDON BOROUGH

Havering
Making a Greater London



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Quarter 2 – Performance Report 2017/18

Environment Overview & Scrutiny Sub-Committee

29th November 2017

About the Environment O&S Committee Performance Report

- Overview of the two key performance indicators as selected by Environment Overview and Scrutiny sub-committee
- The report identifies where the Council is performing well (**Green**) and not so well (**Red**).
- Where the indicator has been given a '**Red**' status, '**Improvements Required**' is included. This highlights what action the Council will take to address poor performance.

OVERVIEW OF ENVIRONMENT INDICATORS

- 2 Performance Indicators have been requested to be monitored at the Environment Overview & Scrutiny sub-committee for 2017/18.
 - The level of waste per head of population presented to the East London Waste Authority (ELWA)
 - Average number of days taken to investigate and remove fly-tips
- The outturn for 'The level of waste per head of population presented to East London Waste Authority (ELWA)' is available annually and will be reported at Q4 (end of the financial year). Narrative and provisional outturns however will be provided on a quarterly basis
- 'The level of waste per head of population presented to the East London Waste Authority (ELWA)' PI is also monitored through Corporate Performance Reporting

About the PI: Avg. number of days taken to remove fly-tips

- Number of reported fly-tipping incidents are reported each quarter to DEFRA by type and size
- DEFRA estimates that it costs Havering at least £224,000 p.a. to clear reported 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 fly-tips in different ways and figures differ significantly. Benchmarking is therefore not that useful.

About the PI: The level of waste per head of population presented to the East London Waste Authority (ELWA)

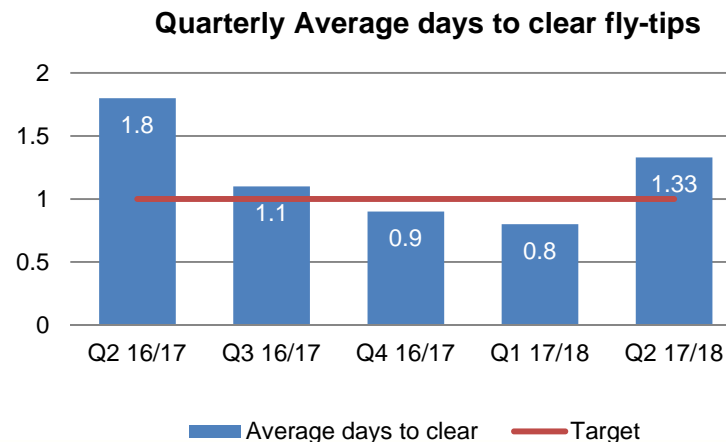
- Waste tonnages remain a high financial risk for the council - reducing the amount of waste collected and sent to landfill and recycling is a high priority
- Havering's population is projected to increase by 5% in the next 5 years. It is predicted that the cost to dispose of waste will increase by £0.5 – 1 million a year.
- 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 improved, such as streets staying cleaner for longer
- The ELWA 2017/18 levy has been set at £14.925m for Havering. This is based on tonnages collected in 2015/16. It is also worth noting that Havering's levy amount is influenced by the other ELWA member Boroughs too and how much they increase or decrease their waste by, so our tonnages only go some way to influencing our levy payments.

Quarter 2 Performance

Indicator	Value	17/18 Annual Target	17/18 Q2 Target	17/18 Q2 Performance	Short Term DOT 17/18 Q1	Long Term DOT 16/17 Q2
Avg. number of days taken to remove fly-tips	Smaller is Better	1 day	1 day	1.33 days RED	↓ 0.8 days	↑ 1.8 days
The level of waste per head of population presented to the East London Waste Authority (ELWA)	Smaller is Better	441.01 kg per head	220.5 kg per head	235.65 kg per head (provisional) RED	↓ 118.4 kg	NEW

Improvement Required – Average number of days taken to remove fly-tips

- Q2 performance is above the 1 day target and worse than during the last three quarters. Performance has however improved compared to the same period last year.
- This indicator measures the time from when a fly tip is reported to the **Council** until it is removed and in some instances includes the time taken for Enforcement Officers to investigate the waste for evidence. Once the report of the fly tip has been passed to the **Street Cleansing team** the vast majority are cleared within the 1 day target. Officers are considering ways to stream line the process to improve performance. This could include sending all reports of fly tips direct to the Cleansing team and them informing Enforcement if evidence is present, or exploring ways that the new “in cab” recording system can be used to provide the data for this indicator. If this is possible it will measure the response times of the street cleansing team rather than the whole process, so performance could not be compared with previous years.



In-Cab Technology

- The “in cab” fly tipping recording system is now in operation locally
- Staff are able to log fly-tips accurately, update progress and close fly-tip enquiries via a GPS enabled, touchscreen computer installed in the cabs of vehicles
- Back office staff are able to view live, real-time information which will allow monitoring of crews’ progress and better management of resources
- Fly-tip ‘hot-spots’ will be mapped and monitored ensuring a more efficient and targeted approach to tackle fly-tippers; reducing the cost and demand on the council in the long-term
- Once this system has been integrated with CRM and fully tested, administrative processes and performance should improve. The system will free up back-office resource as the system eliminates the need for unnecessary paperwork
- This method of recording data will provide a more accurate reflection of the performance of the street cleansing teams but is likely to increase the number of fly-tips reported as currently unreported fly-tips will now be recorded

Improvement Required - The level of waste per head of population presented to the East London Waste Authority (ELWA)

- This PI measures total waste delivered to the ELWA, including collected household waste, waste from the reuse and recycling centre and municipal waste from Highways and Parks management activities. Over 40% of household waste in Havering is food waste.
- If tonnages continue at current levels throughout the year, this PI would outturn slightly above target. However tonnages for quarter 2 have decreased very slightly compared to quarter 1 and are projected to continue to decrease through the winter months as the amount of garden waste reduces.

Improvement Required - The level of waste per head of population presented to the East London Waste Authority (*continued*)

- Various activities are taking place to encourage continued waste prevention and reuse, including:
 - **Love Food Hate Waste:** Sainsbury's funded food waste reduction activities, such as The Zero Waste Kitchen Challenge, the Fab Food School programme and Family Cookery workshops have taken place across the borough.
 - **Food Waste Challenge:** Havering residents are challenged to reduce food waste to earn green points as part of the London Green Points Scheme
 - **Composting Workshop:** Free online Compost Doctor Service and workshops to promote and answer questions relating to home composting.
 - **Highways and Ground Maintenance Waste Review:** We are reviewing operations in highways and grounds maintenance to reduce waste
 - **Commercial Waste:** Working with the ELWA, we are considering strengthening policies targeting potential commercial waste entering the domestic waste stream at the household reuse and recycling centres

Any questions?

