



Haverling

LONDON BOROUGH

Quarter 4 Performance Report 2018/19

Environment Overview & Scrutiny Sub-Committee

16 July 2019

OVERVIEW OF ENVIRONMENT INDICATORS

- 2 Performance Indicators have been selected to be monitored by the Environment Overview & Scrutiny sub-committee:
 - The level of waste per head of population presented to the East London Waste Authority (ELWA)
 - Average number of days taken remove fly-tips
- ‘The level of waste per head of population presented to the East London Waste Authority (ELWA)’ is also monitored through Corporate Performance Reporting
- Both indicators are rated **Green** for Quarter 4.

Quarter 4 Performance

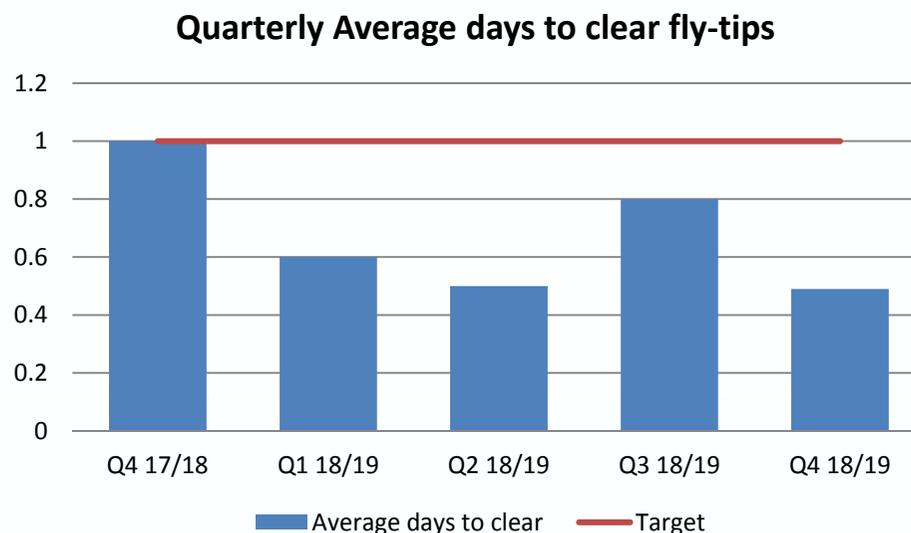
Indicator	Value	18/19 Annual Target	18/19 Q4 Target	Tolerance	18/19 Q4 Performance	Short Term DOT 18/19 Q3	Long Term DOT 17/18 Q4
Average number of days taken to remove fly-tips	Smaller is Better	1 day	1 day	0%	0.49 days GREEN	↑ 0.8 days	↑ 1 day
The level of waste per head of population presented to the East London Waste Authority (ELWA)	Smaller is Better	441.01kg per head	441.01kg per head	0%	423.94kg per head (provisional) GREEN	326.84kg per head	↑ 436.07kg per head

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

- Measures the time from when a fly tip is reported to the Council until it is removed but excludes the majority of incidents that have been passed to Enforcement Officers to investigate for evidence.
- The number of reported fly-tipping incidents is 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
- The number of enforcement actions taken is 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.

Average number of days taken to remove fly-tips

- Q4 performance is within the 1 day target, and is a continued improvement compared to last quarter.
- Once the reported incident has been passed to the Street Cleansing team the vast majority of fly tips are cleared within the 1 day target.
- Officers are considering ways to streamline the process to further improve performance.



Average number of days taken to remove fly-tips

- The council have been working with Love Clean Street (BBits) to develop the “Love Havering” smartphone application.
- The app will allow residents to report environmental issues to us more efficiently. The application will allow users to upload photos of the issues they come across directly from their smartphones.
- Our Enforcement Officers have been trialling the app ahead of the release to the general public which is expected in August 2019

love clean streets

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 for disposal 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 involves influencing and shifting social behaviours to prevent and reduce the production of waste
- The ELWA 2019/20 levy for Havering is £17.049m for Havering. This is based on tonnages collected in 2017/18. It is also worth noting that Havering's levy is influenced by 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. The ELWA levy has risen from just under £15m in 2017/18.

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

- 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.
- Performance this Quarter is below target, which in this instance is a positive result and is also an improvement on the comparable quarter last year (436.07).
- Without restrictions on the amount of waste we collect through the household waste collection service, containing and reducing tonnages is very challenging and relies on achieving attitudinal change.

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:** Family fun days as part of Hungry Holidays scheme, Thames Chase Forest family event, Havering Show (including demonstrations by chefs) and connecting with children's centres to focus on food waste in relation to smaller children.
 - **One Less Bottle:** Campaign in partnership with Public Health to encourage refilling bottles to reduce the use of single use plastics and roll out public drinking fountains.
 - **Reuse Shop** – Making links with new Lighthouse reuse shop in Collier Row to encourage reuse.
 - **Composting Workshop:** Free online Compost Doctor Service and workshops to promote and answer questions relating to home composting.
 - **Grounds Maintenance Waste :** We continue to review operations in grounds maintenance to increase the amount of waste that we compost on site, and are reviewing the output of the composter to refine the operation.
 - **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
- **LGA Funding:** Received funding from LGA to commission a piece of work on investigating behavioural change

#OneLess Bottle Campaign

- The campaign is in partnership with Public Health to encourage refilling bottles to reduce the use of single use plastics and roll out public drinking fountains
- Havering has joined the Refill London Scheme. Across London there are now over 2,500+ Refill Stations where you can refill your reusable bottle for free. The nearest Refill Station can found by downloading and using the Refill app (example locations in Havering: Costa, Starbucks, Lush, Greggs, Leisure Centres, Market Place hub and all pubs)
- On 11 June in the Liberty Shopping Centre, members of the Waste and Recycling team offered the free reusable bottles, along with other waste minimisation information and advice
- On National Refill Day (19 June) libraries will be giving out free reusable bottles and promoting refill points as well as staff events at the Town Hall and Mercury House



Any questions?

