

# Item No.

Report to: **Service Delivery Scrutiny Committee**  
Date: **12<sup>th</sup> September 2005**  
Report of: **Environmental Services Operations Manager**  
Subject: **Environmental Operations Quarterly Performance Report**  
Ward: **All**

## **1. Purpose of Report**

1.1 To provide information on the performance of Environmental Services Operations for the period from April 05 to August 05.

## **2. Consultation**

2.1 This report is based on a factual account by the Environmental Services Operations Manager. No consultation has been necessary.

## **3. Background**

3.1 This Committee receives quarterly reports relating to the performance of a range of District Council environmental operations, including horticulture, street cleansing and refuse collection.

3.2 Appendix 1 details progress against the service plan for the period April 05 to August 05. Appendix 2 details complaints received in relation to Environmental Operations Services.

3.3 This report follows members requirements of the performance of the unit in relation to Best Value Performance Plan and the Environmental Services Unit Plan.

## **4. Summary**

4.1 *oÉñi éÉ*

4.1.1 The Green Waste Collection Service is presently operating very satisfactory with tonnages exceeding the original predicted weights which were 30 tonnes per week these have increased to 40/50 tonnes in recent weeks which is contributing to improving the Council's recycling targets.

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4.1.2 Due to the success of the service provisions have been made to introduce a new vehicle into the service which will replace the present vehicle. The new vehicle will have a improved carrying capacity moving from 9 tonne to 12 tonne per load this will enable the vehicle to collect more green waste thus reducing on journeys to the tip.

4.1.3 Consultation is presently ongoing as previously reported regarding zonal working and 4 day working week. Proposals are almost drafted ready for further consultation and subject to satisfactory negotiations and member approval it is proposed that the new working arrangements will be introduced with effect from 1<sup>st</sup> April 2005.

## 4.2 *ecéíáí àíí éÉ-*

4.2.1 Following the slight delay in the grass cutting at the beginning of the year the grass cutting is now running as programmed throughout the district which is producing a good standard of presentation to the grassed open space areas. Summer bedding plants are now in full bloom the reasonably dry weather has helped in maintaining good displays.

4.2.2 Due to a recent fatality in another authority which resulted from a ride on grass cutter overturning whilst cutting a very steep bank, a review of the districts open spaced areas was undertaken and a number of sites have been identified as a potential risk, these areas are now being cut with a bank cutting pedestrian mowers.

4.2.3 All the horticultural supervisors have also undertaken training on ride on grass cutting machines and are now accredited to carry out in house training for operatives using these machines. Refresher training will be programmed for all the staff operating these machines prior to each cutting season.

## 4.3 *píéÉí=- áÉ-áéáá0-*

4.3.1 The gully cleansing operation is to date maintaining the set programme. Durham County Council recently requested out of hours cover from the gully crews to accommodate for extreme wet weather conditions following negotiations with the gully operatives arrangements have been agreed to accommodate this request.

4.3.2 The graffiti machine has now been operating in the district and the pathfinder area from June 2006 till the present time during this period 402 sites in the pathfinder area and 279 sites in the remainder of the district have successfully had graffiti removed.

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4.3.3 The bus shelter maintenance programme has been reviewed and a local performance indicator has been introduced. Systems are now in place to respond to emergency repairs within 24 hours and routine work within 7 working days. All reports will be logged, monitored and reported to the director on a monthly basis. The Street Wardens are going to support the system by reporting any defects or maintenance problems with bus shelters whilst patrolling the district. The street cleansing crews have been issued with a defect report booklet which will be used for recording the daily condition and reporting any damage to the Engineers Department for inspection or works instructions.

4.3.4 A Cleanliness Action Team has been set up from a cross section of staff linked to street cleansing and has been working to identify major issues associated with performance and to look at ways to introduce improvements to working practices and procedures to help improve standard in the service.

## 5. Implications

5.1 *ciã-ãÁã-ã*

Monitored through service plan.

5.2 *iÉÖ-ã*

The service functions continue to meet all legislative requirements.

5.3 *mçããÁó-*

No implications.

5.4 *oãëã*

Risk assessment carried out under service plan.

5.5 *`çããìãã-íããë*

No implications.

5.6 *`çééçë-íÉ-*

No implications.

5.7 *bèì-ãíó-C-aíÉéëíó*

No implications.

5.8 *bldçíÉããÉãí*

No implications.

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5.9 *mēçĀi ēÉãÉáí=*

No implications.

5.10 *pì éí-ãã-Áääíó*

No implications.

5.11 *`éããÉ=C-aääçéÇÉê*

No implications.

5.12 *eì ã-ã-óáÜüé*

No implications.

5.13 *pçĀá-ã-fāĀi éáçã*

No implications.

## **6. Recommendations**

6.1 Members are requested to note and endorse the contents of the report.

### **Background Papers/Documents referred to:**

Unit Service Plan  
Best Value Performance Plan

**Appendix 1**

**Environmental services Quarterly Monitoring Report.**

**Service Delivery Scrutiny Committee: 12<sup>th</sup> September 2005**

**Achievements**

We have	When	Outcome	Evidence/Review
<b>Service Plan</b>			
<p><b>1. Introduce green waste collection/recycling service</b></p> <p>§ Agree with workforce collection programme and implementation date</p>	<p>April 05 Aug 05</p>	<ul style="list-style-type: none"> <li>• Following consultation upon the agreed collection programme a implementation date was agreed with workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Envirocall reports</li> </ul>

We have	When	Outcome	Evidence/Review
<b>Service Plan</b>			
<p><b>2. Improve local Environment in relation to Street Cleansing</b></p> <ul style="list-style-type: none"> <li>• Expand on present partnership working arrangements with Parish and Town Councils</li> <li>• Sickness monitoring</li> <li>• Explore additional funding opportunities</li> </ul>	<p>April 05 Aug 05</p> <p>April 05 Aug 05</p> <p>April 05 Aug 05</p>	<ul style="list-style-type: none"> <li>• Present partner arrangements reviewed and agreed South Hetton Parish exploring possible future partnership.</li> <li>• Sickness monitored and welfare interviews and disciplinary procedures actioned where necessary.</li> <li>• Pathfinder and DOE successful in securing funding for graffiti removal service. Also funding was made available through the liveability fund for fitting of tracking systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Parish consultative minutes and partnership agreements</li> <li>• Personnel files, PSD personal files.</li> <li>• Management board report Executive report.</li> </ul>

We have	When	Outcome	Evidence/Review
<b>Service Plan</b>			
<p><b>3. Improve local Environment in relation to Horticulture</b></p> <p>\$ Expand on present partnership working arrangements with Parish and Town Councils</p> <p>\$ Sickness monitoring</p> <p>\$ Explore additional funding opportunities</p>	<p>April 05 Aug 05</p> <p>April 05 Aug 05</p> <p>April 05 Aug 05</p>	<p>\$ Present partner arrangements reviewed and agreed South Hetton Parish exploring possible future partnership</p> <p>\$ Sickness monitored and welfare interviews and disciplinary procedures actioned where necessary</p> <p>\$ NVQ training actioned for a number of the workforce</p>	<p>\$ Parish consultative minutes and partnership agreements Management board report</p> <p>\$ Personnel files, PSD files</p> <p>\$ Personnel files/PSD files</p>

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We have	When	Outcome	Evidence/Review
<b>Service Plan</b>			
<p><b>4. Current primary activities not covered by objectives</b></p> <ul style="list-style-type: none"> <li>• Budget profiles</li> <li>• End of year annual accounts</li> </ul>	<p>April 05 Aug 05</p> <p>April 05 Aug 06</p>	<ul style="list-style-type: none"> <li>• Monthly monitoring meetings programmed</li> <li>• End of year accounts will be reported on in April 06</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly financial reports</li> <li>• End of year accounts report</li> </ul>
<b>Best Value Performance Indicators</b>			
<p>\$ The unit is responsible to help support performance in the following B.V.P.I.</p> <p>\$ 82 - % of household waste which has recycled</p> <p>\$ 84 - number of kilos of waste collected per head of population</p> <p>\$ 86 - cost of waste per household</p> <p>\$ 89 - people satisfied with street cleansing</p> <p>\$ 90 - people satisfied with waste collection and recycling service</p> <p>\$ 199 - survey transect of land as per the E.P.A. legislation measured under 4 categories, for cleanliness, clean, light, significant, heavy</p> <ul style="list-style-type: none"> <li>• The C.D.U. unit is responsible for monitoring B.V.P.I.s and produce performance reports</li> </ul>	<p>April 05 April 06</p>	<p>\$ Monitor and report on government recycling targets</p> <p>\$ Monitor and report on street cleanliness</p> <p>\$ Monitor and report on customer satisfaction</p>	<p>\$ Draft corporate plan</p> <p>\$ Scrutiny reports</p>

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We have	When	Outcome	Evidence/Review
<b>Local Performance Indicators</b>			
§ The unit presently has no local performance indicators.	April 05	§ Local performance indicators will be developed in 2006	<ul style="list-style-type: none"> <li>• Monthly reports</li> </ul>
<b>Strategy Documents</b>			
<ul style="list-style-type: none"> <li>• Best Value Performance Plan</li> <li>• Service Improvement Plan</li> </ul>	April 05	<ul style="list-style-type: none"> <li>• Performance management framework</li> <li>• Developed through Concordat working group</li> </ul>	<ul style="list-style-type: none"> <li>• B.V.P.I. document</li> <li>• Service Improvement Plan</li> </ul>
<b>Risk Management Action Plans</b>			
§ Service Action Plan	April 05	§ Action Plan achieving service changes and delivery	§ Action Plan reviewed on a regular basis
<b>Other Tasks / Targets</b>			

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## Appendix 2

### Complaints received in relation to Environmental Operations Services

#### Complaints

##### Enviro call desk - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
April	75	8	1	28
May	55	6	2	17
June	58	7	0	25
July	68	6	0	20
August	-	-	-	-

##### Customer Services - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
April	5	0	2	1
May	4	0	0	0
June	4	3	0	0
July	0	1	0	0
August	-	-	-	-

<b>Totals</b>	<b>269</b>	<b>31</b>	<b>5</b>	<b>91</b>
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These complaints are defined and addressed as follows for each service -

<b>Refuse</b>		<b>Recycling</b>	
Missed Bins	143	Missed Bins	46
Missed Pullouts	87	Missed Pullouts	30
Miscellaneous	39	Miscellaneous	15

Missed bins are usually collected the same day but on occasions roll over to the following day.

Missed pullouts are usually collected the same day but on occasions roll over to the following day.

The miscellaneous complaints cover a number of areas, which include the new policy for charging in special collections, conduct of the bin men and insurance claims these complaints are not presently categorized into defined areas.

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<b>Grounds Maintenance</b>	
Grass cutting	19
Damaged Property	4
Grass on Paths	3
Miscellaneous	5

The complaints in the grounds maintenance operation are dealt with the same day wherever possible if this is not achievable they are addressed the following day.

<b>Street Cleansing</b>	
Litter	5

The complaints in the street cleansing operation are dealt with the same day wherever possible if this is not achievable they are addressed the following day.