

Item no.

Report to: **Service Delivery Scrutiny Committee**
Date: **3rd January 2006**
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 August 05 to November 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 August 05 to November 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 Refuse

4.1.1 Domestic Refuse Collections have been operating as programmed throughout the district with no service interruptions. Catch up days for the Christmas and New Year bank holidays have been agreed with the refuse collection crews.

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These catch up days are Saturday the 7th, 14th and 21st January 2006 residents have been informed of the amended collection days via the Christmas card and the December issue of Infopoint.

- 4.1.2 The Green Waste Collection Service has now been suspended for the season, with the last collections being undertaken on weekending 10th December 2005.

The service will resume in mid March 2006 this date will be confirmed early in the New Year and residents will be informed via a leaflet following a fortnightly collection in the agreed areas. The collection of green waste has been successful in collecting significant tonnages which has contributed to improving the recycling targets in 2005/06. A new vehicle is on order as previously reported and is due to be delivered in mid January 2006 ready for when the service resumes in March. This vehicle will help the operation to run more efficiently and will allow a modest expansion of the service to an additional 200-300 residents.

- 4.1.3 A draft local collective agreement in relation to zonal working and the 4 day week has been accepted and agreed fully with the refuse workforce following an extensive consultation process via a steering group comprising of reps from Horticultural, Street Cleansing, Refuse and Trade Unions. These new proposed working arrangements will now require executive approval so that progress may be made for these service improvements to become effective from 1st April 2006.

4.2 ***Horticulture***

- 4.2.1 The grasscutting operations ceased on 11th October 2005. This service has performed well over the year with reasonable dry weather ensuring that cutting programmes have been maintained throughout the district this has produced a good standard of presentation to the grassed open spaced areas.

- 4.2.2 Winter Maintenance is now being undertaken by the Grounds Maintenance crews on hedge cutting, shrub beds, edging on grass verges and minor tree works.

21 Horticultural staff were redeployed on a large scale clean up in the Wembley area of Easington this consisted of rubbish removal from yards, gardens and walkways. 17.84 tonnes of waste was collected from this operation which took place from the 5th – 9th December 2005. During this period Environmental improvements which included collection of fly tipping, litter picking, shrub bed and tree maintenance were also carried out to a number of sites in the District these being:

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- Horden – Pit Wheel site, Tree belt adjacent to Sea View roundabout and Horden Hall Farm.
- Shotton – Both main road entrances
- Wheatley Hill – Both main road entrances
- Seaham – Row Cottages, George Street and Roperly Walk
- Blackhall – Pattison Gardens

4.2.3 8 horticulture staff have recently been successful in achieving NVQ level 2 accreditation which was funded by a Government agency with all associated costs being reimbursed back to the council.

4.2.4 Consideration is presently been given to the purchase of a green waste chipping machine which will process all of the green waste produced by the horticultural operations and it will be used on shrub bed areas throughout the district – thus saving on current disposal costs.

4.3 ***Street Cleansing***

4.3.1 The gully cleansing operation is still maintaining the set programme.

Following a successful design of outlet trap covers by the district council for the road gullies in the Shotton area Durham County Council highways department have ordered a number of this type of cover for road gullies that are causing problems with blockages and rats using the outlet pipes. These trap covers will be fitted when the manufacturing is completed.

4.3.2 The Graffiti machine has now been operating in the district and the pathfinder area from June 2005 till the present time during this period 485 sites in the pathfinder area and 586 sites in the remainder of the district have successfully had graffiti removed.

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Total graffiti removed from 01.06.05 – 13.12.05

Pathfinder		Outlining	
June	69	June	31
July	68	July	115
August	135	August	125
September	42	September	110
October	67	October	99
November	76	November	167
13 December	28	13 December	39

4.3.3 A District wide spring clean up is being programmed for week commencing 16th January 2006 this will be carried out using an integrated approach from the operational and enforcement service units with the support of East Durham Homes estate officers and estate assistants.

4.3.4 The BVPI key indicators on street cleansing and recycling are detailed in the tables below for the first two quarters of the current year. Street cleansing is still in the bottom quartile nationally however it has improved and the new proposed working arrangements will help to further improve this indicator. Recycling targets are progressing well and it is envisaged that we will meet the set targets for the current year.

Description	Actual 2004/05	Target 2005/06	Performance	
			Q1	Q2
82a - % household waste sent for recycling	7.621%	8%	8.215%	11.909%
82b - % of waste sent for composting	6.010%	10%	12.886%	20.60%
199a - % of land having combined deposits/litter and detritus	32%	30%	28%	28%
199b - % of land unacceptable levels of graffiti	New	10%	18%	15%
199c - % of land unacceptable levels of flyposting	New	5%	4%	4%
199d – incidents & enforcement grading on fly tipping	New	3	4	4

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5. Implications

5.1 *Financial-*

No implications.

5.2 *Legal*

No implications.

5.3 *Policy*

No implications.

5.4 *Risk*

No implications.

5.5 *Communications*

No implications.

5.6 *Corporate*

No implications.

5.7 *Equality & Diversity*

No implications.

5.8 *E-Government*

No implications.

5.9 *Procurement*

No implications.

5.10 *Sustainability*

No implications.

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5.11 *Crime & Disorder*

No implications.

5.12 *Human Rights*

No implications.

5.13 *Social Inclusion*

No implications.

6. Recommendations

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

Background documents referred to:

Best Value Performance Plan

Unit Service Plan

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Appendix 1

Corporate Development Unit Quarterly Monitoring Report

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Achievements

We have	When	Outcome	Evidence/Review
Service Plan			
1. Introduce green waste collection/recycling service			
§ Agree with workforce collection programme and implementation date	Aug 05 to Nov 05	§ Following consultation upon the agreed collection programme a implementation date was agreed with workforce	§ Enviro call reports

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We have	When	Outcome	Evidence/Review
Service Plan			
<p>2. Improve local Environment in relation to Street Cleansing</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>Aug 05 Nov 05</p> <p>Aug 05 Nov 05</p> <p>Aug 04 Nov 05</p>	<ul style="list-style-type: none"> • Present partner arrangements reviewed and agreed South Hetton Parish exploring possible future partnership. • Sickness monitored and welfare interviews and disciplinary procedures actioned where necessary. • Pathfinder and DOE successful in securing funding for graffiti removal service. Also funding was made available through the liveability fund for fitting of tracking system. 	<ul style="list-style-type: none"> • Parish consultative minutes and partnership agreements. • Personnel files, PSD personal files • Management board report Executive report

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We have	When	Outcome	Evidence/Review
Service Plan			
3. Improve local Environment in relation to Horticulture \$ Expand on present partnership working arrangements with Parish and Town Councils \$ Sickness monitoring \$ Explore additional funding opportunities	 Aug 05 Nov 05 Aug 05 Nov 05 Aug 05 Nov 05	<ul style="list-style-type: none"> • Present partner arrangements reviewed and agreed South Hetton Parish exploring possible future partnership • Sickness monitored and welfare interview and disciplinary procedures actioned where necessary • NVQ training actioned for a number of the workforce. 	 \$ Parish consultative minutes and partnership agreements Management board report \$ Personnel files, PSD files \$ Personnel files/PSD files

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We have	When	Outcome	Evidence/Review
Service Plan			
4. Current primary activities not covered by objectives \$ Budget profiles \$ End of year annual accounts	 Aug 05 Nov 05 Aug 05 Nov 05	 \$ Monthly monitoring meetings programmed \$ End of year accounts will be reported on in April 06	 \$ Monthly financial reports \$ End of year accounts report

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Best Value Performance Indicators			
\$ The unit is responsible to help support performance the following B.V.P.I. \$ 82 - % of house hold waste which has recycled \$ 84 - number of kilos of waste collected per head of population \$ 86 - cost of waste per household \$ 89 - people satisfied with street cleansing \$ 90 - people satisfied with waste collection and recycling service \$ 199 - survey transect of land as per the E.P.A. legislation measured under 4 categories, for cleanliness, clean, light, significant, heavy \$ The C.D.U. unit is responsible for monitoring B.V.P.I.s and produce performance reports	Aug 05 Nov 05	\$ Monitor and report on government recycling targets \$ Monitor and report on street cleanliness \$ Monitor and report on customer satisfaction	\$ Draft corporate plan \$ Scrutiny reports
Local Performance Indicators			
\$ The unit presently has no local performance indicators		\$ Local performance indicators will be developed in 2006	
Strategy Documents			
\$ Best Value Performance Plan \$ Service Improvement Plan	Nov 05	\$ Performance management framework \$ Developed through Concordat working group	\$ B.V.P.I. document \$ Service Improvement Plan
Risk Management Action Plans			
\$ Service Action Plan	Nov 05	\$ Action Plan achieving service changes and delivery	\$ Action Plan reviewed on a regular basis
Other Tasks / Targets			

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Appendix 2

Complaints received in relation to Environmental Operations Services

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Enviro call desk - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
August	44	3	2	18
September	81	3	0	15
October	32	3	0	21
November	53	0	0	6

Customer Services - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
August	3	1	0	0
September	3	1	0	0
October	4	0	0	0
November	2	0	0	0

Totals	222	11	2	60
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These complaints are defined and addressed as follows for each service –

Refuse		Recycling	
Missed Bins	130	Missed Bins	35
Missed Pullouts	68	Missed Pullouts	23
Miscellaneous	24	Miscellaneous	2

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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Grounds Maintenance	
Grass Cutting	6
Damaged Property	0
Grass on Paths	2
Miscellaneous	3

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.

Street Cleansing	
Litter	1
Fly Tipping	1

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.