

# Item no.

Report to: **Service Delivery Scrutiny Committee**  
Date: **18<sup>th</sup> April 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 December 2005 to March 2006.

## **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 December 2005 to March 2006. 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 *oÉllí eÉ*

- 4.1.1 The refuse collection has been overall operating as programmed throughout the district with service interruptions being experienced during the 3 working days between Christmas and New Year, which was due to the district being subjected to severe winter weather conditions. All resources available spare manpower and vehicles were deployed to catch up on missed bins during this heavy collection period.

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The street cleansing crews also supported the operation by hand spreading 9 tonnes of salt onto the back streets this allowed most of the collections to be undertaken as programmed. Industrial action on Tuesday 28<sup>th</sup> March 2005 also interrupted the service and following consultation with the refuse crews it was agreed to catch up missed collections on Saturday 1<sup>st</sup> April 2006.

4.1.2 The green waste collection service resumed on Tuesday 28<sup>th</sup> February 2006. This service is operating on a 4-day week. The first collections have not produced the tonnages expected this is possibly because of the cold, wet spring weather which has restricted grass growth. The new collection vehicle with improved load capacity has been introduced into the operation, which has allowed a modest expansion of the service to an additional 600 residents.

4.1.3 The new agreed arrangements for zonal working and 4 day week will be introduced on Tuesday 18<sup>th</sup> April 2006 and to minimize disruption to residents when the transition takes place it has been agreed with the refuse crews to work Good Friday 14<sup>th</sup> April 2006 which will allow us to move from 5 to 4 days without having to consider a catch up day prior to the service change. All the residents in the district will be informed of their new collection days via a leaflet delivered to each household there will also be press releases and coverage in the info point. The new Team Leader responsible for the refuse operation has now been appointed and will start in this position on Monday 3<sup>rd</sup> April 2006.

4.2 *ecêráÀi àîî êÉ=-*

4.2.1 Grounds maintenance crews have been carrying out winter maintenance in relation to hedges, shrub beds, flowerbeds, grass verges and minor tree works. It was proposed to start the grass cutting operation on Monday 6<sup>th</sup> March 2006 however this commencement date had to be postponed due to continued wet weather which has saturated most of the open spaced areas preventing grass cutting machines to operate without causing damage. A limited number of areas have been cut where conditions have allowed. Hopefully weather conditions will improve to allow the full cutting programme to be implemented.

4.2.2 Most of the horticultural operatives were redeployed to work with the street cleansing crews to undertake the spring clean up throughout the district from Monday 16<sup>th</sup> January to Wednesday 25<sup>th</sup> 2006. The Environmental Wardens, Enforcement Officers and East Durham Homes' Estate Officers also supported this operation which was successful in addressing litter, fly-tipping, graffiti, fly-posting, dog fouling, untaxed and abandoned vehicles:

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- 121.74 tonnes of litter and fly-tipped rubbish collected.
- 52 locations cleaned of graffiti.
- 5 fixed penalties issued for dog fouling.
- 1 fixed penalty issued for littering.
- 18 stray dogs caught and taken to the kennels.
- 95% of fly posters removed.
- 2 abandoned caravans removed.
- 2 burnt out cars removed.
- 15 untaxed vehicles removed.

## 4.3 *πρίεξι-` αἴ-άααα*

4.3.1 The clean and green team leaders have now been selected and appointed to supervise in one of the 4 zones these team areas have now got the manpower and machines allocated to successfully integrate and operate the street cleansing and horticultural operations these new working arrangements will become effective from Monday 17<sup>th</sup> April 2006.

4.3.2 The graffiti removal machine is still operating very successfully in the district and pathfinder area and receives regular support from the probation service. Durham County Council is also using our service to clean graffiti from the subways in Seaham and Peterlee on an agreed financial rate.

Total of graffiti removed from 01.06.05 – 31.03.06

Pathfinder area – 661 outlining areas in the district - 999

Pathfinder			Outlining		
June	2005	69	June	2005	31
July	2005	68	July	2005	115
August	2005	135	August	2005	125
September	2005	42	September	2005	110
October	2005	67	October	2005	99
November	2005	76	November	2005	167
December	2005	28	December	2005	39
January	2006	102	January	2006	132
February	2006	58	February	2006	125
March	2006	16	March	2006	56

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4.3.3 The gully cleansing operation has now completed the annual maintenance programme of 2 cleans per gully throughout the district. This operation has also attended to 48 blocked and flooded gullies during the year. Durham County Council have indicated that they may change the frequency from 2 to 1 clean per year discussions are presently ongoing regarding these proposals as they have serious financial, operational, and service standard implications.

4.3.4 The BVPI key indicators on street cleansing and recycling are detailed in the performance tables below for the first three quarters of the current year. Street cleansing is still in the bottom quartile but is improving slowly. Recycling targets are progressing well and it is envisaged that we will exceed our current set targets.

Description	Actual 2004/05	Target 2005/06	Performance		
			Q1	Q2	Q3
<b>82a</b> - % household waste sent for recycling	7.621%	8%	8.22%	11.91%	15.16%
<b>82b</b> - % waste sent for composting	6.010%	10%	12.89%	20.61%	23.94%
<b>199a</b> - % land having combined deposits/litter and detritus	32%	30%	-	28%	22%
<b>199b</b> - % land unacceptable levels of graffiti	New	10%	-	15%	12%
<b>199c</b> - % land unacceptable levels of fly posting	New	5%	-	4%	1%
<b>199d</b> - % incidents & enforcement grading on fly tipping	New	3	4	4	4

## 5. Implications

### 5.1 *Financial*

No implications.

### 5.2 *Legal*

No implications.

### 5.3 *Policy*

No implications.

### 5.4 *Risk*

No implications.

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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.

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:**

- i) Best Value Performance Plan
- ii) Service delivery Plan for Environmental Operations 2004/5 and draft plan for 2006-9

## Corporate Development Unit Quarterly Monitoring Report

Service Delivery Scrutiny Committee: 18<sup>th</sup> April 2006

### Achievements

We have	When	Outcome	Evidence/Review
<b>Service Plan</b>			
<b>1. Introduce green waste collection/recycling service</b> <ul style="list-style-type: none"><li>• Agree with workforce collection programme and implementation date</li></ul>	Nov 05 to April 06	<ul style="list-style-type: none"><li>• Following consultation upon the agreed collection programme an implementation date was agreed with the workforce. Additional 600 residents to be included in the service from Tuesday 28<sup>th</sup> February 2006.</li></ul>	<ul style="list-style-type: none"><li>• Enviro call reports</li></ul>

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<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>Nov 05 April 06</p> <p>Nov 05 April 06</p> <p>Nov 05 April 06</p>	<ul style="list-style-type: none"> <li>• Present partner arrangements reviewed and agreed.</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 system.</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>

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We have	When	Outcome	Evidence/Review
<b>Service Plan</b>			
<p><b>3. Improve local Environment in relation to Horticulture</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>Nov 05 April 06</p> <p>Nov 05 April 06</p> <p>Nov 05 March 06</p>	<ul style="list-style-type: none"> <li>• Present partner arrangements reviewed and agreed exploring possible future partnership</li> <li>• Sickness monitored and welfare interview and disciplinary procedures actioned where necessary</li> <li>• NVQ training actioned for a number of the workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Parish consultative minutes and partnership agreements Management board report</li> <li>• Personnel files/PSD files</li> <li>• Personnel files/PSD files</li> </ul>



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>Nov 05 April 06</p> <p>Nov 05 April 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>

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<b>Best Value Performance Indicators</b>			
<ul style="list-style-type: none"> <li>The unit is responsible to help support performance the following B.V.P.I.</li> <li>82 - % of house hold waste which has been recycled</li> <li>84 - number of kilos of waste collected per head of population</li> <li>86- cost of waste per household</li> <li>89 - people satisfied with street cleansing</li> <li>90 - people satisfied with waste collection and recycling service</li> <li>199 - survey transect of land as per the E.P.A. legislation measured under 4 categories, for cleanliness, clean, light, significant, heavy</li> <li>The C.D.U. unit is responsible for monitoring B.V.P.I.s and produce performance reports</li> </ul>	Nov 05 April 06	<ul style="list-style-type: none"> <li>Monitor and report on government recycling targets</li> <li>Monitor and report on street cleanliness</li> <li>Monitor and report on customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Draft corporate plan</li> <li>Scrutiny reports</li> </ul>
<b>Local Performance Indicators</b>			
<ul style="list-style-type: none"> <li>The unit presently has no local performance indicators</li> </ul>		<ul style="list-style-type: none"> <li>Local performance indicators will be developed in 2006</li> </ul>	<ul style="list-style-type: none"> <li>Service Plan</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 06	<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>			
<ul style="list-style-type: none"> <li>Service Action Plan</li> </ul>	Mar 06	<ul style="list-style-type: none"> <li>Action Plan achieving service changes and delivery</li> </ul>	<ul style="list-style-type: none"> <li>Action Plan reviewed on a regular basis</li> </ul>
<b>Other Tasks / Targets</b>			
<ul style="list-style-type: none"> <li>A spring clean was undertaken throughout the District in January</li> </ul>	Jan 06	<ul style="list-style-type: none"> <li>A significant amount of litter and rubbish was collected</li> </ul>	<ul style="list-style-type: none"> <li>Appendix 2 quantifies number of bags collected</li> </ul>

### 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
December	43	0	0	3
January	86	0	0	0
February	150	0	0	0
March	96	1	2	9

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

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
December	8	0	0	0
January	4	0	0	0
February	2	0	0	0
March	4	0	1	0

<b>Totals</b>	<b>393</b>	<b>1</b>	<b>3</b>	<b>12</b>
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These complaints are defined and addressed as follows for each service –

Refuse		Recycling	
Missed Bins	259	Missed Bins	5
Missed Pullouts	104	Missed Pullouts	3
Miscellaneous	30	Miscellaneous	4

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 categorised into defined areas.

Grounds Maintenance	
Grass Cutting	1
Damaged Property	0
Grass on Paths	0
Miscellaneous	0

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	3
Fly Tipping	0

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.

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