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Report to: **Service Delivery Scrutiny Committee**
Date: **23 April 2007**
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 2006 to March 2007.

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 complaints received in relation to Environmental Operations Services.

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

4. Summary

4.1 Refuse

4.1.1 The refuse collection service has operated as programmed throughout the district with minimal service interruptions due to the mild weather over the winter period and only the Christmas week needing service changes, which allowed the service to return to normal the following week. Easter collections all moved forward one day all residents in the district were informed of these changes via a leaflet.

4.1.2 Domestic developments throughout the district are growing significantly with more planned for future years as the present rounds had no capacity to undertake any additional collections an option

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appraisal was undertaken and it was agreed to introduce an additional new refuse collection vehicle and 2 operatives into the service to absolve the additional workloads. This new vehicle has been operating since January 07 it is smaller than our normal vehicles, which allows it into streets where access has been restricted on regular occasions to our larger vehicles. Due to resources realignment between street cleansing and refuse this expansion to the service has been able to be achieved at an annual cost of £17,000.

4.1.3 The 2 new replacement refuse vehicles were introduced into the service in March and have been well received by the drivers these new vehicles will help to maintain efficient service delivery.

4.1.4 The green waste service commenced collections on Tuesday 20th March 2007 with the first collections not producing significant amounts however the service is presently operating to capacity and is producing some good tonnages. A pilot scheme is going to be introduced during May 2007 to collect plastic and cardboard this pilot is called the Parc-It scheme. These 2 items will be recovered via plastic bag, which will be placed in the domestic bin and sorted from the domestic waste at the disposal site, this scheme will service dwellings in Trimdon, Wingate, Station Town, Thornley, Wheatley Hill and Hutton Henry. It is envisaged that this pilot will contribute significantly to improving our recycling performance during 2007/08.

4.2 *Clean & Green Teams-*

4.2.1 The 4 clean and green teams are working well to maintain the districts cleanliness this is reflected in the significant improvements that have been achieved to BVPI 199. The spring clean commenced on Monday 15th January 2007 and finished on Tuesday 30th January 2007. The clean and green teams along with the estate officers from EDH worked across the district collecting litter and fly - tipping. The Pride in Easington officers also coordinated litter picks with residents groups and school children during this period. This concerted effort achieved 67.62 tonnes of rubbish collected from the district. This tonnage is a lot less than last years total of 121.21 tonnes, which we feel, is due to improved service delivery.

4.2.2 A new compact road sweeper has been delivered and introduced into the service in March 2007 to replace the sweeper that was badly damaged and written off in a road traffic accident.

4.2.3 Work has now ceased on the edging and cleaning of the footpaths in the district with a total of 63 linear miles been cleaned to date this has greatly improved the appearance of the district and helped to improve upon our BVPI 199 annual set target.

4.2.4 Grass cutting operations started on Monday 2nd April 2007 and is progressing well around the district. We have purchased and introduced a number of new grass cutting machines into the operation these being 6 pedestrian mowers, 6 large ride on mowers and 2 small ride on mowers. The probation

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service continues to work in partnership with the environmental operations following a successful pilot scheme last year, which saw a number of areas in the district improved by offenders. A programme of works for a number of areas in the district has been developed and will be undertaken during this year included in these works is tree and hedge pruning, shrub bed maintenance, foot path edging, strimming and litter picking.

- 4.2.5 The centralisation programme at Hackworth depot is nearing completion and all major works should be finished by the end of April 2007.
- 4.2.6 The graffiti removal machine continues to operate very successfully in the District and Pathfinder area and receives regular support from the Probation Service and the Environment Agency. This service has now got approval to be mainstreamed, which has created a full time position, the recruitment process is presently ongoing and the position should be filled shortly.

Total of graffiti removed from 01.06.05 – 31.03.07

Pathfinder area – 1212. Outlining areas in the district - 2097

Pathfinder			Outlining		
December	2006	10	December	2006	47
January	2007	46		2006	82
February	2007	20	February	2006	37
March	2007	23	March	2006	90

- 4.2.7 The gully cleansing service along with the 3 staff and 2 vehicles was transferred back to Durham County Council on Monday 2nd April 2007 as they were not prepared to increase the funding to maintain 2 cleanses in the district. The new cleaning proposals mean that most gullies throughout the district will now only receive one cleanse per year with a selected number of problem areas receiving two cleanses which they have indicated will be around 25%. We believe that these cuts will lead to increased blockages and flooding that may affect properties and highway safety in the district.

4.3 BVPI Key Indicators

- 4.3.1 The BVPI key indicators on street cleansing and recycling are detailed in the performance tables below for 2006/7 both of these key indicators have exceeded annual set targets however the recycling percentage may vary slightly as tonnages still need to be confirmed by DCC but is envisaged that the

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combined total will be between 32% - 34%.

Description	Actual 2005/ 06	Target 2006/ 07	Performance 2006/7				
			Q1	Q2	Q3	Q4	Total
82a - % household waste sent for recycling	11.76%	11%	15.19%	11.38%	13.15%	12.43%	13.15%
82b - % waste sent for composting	15.15%	16%	44.72%	19.77%	9.65%	5.9%	20.93%
199a - % land having combined deposits/litter and detritus	22%	19%	18%	14%	15%	-	15%
199b - % land unacceptable levels of graffiti	11%	8%	5%	9%	9%	-	8%
199c - % land unacceptable levels of fly posting	2%	0%	0%	3%	1%	-	1%
199d - incidents & enforcement grading on fly tipping	4	1	1	2	2	1	1

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4.3.2 BVPI Satisfaction Survey is undertaken every 3 years and although we have not achieved our set targets it is still pleasing to see that there has been some good progress made in some of the service areas as detailed in the table below.

BVPI No. and Description	2003-4 Result	2006-7 Target	2006-7 Result
BVPI 89 The percentage of residents satisfied with the cleanliness standard in the area.	50%	70%	69%
BVPI 90a The percentage of residents satisfied with waste collection service.	89%	95%	90%
BVPI 90b The percentage of residents satisfied with recycling facilities.	59%	70%	69%
BVPI 119e The percentage of residents satisfied with parks and open spaces.	67%	70%	67%

5. Implications

No implications.

6. Recommendations

6.1 Members views are welcomed on the contents of the report.

Background documents referred to:

- i) Best Value Performance Plan
- ii) Unit Service Plan

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Appendix 1

Complaints received in relation to Environmental Operations Services

Enviro call desk - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
Dec	31	0	0	3
Jan	63	0	0	1
Feb	62	0	1	3
March	68	0	1	4

Customer Services - complaints for each service area

MONTH	REFUSE COLLECTION	GROUNDS MAINTENANCE	STREET CLEANSING	RECYCLING
Dec	4	0	0	0
Jan	4	0	0	0
Feb	2	1	1	0
March	4	0	0	

Totals	238	1	3	11
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These complaints are defined and addressed as follows for each service –

Refuse		Recycling	
Missed Bins	116	Missed Bins	4
Missed Pullouts	98	Missed Pullouts	5
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 categorised into defined areas.

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

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	2
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.