

**Corporate Overview and Scrutiny
Management Board**

5 April 2019

**Quarter Three 2018/19
Performance Management Report**



Report of Lorraine O'Donnell, Director of Transformation and Partnerships

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present progress towards achieving the key outcomes of the council's corporate performance framework.

Performance Report for quarter three, 2018/19

- 1 The performance report for quarter three, 2018/19 is attached at Appendix 2. It is structured around a set of key questions aligned to the Altogether Greener priority theme and includes the key performance messages from data available this quarter along with visual summaries and data tables for each key question.

Future Performance Reporting

- 2 As our current vision, which forms the basis of this performance report, is over nine years old and many of the original aims have been achieved, we are developing a new set of proposed ambitions that better reflect the needs and opportunities of County Durham. Consequently, from quarter one, 2019/20, the format and content of this performance report will change to align it to the new vision.

Executive summary

- 3 The slight increase in reported enviro-crime is due to increases in litter, graffiti and most notably bonfires. There were fewer reported fly-tips. Although there has been an increase in household waste re-used, recycled or composted, we are concerned about the level of contamination (especially plastic bags) in the waste. Our strategy towards single use plastics has now been finalised and we are

assessing the implications of the newly released Resources and Waste Strategy for England. We continue our flood prevention programme with a £6 million investment to open up a 90 metre stretch of the Cong Burn below the market place at Chester-le-Street.

Risk Management

- 4 Effective risk management is a vital component of the council's agenda. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects.
- 5 There are no key risks in delivering the objectives of this theme.

Recommendation

- 6 That Environment and Sustainable Communities Overview and Scrutiny Committee considers the overall position and direction of travel in relation to quarter three performance, and the actions being taken to address areas of underperformance.

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

Latest performance information is being used to inform corporate, service and financial planning.

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Equality measures are monitored as part of the performance monitoring process.

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Staffing

Performance against a number of relevant corporate health indicators has been included to monitor staffing issues.

Accommodation

Not applicable.

Risk

Reporting of significant risks and their interaction with performance is integrated into the quarterly performance management report.

Procurement

Not applicable.

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Altogether better



Durham County Council Performance Management Report

Quarter Three, 2018/19



ALTOGETHER GREENER

1. How clean and tidy is my local environment?

7,259 Reported fly-tipping incidents

-681
(-9%)

Jan - Dec 18

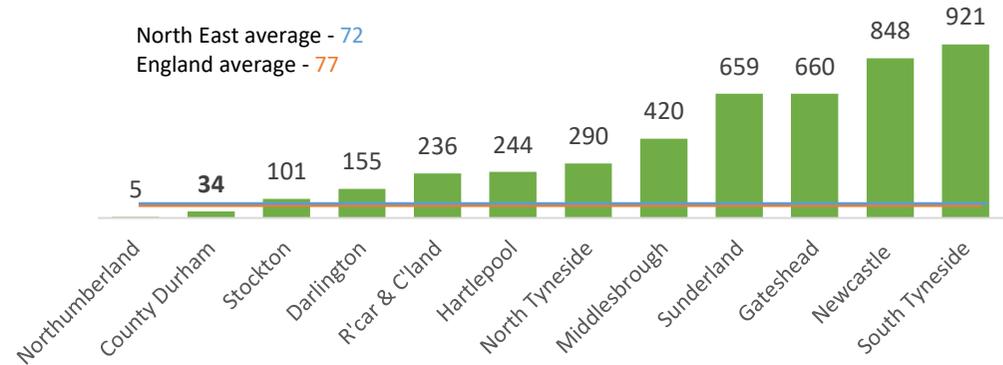
Compared to Jan - Dec 17



Year	Q1	Q2	Q3	Q4
2015/16				
2016/17				
2017/18				
2018/19				

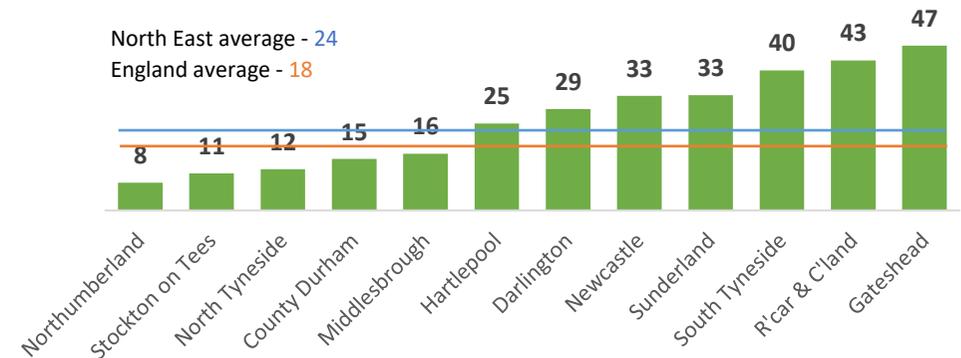
Proportion of fly tipping incidents per 1000 hectares 2017/18

North East average - 72
England average - 77



Proportion of fly tipping incidents per 1000 population 2017/18

North East average - 24
England average - 18



Quarter 3, 2018/19

12 cameras deployed

8 incidents caught on CCTV

8 stop & search operations

5 duty of care warning letters

3 producers issued

371 further investigations

6 PACE Interviews

1 prosecution

451 FPNs

Operation Spruce Up (since November 2016...)

24 areas have benefitted from a 'spruce up'

Has involved more than **4,000** children and young people: planting, litter picking and designing campaign posters

Winner of 'Campaign of the Year' at the Keep Britain Tidy Awards 2018

Finalist in the Local Government Chronicle 2018 Environmental Services Award

Altogether Greener

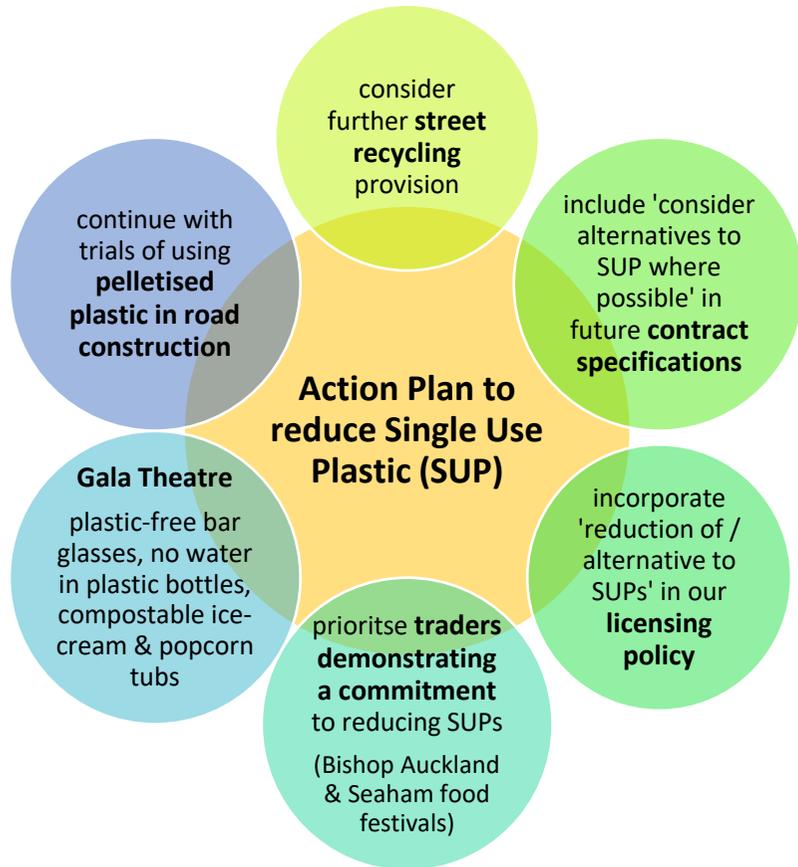
- 1 The priority theme of Altogether Greener is structured around the following three key questions:
 - (a) How clean and tidy is my local environment?
 - (b) Are we reducing carbon emissions and adapting to climate change?
 - (c) How effective and sustainable is our collection and disposal of waste?

How clean and tidy is my local environment?

- 2 During quarter two, analysis of the environmental cleanliness survey results highlighted issues with industrial estates and business parks. Targeted interventions to improve these areas has been undertaken.
- 3 Between 1 January and 31 December 2018, reported enviro-crime incidents increased by 1%. Increases were noted in litter, graffiti and most notably bonfires which increased by 117% (148 in 2017 to 321 in 2018).
- 4 There were fewer reported fly-tips, with decreases seen in green waste, white goods and other commercial waste. In relation to size of the fly-tips, decreases in single black bags and significant / multiple loads were balanced by increases in car boot loads and tipper lorry loads. Overall, the weight of fly-tipped waste has reduced. During the first half of 2018/19, there was an 18.6% reduction (144 tonnes) compared to the same period last year.
- 5 We continue to tackle fly-tipping using covert CCTV in hotspot areas and enforcement actions. During quarter three, we utilised our powers for the second time in six months and seized a van used for fly-tipping. In addition to the forfeiture of the vehicle, the individual was also fined £350. The vehicle will be sold at auction and the proceeds ring-fenced to fund future fly-tipping interventions.
- 6 As part of the multi-agency Community Action Scheme, between 8 October and 23 December, we tackled a range of housing and environmental problems in Easington Colliery in an area covering approximately 1,000 properties. 16 referrals were made to Neighbourhood Wardens, mostly in relation to detritus and fly-tipping. Additional patrols were carried out in the six dog fouling hotspots identified. 53 notices were served in relation to properties, 29 of which were complied with and 13 where works were carried out in default. We brought 15 empty properties back into use.
- 7 The Community Action Scheme programme will then progress to Cockton Hill Road (21 January to 7 April), Grange Villa (22 April to 7 July), Crook Central (8 July to 22 September) and Eldon (14 October to 24 December).

ALTOGETHER GREENER

- 2. Are we reducing carbon emissions and adapting to climate change?
- 3. How effective and sustainable is our collection and disposal of waste?



96.3% of municipal waste diverted from landfill
(Oct 17–Sep 18)

-0.4pp
(same period last year)

42.2% of household waste re-used, recycled or composted
(Oct 17–Sep 18)

+2.9pp
(same period last year)

Recycling Matters Campaign

- At quarter three, **18%** of recycling we collected could not be reprocessed due to contamination (**↑ 2.9pp** from 2017/18 total).
- Implemented in response to this increase, the campaign aims to re-educate residents about what can / cannot be recycled and reduce contamination.
- We are adding a 'no black bag' sticker to all recycling bins to remind residents these cannot be recycled.

Metal Matters Campaign

- Each year, our residents use more than **287 million** cans, foil trays and aerosols.
- **Less than half** of these items are recycled.
- If all metal used across the county was recycled, each year we would reduce carbon dioxide by **7,773 tonnes**, this is the equivalent to 1,650 fewer cars on the road.



Flood Prevention

- **£6 million scheme is about to start**
- Expected completion in March 2020
- Opens a 90 metre stretch of the Cong Burn, underneath Chester-le-Street market place

Are we reducing carbon emissions and adapting to climate change?

- 8 The resulting transformation of the market place in Chester-le-Street, following the £6 million flood prevention scheme, will also create a location that could host festival and events, providing an economic boost to the town centre.
- 9 We have submitted a £798k bid to the ERDF fund to extend the Business Energy Efficiency Project (BEEP) which currently runs until July 2019. If successful, the BEEP will be extended for a further three years.

How effective and sustainable is our collection and disposal of waste?

- 10 There have been increases in recycling at both our Household Waste Recycling Centres (HWRCs) (up 4.7%), mainly due to additional tonnages in green waste and wood, and at the kerbside (up 0.7%). We continued with several campaigns including Metal Matters as part of the wider Recycling Matters. A Plastic Matters campaign is planned for the coming months.
- 11 The new Stainton Grove HWRC, due to re-open in December, has been delayed to early March. This is due to delays caused by utilities not being as per site plans, areas of acute hard ground and re-profiling deliveries to accommodate.
- 12 An action plan, which sets out the council's future strategy towards single use plastics (SUP), considering the wider implications and alternatives, has been approved.
- 13 Unfortunately, our funding bid to the Department for Transport ADEPT Innovation Fund for further road surfacing trials using plastics was unsuccessful.
- 14 The Department for Environment, Food and Rural Affairs (DEFRA) has released a Resources and Waste Strategy for England. This strategy sets out how we will preserve material resources by minimising waste, promoting resource efficiency and moving towards a circular economy. The implications for the council are currently being assessed and an update will be provided to Environment and Sustainable Communities Overview and Scrutiny Committee.

Key Performance Indicators – Data Tables

There are two types of performance indicators throughout this document:

- (a) Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
- (b) Key tracker indicators – performance is tracked but no targets are set as they are long-term and/or can only be partially influenced by the council and its partners.

A guide is available which provides full details of indicator definitions and data sources for the 2017/18 corporate indicator set. This is available to view either internally from the intranet or can be requested from the Strategy Team at performance@durham.gov.uk

KEY TO SYMBOLS

	Direction of travel	Benchmarking	Performance against target
GREEN	Same or better than comparable period	Same or better than comparable group	Meeting or exceeding target
AMBER	Worse than comparable period (within 2% tolerance)	Worse than comparable group (within 2% tolerance)	Performance within 2% of target
RED	Worse than comparable period (greater than 2%)	Worse than comparable group (greater than 2%)	Performance >2% behind target

National Benchmarking

We compare our performance to all English authorities. The number of authorities varies according to the performance indicator and functions of councils, for example educational attainment is compared to county and unitary councils however waste disposal is compared to district and unitary councils.

North East Benchmarking

The North East figure is the average performance from the authorities within the North East region, i.e. County Durham, Darlington, Gateshead, Hartlepool, Middlesbrough, Newcastle upon Tyne, North Tyneside, Northumberland, Redcar and Cleveland, Stockton-On-Tees, South Tyneside, Sunderland. The number of authorities also varies according to the performance indicator and functions of councils.

More detail is available from the Strategy Team at performance@durham.gov.uk

ALTOGETHER GREENER

1. How clean and tidy is my local environment?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
108	% of relevant land and highways assessed as having deposits of litter that fall below an acceptable level	6.61	Aug-Sep 2018	Tracker	5.22	10			2014/15	No
				N/a	AMBER	GREEN				
109	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	13.87	Aug-Sep 2018	Tracker	10.72	27			2014/15	No
				N/a	RED	GREEN				
110	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	1	Aug-Sep 2018	Tracker	0.44	7			2014/15	No
				N/a	AMBER	GREEN				
111	Number of fly-tipping incidents	7,259	2018	Tracker	7,940					Yes
				N/a	GREEN					

ALTOGETHER GREENER

2. Are we reducing carbon emissions and adapting to climate change?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
112	% reduction in CO ₂ emissions in County Durham (by 40% by 2020 and 55% by March 2031)	52.3	2016	Tracker	49.9					No
				N/a	GREEN					
113	% change in CO ₂ emissions from local authority operations	-9	2017/18	Tracker	-14					No
				N/a	RED					

ALTOGETHER GREENER

3. How effective and sustainable is our collection and disposal of waste?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
114	% of municipal waste diverted from landfill	96.3	Oct 17– Sep 18	95 GREEN	96.7 AMBER	87.3 GREEN	92 GREEN		2017/18	Yes
115	% of household waste that is re-used, recycled or composted	42.2	Oct 17– Sep 18	Tracker N/a	39.3 GREEN	43.2 AMBER	34.5 GREEN		2017/18	Yes

Other additional relevant indicators

ALTOGETHER WEALTHIER

4. Is it easy to travel around the county?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
18	% of A roads where maintenance is recommended	3	2017/18	Tracker N/a	3 GREEN	3 GREEN			2016/17	No
19	% of B and C roads where maintenance is recommended	4	2017/18	Tracker N/a	3 AMBER	6 GREEN			2016/17	No
20	% of unclassified roads where maintenance is recommended	21	2017/18	Tracker N/a	20 AMBER	17 RED			2016/17	No