

WELWYN HATFIELD BOROUGH COUNCIL
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE – 30 JANUARY 2017
REPORT OF THE EXECUTIVE DIRECTOR, RESOURCES ENVIRONMENT &
CULTURAL SERVICES

ENVIRONMENT SERVICES 2ND QUARTER 2016/17

1 Executive Summary

- 1.1 This report combines Environment Services information and Serco's customer satisfaction performance for Q2 2016/17.

2 Recommendation(s)

- 2.1 It is recommended that the Committee note the contents of the attached report.

3 Explanation

- 3.1 The Serco/WHBC partnership has been established in accordance with Council policy and is being monitored in accordance with the agreed Monitoring Framework. There are no new policy implications arising from this report.
- 3.2 Serco through an independent polling company are required to provide quarterly and annual reports on their performance in the activities of recycling, cleansing, refuse and grounds maintenance work.
- 3.3 This report is the forty-third consecutive quarterly independent customer satisfaction survey performed by a polling company since the first one in April 2006 on behalf of Serco and Welwyn Hatfield Borough Council.
- 3.4 Overall satisfaction across all environmental services has decreased marginally this quarter to 75.5%, in comparison to Q1.
- 3.5 The total refuse to landfill in Q2 has continued to remain low and reduced compared to Q2 2015/16, to approximately 43 kilograms/resident. It is well below the target for this quarter of 52 kilograms/resident. This is a significant improvement in performance.
- 3.6 The recycling rate in Q2 increased to just over 53% (compared to 50.7% in Q2 2015/16). The dry recycling rate (i.e. material recycled from the blue-lidded bin and recycling banks) and the composting rate have stayed the same as the previous quarter. Satisfaction of the recycling and composting collection services are on target.
- 3.7 The total number of customer reported missed bins is 374 per 100,000. This is a marked improvement compared to 559 per 100,000 in Q2 2015/16 and within the target of 690 per 100,000.

- 3.8 Satisfaction for cleansing in Q2 was 68.3%, compared to Q2 2015/16 (75.1%). Satisfaction for grass verges hedges and shrubs was lower at 63.5%, while satisfaction for planters, shrub beds and baskets and satisfaction for greens and open spaces have both increased to 82.7% and 77.4% respectively.

Implications

4 Legal Implications

- 4.1 There are no legal implications associated with the recommendation.

5 Financial Implications

- 5.1 There are no direct financial implications for the Council arising from this recommendation.

6 Risk Management Implications

- 6.1 No significant risks have been identified as part of the recommendation.

7 Security and Terrorism Implications

- 7.1 There are no known security and terrorism implications associated with this recommendation.

8 Procurement Implications

- 8.1 There are no known procurement implications associated with this recommendation.

9 Climate Change Implications

- 9.1 There are no climate change implications associated with this recommendation.

10 Equality and Diversity

- 10.1 An Equality Impact Assessment (EIA) has not been carried out in connection with the proposals that are set out in this report as the recommendation does not require a policy or service change.

Name of author	Claire Nicholls
Title	Waste Services Officer
Date	20 th December 2016