

APPENDIX 1: ENVIRONMENT SERVICES AND SERCO PERFORMANCE Q2 2016/17

1 Introduction

1.1 This report provides the Q2 2016/17 summary of Environment Services and Serco's performance. This report covers waste and recycling, street cleansing and grounds maintenance performance information.

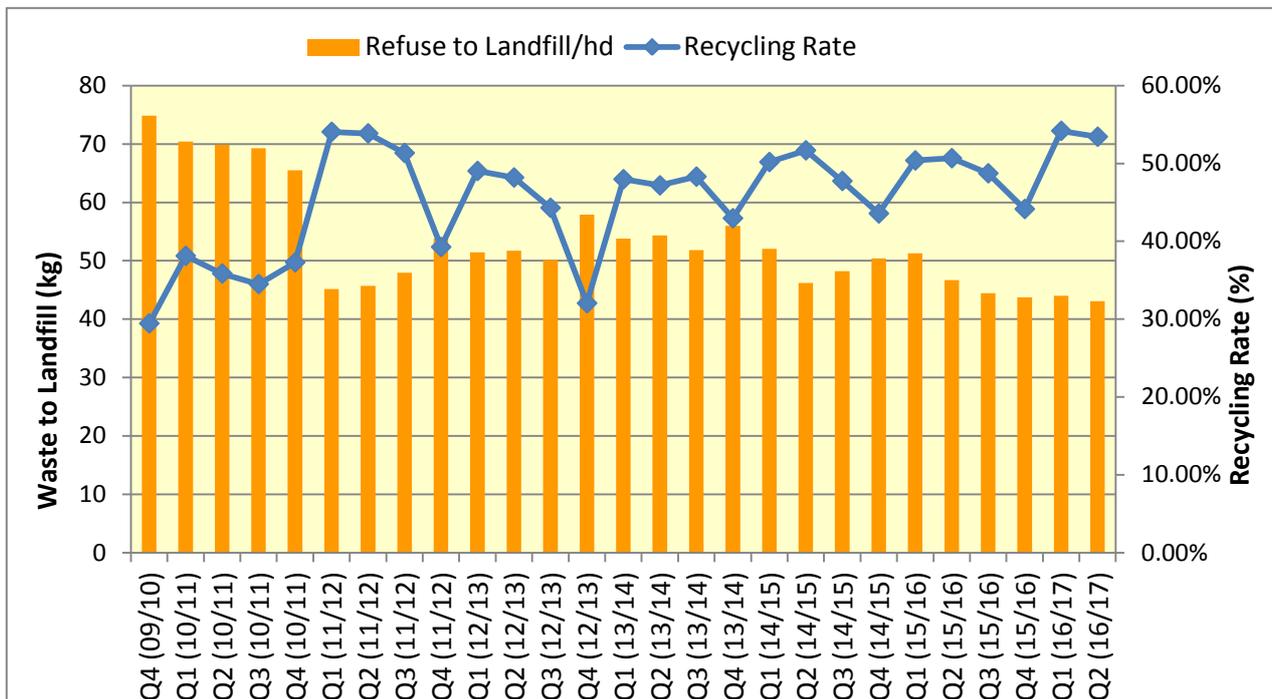
2 Recycling Performance

In Q2, the overall recycling rate increased to just over 53%.

3 Total Waste to Landfill/Disposal Performance

3.1 The total amount of refuse sent to landfill/disposal has continued to remain low this quarter at 43 kilograms/resident. This is well below the target for this quarter of 52 kilograms/resident.

Figure 6: Recycling Rate and Total Waste to Landfill/Disposal



4 Serco Satisfaction Performance

4.1 Refuse Collection:

4.1.1 In Q2, satisfaction of refuse collections decreased by 9% to 76.4% (compared to 85.4% in Q2 2015/16). Generally residents are satisfied with the service, but some dissatisfaction was noted in relation to the perceived infrequency of collection, the bin being too small and litter left behind after collections.

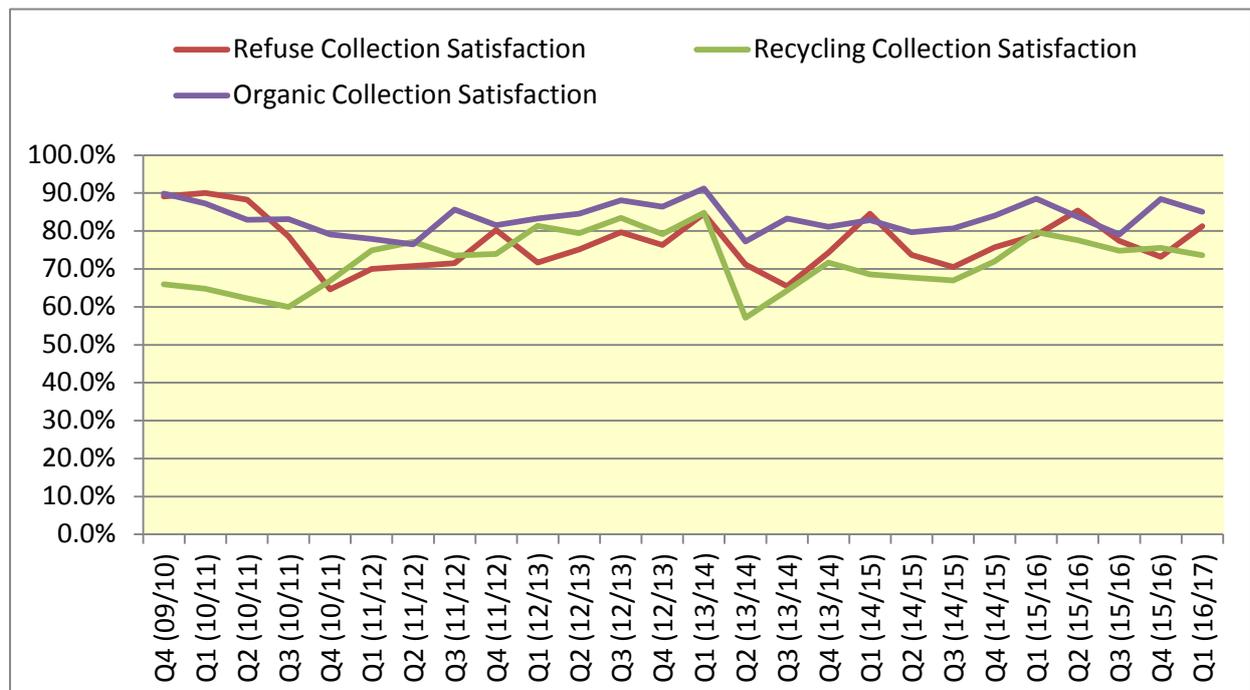
4.2 Recycling Collection (blue-lidded bin):

4.2.1 In Q2, satisfaction of recycling collections decreased by 2.9% to 74.7% (compared to 77.6% in Q2 2015/16). Generally residents are satisfied with the service, but some dissatisfaction was noted in relation to the perceived infrequency of collections, missed collections and recycling bins not being big enough.

4.3 Organic Waste Collection (brown bin):

4.3.1 In Q2, satisfaction of organic waste collections increased by 2% to 85.7% (compared to 83.7% in Q2 2015/16). Out of 350 residents surveyed, 271 (77.4%) stated that they used their brown bins. Generally residents are satisfied with the service, but some dissatisfaction was noted in relation to the frequency of collections, particularly in summer.

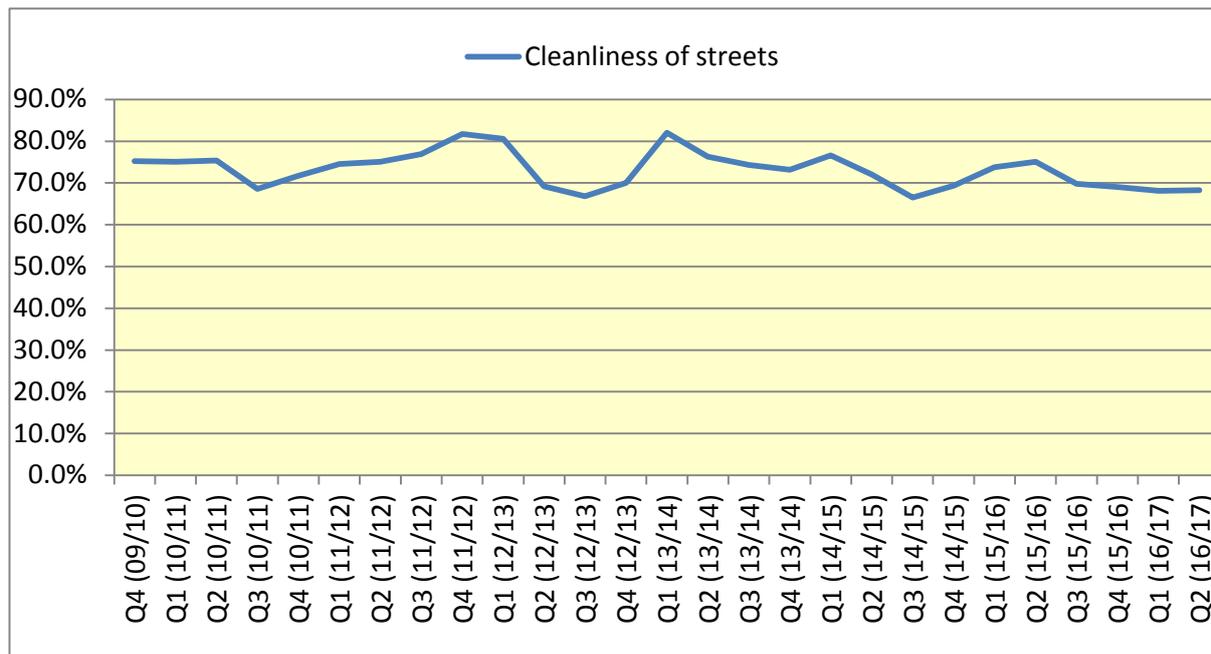
Figure 1: Summary of Serco Collection Satisfaction Performance



4.4 Street Cleaning:

4.4.1 In Q2, satisfaction with street cleaning was lower at 68.3% (compared to 75.1% in Q2 2015/16). Some dissatisfaction was noted in relation to a perceived lack of cleansing or the frequency of cleansing. However, it should be acknowledged of those that were satisfied with street cleaning, 73.8% stated they were pleased with the standard of cleansing and roads were clean and tidy.

Figure 2: Summary of Serco Street Cleaning Satisfaction Performance



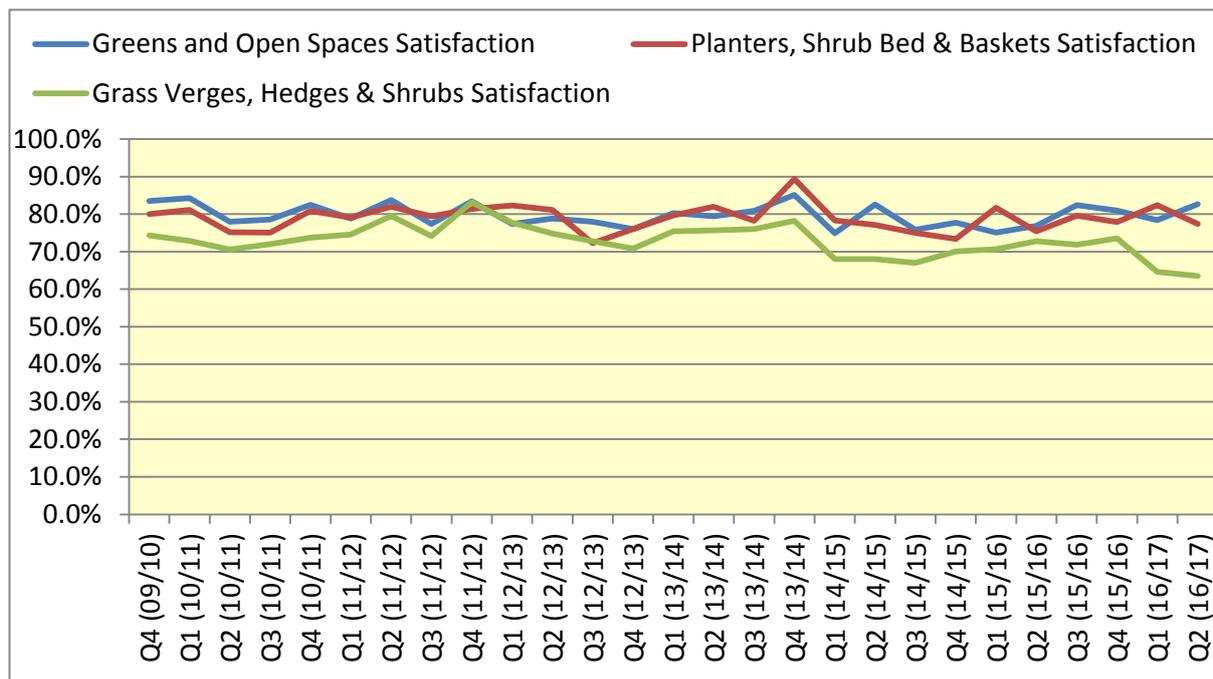
4.5 Grounds Maintenance

4.5.1 In Q2, the satisfaction of greens and open spaces increased by 5.8% to 82.7% (compared to 76.9% in Q2 2015/16).

4.5.2 In Q2, the satisfaction of planters, shrub beds and baskets increased by 2% to 77.4% (compared to 75.4% in Q2 2015/16).

4.5.3 In Q2, the satisfaction of grass verges, hedges and shrubs decreased by 9.3% to 63.5% (compared to 72.8% in Q2 2015/16). Some dissatisfaction was noted in relation to overgrown hedges and poor maintenance of verges. However, there appears to be some misinterpretation between residents' expectation and contract requirements. For example, summer shrub work only involves cutting back trespass, whereas residents believe the whole shrub should be attended to, which can be perceived as non-completion of work by Serco.

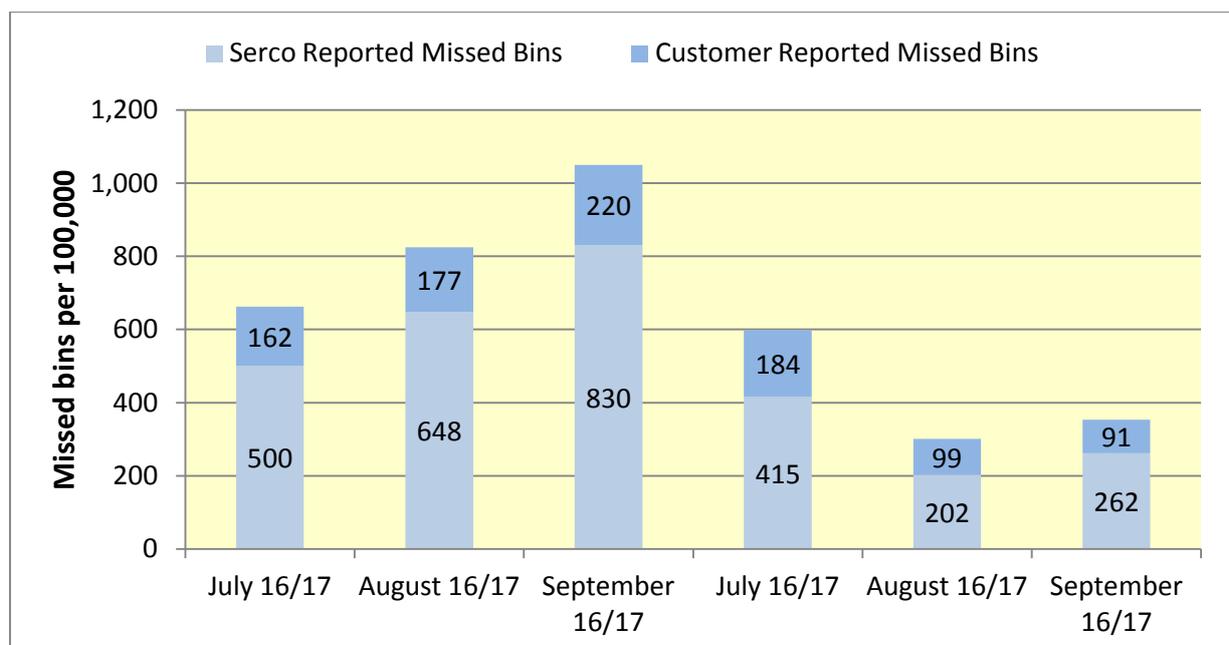
Figure 3: Summary of Serco Grounds Maintenance Satisfaction Performance



5 Missed Bins

5.1 In Q2, the number of customer reported missed bins per 100,000 remains is 374. This is a great deal better than the target and is a marked improvement compared to Q2 in 2015/16.

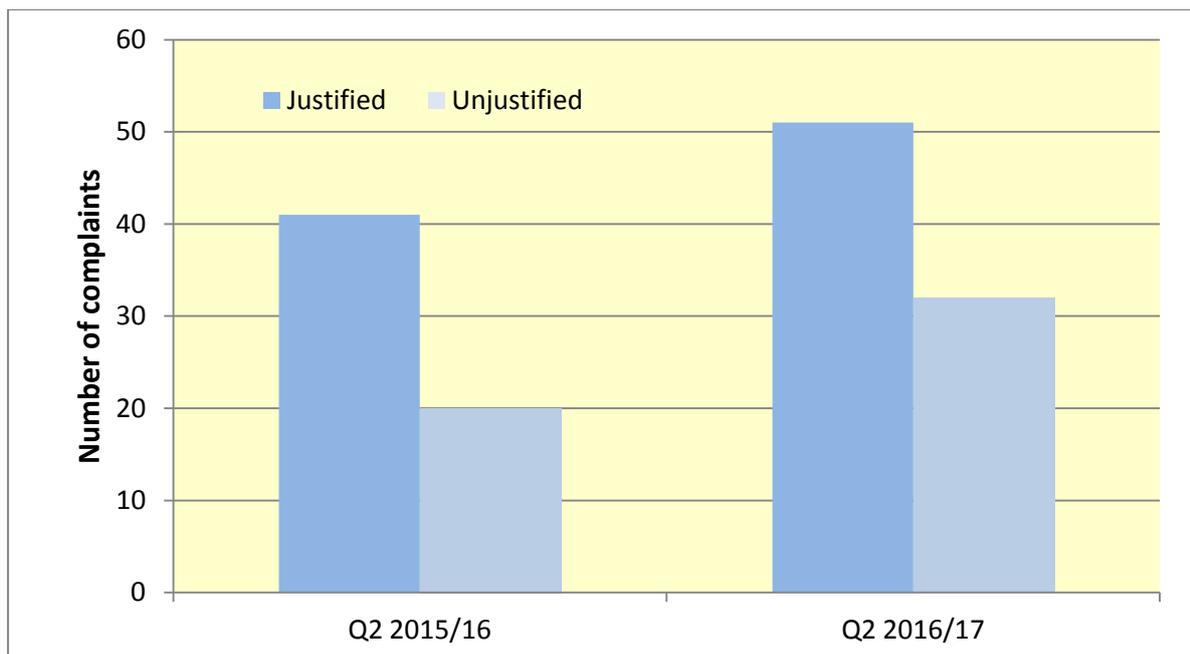
Figure 4: Summary of Missed Bins



6 Resident complaints

- 6.1 There were a total of 94 complaints in Q2 relating to grounds maintenance (e.g. grass cutting, overgrown shrubs and hedges), street cleansing and the bin collection service (e.g. missed bins, returning of bins, bin stores and collection times).
- 6.2 Of these, 51 complaints were justified. This compares with 41 justified complaints in Q2 of 2015/16. The top three complaint types relate to missed household bins, the general standard of the waste collection service and grounds maintenance.

Figure 5: Summary of Complaints



7 Fly-Tipping

- 7.1 Following a number of concerns raised within the community, a Member-led task force was set up at the start of 2016/17 to investigate the options and develop an action plan to more effectively deal with the increase of incidences of fly-tipping across the Borough.
- 7.2 The action plan included a number of tasks to ensure that:
- Fly-tip clearances are undertaken in a timely manner;
 - Fly-tipping is prevented through engagement and education; and
 - Enforcement action is taken against those who fly-tip, where possible.

The table below provides an update actions taken.

Objective	Proposed Task	Delivery Update
Ensure clearances are undertaken in a timely manner:	Set up a 'rapid response' clearance team. Clearances from a number of hot-spots to be cleared proactively and within 5 Working Days of request.	<ul style="list-style-type: none"> • Serco are now clearing up to 95% of fly-tips within 5 days. • Fly-tips not cleared within this time frame may require specialist clearance equipment, land ownership checks or improved access etc. • Serco are proactively clearing fly-tipping in a number of hot-spots across the Borough.
	Provide clearance quotations within 76hrs for private land.	<ul style="list-style-type: none"> • Community and Environment Officers contact private land owners to advise them of their responsibilities with regard to clearing fly-tipping on their land. • Serco provide clearance and disposal quotations for private land owners, as required. • Community and Environment Officers work with the Environmental Health team to issue land clearance notices, if required.
	Housing to continue to provide additional 'Waste Cage Days'	<ul style="list-style-type: none"> • Waste cage days are provided throughout the year at different Housing Trust locations. These events allow Housing Tenants to get rid of unwanted household items free of charge.
Enforcement Action to be taken against those who fly-tip where possible:	To design and introduce new promotional material to advise of waste management responsibilities.	<ul style="list-style-type: none"> • Working with the Communications team, the Environment Services team have designed and rolled out new promotional material. This has included posting messages and updates on the Council's social media accounts and leaflet deliveries. • A number of Serco cleansing vehicles have been re-branded with new livery so they have a visible presence promoting the fly-tipping initiative in the borough.

Objective	Proposed Task	Delivery Update
	To introduce signage in fly-tip 'hotspot' areas and work with Housing Trust to develop new signage.	<ul style="list-style-type: none"> • This is ongoing. Leaflets have been designed for housing properties and residents living in flats to provide advice on waste collections and proper use of bins stores. • New signage is being designed for fly-tipping hot-spots.
	<p>Use of additional legal support and external counsel for advice, drafting and representation for fly-tipping prosecutions.</p> <p>Work with Police, when initial evidence indicates organised criminal activity. CCTV provision by Police.</p>	<ul style="list-style-type: none"> • Officers are continuing to take enforcement action against those for the mismanagement of waste and fly-tipping. • Officers are currently reviewing whether it would be feasible to be responsible for a number of portable CCTV cameras throughout the Borough that can be located at fly-tipping hotspots; either on a permanent or temporary basis.

8 Communications

- 8.1 Recycling calendars and leaflets were delivered to households across the borough during September 2016.
- 8.2 An additional leaflet focussing on fly-tipping and duty of care was also delivered to all households during September 2016.
- 8.3 Garden waste consultation was launched 1st November 2016 and ran until 28th November 2016.