

WELWYN HATFIELD BOROUGH COUNCIL  
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE – 4 APRIL 2016  
REPORT OF THE DIRECTOR FINANCE AND OPERATIONS

**ENVIRONMENT SERVICES 3RD QUARTER PERFORMANCE REPORT 2015/16**

**1 Executive Summary**

- 1.1 This presentation combines Environment Services information and Serco's customer satisfaction performance for Q3.

**2 Recommendation(s)**

- 2.1 It is recommended that the Committee note the contents of the attached report.  
2.2 Recommend to Cabinet an updated policy with regards the use of orange sacks.

**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 fortieth consecutive quarterly independent customer satisfaction survey performed by a polling company since the first one in April 2006 on behalf of Serco and WHBC.
- 3.4 An overall satisfaction rate of 76% has been achieved for Q3.
- 3.5 The total refuse to landfill has reduced in Q3 to approximately 45 kilograms/resident. This is better than the quarterly target of 50 kilograms/resident. Satisfaction of the refuse collection service has decreased this quarter to 77%.
- 3.6 In Q3, the total recycling rate decreased to just below 49%. The composting rate decreased slightly, which is typical of this period. It still remains higher than the dry recycling rate, although this has also marginally increased this quarter. Satisfaction of the recycling and composting collection service have both slightly decreased to 75% and 79%, respectively.
- 3.7 The total number of missed bins has increased this quarter, compared to the previous quarter. Missed bins include customer-reported missed and dropped roads by Serco due to vehicle breakdowns, staff shortages and blocked access.

- 3.8 Satisfaction on refuse collection can be negatively affected by the policy of not returning for the first missed bin and issuing orange sacks. This policy was originally introduced at the start of ARRC to discourage inappropriate use of this service. After five years of ARRC it is considered that this policy has served its purpose.
- 3.9 Satisfaction has increased for greens and open spaces, and planters and shrub beds. Satisfaction decreased marginally to 72% for grass verges, hedges and shrubs and decreased for cleansing to ~70%.

## **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.

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