

## PERFORMANCE MANAGEMENT

Statement to Scrutiny Places People by the Environmental Service Delivery  
Portfolio Holder (Cllr Charlish)  
2010/2011

### Achievements

#### Waste Management and Street Cleansing

#### **The Waste Management Team have had a successful year continuing to keep Harborough District Council top in Leicestershire:-**

The team have again secured top position in Leicestershire for recycling and composting in this financial year, with a 57% recycling rate (unaudited figures). This has been in part to the additional tonnage the food waste service has diverted and the continued education of residents who have helped to achieve the highest recycling and composting rate this council has seen since the introduction of recycling services.

The successful implementation of a separate collection for food waste which started on May 4<sup>th</sup> 2010. In this financial year the service has removed 1439.13 tonnes of food waste from going to landfill. The council has carried out a variety of promotional activities including radio, leaflets and road shows to promote the new service.

Continued development of the Waste Management and Street Cleansing web page with all links and information to look on line. This provides residents with information on services we provide and links to other web sites, for example where the food waste goes to and how it is processed.

The waste team have secured funding for participation officers who have monitored the food waste service along with promoting waste minimisation district wide. Partnership working has been a priority in this year with the councils waste collection contractor and with other organisations. This has seen the joint participation officer's posts being created with Melton Borough Council and funded by Leicestershire County Council. These two officers have been carrying out road shows and participation monitoring on the services provided. This has enabled the council to talk and listen to members of the public for their views on waste management issues and how we can tailor services to householders.

The continuation of close working with the community and schools on competitions and community clean ups have expanded this year seeing more events taking place. In addition supporting events in the district for recycle week and composting week through the Leicestershire Waste Partnership combining Leicestershire County Council, district and borough authorities.

Education and awareness in recycling and waste issues has again been a key area. Road shows on waste subjects across the district and further topical advertisement panels on the refuse fleet have been installed to promote services. Road shows for the collection of Waste Electrical and Electronic Equipment (WEEE) have taken place. This gives residents the opportunity to recycle electrical and electronic items free of charge. Educational talks to schools, community groups and charitable organisations have been successful in relaying environmental issues.

Continued working with other departments in particular customer services, providing support and making the technical decisions to ensure that all the services we provide are of a high standard of customer satisfaction.

In terms of revenue the waste team have increased income on the recycling credits due to tonnages increasing through officer and contract performance. We have again secured £310,000 from sales of materials from the recycling through the initial agreement during the tendering process with Focsa. A further £840,000 from recycling credits has been credited to the council and £123,000 for food waste.

Waste to landfill has reduced since the introduction of the food waste service.

Trade waste collections from commercial and business premises have continued with the number of premises now recycling their waste increasing significantly, this is in line with guidance from the Government on commercial waste and recycling.

A successful campaign has been completed to recycle aerosols and foil trays at the kerbside in the green recycling box, this is an addition to the service and was sponsored by Alupro who are a not for profit organisation dedicated to

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increasing recycling in the steel and aluminium industry.

Tidy Schools campaign took place this year with two schools winning, Saint Cuthberts, Great Glen won the small school category and Hallbrook Primary School, Broughton Astley won the larger school category. This competition assesses schools on several areas looking at environmental awareness, initiatives implemented and green credentials.

The second competition we ran looked at schools being asked to design a poster on an environmental theme, the winning poster from the participating schools came from Hallbrook Primary School. The winning poster was then made into a campaign panel and placed on the refuse fleet. A photo with HDC and the winning individual with their parents was taken and featured in the local Press.

Street Cleansing have achieved a high NI195 level across all areas in 2010/11 maintaining cleansing standards. The NI195 results have been reported as the following for the financial year 2010/11:-

(The lower the percentage the better the result, the percentage indicates the amount present in the district (of the areas sampled))

Litter 0%

Detritus 10%

Flytipping was classified as *effective*

In addition as a result of changing the way the small sweeper operates in rural villages as per last years business plan we have reduced detritus across the district by 5%, an increase in community litter picking has seen 40% of district villages having annual events and other groups making use of equipment loaned by HDC.

### **Parks, Engineering and Facilities**

Welland Park Car Park – additional parking spaces have been provided for the extremely popular new play area at Welland Park.

Increase resident satisfaction with Play Areas – NI195 surveys have indicated that graffiti, litter and flyposting are all at 0% for play areas. This is an exceptional outturn for play area and reflects the standard of amenity area in general.

Continue to provide facilities for organised sport – through out 2010/11 pitches and other sporting facilities were successfully provided to clubs. The 2010 Sports Turf Research Institute report indicated that the bowling greens at Welland Park are maintained to an exceptional standard.

Develop Council response on Pitt Review for flooding – continuing to work with County Council and other partners to reduce flooding and minimise its impact. Incidents of flooding in 2010/11 have been extremely low with no incidents of property being flooded.

Renovation of Cemetery and Closed Churchyards walls – a programme of churchyard and cemetery wall repairs has been delivered in 2010/11 including Kibworth, Thurnby, Foxton, Theddingworth, Scraftoft and Swinford.

Make better use of Asset Management Database – a database has been developed by officers to assist asset management and input and retrieve information.

Deliver Open Spaces Strategy – meetings in 2010 with the Open Spaces Task Panel have helped shape the open spaces strategy which is hoped to be adopted by Council in 2011.

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#### **Carbon Management**

The total energy use of the Council activities has been monitored to comply with the National Indicator 185. The results of 09/10 were finalised in July 2010 and shows that there is a reduction of 14% overall of the Council's Carbon footprint. In the Council Offices electricity use has reduced by nearly 25%. This is a result of improvements in lighting efficiency, the fitting of timer switches to ensure that equipment is turned off when not in use and the help of all staff following the "Just One" campaign to encourage staff to switch off lights, computers etc when they are not needed. The overall reduction is one of the highest in the County. The results from 10/11 should be available in July 2011.

#### **Ensure that the assessment and subsequent reduction of carbon emissions achieve the Carbon Trust's Carbon Standard**

The assessment and reduction of carbon emissions has been does meet the Carbon Trusts standard and would enable a submission to be made to achieve the carbon standard. During the year however there was some uncertainty over the future of the Carbon Trust and the quality standard. It was therefore decided not to submit an application for the Carbon Standard award.

#### **Current work in progress.**

##### **Waste Management and Street Cleansing**

The continued running of the waste contract in its second year with Focsa and in particular the partnership approach. Monitoring tonnages and dealing with requests for service. Also ensuring that the council receives a comprehensive service and that all invoices and works carried out are in line with the contract.

The waste team continue to monitor the contractor and the operational day to day issues are currently being worked on to improve the service delivery the customer receives.

Work on how the waste contracts can be moved forward for the future are in progress, this is looking at additional materials that can be collected and how legislation is changing the way waste collections operate.

Preparation work for more educational road shows and a new gazebo with promotional items are being completed, this enable the Waste Team to get out and talk to residents and receive feedback on the services we provide.

##### **Parks, Engineering and Facilities**

Amenity Areas - Continuing to provide, through the integrated contract, amenity, play and sport areas that are of high quality and available to the community.

Memorial Safety -Continuing to monitor and repair memorials in cemeteries and closed churchyards to ensure public safety and meet the Councils statutory requirements.

Wall repairs - Continuing to monitor and repair cemetery and closed churchyards walls as required to maintain public safety and meet the obligations of the Council to maintain Cemeteries and Closed Churchyards.

Tree Safety - Monitoring of tree stock and undertaking work to maintain trees in a safe condition and manage them to ensure that trees have a long term future.

Flood Alleviation - Monitoring of condition of flood alleviation structures and repair where necessary. Officers are continuing to work with County Council and other agencies to minimise the effects of flooding.

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Facilities Management - Maintenance of office space and other building assets to ensure they are fit for purpose, used effectively and efficiently and meet the needs of staff and the public.

Abandoned Vehicles – continue to remove abandoned vehicles as they are reported by the public.

Repair of Welland Park Driveway – The drive has been severely affected by the frost and is being repaired as part of the capital programme.

Installation of MUGA at Little Bowden – This will help provide upgraded ball court facilities for the community and reduce the impact of noise on neighbouring houses.

Funding for tennis court renovation – Three of the tennis courts in Welland Park are in need of resurfacing and officers are working with a community group to secure funding for upgrading and renovation work.

#### **Climate Change Strategy**

A draft Climate Change Strategy has been developed by the Carbon Footprint Board, however during the business planning process it became apparent that the climate change activity would not be funded for 2011/12 therefore the strategy has not been progressed any further until the full impact of the business planning process was established.

#### **Future plans.**

##### **Waste Management and Street Cleansing**

To look at the waste collection contract and type of service the council provides and how this can be enhanced to collect additional materials such as plastic bottles and tetra pak.

To expand recycling sites across the district so that all villages can access a site easily, this is dependant on availability of sites on private/public land.

To increase the partnership approach with Focsa and other bodies.

To increase recycling and the tonnage collected so the Authority can achieve one of the top ten positions in England for recycling.

The possibility of linking the emptying of street litter bins and domestic wheeled bins in more rural areas, reducing transport requirements and the carbon footprint.

##### **Parks, Engineering and Facilities**

Renovation of Welland Park Tennis Courts – funding bids are being prepared in conjunction with the community to upgrade the tennis courts at Welland Park and if successful the project will commence in 2011.

Installation of concrete skate park at Bellfields – due to contractual delays this project is expected to commence in Sept 2011. Work with the Harborough Wheels Project has allowed this project to successfully reach commencement.

**Tree Work Policy** – a tree work policy will be submitted to Executive for approval during 2011. This policy will give clarity to the public concerning tree work that the Council is able to undertake and that work that will no longer be possible.

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**Areas of concern**

**Waste Management and Street Cleansing**

There are **no** major areas of concern except to continue the high performance level funding may in the future be an issue for the authority if it is to sustain and in time expanded on the service residents require to recycle and compost.

**Parks, Engineering and Facilities**

Staff resources – a new facilities structure will enable the team to deliver a responsive and effective service that meets the needs of the Council, staff and residents. The final staff members will be appointed in 2011.

Budgetary constraints – Managing the expectations of residents is difficult in times of reduced budgets, but the team expects to be able to successfully meet these challenges with the support of other sections and Elected Members.

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<b>Key Performance Indicators</b> <i>(report on exceptions, i.e. over or under performing BV indicators)</i>			
<b>Better than target</b>		<b>Worse than target</b>	
NI 191	Residual waste per household		
NI 192	Total tonnage of household waste arisings - percentage recycled and composted		
NI 193	% of municipal waste land filled		
NI 195a	Percentage of Litter		
NI 195b	Percentage of Detritus		
LPI 303	Cost of accommodation per FTE Council Offices		
LPI 307	Occupancy per FTE Council Offices		
LPI 309	DDA Complaint Buildings (of those that can comply)		
LPI 810a	Abandoned Vehicles - % of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle		
LPI 810b	Abandoned Vehicles - % of new reports of abandoned vehicles investigated within 24 hours of notification		
NI 185	CO2 reduction from Local Authority operations PSA 27 (Awaiting final Verification July 2011)		
<b>Corrective Actions</b>			
<b>Waste Management and Street Cleansing</b>			
No corrective actions required from Waste and Street Cleansing.			
<b>Parks, Engineering and Facilities</b>			
It is expected that the occupancy of the Council Office will decrease in the short term. The Council will need to work hard to help fill the space that becomes available as staff numbers decrease or alternative working arrangements are implemented. It is important that the Council finds innovative ways of ensuring that its assets are used as efficiently and effectively as possible, and where possible provides an income to the Authority.			

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**Topical issues**

**Waste Management and Street Cleansing**

Plastics recycling and bring sites are two areas that are on the agenda and will be researched further. Increasing the selection of materials we collect and the facilities we offer are a priority to the authority and something that residents wish to see.

**Parks, Engineering and Facilities**

Office accommodation is taking up a great deal of officer time currently, but it is anticipated that this will be a short term peak of work.

Staff recruitment for the facilities restructure is ongoing, and it is hoped that within a few weeks the facilities team will once again be at a full compliment of staff.

**Carbon Management**

Currently awaiting the details for the reporting responsibilities for carbon emissions from local authorities following a national consultation process.