

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

**Achievements**

**Waste Management**

**ECM 03 Increase Waste recycling**

Green waste collections have increased between April – August 2011 compared to the same period last year, whereas landfill tonnages have decreased. Overall Dry recycling is slightly down on the previous year. This could be due to the recession and households buying fewer products. The combined recycling rate has been assisted through the food waste collection service providing additional tonnage to the recycling rate, this means the rate overall is on a par with last year.

Increasing the number of bring sites within the district has been successful with the addition of two new sites and additional containers being put in at existing sites.

On-street recycling services have also been increased where possible and have been welcomed by the public.

**TP WM 03 Education in Schools, Community Groups**

The continued funding of a participation officer through monies allocated by Leicestershire County Council which has enabled the team to carry out more road shows in various locations promoting the food waste service and the addition of foil and aerosol recycling from the green recycling boxes. By being on-hand to residents the team can offer advice and answer questions directly promoting the Council services within the community.

Talks in schools and at Scout, Beavers and Rainbow groups have also increased; this allows the team to educate children on waste minimisation issues and recycling services.

Support from the Council has also been given to community events whereby the team have attended events and manned a stall to again liaise with the community and show support for environmental groups and the issues that arise.

**TP WM 04 WEEE (Waste electrical and electronic equipment) Collections**

Trial WEEE collections have been carried out in various locations, these were fairly successful and did recycle an amount of waste items. The introduction of WEEE banks has now been completed and there are five sites within the district.

**TP WM 05 Cardboard Banks**

Smurfit Kappa have installed blue 'igloo' banks at a number of sites within the district, these are for the collection of cardboard, some locations can also take mixed cardboard and paper. The banks have a larger capacity than standard containers and have enabled the Council to collect more cardboard from bring sites.

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**Develop the plastic bottle recycling to extend to 65 sites**

On target at present, three more banks have been placed out; further growth depends on availability of sites and the funding stream.

**TP WM 06 and WR 02 Monitor the Service and Costs**

The Waste Management Team have continued stringent monitoring of the service and contractor carrying out checks on crews and meeting with the supervisors and management at FOCSA on a regular basis. This has ensured that the service the authority pays for is carried out and to the highest level of service, ensuring the public are happy with the services they receive.

**Trade Waste**

A new trade collection service was launched in September 2011 for cardboard and paper mixed; this has taken one vehicle off the road reducing costs and CO2 emissions. In addition it allows customers to recycle more and save space on containers. Offering this type of service allows Harborough Waste Services to stay ahead of competitors and offer a more attractive and cost-effective service.

Additional recycling services for plastics, cans and glass mixed are being investigated, to further enhance HWS in an increasingly competitive market.

Recycling services for trade premises have increased further during April to September 2011 and continue to show good growth.

**Street Cleansing**

Improved liaison with County Grass Cutting and use of Traffic Management, regular meetings with Tarmac and definitive maps of all areas cut within district have taken place, showing a partnership approach of working..

The use of an additional sweeper – The extra sweeper is being used to cover from the end of August 2011 going forward to accommodate leaf fall period. Reallocation of operatives to the crew with the sweeper has been a more efficient ways of dealing with leaf fall. These members of the crew have been given leaf blowers to speed up the removal of leaves..

An improved score for the Local Environmental Quality Survey of England (LEQSE) Score. Almost the same inspection regime as NI195 but includes dog fouling and gives more detailed results, it also can give a ward by ward breakdown

Continuation of community litter picking events, there have been six events during this quarter delivering over a hundred bags of rubbish.

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**Grounds/Parks/Engineers**

**To continue to monitor the flood alleviation structures in the District and watercourses identified by the Environment Agency (EA). To report on the condition of watercourses to the EA annually**

The report to the Environment Agency has been completed, and other critical ordinary watercourses are checked, with remedial work undertaken to minimise the risk of flooding.

**To continue monitoring and repair where appropriate of memorial within cemeteries and closed churchyards**

Memorials continue to be inspected, with the Two Man Team having received training to test and repair memorials. A database has been set up to retain the test information

**To continue to provide facilities for organised sport for all persons in the community and ensure they are fit for purpose.**

Autumn maintenance of the bowls greens has been undertaken.

Funding has been achieved to resurface the tennis courts in Welland Park and officers are working with 'Friends of Welland Park' group to realise these improvements.

Officers continue to work in partnership with clubs across the District to make best use of Council owned sports facilities

**To continue to provide play areas and amenity areas that are available to all in the community for informal recreation and are fit for purpose**

Weekly inspections are undertaken by FOCSA to ensure that the high standard of maintenance is maintained throughout the District.

Officers continue to undertake a play area renovation programme during 2011/12, with replacement of equipment at Cottage Lane Broughton Astley planned for later in 2011/12.

**To continue to work with and support community groups such as HIT/BAIT/LIT, schools and parish councils on clean up projects**

Harborough in Bloom entered Market Harborough in the East Midlands in Bloom competition and worked in partnership with officers and FOCSA to achieve a Gold Award for the Town, with Welland Park also achieving a Gold Award for Horticultural Excellence within parks.

**To deliver the Open Spaces Strategy that will steer provision, maintenance and improvement of open spaces for the next ten years**

The open Spaces Strategy is due to be taken to Executive for approval on 7<sup>th</sup> November 2011.

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**Current work in progress.**

**Waste Management/Streets**

To implement a recycling policy for the council buildings to save resources and increase recycling

To increase recycling of more materials for residents through a waste strategy.

To assess the waste collection service and how it could change to operate even more efficiently and deliver cost savings.

**Grounds/Parks/Engineers**

Bellfields skatepark contract has commenced and is expected to be complete at the end of 2011. Little Bowden recreation ground multi use games area is expected to be complete by end October 2011.

**Areas of concern**

**Waste Management/Streets**

Pricing structure for trade waste collections, linked to on costs in the building and how this affects the competitiveness of our service compared with external collection companies.

Streets workforce have a higher turnover of staff, this loses ownership of an area and local knowledge.

**Grounds/Parks/Engineers**

Future of the Market function in Market Harborough

The future of the Council Offices with regard to Facilities Management

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| <b>Key Performance Indicators</b><br><i>(report on exceptions, i.e. over or under performing BV indicators)</i>                                |  |                          |  |
|--|--|--------------------------|--|
| <b>Better than target</b>  |  | <b>Worse than target</b> |  |
| 191  | Residual Waste Per Household   |                          |  |
| 192  | Percentage Recycled and Composted  |                          |  |
| 193  | Percentage of Municipal Waste Land filled  |                          |  |
| LEQSE  | 0% litter 8.37% Detritus 0%<br>Dog Fouling (April-June 2011)<br><br>0% litter 4.36% Detritus 0.4%<br>Dog Fouling (July-September 2011) |                          |  |
| <b>Corrective Actions</b>  |  |                          |  |
| <p>No Corrective actions are required for Waste Management or Street Cleansing.</p> <p>There are no indicators for Grounds/Parks/Engineers</p> |  |                          |  |

| <b>Topical issues</b>   |
|---|
| <p><b>Waste Management/Streets</b></p> <p>The issue of weekly black bin collections has arisen in recent weeks; however we are already providing a weekly collection of so-called 'smelly' waste through our food waste service, along with a weekly recycling service. We are therefore ahead of the game and meeting the guidance in the Government's waste strategy review carried out in June 2011. This has helped us remain the top recycling council in Leicestershire and number ten in England and we thank residents for their continued support and positive feedback. However we will certainly look into the Government's proposals if this could provide a further increase in recycling.</p> |

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