

Subject: Environmental - Quarter 2 Performance Report 2016/17

Report to: Environmental Committee 23<sup>rd</sup> November 2016

Report by: Director of Customer Services

#### **SUBJECT MATTER/RECOMMENDATIONS**

The following gives an update on current performance for the second quarter of 2016/17 (Jul – Sep) where progress is assessed against Targets which are set at the start of the financial year.

Progress against Targets is assessed by RAG (Red/Amber/Green) ratings and is also assessed in terms of Direction of Travel (DoT) through use of arrows.

Recommended actions: All measures to be monitored during the next quarter

#### **1. Introduction / Background**

To consider all measures within the report and to continue to monitor throughout the year and report quarterly to Environmental Committee.

#### **2. Performance Measures**

The details in the summary report provide quantitative information about the performance of these services and provide useful trend data. A traffic light status easily identifies if improvement is required.

The following areas of performance are brought to your attention:

##### **Improved performance:**

- **Percentage of food premises scoring 3 star food hygiene ratings or above (Quarterly Snapshot at last day of month)**

Significant progress has been made in relation to the number of premises with a 3 star rating or above this is directly as a result of targeted work undertaken by the team.

- **Garden waste services and Tonnage Recycled:**

The target identified as part of the garden waste services has been exceeded this together with the overall tonnage of recycling is an extremely positive position for the authority. We continue to focus on expansion of the service for future years and the development of the back office ICT system will enable annual renewals which will encourage customers to continue with the service.

**Reduced performance:**

**1. Percentage of contamination of recyclates as a percentage of all recyclates.**

Work continues in relation to contamination which remains above target, this continues to be a work project for the Norfolk Waste Partnership.

**3. FINANCIAL IMPLICATIONS**

**None**

**4. RISK IMPLICATIONS**

**None**

**5. CONCLUSIONS**

**None**

**6. RECOMMENDATIONS**

The actions are:

- All measures to be monitored during the next quarter

**7. BACKGROUND PAPERS**

**None**







<b>Area for consideration</b>	<b>Comment</b>
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	None
Financial Implications:	None
Legal Implications (including human rights):	None
Risk Implications:	None
Equality Issues/EQIA assessment:	N/A
Crime & Disorder:	N/A
Every Child Matters:	N/A

# PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 2 (Jul - Sep) 2016/17

## ENVIRONMENTAL COMMITTEE

Measure	Previous Quarter	This Quarter	Target	Qtr 2 2015/16	Status	Trend	
						Last Period	Last Year
EN01 - Number of 'Report it GY' Apps received (Quarterly Cumulative)	2,265	4,695	NA	New indicator		N/A	N/A
EN02 - Average time to respond to 'Environmental' reports from 'Report it GY' App (Quarterly Cumulative)	6.9 days	7.45 days*	5 working days	New indicator		↓	N/A
EN03 - Number of Street Scene Enforcement actions taken (Quarterly Cumulative)	11	21	NA	New indicator		N/A	N/A
EN04 - % of food premises scoring 3 star food hygiene ratings or above (Quarterly Snapshot at last day of month)	92.6%	94.6%	93.5%	Not available		↑	N/A
EN05 - % of contamination of recyclates as a % of all recyclates (Quarterly Cumulative)	19.6%	20.9%	12.5%	New indicator		↓	N/A
EN06 - Garden waste service: a) Number of households taking up garden waste service. b) % of households with a garden waste bin as a % of all households eligible to receive a garden waste bin c) Total tonnage of garden waste recycled. (Quarterly Cumulative)	7,406	8,139	8,000	6,930		↑	↑
	30.9%	33.9%	33%	28.9%		↑	↑
	990.62	2,092.50	NA	1,702.92		N/A	↑

Measure	Previous Quarter	This Quarter	Target	Qtr 2 2015/16	Status	Trend	
						Last Period	Last Year
EN07 - Total tonnage of waste recycled (Quarterly Cumulative)	3,189.42	6,543.88	NA	6,201.98		N/A	↑
<p><b>Note:</b></p> <p>* Officers were concerned with the outturn figure of 7.45 days as responses are normally dealt with in a timely manner. After investigation Officers found that a number of reports lodged on the 'Report it GY' App were outside the 'Environmental' criteria for this indicator and also a number of these reports had not been closed down resulting in an inaccurate outturn figure for the indicator. Officers are working to resolve this problem so an accurate figure can be reported in the future.</p>							
<p><b>Measures that are not achieving Target:</b></p> <p>EN05 - % of contamination of recyclates as a % of all recyclates - Contamination continues to rise with the current figure at 20.9%. This trend is being seen across all Norfolk districts and indeed nationally and work continues with the public to reduce the figure. However, recycling is not seen as a priority for many residents. There is a proposal by Norse Environmental Waste Services (NEWS) to change the method of charging for the handling and processing of recycled material. This is based on taking an overall figure for contamination in Norfolk (currently 13.4%) and increasing the gate fee to take account of the overall cost in Norfolk of dealing with contamination. This may lead to a change in how this figure is reported in future quarters as the intensive sampling programme which supplied the contamination figure has now stopped and will be replaced with a less intensive scheme.</p>							

<b>Key</b>	
<b>Status</b>	
	Current performance has met or exceeded target/ has met or exceeded trend
	Current performance is below target but within tolerance/ is below trend but within tolerance
	Current performance is below target and tolerance/ is below trend and tolerance
	Contextual information only
<b>Trend</b>	
	Performance for quarter is improving (up) or deteriorating (down) compared to previous quarter.
	Performance for period (quarter) is improving (up) or deteriorating (down) compared to same quarter last year.

**Key:**

NA = No target set, contextual information only

N/A = Not available/not applicable