

Subject: Annual Performance Report 2017/18 for Environment

Report to: Environment Committee - 18 July 2018

Report by: Head of Environmental Services

SUBJECT MATTER/RECOMMENDATIONS

Environment Committee is asked to note the Environment element of the annual performance report for 2017/18 which along with elements from other service committees makes up the annual performance report for 2017/18 which is on the agenda for approval by Policy & Resources Committee on 24 July 2018.

Recommendation

Environment Committee is asked to note the Environment element of the annual performance report for 2017/18.

1. INTRODUCTION/BACKGROUND

- 1.1 During 2017/18 performance measures were reported to Executive Leadership Team and the four service committees on a quarterly basis, with Policy & Resources Committee receiving the whole suite of measures. At the end of the financial year an annual performance report is produced for approval by Policy & Resources Committee.
- 1.2 The other three service committees, including Environment Committee, receive a report of their relevant measures.
- 1.3 Detail of how the process has developed over the last few years is given in the Annual Performance Report.

2. PERFORMANCE MEASURES 2017/18

- 2.1 The performance measures are meant to give a comprehensive overview of how the authority as a whole is performing and cover most Council functions.
- 2.2 The tables in the report provide the following information:
 - Description of measure/indicator
 - Corporate priority linked by the measure

- 2017/18 outturn figure
- 2017/18 target
- Status (outturn against target)
- 2016/17 outturn figure
- Current performance/trend data
- Short commentary on performance over the year

2.3 There are 8 measures reported in the Environment element of the annual performance report, of which one has no target. One of the remaining seven measures is shown as not achieving the target and below the tolerance level set. This measure is EN05 – Percentage of contamination of recyclates as a percentage of all recyclates.

| | Performance Measures against Targets | Total |
|---|--|-------|
|  | Green - Performance has met or exceeded target | 4 |
|  | Amber - Performance is below target but within tolerance | 2 |
|  | Red – Performance is below target and tolerance | 1 |

2.4 Executive Leadership Team/ Management Team and the Environment Committees through regular reporting have been made aware of the performance of all the measures and areas of concern, including an explanation of the reasons. A number of actions have been implemented to improve performance.

3. **FINANCIAL IMPLICATIONS**

None

4. **RISK IMPLICATIONS**

None

5. **CONCLUSIONS**

None

6. **RECOMMENDATIONS**

Environment Committee is asked to note the Environment element of the annual performance report for 2017/18.

7. **BACKGROUND PAPERS**

None

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

| Area for consideration | Comment |
|--|----------------|
| Monitoring Officer Consultation: | No |
| Section 151 Officer Consultation: | No |
| Existing Council Policies: | No |
| Financial Implications: | No |
| Legal Implications (including human rights): | No |
| Risk Implications: | No |
| Equality Issues/EQIA assessment: | No |
| Crime & Disorder: | No |
| Every Child Matters: | No |

2017/18 Environmental Annual Performance Measures

Performance measures are reported quarterly to Management Team (MT) and the three service committees (Economic Development, Environmental and Housing & Neighbourhoods) receive their relevant measures and Policy & Resources receive the complete suite of measures. The annual report provides annual outturn figures for all the measures, including a small number of yearly reported data.

The performance measures are reported under the relevant service committee, see above, for those measures.

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.

Key to 'Status'

RAG status comparing 2017/18 outturn figure against 2017/18 target

-  Performance has met or exceeded target
-  Performance is below target but within tolerance
-  Performance is below target and tolerance

Key to 'Arrows'

The arrows reflect trends in performance between 2017/18 and 2008/09, where applicable.

-  Performance is showing continuous improvement trend, compared to previous years
-  Performance trend is up, compared to previous year
-  Performance trend is no change, compared to previous year(s)
-  Performance trend is down, compared to previous year
-  Performance is showing continuous downward trend, compared to previous years

Performance Measures

Environment Committee

| Performance Measure | 2017/18 Actual | 2017/18 Target | Status | 2016/17 Outturn | Trend |
|---|----------------|----------------|--------|-----------------|-------|
| EN01 - Number of service requests received via the 'Report it GY' Apps by the public (Quarterly) | 1,438 | 1,300 | | 1,026 | ↑ |
| <p>Commentary: Uptake of the App has continued with the number of new users seeing an increase and as a consequence numbers of complaints via this route has increased. Promotion of the App has continued through social media and leaflets.</p> | | | | | |
| EN03 - Number of Street Scene Enforcement actions taken | 48 | No target set | N/A | 42 | N/A |
| <p>Commentary: The Environmental Ranger team continues to be the lead enforcement team on street scene issues within Norfolk. They continue to uphold the Councils catch and convict stance to dog fouling and have targeted the issue of illegal waste carriers who collect waste at a low price and then fly-tip the material. They have recently started to utilise powers under the Anti-Social Behaviour, Crime and Policing Act 2014 to deal with low level offences to deter repeat behaviour.</p> | | | | | |
| EN04 - % of food premises scoring 3 star food hygiene ratings or above | 96.3% | 93.8% | | 94.8% | ↑ |
| <p>Commentary: Currently 96.3% of our premises have a rating of 3 or above; this is an increase of 1.5% on last year figures. In comparison with other local authorities, 95.9% of premises in the Eastern Region have a rating of 3 or above and nationally this figure is 94.6%. It is pleasing to note that our compliance rate for premises rated as three or above is now above both the regional and the national average.</p> | | | | | |

Performance Measures

| Performance Measure | 2017/18 Actual | 2017/18 Target | Status | 2016/17 Outturn | Trend |
|---|----------------|----------------|--------|-----------------|----------|
| EN05 - % of contamination of recyclates as a % of all recyclates | 20.8% | 12.5% | | 21% | ↑ |
| <p>Commentary: Contamination of the green bin with inappropriate materials has continued to be an issue in the Borough and indeed this trend has been seen generally at a National level. Two Community Recycling Assistants have been employed on a temporary basis to promote the councils garden waste service and to promote better recycling. These officers are in post until September 2018 and are targeting areas. Further work has been undertaken by the Norfolk Waste Partnership to address contamination and better recycling with a Norfolk wide media campaign. Work is now being undertaken to map Norfolk's contamination rates against social demographics so that targeted communications can be carried out in individual areas.</p> | | | | | |
| EN06 – Garden Waste Service:- | | | | | |
| a) Number of households taking up garden waste service, | 9,215 | 9,000 | | 8,303 | ↑ |
| b) % of households with a garden waste bin as a % of all households eligible to receive a garden waste bin, | 38.39% | 37.5% | | 34.6% | ↑ |
| c) Total tonnage of garden waste recycled | 3,169.59 | 3,400 | | | 3,178.90 |
| <p>Commentary: Growth of the garden waste service has continued. Approximately 1000 additional customers signed up to the service. Total tonnage was up for the year until the last quarter when unfortunately the poor weather in February and March meant a significant fall in the amount of garden waste that was collected against the same months last year. This resulted in total tonnage collected remaining the same as the previous year. Expansion of the service will continue through promotion and the re-employment of two temporary staff through the summer period to engage with the public around correct disposal of garden waste and promote the brown bin service.</p> | | | | | |

Performance Measures

| Performance Measure | 2017/18 Actual | 2017/18 Target | Status | 2016/17 Outturn | Trend |
|---|------------------|----------------|--------|------------------|-------|
| EN07 - Total tonnage of waste recycled | 12,119.92 tonnes | 12,300 tonnes | | 12,262.29 tonnes | ↓ |
| <p>Commentary: Overall tonnage of material collected remained static with both garden waste and dry recycling tonnages remaining the same as the previous year. As highlighted in EN06 we were on target to see an increase in garden waste tonnages however this was let down in the last two months of the year due to the sustained poor weather. Work continues Countywide through the Norfolk Waste Partnership to look at methods of maximising and improving the quality of dry recycling through collection methodology and communications. Promotion of the Council's garden waste service will continue with a view to growing the service further and two temporary staff have been re-employed through the summer season to provide advice to residents around disposing of garden waste and promote the service.</p> | | | | | |

The following are highlights from the annual performance measures under Economic Development:

- ✓ EN01 - Number of service requests received via the 'Report it GY' Apps by the public: There has been a steady increase in the number of new users and as a consequence numbers of complaints via this route has increased. The Council continues to promote the App through social media and leaflets.
- ✓ EN04 - % of food premises scoring 3 star food hygiene ratings or above: Performance has shown continuous improvement. In comparison with other local authorities, 95.9% of premises in the Eastern Region have a rating of 3 or above and nationally this figure is 94.6%.
- ✓ EN06 – Garden Waste Service - Number of households taking up garden waste service: There has been a continuous increase in the growth of the garden waste service with approximately 1,000 additional new customers in 2017/18. Promotion of the service continues, including providing advice to residents around disposing of garden waste.

There was one measure not achieving the target and below the tolerance level set are:

- ✗ EN05 - % of contamination of recyclates as a % of all recyclates : Contamination of the green bin with inappropriate materials has continued to be an issue. Two Community Recycling Assistants have been employed on a temporary basis to promote the councils garden waste service and better recycling. Further work has been undertaken by the Norfolk Waste Partnership to address contamination and better recycling.