Report to: Executive Member Environmental Services & Executive Member Cleaner, Greener and Safer

Bolton Council

Date: 30th August 2011
31st August 2011

Report No: EMES/6311
EMCGS/24/11

Report of: Malcolm Cox
Director of Environmental Services

Contact Officer: Stephen Young, Assistant Director **Tel No:** 01204 336301

Report Title: *Environmental Services Performance Dashboard – Quarter 1*

Non Confidential: This report does **not** contain information which warrants its consideration in the absence of the press or members of the public

Purpose: The purpose of this report is to inform Executive Members of the performance for Environmental Services for Quarter 1, 2011/12

Recommendations: Executive Member is requested to note the key findings of the report

Decision

Background Doc(s):

Signed:

Leader / Executive Member

Monitoring Officer

Date:

Quarter 1 April to June 2011
Key Performance Findings

External Performance

33.2 % of waste diverted from landfill up from 28.21% last year

18 incidents reported of seriously injured or fatalities on the highway compared with 15 in the same quarter last year. Trend shows a lower yearly figure is still achievable

18 tidy ups with community groups,
Over 746 people volunteered
631 bags of litter collected

Security and Response retained the National Security Inspection Gold Standard

Internal Performance

90% of external phone calls answered within standard response time

50 requests under information regulations answered this quarter

3.9% staff sickness 0.53% reduction compared with last years quarter

219 complaints received and 93% were answered within standard

Departmental context

Due to changes to the performance framework last year, the Department is currently in a transition period awaiting the publication of the new Sustainable Community Strategy. The Strategy will retain the six key themes: Safer, Healthier, Prosperous, Cleaner and Greener, Strong and Confident and Achieving.

The department will be leading on the Cleaner and Greener aspect developing performance targets to support the strategy some of which are outlined below for the next three years. The department will also contribute to the other listed themes to provide information on departmental performance. Alongside the Corporate Centre we will develop the Bolton Plan, which will have a focus on services and other areas that we undertake across the Council not covered in the Community Strategy. These two documents will aim to realign the Council's approach to business planning in the current climate.

From 2012/13, following the publication of the Sustainable Community Strategy and Bolton Plan, Divisional Plans will be introduced to replace Service Improvement Action Plans and the performance dashboard will be realigned as soon as these targets and plans are produced. The Performance Dashboard for the next year will focus on key priorities and planned activities for 2011/12 and any key performance findings will be shown on the front page and change according to seasonal or departmental activities.

Cleaner Greener Partnership

Over the past 4 years, Environmental Services has supported and facilitated the Cleaner and Greener Partnership on behalf of the Vision Partnership. The Cleaner and Greener Strategy is currently going through a review due to changes to national agendas and funding. During 2012, the new Strategy will be implemented and will focus on:

Cleaner	• Making our approach to cleanliness sustainable by building upon the success for the streetworks model and developing an approach to influence and change residents behavior
Greener	• Capital investment into Queens Park
Waste & Recycling	• Reducing the levels of waste produced and increasing recycling levels
Reducing the Environmental Impact	• Reducing the Borough's CO2 emissions

The following SMART targets have been identified and will be monitored and reported on an annual basis against a baseline yearly. Some targets can be shown each quarter to show progress; however others can only be certified at the end of the cycle in the last quarter.

- Over 90% of streets surveyed pass acceptable litter standards
- Engage 800 volunteers in the behaviour change programmes
- Plant 240 trees to compliment the environment
- Upgrade 5 play areas
- Decrease CO2 by 12% from 9,152 tonnes on the street lighting carbon footprint
- 5% increase in waste diverted from landfill by 2014/15 from 28.21%
- Refurbish Queens Park

Departmental Success this quarter

Neighbourhood Services

- The Big Bolton Tidy Up
  - Completed 18 tidy ups with community groups, 746 Volunteers attended and 631 bags of litter collected
- Localised campaigns
  - Started a localised grassroots poster campaign. This programme will be targeted at areas in Tonge Moor, Hall i'th' Wood and The Haulgh
- Wildflower Verges
  - Planting carried out to enhance biodiversity & promote wildflower grassland management by sowing 8 verges
- Events
  - Northern Kite Festival Moss bank Park. Attendance 8,000
  - Bollywood Aerobics attendance 2,200
  - Moses Gate Country Park fun weekend attendance 5,600

Waste and Fleet management

- Household waste

- The household waste per household is running at 150.09kg, a reduction on the same period last year
- Ran a Compost Awareness Week, road shows set up on Victoria Square
- Real Nappy Week 3 “Nappucino” events held in Bolton
- Ran the Recycling Week set up four road shows across Bolton
- Contributed to a record breaking clothing collection and around 700 items of clothing collected from council buildings

- Fleet
  - Implemented a programme of Driver Training to reduce emissions by driving smarter

Highways and Engineering

- Highways Engineering Development
  - 449 Children have received cycle ability training in 19 primary schools
  - The child killed and seriously injured figures have reduced from 6 to 2 comparing the same period last year
  - People with slight injuries have reduced by 17 comparing the same period last year
- Highways Delivery
  - Highways mobile inspection system implemented and :
    - Over 1,400 customer enquiries have been completed electronically
    - 76% now completed by next working day increasing to 89% by 2nd working day
    - Over 2,400 Cyclic safety inspections completed electronically
    - Over 4,000 defects identified 2,700 from cyclic inspections 1,000 from customer enquiries and over 300 from ad-hoc inspections
- Street lighting
  - 50 street lights fitted with collector profiling equipment (Collectors, the main unit to talk to sub units)
  - 440 street lights fitted with a node profiling equipment (nodes are sub units)

Community Services

- Bolton Market

        - Was awarded the “5 a day Supporter of the Year”, at the annual “Re-fresh Awards”

    - School Meals

        - Was awarded the “LACA Award for Excellence in Education Catering and Marketing 2011”

    - Security and Response

        - Retained National Security Inspection Gold Standard
        - Retained Key Holding Approved Contractor’s status.

Internal Business Performance

Sickness Absence

- Is running at 3.9 % in this quarter which is a 0.53 % reduction on the same quarter last year

Complaints

- The department received 220 complaints, 93 % were dealt with in standard, which is 2% better than the council average
- There has been a reduction in the number of complaints from 708 to 319 in the same quarter last year

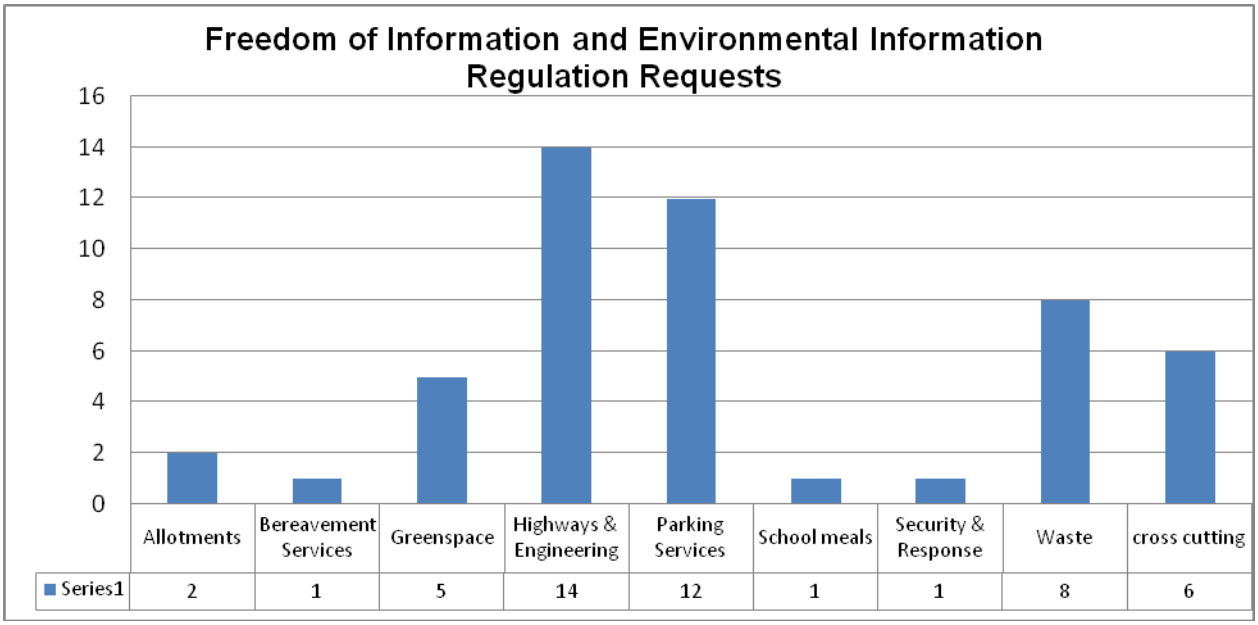
Telephony

- 90% of external calls were answered in 30 seconds which is 0.23% better than the council average
- 84.52% of internal calls were answered in 30 seconds which is 0.92% worse than the council average

Freedom of Information and Environmental Information Regulation Requests

- 50 requests have been dealt with by the department as shown in table one below:

Table One Breakdown of Freedom of Information Requests Broken Down by Service Area



Recommendation

The Executive Member is requested to:

- Note the key findings of the report