Report to:	Executive Cabinet Member Environmental Services	**Bolton Council**
Date:	16 October 2017	
Report of:	Director of Place	**Report No: ECMES/11/17a**
Contact Officer:	Janet Pollard - Head of Finance and Business Development	**Tele No:** 6710
Report Title:	**Departmental Performance Update – Quarter 1 2017/18**	
Confidential / Non Confidential: *(delete as approp)*	(***Non-Confidential***) This report does **not** contain information which warrants its consideration in the absence of the press or members of the public	
Purpose:	This report provides the Environmental Services Executive Cabinet Member with an update on Quarter 1, 2017/18. Additionally, it incorporates Housing Services as part of the portfolio. It also includes the internal departmental position.	
Recommendations:	The Executive Cabinet Member is asked to note the performance update set out in this report.	
Decision:		
Background Doc(s):		
Signed:	Leader / Executive Cabinet Member	Monitoring Officer
Date:		

1.0 Introduction

1.1 This report summarises Quarter 1, 2017/18 performance for the Environmental Services' elements of the Place Department. Additionally, it incorporates Housing Services as part of the portfolio.

1.2 Progress is reported against:

- Major strategic priorities.
- The Department's operational priorities as the provider of a number of large front line and support services.

1.3 The divisions included in this report remain on track to deliver their strategic and operational priorities for the Council.

2.0 Supporting the Council to deliver its strategic priorities

2.1 At a strategic level, the Department supports the Cleaner and Greener Partnership, the BSafe Partnership and the Town Centre Regeneration Programme, as part of the delivery of the Community Strategy. Key progress on strategic priorities is highlighted below.

2.2 Waste, Recycling & Fleet Management

2.2.1 Waste, Recycling

The introduction of managed weekly waste collections in 2013 was part of a strategic waste diversion programme where the primary aim was to divert waste away from the residual waste stream and increase recycling rates. Further diversion was required to avoid increasing waste disposal costs and in July 2015 the proposal was approved to **exchange all grey 240 litre wheeled bins for 140 litre wheeled bins** (slim bins), with the continuation of the same frequency of collections. The roll out of the slim bins began on 20 June 2016 and was completed by the end of November 2016.

At the end of Quarter 1 2017/18, the introduction of slim bins and the subsequent effect of increases in recycling and reduction in grey bin waste – together with customer engagement, education and enforcement - had resulted in avoided waste disposal costs of over **£3.1 million**. This exceeds the waste disposal saving target of £1.25million per year by £1.85million (148%).

Awards update in Quarter 1:

- **MJ Awards** – received 'highly commended' for the Behaviour Change category.

APSE (Association of Public Sector Excellence) **Service Awards -** shortlisted for 2 awards:

- *Transforming Attitudes and Behaviour towards Waste Management and Recycling* under APSE's Best Efficiency and Transformation category.
- *Introduction to slim bins* under APSE's Best Innovation or Demand Management initiative.

Winners were announced, 7 September 2017. Bolton won the *Introduction to slim bins* under APSE's Best Innovation or Demand Management initiative.

In Quarter 1 2017/18:

- 96.19kg **household waste** was collected per household – a 20.05kg per household decrease when compared with Quarter 1, 2016/17 (116.24kg).
- Cumulative **domestic (grey bin) waste tonnages** decreased by 2,615 tonnes when compared with Quarter 1, 2017/18.

- The **recycling rate** was 50.3% - a 7.5 percentage point increase when compared with Quarter 1, 2016/17. Further, the recycling rate for the month of June was 51.5%. The service is on track to achieve its recycling target of 47% in 2017/18.
- **Recycling tonnages** increased by 1,435 tonnes when compared with Quarter 1, 2016/17. When compared with Quarter 1, 2016/17, the service collected:
  - 2,615 tonnes less domestic waste.
  - 934 tonnes more food and garden waste.
  - 365 tonnes more glass, cans and plastic bottles.
  - 136 tonnes more pulpables.

  The difference between the decrease in domestic waste tonnages and the increase in recycling can be explained by a number of factors:
  - Changes in residents buying habits as they recycle food and realised how much they waste
  - Waste minimisation
  - Diversion of waste to the Household Waste Recycling Centres – There has been some increase in the tonnage of waste collected at HWRCs in Bolton, but this follows a trend across Greater Manchester and nationally.
- The tonnage of **fly tipped material** collected has increased by 18 tonnes - a percentage increase of 8.51% from 207.78 tonnes to 225.46 tonnes – when compared with Quarter 1, 2017/18.
- The amount of **street cleansing material** collected was 40 tonnes higher than in Quarter 1, 2017/18 - a percentage increase of 3.35% from 1189.06 tonnes to 1228.87 tonnes.

Also, in Quarter 1:

- There were 469 requests for a **waste audit** and 96 requests for support and advice in Quarter 1. The total number of properties in Bolton that have additional waste capacity is detailed below:
  - 2,729 properties have been approved to keep the 240 litre grey bin.
  - A further 533 households have a 240 litre bin and a 140 litre bin and 44 households have 2 x 240 litre bins.
- There were 15 **roadshows and school talks**.

2.2.2 Fleet Management

Co^2 emissions for the Council's vehicle fleet are monitored – and have been reported since Quarter 1, 2015/16 - with the aim of reducing emissions over time to minimise pollution and reduce the impact of the Council's vehicle fleet:

- There has been a reduction of 35.47 tonnes of CO_2 emissions from the fleet when compared with Quarter 1, 2016/17.
- The earliest data recorded is Quarter 1, 2014/15, 744 tonnes of CO2 emissions from the fleet as compared with 601 tonnes, Quarter 1, 2017/18 - a reduction of 143 tonnes.

2.3 Neighbourhood and Regulatory Services

2.3.1 Neighbourhood Management and Area Working

The service supports the delivery of the Council's strategic objectives of narrowing the gap between the most and least well off in Bolton and ensuring economic prosperity. The service also supports,

where possible, other strategic priorities of the Council such as reducing litter and waste and improving recycling rates through the commissioning and delivery of local projects.

In Quarter 1:

Area Forums

Initial Area Forum meetings have been held, starting May 2017. A new concept was tried in Tonge with the Haulgh, where the forum held a joint event with Bolton at Home. This event was a success, and they will consider holding similar events in the future.

Halliwell UCAN Quarter 1, 2017/18

- Overall attendance: 7,452.
- Computer use: 3,641.
- Phone use: 1,037.
- Library use: 132.
- Work club attendance: 51.
- Clients who have notified us they have found employment: 7.
- Total UCAN voluntary group attendance (knit and natter, arts and crafts, gardening): 330.
- Number of voluntary groups: 9.
- Number of services: 11.

  These services include: ACIS, CAB, Community Safety, Environmental, H/Vs, ITC, Library, Think Positive, Work Club, Money Skills and Hoot.
- Hoot members: 65.
- Money Skills referrals:2.
- CAB: 20 referrals (N.B. 5 of these referrals were made in March, for appointments in May) Actual attendees: 10.

Crompton Neighbourhood Management

- Crompton Heritage Walk launched, 24 April 2017 and undertook tours of historical areas of interest. Local residents, including a group of Asian ladies have subsequently undertook 6 various walks. An average of 10 women have attended.

Deane UCAN

Deane UCAN is run and managed by Bolton at Home, but Rumworth Neighbourhood management funds some of the activity from there so that all residents can benefit. In Quarter 1, 2017/18:

- 881 customers have accessed the UCAN.
- 96 new customers onto the workclub.
- 61 into training.
- 96 received career advice.
- 4 into volunteering.
- 19 back into paid work.

2.3.2 **Greener Bolton**

The **Greenspace Investment** programme is ongoing with Hulton Lane Playing Fields now complete. Rounders teams are making use of the newly levelled and drained fields and football pitches will be ready for the 2017/18 season.

The 2017/18 **Play Area Refresh** programme is in preparation with 6 sites due to be considered.

2.3.3 **Cleaner Bolton and Behaviour Change**

The council and partners took the decision in 2010 to fundamentally shift away from just cleaning up after communities, to introducing a **behaviour change approach** aimed at tackling the root cause of environmental issues. In Quarter 1, teams:

- Leafleted 5 streets, with 342 residents spoken to/given educational leaflets.
- Dealt with 1,620 instances of back street waste (bags/furniture/white goods/rubble) – 9.81% moved by the public, the estimated cost for the council to remove, £33,291.00.
- Carried out enforcement activity (603 cases) with:
  - £7,136.27 generated in fines/costs as a result of cases taken to Court.
  - 65 Fixed Penalty Notices (FPNs) generating £3,520.

In Quarter 1 2017/18, the **Trade Waste Officers**:

- Inspected 199 businesses.
- Served 21 Fixed Penalty Notices which will generate £4,000 (£2,100 pending).

Following visits, 9 new commercial waste contracts have been taken out with the council at a value of £3,322.

2.3.4 **Regulatory Services**

Trading Standards

In Quarter 1:

- 352 complaints / enquiries allocated to officers, 823 notifications received as intelligence to be used for planning proactive work.
- Intelligence-led inspections for illicit tobacco were carried out. Around 7,000 illegal cigarettes were seized.
- As part of a GM initiative, visits to shops selling skin lightening creams were made. Over 100 products were seized as they were found to contain the banned ingredient hydroquinone.

Licensing

In Quarter 1:

- 8 private hire driver revocations.
- 5 private hire driver refusals.
- 4 private hire driver licences granted by Committee.
- 10 private hire driver licences suspended by Committee.
- 4 private hire driver appeals refused.
- 3 Licensing Act hearings.
- 5 successful plying for hire and driving without correct insurance prosecutions of Bolton private hire drivers and Rossendale and Wigan Hackney Carriage drivers.
- Completion of the annual vehicle renewals

- 6 scrap metal compliance visits.
- Boltonfest, Horwich Carnival and Strongman compliance visits.

Food, Health/Safety and Generic Teams of Regulatory Services

In Quarter 1:

- 286 food inspections/interventions carried out.
- 1 Hygiene Emergency Prohibition Notice served on a food premises.
- 10 Food Hygiene Improvement Notices served.
- 68 food complaints investigated.
- 2 registrations for tattooing.
- 2 registrations for electrolysis.
- 4 registrations for semi-permanent skin colouring.
- 2 registrations for acupuncture.
- 2 registrations for skin piercing.
- 15 health and safety at work complaints investigated.
- 47 accident notifications received in accordance with Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 – 12 of these were investigated.

2.3.5 **Community Safety**

Be Safe Strategic Partnership is made up of statutory and non-statutory agencies; co-ordinating plans to reduce crime and disorder, reduce re-offending and improve community safety in Bolton.

Quarter 1 saw an increase in all victim-based crime of 35% when compared with Quarter 1 2016/17. Greater Manchester (GM) as a whole saw an increase of 36%.

When comparing Quarter 1, 2017/18 with Quarter 1, 2016/17, there was an increase in violent crime recorded in Bolton, but this was not to the extent experienced across GM as a whole (an increase of 48% and 69% respectively).

Quarter 1 saw increases in recorded instances of burglary, robbery and theft offences in Bolton – with burglary and theft offences exceeding the increases seen across GM as a whole.

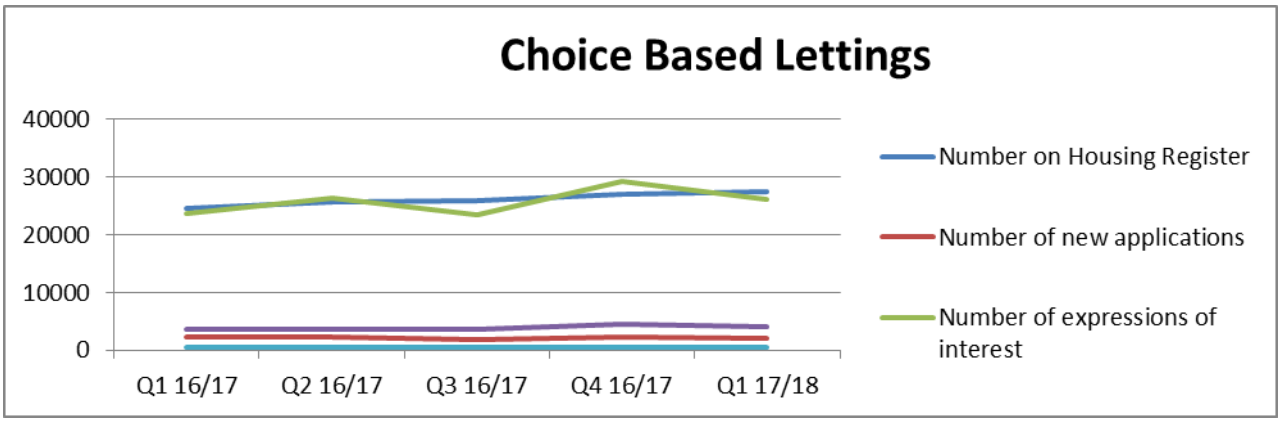
Anti-Social Behaviour (ASB) has shown a decrease in Bolton in Quarter 1 continuing the downward movement seen in 2016/17 and in line with the decrease seen across GM.

Hate crime rose by 68% in Quarter 1 in Bolton compared to the same period in 2016/17, again in line with the increase seen across GM. Increasing recorded incidents of hate crime is seen as positive as it is a substantially under-reported crime type. Evaluation of these crimes, and determining reasons for increases and decreases, is undertaken by GM Police – any relevant issues can be reported in future performance reports once evaluation has taken place.

2.4 Housing Services

2.4.1 To provide housing that is affordable and offers choice whilst meeting the needs and demands of the future.

Need and Demand for Housing



Graph 1 shows the trends in activity for **choice based lettings** from April 2016. In Quarter 1, 2017/18:

- Applicants on the Housing Register increased from 26,920, Quarter 4, 2016/17 to 27,429.
- New applications received decreased from 2,349, Quarter 4, 2016/17 to 2,024.
- Properties advertised decreased from 514, Quarter 4, 2016/17 to 450 – new build schemes were not advertised this quarter.
- Expressions of interest decreased from 29,209, Quarter 4, 2016/17 to 26,091.

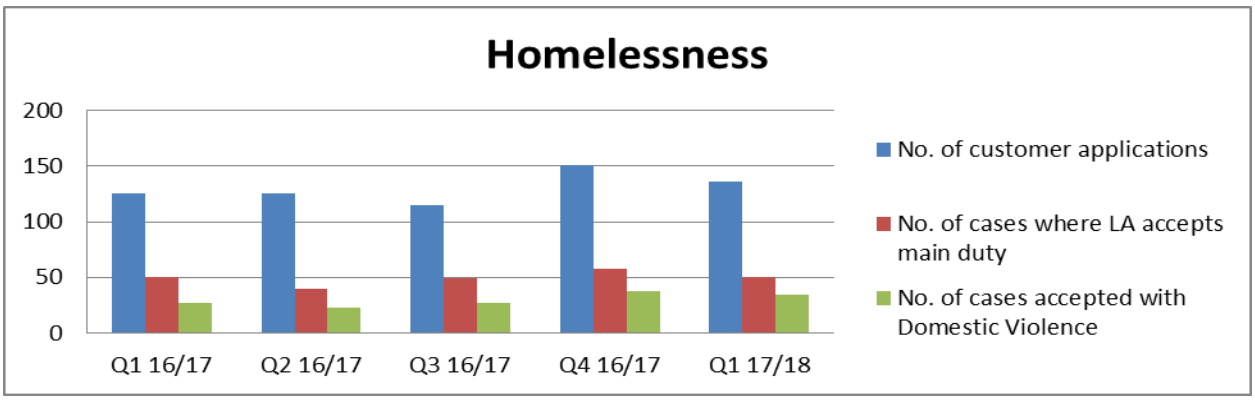
Delivery of affordable housing

2013/17 and 2015/18 **Affordable Housing Grant** and **Affordable Housing** programmes will see a further 304 affordable homes built across 12 sites (including 25 former right to buy backs).

The **Homes & Communities Agency Shared Ownership and Affordable Homes Programme 2016-21** (SOAHP) will deliver 136 affordable homes across 9 sites. The SOAHP 16-21 marks a decisive shift towards support for home ownership. Bolton Community Homes will continue to support developing partners to bring forward these schemes.

In Quarter 1, 75 homeownership applications were received, 5 of which were Right to Acquire (RTA). The first RTA completion took place.

2.4.2 To create and promote communities that are sustainable and inclusive



Graph 2 shows the trends in homeless cases since April 2016:

- Statutory homeless duty cases decreased from 151, Quarter 4,2016/17 to 136 with the number of acceptances under part VII of the Housing Act 1996 remaining static.
- Cases presenting and accepted as owed a main duty due to domestic abuse decreased from 37, Quarter 4, 2016/17 to 34.

Joint outreach arrangements and partnership working between the Homeless Vulnerable Adult Team and the Help for Single Homeless Project - which provides a more integrated rough sleeper outreach and community health care interventions - have been in operation for 6 months. There has been a 39% increase in primary health care engagement with this cohort of homeless people.

Quarter 1 saw:

- A 20% decrease in the number of total households placed as a stop gap into B&B/hotel accommodation from the previous quarter, however lengths of stay increased by 50%, with overall placement nights exceeding 600 over the quarter.
- 16 out of hour homeless referrals from either the Police or the duty social work team - equating to 1 case every 5.6 days, a reduction of cases on the previous quarters.

Money Advice staff managed £564,486 of debts for customers In Quarter 1; and helped customers obtain £71,974 in financial gains.

2.4.3 To improve the quality of private sector housing

The **Safe, Warm and Dry** approach was introduced in June 2013, and it involves targeting private sector properties that have been identified by the BRE stock condition model as at risk of failing decency standards. Work includes roofing, rewiring, heating systems, windows and doors. The approach is also targeted at those properties that are lived in by a vulnerable person. In Quarter 1:

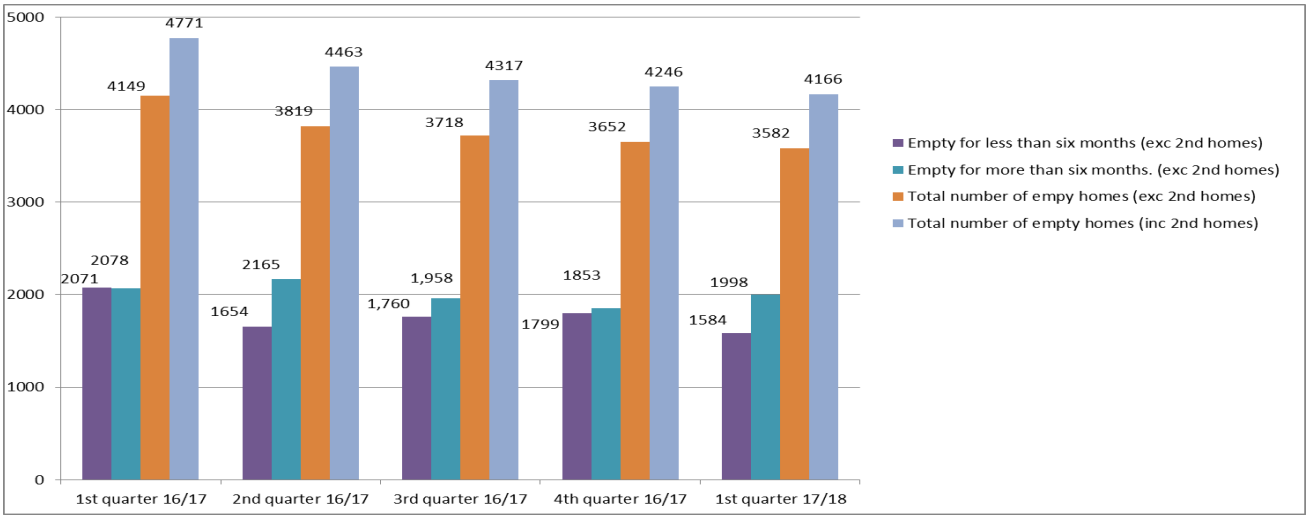
- 37 customers have work on-going or are waiting for work to begin, which is an increase from Quarter 4, 2016/17 (25).
- 10 cases have been completed - a decrease from Quarter 4, 2016/17 (13).
- 100% of works have been completed by Bolton contractors.

Tackling poor property conditions and management of the private rented sector

The following work has been undertaken in Quarter 1:

- 1,174 services requests – a decrease from Quarter 4, 2016/17 (1,608).
- 57 housing, health and safety inspections have been completed, resulting in 47 category 1 hazards and 228 category 2 hazards being identified.
- Out of the 57 inspections, 115 hazards relating to excess cold and damp and mould growth were identified – works were requested in these properties to reduce the risk these issues pose.
- 51 owners were made aware of hazards in their properties via a hazard awareness notice.
- Formal action: 6 owners had notices served on them; 4 suspended improvement notices, 1 improvement notice and 1 prohibition order. 128 re-visits were made to check on progress of works and to discuss issues with landlords.

Bringing **empty properties** back into use remains a priority for the Council as it not only increases the number of available homes in the Borough but also provides revenue through Council Tax and New Homes Bonus.



Graph 3 shows the trend in empty homes in Bolton since April 2016. In Quarter 1:

- 4,166 properties are registered with the council as being empty - a decrease of 80 properties since Quarter 4, 2016/17 (4,246).
- Excluding second homes, 3,582 properties remain empty and of these, 1,584 have been left empty for less than 6 months and 1,998 for more than 6 months. 454 have been empty for over 2 years and will be paying a premium council tax at 150%.
- 332 properties are owned by registered providers (RPs). There are 1,088 (including RPs) properties which have exemptions for a variety of reasons.

2.4.4 To promote health, well-being and quality of life

The Care and Repair service in Quarter 1:

- Received an increase in enquiries from 757, Quarter 4, 2016/17 to 848.
  This may be a result of promotional activity that has taken place such as adverts in the Scene, Bolton News and on buses.
- Assisted 238 customers to remain in their own home - a decrease of 114 from Quarter 4, 2016/17.

Also in Quarter 4:

- Disabled Facilities Grants (DFGs) cases passed to Bolton at Home for processing increased – 126, Quarter 4, 2016/17 to 127.
- Cases completed increased – 50, Quarter 4, 2016/17 to 58.
- Overall waiting times have increased – 280 days, Quarter 4, 2016/17 to 285 days.
  Waiting times continue to be monitored.

3.0 Departmental Strategic Priorities

3.1 Community Services

The **Albert Halls** has hosted 103 events during this period, including the Midnight Memories Walk and the Gin Society event. Bookings are continuing well with customers already making repeat bookings for 2018.

- The inaugural meeting of the Performance Partnership was held, 22 June 2017 and is working well, with a number of Am Dram groups booked in for 2018. The relationship with the Octagon theatre continues with Summer Holiday being performed during June 2018. Tenders are being prepared for a catering provider (2 lots) and a technical upgrade to the Albert Hall sound and lighting system.
- The Registrars Service is due to move into the complex in October 2017 with bookings now being provisionally taken for weddings within the Albert Halls.

In **Security and Response**:

Preparations are complete for the upgrade of Guarding Gold accreditation to ISO9001:2015 Quality Assurance – the **audit for Security** is scheduled for 18 July 2017. All other areas will be audited, January 2018.

An upgrade to the **Town Centre CCTV command, control and recording equipment** is scheduled to start in August 2017. Orders now placed with NCP to progress this work.

Heaton Fold continues to improve. A new covered stall area is being built by the staff for the Artisan Market and other retail events, and will be completed, July 2017.

In **Bereavement Services** the summer cemetery grounds maintenance is underway. The service has responsibility for an additional closed churchyard, St James' CE, Breightmet. The works for the demolition of Heaton Chapel have been tendered and a preferred contractor has been identified. Arrangements to start work will commence subject to the completion of a bat survey.

The occupancy rate at **Bolton Market** was 90% at the end of June.

Applications for the **Food and Drink Festival 2017** have been received and processed with a final attendance expected to be around 170 traders.

3.2 Services to Schools

School Meals

Meal uptake for the Summer term will be reported in Quarter 2.

Formal uptake, cost and productivity results have been published for 2016/17 and are detailed in Table 2. The table shows Bolton, England and UK averages. It shows that, in these areas, Bolton is exceeding the England and UK averages.

Table 2: School Meals Performance 2016-17

KPI	UK	England	Bolton
Primary Paid Meal Uptake	44% of roll	49% of roll	59% of roll
Primary Paid and Free Meal Uptake	62%	66%	74.6% - TOP score
Primary meals productivity	9.2 meals per hour	9.9 meals per hour	10.9 meals per hour

3.3 Highways and Engineering Division

Approval was received, June 2017 to extend the **Town Centre Free Parking** scheme for a further 16 months. This included the 'Free after 3pm Monday to Friday' being introduced on Christmas Light Switch on day and concluding on the final day of the Winter Festival.

The planning application for the re-configured bus station in **Farnworth town centre** was submitted for decision, 7 June 2017. The decision is anticipated in Quarter 2 and, if approved, the scheme will go out to tender in Quarter 2; funding approval in Quarter 3 and build commencement in Quarter 4.

Work is on-going on the sign off conditions associated with the planning application for **Rivington Chase**, including the design and costing of off-site highways works and the development of a site-wide strategic drainage strategy.

Progress continued with the 3 year **LED street-lighting programme** which was introduced in April 2015. Approximately 26,000 street lamps on residential streets and main roads are being replaced with lower carbon LED lanterns across Bolton. The programme, which is costing £10m, should save the council £14m over 20 years and reduce energy use by around 50%. Replacement work continues throughout the borough and, at the end of Quarter 1, 2017/18, 23,291 lights in 3,761 streets had been upgraded since the rollout began in April 2015. 81.60 tonnes of existing lanterns had been recycled, complying with the current Waste Electrical and Electronic Equipment Directive (WEEE) regulations. Customer satisfaction of the programme had also been well evidenced – 315 customer complaints had been received since the start of the roll out, which equated to 1.3% of the 23,291 installations. Work is on target to finish in 2018. The LEDs are currently being fitted in the district of Kearsley; followed by Breightmet and Farnworth. Finally, the crew will sweep the whole borough to retro-fit any units which weren't initially completed.

3.4 Civil Contingencies

Under the Civil Contingencies Act 2004, the council has a statutory duty to have contingency plans in place to ensure the borough is equipped to deal with a crisis situation effectively, while continuing to provide the usual day-to-day services of the council. Response and intervention relies on effective **partnership working**. In Quarter 1, Bolton helped the Greater Manchester Civil Contingencies Unit during the Manchester attack - providing support in force headquarters following the attack and offering mutual aid and support. We continue to provide on call cover 365, 24/7 at forward incident officer, Tactical Officer and strategic officer levels in order to be prepared for any unforeseen event.

4.0 Supporting the Council to deliver its operational priorities

This section gives an update on some of the major operational priorities.

4.1 Managing the Department's Budget

The department was tasked with finding savings of £2.146M within Environmental Services and Housing Services in 2017/18 - 100% of these targets are expected to be achieved. Revenue expenditure is projected to overspend against the budget by £5,000 after planned reserve movements. Capital expenditure for 2017/18 at Quarter 1 is £1.945M against a revised projection at Quarter 1 of £27.383M. The services have a projected general reserve of £15,000 for the end of the year.

4.2 Health and Safety

The department is continuing to deliver a programme of training and site assessments to ensure that all services operate in a safe environment. In Quarter 1, the number of staff related incidents (excluding Housing Services) were 43 – 4 less than Quarter 4, 2016/17 (47). Management will continue to monitor the number of incidents within the department and deliver important health and safety training to all staff.

4.3 Managing Sickness

Staff absence within the whole Place Department, Quarter 1 is 3.0 days per FTE and is detailed in Table 3. This is a slight increase compared to Quarter 1 2016/17 (2.8 days).

Table 3
Average Days Sickness Per FTE in 2017/18 – Place Department

Quarter 1 2017/18	Quarter 2 2017/18	Quarter 3 2017/18	Quarter 4 2017/18	Total 2016/17	Total 2017/18
3.0 days per FTE				2.8 days per FTE	3.0 days per FTE

At present there are 58 on-going long term absence cases in the Place Department, the principal causes of which are stress-related, musculoskeletal / neck or back problems and post-operative recovery.

There were 366 occasions of short term absence in the Place Department during Quarter 1 (accounting for 30.4% of the total days lost), the principal causes of which are musculoskeletal / neck or back problems, stress-related and viral infections.

The Department has undertaken significant management action on attendance during Quarter 1:

- 128 informal counselling meetings.
- 74 OH referrals.
- 10 warnings were issued, 2 of which were final warnings.
- 1 Ill Health Retirement.
- 1 Medical Incapacity dismissal.

All current cases, both long and short term are managed in accordance with the Managing Sickness Absence Framework.

Table 4 outlines staff absence for the 4 divisions included in this report – which averaged at 2.95 days per FTE in Quarter 1. Average absence for the 4 divisions has improved when comparing with 2016/17 – 2.95 days, as compared with 3.08 days (Quarter 1,2016/17) – a 0.13 day per FTE improvement.

Table 4 Average Days Sickness Per FTE in 2017/18 – By Division						
Division	**Quarter 1 2017/18**	**Quarter 2 2017/18**	**Quarter 3 2017/18**	**Quarter 4 2017/18**	**Total 2016/17**	**Total 2017/18**
Community Services	2.7				3.0	2.7
Highways and Engineering	2.7				3.4	2.7
Neighbourhood and Reg Services	4.0				2.7	4.0
Waste and Fleet Management	2.4				3.2	2.4
Average for 4 Divisions	2.95				3.08	2.95

Neighbourhood & Regulatory Services has seen an increase in sickness absence when comparing 2016/17 with 2017/18. This is, in the main, due to long term absence in the Regulatory Services and Libraries & Museums sections. There has however been a comparative decrease in the other 3 divisions - the largest decrease being in the Waste and Fleet Management division, which has seen a significant reduction in the number of long term absentees.

4.4 Requests for Information

Information requests are answered under the **Freedom of Information Act (FOIA) 2000,** the **Environmental Information Regulations (EIR) 2004** or the **Data Protection Act 1998**. The Council is required to respond to requests within 20 working days and Subject Access Requests within 40 days.

New system implementation for information governance means that data for 2017/18 will be reported at Quarter 4 2017/18.

4.5 Managing Customer Care

The number of **complaints** received by the divisions of the department included in this report are monitored and compared with 2016/17 data.

Complaints are answered within twenty working days 'standard' – a timescale set locally to Bolton. 82 complaints were received for this portfolio's services in Quarter 1, 2017/18:

- 16 less complaints were received than in Quarter 1, 2016/17 (98).
- 76 complaints were answered in 'standard' (93%) and 8 were answered out of 'standard'.

Further analysis of the 82 complaints shows that:

- 7 complaints were upheld (i.e. the Department found in the customer's favour); 8 were partially upheld (i.e. the Department found partially in the customer's favour); 1 was deferred and 66 (80%) were not upheld.
- The main reason that complainants identified for making their complaints was 'unsatisfactory/sub-standard level of service', of which there were 57 (70%).

2 cross-cutting complaints were received during Quarter 1, 1 was answered in standard 1 'out of standard' and neither was upheld.

Recording of **compliments** is also an important indicator within customer care. 24 compliments were logged in Quarter 1, 2017/18.

- 1 for Community Housing for customer care.
- 21 for Highways and Engineering:

- 9 for customer care. 2 for quality.
- 1 for response time. 9 for service delivery.

- 2 for Neighbourhood and Regulatory Services for customer care (1) and service delivery (1).

5. Conclusions

5.1 This report summarises Quarter 1, 2017/18 performance for the Environmental Services' Executive Member's portfolio. It also includes the internal departmental position. The services remain on track to deliver their strategic and operational priorities for the council.

6. Recommendations

6.1 The Executive Cabinet Member is asked to note the performance update set out in this report.