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**WEST SUFFOLK WASTE
AND STREET SCENE
SERVICES JOINT
COMMITTEE**

22 MARCH 2013

JWC13/051

**Report of the Head of Waste Management and
Property Services**

**PROPOSED PERFORMANCE INDICATORS AND TARGETS FOR WASTE AND
STREET SCENE 2013/2014**

1. Summary and reasons for recommendations

- 1.1 This report outlines the proposals for key performance indicators and targets relating to the Waste and Street Scene Service 2013-2014.

2. Recommendation(s)

2.1 The Joint Committee is requested to:

- i Review the performance indicators and targets proposed; and**
- ii Recommend that the respective Cabinets for Forest Heath District Council (FHDC) and St Edmundsbury Borough Council (SEBC) approve the indicators as part of the wider review of performance indicators for 2013 – 2014.**

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3. How will the recommendations help us meet our strategic priorities?

- 3.1 The report outlines the proposed key performance indicators and targets associated with the delivery of the waste and street scene service over the next financial year.
- 3.2 The indicators will measure continued progress against important environmental criteria, identify areas of success and indicate where specific actions are required.
- 3.3 Within West Suffolk, performance against the indicators will have an indirect impact on overall wellbeing and public perception of the efficiency and effectiveness of service delivery.
- 3.4 In Forest Heath, the indicators will enable performance to be monitored in relation to the corporate vision – Clean, Green, Safe and Prosperous.
- 3.5 Within St Edmundsbury, the indicators will enable performance to be monitored against Priority 2: Working together for prosperous and environmentally responsible communities, in terms of:
 - (i) Maintaining high levels of cleanliness; and
 - (ii) Encouraging less waste and more recycling.

4. Wards affected

- 4.1 All Wards across both Councils.

5. Key issues

- 5.1 Measuring and monitoring performance indicators will identify if progress is on target and determine where further action is needed.

6.0 Progress to date

- 6.1 Table 1 below provides a summary of the proposed waste and street scene indicators, current performance and the proposed target for next financial year. A blank target indicates that the indicator is contextual only.

Table 1: Summary of performance indicators 2013 – 2014 for Forest Heath (FH) and St Edmundsbury (SE)

Code	Name	Annual Target 2012/13	Q1 2012/13		Q2 2012/13		Q3 2012/13		2012/13	Annual Target 2013/14
			Value	Target	Value	Target	Value	Target	Value	
FH WSS05*	Quantity of household waste recycled (tonnes)		1,451		2,874		4,394		8,719	
SEWSS011*	Quantity of household waste recycled (tonnes)	10,000	2,359	2,500	2,467	2,500	2,460	2,500	7,286	
FH WSS021*	Residual household waste per household (kgs)	440	105	114	229	224	332	343	332	
SEWSS191*	Residual household waste per household (kgs)	473	116.37	118.25	111.16	118.25	112.32	118.25	339.85	
FH WSS022*	Percentage of household waste recycled and composted	49.00%	53.78%	53.00%	52.14%	53.00%	52.40%	51.00%	52.40%	49%
SEWSS192*	Percentage of household waste recycled and composted	53%	55.21%	56%	57.76%	56%	51.52%	49%	54.83%	53%
FH WSS06*	Quantity of household waste sent to landfill (tonnes)		3,001		6,358		9,245		18,603	
SEWSS010*	Quantity of household waste sent to landfill (tonnes)	22,108	5,465	5,527	5,220	5,527	5,275	5,527	15,960	
FH WSS012*	Quantity of trade waste recycled (tonnes)		36		82		122		239	
SEWSS198*	Quantity of trade waste recycled (tonnes)	700	224	175	246	175	213	175	683	
FH WSS020*	Number of fly tipping incidents	Not measured								
SEWSS199*	Number of fly tipping incidents	Not measured								
FH WSS020*	Number of fly tipping interventions	Not measured								
SEWSS199*	Number of fly tipping interventions	Not measured								
FH WSS195a*	Percentage of areas with satisfactory cleanliness for litter	8%	16%	8%	15%	8%	13%	8%	13%	85%
SEWSS197a*	Percentage of areas with satisfactory cleanliness for litter	8%	9%	8%	14%	8%	14%	8%	12.33%	85%
FH WSS195b*	Percentage of areas with satisfactory cleanliness for detritus	20%	31%	20%	24%	20%	21%	20%	21%	80%

Code	Name	Annual Target 2012/13	Q1 2012/13		Q2 2012/13		Q3 2012/13		2012/13	Annual Target 2013/14
			Value	Target	Value	Target	Value	Target	Value	
SEWSS197b*	Percentage of areas with satisfactory cleanliness for detritus	20%	26%	20%	18%	20%	12%	20%	18.67%	80%
FH WSS195c*	Percentage of areas unaffected by graffiti		0%		0%		0%		0%	95%
SEWSS197c*	Percentage of areas unaffected by graffiti	3%	0%	3%	3%	3%	1%	3%	1.33%	95%
FH WSS03*	Cost of household waste collection	£50.00	Not measured for Quarters							£45
SEWSS038*	Cost of household waste collection		Not measured for Quarters							£45

The key changes for 2013/14 to note are:

- (a) The cleansing indicators covering litter, detritus and graffiti have been renamed and will measure satisfactory performance rather than service failure. The result will be the inverse of the previous method of calculation e.g. 10% failure will now be reported as 90% satisfaction.
- (b) The naming of the indicators for each council has been simplified and aligned. Previously there were slight differences in indicator titles that could lead to misinterpretation.
- (c) The targets set have been based on the previous year's output and planned service changes throughout next year.
- (d) Fly tipping performance will be measured by two separate indicators: (1) the number of instances and (2) the number of interventions, rather than in a combined indicator of performance. The national fly tipping database, Flycapture, will continue to be used as the calculation methodology and to report performance to DEFRA.

7. Other options considered

7.1 Not applicable.

8. Community impact

- 8.1 The monitoring of service performance contributes positively to our ability to measure the effectiveness of waste and street scene services, and indirectly public perception and satisfaction.
- 8.2 The performance achieved and targets set aim to reduce the total amount of waste sent to landfill through increasing the amount of waste available for re-use, recycling and composting.
- 8.3 Furthermore, the provision of an effective street scene service will maintain high environmental standards and protect local amenity.

9.0 Diversity and equality impact *(including the findings of the Equality Impact Assessment)*

9.1 None.

10. Consultation *(what consultation has been undertaken, and what were the outcomes?)*

- 10.1 No direct consultation has taken place but feedback from general council surveys, individual residents, trends in the waste industry and government initiatives are taken into account when developing the indicators.
- 10.2 This will continue to include the sharing of performance information as part of the Suffolk Waste Partnership and the comparison of performance against other local councils in line with DEFRA's annual statistical waste data release.

11. Financial and resource implications *(including asset management implications)*

- 11.1 To date there have been no financial or resource implications. However, the ability to deliver performance in line with an increase in performance indicator targets may only be possible with increased service resources.

12. Risk/opportunity assessment *(potential hazards or opportunities affecting corporate, service or project objectives)*

- 12.1 The targets for 2013/14 will be set following consideration by Officers and Members.
- 12.2 Performance is reported quarterly to the Joint Committee to monitor progress and ensure that targets are being achieved.

13. Legal/Policy implications

- 13.1 There are no policy compliance issues associated with this report.
- 13.2 As part of the data quality and verification processes, both councils collate record and monitor statistical information to the required standard.
- 13.3 The performance data outlined in this report refer to service indicators reported by both councils.
- 13.4 There are no legal implications associated with this report.

14. Documents attached

- 14.1 None.

15. Background papers

- 15.1 None.