

**Corporate Plan: Key Priority Performance Targets**  
**Environment Committee – Year-end Performance Report 2016/2017**

## Keeping our Borough Clean and Green

### We will do this by:

Providing quality parks, nature reserves and other public spaces that are safe, pleasant and well maintained

Accommodating sustainable development whilst protecting the green belt in accordance with Policy

Introducing a premium weekly waste and recycling service as standard for all residents and encourage more household waste to be recycled

Keeping the streets and public spaces clean and tidy

Taking action to reduce graffiti, littering, flytipping, flyposting illegal, advertising and dog fouling

### KEY OUTCOMES

- Management plans for all major parks and public spaces
- Premium weekly recycling and waste service as standard for all residents introduced from Spring 2017
- Recycling clubs with local schools

### KEY SUCCESS MEASURES

- External accreditation for our major parks and public spaces
- Delivery of the Biodiversity Action Plan
- Increase in recycled household refuse
- Street cleanliness assessment

## Performance status

Key to reporting target status	Number
Achieved	8
Not achieved	0
<b>Total</b>	<b>8</b>

## Achieved/on track...

### Keeping our borough clean and green:

- ✓ Consult members on the action plan for the introduction of the new weekly premium recycling and waste service as standard for all residents and Implement the Plan enabling weekly collection.
- ✓ Report to be considered by members identifying measures designed to reduce incidents of graffiti, littering, fly-tipping, flyposting, illegal advertising, dog fouling and improve dog control.
- ✓ At least 75% of streets to have met the national standard for street cleanliness based on a sample of five streets per quarter. (Included in the survey will be parks and shopping areas. The survey will grade litter, graffiti, weeds and grass verges during cutting season).
- ✓ Remove each abandoned vehicle on Borough Council land within five working days from being reported.
- ✓ Remove general fly-tips on Borough Council land from when they are reported within five working days.
- ✓ At least 99% of bins to be collected each week.
- ✓ Promote household recycling by holding:
  - Three road shows, and
  - 12 school events.

### Supporting our community:

- ✓ Support at least three community/volunteer clean up campaigns.

## Not achieved/off track...

### Keeping our borough clean and green:

✗ n/a

### Supporting our community:

✗ n/a

## Keeping our borough clean and green – Key priority

Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Introducing a premium weekly waste and recycling service as standard for all residents and encouraging more household waste to be recycled	Consult members on the action plan for the introduction of the new weekly premium recycling and waste service as standard for all residents and Implement the Plan enabling weekly collection	Head of Operational Service Ian Dyer	30 April 2016	(see below)	Achieved
	April to Sept: Action plan completed - report reviewed and approved by Environment Committee 7 June 2016.				
	Oct to Dec: Environment Committee received a report in June 2016 to advise them of the new service launch timescale, process and communications plan. The project to introduce Simply Weekly Recycling remains on track. The service will be launched to houses in two phases: the west of the Borough will start using the new service w/c 15 May, and the east of the Borough will start w/c 19 June. Flats will then be converted on a one-by-one basis (reflecting the individual nature of flats facilities) starting mid-July. The transport contract was approved by S&R in November. A collection route-change project was completed in November, where c.8,000 households had their collection day changed in order to smooth the routes in preparation for the launch of the new service. This route-change went very smoothly. Work continues as planned on other project matters e.g. communication pieces, launch management, further pre-launch roadshows, detailed FAQs etc.				
	Jan to March: Project remains on track to launch on schedule (Phase 1 houses May / Phase 2 houses June / Phase 3 flats July onwards). Additional roadshows "The Big Switch is coming to you" February - April plus Borough Insight cover and 2-page article March.				

## Keeping our borough clean and green – Key priority

Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Taking action to reduce graffiti, littering, flyposting, illegal advertising and dog fouling	Report to be considered by members identifying measures designed to reduce incidents of graffiti, littering, fly-tipping, flyposting, illegal advertising, dog fouling and improve dog control	Head of Operational Service Ian Dyer	31 March 2017	<b>April to Sept:</b> Meetings have taken place and investigative work has been carried out by officers, of the Legal, Community Safety and Operational Teams along with Surrey Police, in to the laws and type of enforcement that could be applied if the Council wished to pursue this route to tackle Environmental issues. This information will be provided to the Leadership Team to discuss prior to drawing up a report which will be submitted to the relevant committees in January 2017.	Achieved
		Head of Legal & Democratic Services Simon Young		<b>Oct to Dec:</b> Work continues to develop a corporate approach towards reducing incidences specified within this target. Proposals will be discussed at the next Leadership Team meeting on 16 January before report(s) will be subsequently submitted to Committee for approval.	
		Head of Environmental Health Rod Brown		<b>Jan to March:</b> A report on a joined-up approach to enforcement was discussed at Environment Committee on 31 January. The Committee did not wish to make any further comments on the proposals; however, it noted the report on the operation of the processes would be taken to the Audit Crime & Disorder and Scrutiny Committee after one full year of operation.	

## Keeping our borough clean and green – Key priority

Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Keeping the streets and open spaces clean and tidy	At least 75% of streets to have met the national standard for street cleanliness based on a sample of five streets per quarter. (Included in the survey will be parks and shopping areas. The survey will grade litter, graffiti, weeds and grass verges during cutting season)	Head of Operational Service Ian Dyer	31 March 2017	<p><b>April to Sept:</b> A spreadsheet has been designed and surveys have been completed in line with the target. Overall, 45 roads and 11 shopping areas have been surveyed. Those areas surveyed in Cuddington were graded A (ie the attribute is above contract spec in all ways) while areas in Cuddington, Ewell Court, Ruxley, West Ewell, Town, Court, Stamford and Woodcote were graded B (ie the attribute is above standard in a number of ways). Please refer to annexe two for the results of the Streecare Quality Survey.</p> <p><b>Oct to Dec:</b> Overall, 53 roads have been surveyed and 12 shopping areas (eight roads and one shopping area for this reporting period). Those areas surveyed in Auriol and Nonsuch were graded A whilst Stoneleigh and Court were graded B.</p> <p><b>Jan to March:</b> 109 areas have been surveyed with the majority of wards graded to a B standard. Stoneleigh received a C grade. Areas highlighted for focus are Detritus and Weeds which both received a C grade. In percentage terms, 90.83% of areas graded were grade B.</p>	Achieved

## Keeping our borough clean and green – Key priority

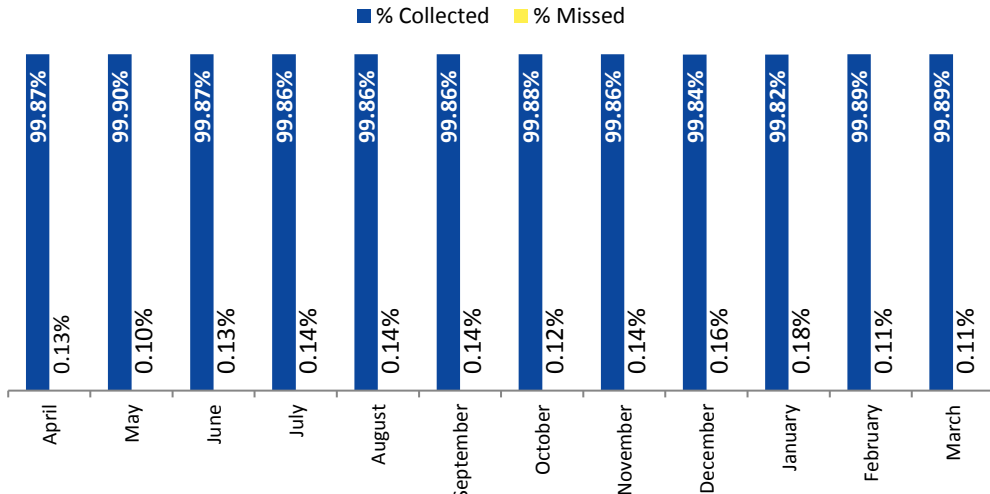
Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:																																																		
Keeping the streets and open spaces clean and tidy	Remove each abandoned vehicle on Borough Council land within five working days from being reported	Head of Operational Service Ian Dyer	31 March 2017	(see below)	Achieved																																																		
	<b>April to Sept:</b> In total, 54 vehicles have been removed across the whole Borough; 28 have been removed by EEBC; 25 by DVLA and one by the police.																																																						
	<b>Oct to Dec:</b> As at December all abandoned vehicles have been removed from Council land bar one in November in accordance with the wording of the target and not as previously reported in September which focussed on all cases of abandoned vehicle in the Borough hence the reason it was red (refer to the Committee’s decisions notice dated 25/10/16). It is worth noting that across the Borough, 90 vehicles have been removed; 52 by EEBC; 29 by DVLA; and 9 by the police.																																																						
	<b>Jan to March:</b> Year-end total we have removed 80% of abandoned vehicles on Council owned land within five working days. Across the Borough 114 abandoned vehicles were removed; 76 by EEBC, 29 by DVLA, and 9 by the Police.																																																						
	<div><p><b>Abandoned vehicles removed from EEBC land within five working days</b></p><table><thead><tr><th>Month</th><th>Number on EEBC Land</th><th>Removed from EEBC land within 5 working days</th><th>Cumulative Avg % removed from EEBC land within 5 working days</th></tr></thead><tbody><tr><td>April</td><td>1</td><td>1</td><td>100%</td></tr><tr><td>May</td><td>7</td><td>7</td><td>100%</td></tr><tr><td>June</td><td>0</td><td>0</td><td>100%</td></tr><tr><td>July</td><td>0</td><td>0</td><td>100%</td></tr><tr><td>August</td><td>0</td><td>0</td><td>100%</td></tr><tr><td>September</td><td>2</td><td>2</td><td>100%</td></tr><tr><td>October</td><td>0</td><td>0</td><td>100%</td></tr><tr><td>November</td><td>1</td><td>0</td><td>91%</td></tr><tr><td>December</td><td>5</td><td>5</td><td>94%</td></tr><tr><td>January</td><td>3</td><td>2</td><td>89%</td></tr><tr><td>February</td><td>3</td><td>0</td><td>77%</td></tr><tr><td>March</td><td>3</td><td>3</td><td>80%</td></tr></tbody></table><p>■ Number on EEBC Land ■ Removed from EEBC land within 5 working days ▲ Cumulative Avg % removed from EEBC land within 5 working days</p></div>					Month	Number on EEBC Land	Removed from EEBC land within 5 working days	Cumulative Avg % removed from EEBC land within 5 working days	April	1	1	100%	May	7	7	100%	June	0	0	100%	July	0	0	100%	August	0	0	100%	September	2	2	100%	October	0	0	100%	November	1	0	91%	December	5	5	94%	January	3	2	89%	February	3	0	77%	March	3
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Keeping the streets and open spaces clean and tidy	Remove general fly-tips on Borough Council land from when they are reported within five working days	Head of Operational Service Ian Dyer	31 March 2017	<b>April to Sept:</b> There were 354 cases of fly-tipping reported during this period (April to August). In total, 328 fly-tips were removed within 5 working days (93%).	<b>Achieved</b>																																																				
				<b>Oct to Dec:</b> Overall, 597 fly-tips have been reported and 566 on EEBC land were removed within five working days as at December.																																																					
				<b>Jan to March:</b> Year-end total 778 fly-tips have been reported and 747 on EEBC land were removed within five working days (96%).																																																					
<div><p><b>Fly-tips on EEBC land removed within 5 working days</b></p><p>■ Total number of flytips on EEBC land ■ FlyTips on EEBC land removed within 5 working days —♦— Average number of days taken to remove flytips on EEBC land</p><table><thead><tr><th>Month</th><th>Total number of flytips on EEBC land</th><th>FlyTips on EEBC land removed within 5 working days</th><th>Average number of days taken to remove flytips on EEBC land</th></tr></thead><tbody><tr><td>April</td><td>58</td><td>55</td><td>3</td></tr><tr><td>May</td><td>73</td><td>64</td><td>3</td></tr><tr><td>June</td><td>62</td><td>58</td><td>3</td></tr><tr><td>July</td><td>82</td><td>78</td><td>3</td></tr><tr><td>August</td><td>79</td><td>73</td><td>3</td></tr><tr><td>September</td><td>85</td><td>81</td><td>1</td></tr><tr><td>October</td><td>61</td><td>61</td><td>1</td></tr><tr><td>November</td><td>44</td><td>44</td><td>1</td></tr><tr><td>December</td><td>53</td><td>52</td><td>1</td></tr><tr><td>January</td><td>34</td><td>34</td><td>1</td></tr><tr><td>February</td><td>67</td><td>67</td><td>1</td></tr><tr><td>March</td><td>80</td><td>80</td><td>1</td></tr></tbody></table></div>						Month	Total number of flytips on EEBC land	FlyTips on EEBC land removed within 5 working days	Average number of days taken to remove flytips on EEBC land	April	58	55	3	May	73	64	3	June	62	58	3	July	82	78	3	August	79	73	3	September	85	81	1	October	61	61	1	November	44	44	1	December	53	52	1	January	34	34	1	February	67	67	1	March	80	80	1
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Introducing a premium weekly waste and recycling service as standard for all residents and encouraging more household waste to be recycled	At least 99% of bins to be collected each week	Head of Operational Service Ian Dyer	31 March 2017	<b>April to Sept:</b> On average, 99.88% of bins were collected for the period April to August.	<b>Achieved</b>																																						
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## Keeping our borough clean and green – Key priority

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Introducing a premium weekly waste and recycling service as standard for all residents and encouraging more household waste to be recycled	Promote household recycling by holding: <ul style="list-style-type: none"><li>• Three road shows, and</li><li>• 12 school events</li></ul>	Head of Operational Service Ian Dyer	31 March 2017	(see below)	Achieved
	<b>April to Sept:</b> Overall, 21 roadshow events have been completed. A further 2 roadshows will take place on 22 and 23 October respectively, which will complete our planned programme of 23 events. Schools activities will be ongoing throughout the year and over 12 events have been completed so far. In addition, we have now decided to do: <ul style="list-style-type: none"><li>○ Some more Simply Weekly Recycling-focusing on specific schools events closer to Christmas</li><li>○ Simply Weekly Recycling roadshows in the spring, just before the launch. For these, we'll focus on the key message of "how will you know when The Big Switch is happening for you?", which will synchronise with a similarly-themed Borough Insight article that will go in the March edition of Insight.</li></ul> This target is ongoing but those set for 2016/17 as detailed in this report have been achieved.				
	<b>Oct to Dec:</b> All aspects to date of the communications plan reviewed in June 2016 by Environment Committee have been carried out. Key features have been a Big Switch 'taster' bin hooky, a Borough Insight centre-spread and 23 roadshows which were carried out during September and October 2016. A further centre-spread, and also cover, will feature in the spring 2017 Borough Insight. Additionally, the popularity of the roadshows has convinced officers to carry out further roadshows in the spring – this time focusing on 'when and how the Big Switch will happen at your house'. Details of the roadshows will appear in the spring Borough Insight and on the website <a href="http://www.epsom-ewell.gov.uk/thebigswitch">www.epsom-ewell.gov.uk/thebigswitch</a> . On-going work with schools (carried out throughout the year by our dedicated Waste Services Assistant) has moved to a Big Switch theme in support of pre-launch communications.				
	<b>Jan to March:</b> All scheduled roadshows have been finished. Target achieved.				

## Supporting our Community

### We will do this by:

Supporting and enabling the  
delivery of affordable homes

Helping those at risk of homelessness

Promoting healthy and active lifestyles,  
especially for the young and elderly

Encouraging and supporting  
volunteering initiatives

### KEY OUTCOMES

Increase supply of homes to  
meet local needs

Residents supported from  
becoming homeless

Implement the Leisure  
Development Strategy

### KEY SUCCESS MEASURES

Delivery of affordable homes

Long term empty properties  
brought back into use

Reduction in homelessness  
Increase our supply of temporary  
accommodation

Deliver the targets within the  
Leisure Development Strategy

## Supporting our community – Key priority

Key priority objective. We will do this by...	Key priority performance target for 2016/17	Responsible officer	Achieved by:	Latest progress:	Status:
Encouraging and supporting volunteering initiatives	Support at least three community/volunteer clean up campaigns	Head of Operational Service Ian Dyer	31 March 2017	(see below)	Achieved
	<b>April to September:</b> There have been a number of new volunteer initiatives and a booklet has been produced in liaison with our Legal Team to enable volunteer groups to participate in clean up campaigns for the Council whilst being covered by our insurance. We have achieved our target of three volunteer campaigns. The volunteer litter picking groups that we have supported this year include Kingston Road Residents, Ewell Village RA, Stoneleigh RA, Epsom Town RA and Noble Park Residents. We are also in discussion with running groups at Nonsuch Park and volunteers from County Care Independent Living who are interested in litter picking in the parks. Target achieved.				
	<b>Oct to Dec:</b> Further to our previous report, volunteers from County Care Independent Living are now actively assisting with litter picking in Ewell Court Park and surrounding areas on a fortnightly basis (or as volunteer resources allow). In addition another litter picking campaign has been carried out during this period in West Ewell Ward led by the Resident's Association. Our Rangers are in conversation with Councillor Clive Woodbridge about arranging further volunteer litter picks in the Ewell Village Area. The Nonsuch Volunteer Group (Nonsuch Voles) has recently hosted students from Ewell Castle School to carry out woodland works in Nonsuch Park.				
	<b>Jan to March:</b> Although this target is already achieved we hosted another Volunteer day on 20 February at the Hogsmill. Over 60 people attended to help litter pick the area and this volunteering event was definitely the highlight of the year!				