

NEI01 How much non-recycled waste collected for every household in the district?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
384kg	396kg	393kg	400kg

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
The trend in non-recycled waste has been upwards and the following actions are proposed to reduce.		
Review Policy options for dealing with situations when dry recycling (cans, paper, cardboard plastic containers and glass bottles) are presented in the residual waste stream (black lidded wheelie bin) and what actions could be taken to encourage residents to avail the recycling services offered at the door step	Policy review by Cabinet in December 2015	Policy agreed
Use of community events to publicize the materials and extent of recycling in the district. Look at reuse organisations to reduce waste	ongoing	Attendance at events

Improvement Action	Target Dates	Key Measures / Milestones
Review the Policy on size of residual (black lidded) wheelie bin to encourage residents to make full use of the comprehensive recycling service offered by the Council.	Policy review by Cabinet in December 2015	Cabinet approval of Policy Rationalisation/review of some of the larger wheelie bin allocated to individual properties
Diversion of food waste from the residual waste stream.	Waste Management Partnership Board to consider	

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

At this stage no additional cost implications are envisaged.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Waste analyses have repeatedly shown that some residents do not make full use of the door step recycling services available. In framing a revised Policy due regard will be given to the factors responsible for the lack of recycling by some residents.

NEI02 What percentage of all household waste was sent to be recycled, reused or composted?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
59.14%	59.00%	58.53%	60.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Collection calendar to every household around publicity on recycling of textiles, batteries and small WEEE electrical items	October 2015	Delivery of new collection calendar
Review Policy options for dealing with situations when dry recycling (cans, paper, cardboard plastic containers and glass bottles) are presented in the residual waste stream (black lidded wheelie bin) and what actions could be taken to encourage residents to avail the recycling services offered at the door step	Policy review by Cabinet in December 2015	Policy agreed
Use of community events to publicize the materials and extent of recycling in the district	ongoing	Attendance at events

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

At this stage no additional budget is envisaged however some reallocation of budgets within Waste Management Service may be required to rationalise expenditure, for example to carry out additional publicity

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Waste analyses have repeatedly shown that some residents do not make full use of the door step recycling services. Recycling performance has dipped in some other local Essex authorities.

NEI03 What percentage of our district had unacceptable levels of litter?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
7%	6%	11%	8%

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
Joint inspections with Biffa will take place when assessing this KPI – regular monitoring of all zones after cleansing to ensure standards are reached subject to workload and collection problems	October 2015 January 2016	Reduction in litter
Development of a computer Application for monitoring streets	October 2015	Reduce double handing/input of data collected
Join in county wide campaigns on litter reduction by publicity and education	December 2015	Complete publicity campaign

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

No budgetary impact is envisaged

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Now that the refuse and recycling collection services are beginning to normalise it should be possible to refocus on this Indicator and increase the performance to meet and exceed the target.

NEI04 What percentage of our district had unacceptable levels of detritus(dust, mud, stones, glass etc.)?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
9%	9%	11%	10%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Joint inspections with Biffa will take place when assessing this KPI – regular monitoring of all zones after cleansing to ensure standards are reached subject to workload and collection problems	October 2015 January 2016	Reduction in detritus
Development of a computer App for monitoring streets	October 2015	Reduce double handing/input of data collected

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

No impact envisaged

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

Now that the refuse and recycling collection services are beginning to normalise it should be possible to refocus on this Indicator and increase the performance to meet and exceed the target.

NEI05 What percentage of the issues & complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
97.1%	98.00%	97.51%	95.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Target achieved in 2015. We intend to continue with our aim to respond to all issues as quickly as possible, but when necessary prioritising more urgent issues. We continually monitor performance to ensure that issues are responded to as quickly as possible. No specific additional action is planned.	Performance continually monitored and checked at the end of each quarter.	Ensures that team is focused on responding to enquires as quickly as possible, which is vital as a predominately reactive service.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

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Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

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NEI06 What percentage of recorded incidences of fly-tipping are investigated within 3 working days of being recorded where the fly-tip is on public or privately owned land?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	95%	93.00%	90.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**



Improvement Action	Target Dates	Key Measures / Milestones
<p>Target achieved in 2014/15. The investigation of fly-tipping can delay clearance whilst evidence is obtained. A balance has to be maintained between clearing waste quickly and missed opportunities to gather evidence. Officer will continue to be reminded of the need to prioritise cases and ensure investigations are carried out quickly or clearance commenced.</p>	<p>Target assessed at end of each quarter.</p>	<p>Prompt investigation of fly-tip incidents and minimal delay in clearance</p>

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

NEI07 What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	93%	91%	90%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Target achieved 2014/15. A new system of recording fly-tips and clearance data has been implemented to integrate with BIFFA. This has enabled a standard report to be produced that automatically identifies potential service failures or errors in data. We are hoping to implement officer mobile reporting, to further speed up the process of clearance immediately after an inspection for evidence has been completed.	Target monitored on a weekly basis and reported at each quarter	Target aimed to ensure that typical fly-tip deposits (that can be cleared under the waste contract) are quickly cleared and any delay identified and challenged.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

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Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

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NEI08 What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	96%	91%	90%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
<p>Target achieved 2014/15. A new system of recording fly-tips and clearance data has been implemented to integrate with BIFFA. This has enabled a standard report to be produced that automatically identifies potential service failures or errors in data. We are hoping to implement officer mobile reporting, to further speed up the process of clearance immediately after an inspection for evidence has been completed.</p>	<p>Target monitored on a weekly basis and reported at each quarter</p>	<p>Target aimed to ensure that large or hazardous fly-tip deposits (that cannot be cleared under the waste contract) are quickly cleared and any delay identified and challenged.</p>

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.



NEI09 What percentage of out of hours noise complaints that are passed through to the duty noise officer are responded to within 15 minutes?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
NEW KPI	96%	92%	90%

Responsible Officer

Derek Macnab
Director of Neighbourhoods

Improvement Action	Target Dates	Key Measures / Milestones
Target complied with 2014/15. Discussions are ongoing with Mears (call handling contractor) to try and minimise errors and delay. Response to calls is constantly monitored and service failures followed up immediately.	Individual response to calls is regularly checked and reported on a quarterly.	Target ensures officers respond quickly to any out of hours noise complaints on a consistent basis.

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

NEI010 What was the net increase or decrease in the number of homes in the District?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
115	299	229	230

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
There are no specific improvements planned, partly because performance in the 2014/15 year was only one unit short of the target, and partly because the Council does not have much control over the outcome of this indicator, as it does not have control over how many housing units are built in the district. Obviously the Council can encourage more building of dwellings by granting planning permission, making strategic	n/a	n/a



Improvement Action	Target Dates	Key Measures / Milestones
<p>housing site allocations through the Local Plan etc., but it does not actually build the vast majority of the dwellings, so it cannot control if and when they are completed. Even if a site is given planning permission, the state of the housing market can mean that at times, housebuilders will not complete units they have permission to build, if it is felt that they will not be sold. This means that even if the Council grants sufficient permissions, it cannot guarantee a completion rate.</p>		

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

n/a

Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

n/a

NEI011 What percentage of the rent we were due to be paid for our commercial premises was not paid?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
3.90%	3.80%	5.33%	3.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**

Improvement Action	Target Dates	Key Measures / Milestones
Regular team meetings to ensure arrears are being reduced and if applicable instalment plans are being introduced / met.	At least once a quarter	Reduction in overall arrears outstanding more than 90 days
Closer liaison with Finance and Legal teams to ensure debts are manageable and being passed to Legal if no prospect of obtaining rent amicably	On-going	Increased number of "older" debts longer than 90 days going to Legal
Suggest improvements in current process / policy to make collection of arrears more efficient and successful	By end December 2015	Amendment in policy to allow fewer reminders and a more streamlined process eg bailiffs / legal.
Direct Property Manager liaison with tenants in arrears.	On-going	Reduction in overall arrears

Please detail any budget or resource implications of the improvement actions you have listed overleaf. Please quantify any additional resources which will be required to implement the improvements and detail how the additional resources will be allocated.

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Please describe any contextual factors, internal or external, which may impact upon the ability to deliver the improvements listed.

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NEI012 What percentage of our commercial premises were let to tenants?

Outturn			Target
2012/13	2013/14	2014/15	2015/16
98.64%	98.31%	98.98%	98.00%

Responsible Officer

**Derek Macnab
Director of Neighbourhoods**



Improvement Action	Target Dates	Key Measures / Milestones
Regular Property Team meetings to discuss voids and up-coming lease expiries – pre-empting any possibility of vacant units.	Every 3 months	
Promptly placing properties to let on the Council's website and instructing letting agents	As vacant properties become available	Reduction in non-occupied property at year end. Increased rent collection.

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