

<b>Report to:</b>	Environment and Neighbourhood Committee	<b>Date:</b>	11 March 2020
<b>Report title:</b>	Environment and Neighbourhood Committee Biannual Performance Report		
<b>Report from:</b>	Simon Latham, Interim Strategic Director, Environment, Housing and Regeneration		
<b>Ward/Areas affected:</b>	Borough Wide		
<b>Chair of Committee/Lead Member:</b>	Councillor Manuel Abellan		
<b>Author(s)/Contact Number(s):</b>	Jennifer Sibley, Interim Head of Environment Strategy, 020 8770 5678		
<b>Corporate Plan Priorities:</b>	<ul style="list-style-type: none"> <li>● Being Active</li> <li>● Making Informed Choices</li> <li>● Living Well Independently</li> <li>● Keeping People Safe</li> </ul>		
<b>Open/Exempt:</b>	Open		
<b>Signed:</b>		<b>Date:</b>	26 February 2020

## 1. Summary

- 1.1 Sutton Council is successfully maintaining its focus on managing its resources effectively in order to deliver the new corporate plan 'Ambitious for Sutton'. In order to monitor our services and contractors to improve performance for our residents, the Environment and Neighbourhood Committee reviews the performance of its services on a six monthly basis.
- 1.2 To compliment this scrutiny and allow focus on those services that impact our residents most a 'deep dive' approach is carried out as agreed by the Committee. At a dedicated performance session on 25 February, committee members reviewed the waste and street cleansing services. There is an improved level of service being delivered in these areas, whilst the council continues to work with the contractor to make further improvements, reflecting the feedback from residents and members.

## 2. Recommendations

- 2.1 To note the overall performance of these services. In particular, the significant increase in our recycling rate to 50% placing us in the top 5 in London, the improved levels of satisfaction with

the waste collection and street cleaning services with residents 68% and 66% respectively either satisfied or very satisfied with these service and 96% of visitors satisfied with the time taken at the Household Reuse and Recycling Centre.

- 2.2 To note the areas of focus for the service specifically in relation to continuing to improve the standard of the Street Cleaning service, as outlined in paragraph 4.4.

### 3. Background

- 3.1 On 20 September 2018 the Environment and Neighbourhood Committee agreed to review the performance of its services on a six monthly basis at a dedicated performance session ahead of the main committee meetings.
- 3.2 On 29 November 2018 the committee agreed to take a 'deep dive' approach to performance on a themed basis at the performance sessions. These would include consideration of financial performance and resident satisfaction to ensure performance is reviewed in context.

### 4. Issues

- 4.1 A deep dive session on the performance of the waste and streets services took place on 25 February 2020. This included a review of past performance as well as in-year trends. Waste services are performing significantly better during 2019 than they were in 2018. There has been a 24% increase in net satisfaction since 2017 with 68% of residents either satisfied or very satisfied with their waste collection service in the 2019 residents survey. Over 99% of collections are made on time, and reports of missed collections have decreased by 29%.
- 4.2 Members asked questions about:
- The number of properties serviced and the number of collections made;
  - Action taken by the contractor to address spikes in missed collections, typically around August and Christmas, due to staffing;
  - The ease at which residents can report missed collections by phone;
  - How damage to bins by crews is addressed;
  - What residents should do with extra recycling, which can be placed alongside the recycling bin for collection.
- 4.3 Satisfaction with the street cleansing service in the 2019 residents survey saw 66% of residents satisfied or very satisfied with the street cleaning service. The neighbourhood services team undertake regular independent inspections and 79% were at the standard expected by the contract. The street cleansing performance is recognised as continuing to need attention.
- 4.4 Members asked questions about:
- The collection of street cleansing green sacks, which should be collected on the same day as they are placed for collection. The contractor's performance on this is being addressed;
  - How teams could make better use of technology to improve service standards

- The new reporting system that should make it easier for residents to report issues, including a map showing where reports have already been made, to reduce duplication;
- Whether vehicles that obstruct deep cleans from taking place can be addressed through enforcement - this is being reviewed with the council's highways team;
- The suggestion to trial a ward-based deep clean approach with larger teams.

4.5 The Household Reuse and Recycling Centre (HRRC) provides a year round service to residents to recycle items that cannot be collected at the kerbside. The main areas of performance are the recycling rate and satisfaction with the time taken to queue (96% satisfaction between August and October 2019). Members said the service provided was excellent and asked why residents could not access all the HRRC sites in the South London Waste Partnership. This is an aspiration of the council but requires the support of the other boroughs in the Partnership.

4.6 The council has a number of waste disposal contracts, including energy recovery for residual waste; food and garden waste; recycling; textiles; and hazardous waste. The Council continues to perform well in relation to recycling, with half of the material collected recycled, putting Sutton in the top 5 in London. Members asked for carbon emission data to be compared with the financial performance information, following the change in residual waste disposal treatment from landfill to energy recovery.

4.7 The following actions were noted for officers to respond to members on:

- Share information on the number of calls received to the contact centre about reporting missed collections, and those unanswered;
- Clarify whether garden waste is included in information on missed collections;
- Provide information about the collection of green street cleansing sacks the next time the committee reviews waste and streets performance;
- Consider trialling deep cleans with larger teams in a ward;
- Provide information on the carbon emissions for residual waste disposal treatment alongside financial performance.

## **5. Options Considered**

5.1 No other options for review of performance were considered as the Committee decided on 20 September 2018 how it would review performance.

## **6. Impacts and Implications**

### Financial

6.1 There are no additional costs arising from the proposals in this report. It is expected that these challenge sessions may benefit the efficiency and effectiveness of the Council's activities through providing greater transparency and public accountability for performance, and encouraging and supporting measures to improve performance.

### Legal

6.2 There are no legal implications arising directly from this report however it is important to note the access to information requirements in terms of decisions by committee. The performance challenge sessions are information items, members can only take decisions when notice of an item has been given and an evidence based report is provided by officers.

**7. Appendices and Background Documents**

Appendix letter	Title
None	

Background documents
None

Audit Trail		
Version	Final	Date: 26 February 2020
Consultation with other officers		
Finance	No	N/A
Legal	No	N/A
Equality Impact Assessment required?	No	N/A