

Neighbourhood Services - Q4 2021/22

Indicator	Comment	Frequency	Result	Target	Status	Short Trend	Long Trend
Street cleanliness - Detritus (% of areas surveyed)	216 surveys were undertaken during this period and 19 areas (8.80%) were identified as not being predominantly free of detritus. Performance has been impacted this period due to recent storms, however there has been an improvement against this indicator which has been achieved by improving utilisation of mechanical sweepers and increasing manual sweeping in other areas where we have temporarily increased staffing resources to maintain good standards of cleanliness in areas where more people are visiting towns, parks and the countryside as lockdown measures are eased. The outturn for 2021/22 is 8.35%.	Monthly	8.8	8	●	↗	↗
Street cleanliness - Dog Fouling (% of areas surveyed)	216 surveys were undertaken during this period and all areas were identified as being predominantly free of dog fouling. Additional staffing resources/litter bins have been deployed to help cope with the significant increase in litter being generated as a result of more people visiting towns, parks and the countryside as lockdown measures are eased. A communications campaign was also launched to reinforce positive behaviours like taking litter home and cleaning up after dogs. The outturn for 2021/22 is 0.17%, demonstrating an improvement in this measure	Monthly	0	1	●	↗	↗
Street Cleanliness - Litter (% of areas surveyed)	216 surveys were undertaken during this period and 2 areas (0.93%) were identified as not being predominantly free of litter. Additional staffing resources/litter bins have been deployed to help cope with the significant increase in litter being generated as a result of more people visiting towns, parks and the countryside as lockdown measures are eased. A communications campaign was also launched to reinforce positive behaviours like taking litter home and cleaning up after dogs. The outturn for 2021/22 is 1.57%, demonstrating an improvement in this measure.	Monthly	0.93	5	●	↗	↗
Green Flag status parks (#)	The 2021 winners of a Green Flag for Northumberland's parks were: Alexandra Park, Astley Park, Bolam Lake Country Park, Carlisle Park, Castle Vale Park and Coronation Park, Doctor Pit Park, Eastwoods Park, Hexham Parks, Hirst Park, Plessey Woods Country Park, Ridley Park. These are excellent results and we have maintained performance of last year.	Annually	11	10	●	↗	↗
Bulky Waste waiting times (days)	The average wait time for a bulky waste appointment during March was 6 working days. Performance remains within target due to additional unbudgeted resources previously implemented to reduce waiting times and achieve agreed service standards. There has been an increase in demand for this service, temporary measures introduced include increasing the number of slots available by working overtime and reprioritising other resources, but demand is still outpacing capacity in some areas. A growth bid has been submitted as part of the MTFP process to increase the resource in a sustainable way next year and an additional crew is being resourced temporarily to get waiting times back down in the short term.	Monthly	6	8	●	↗	↗
Bulky waste collections on agreed day (%)	11726 collections have been undertaken since April 2021 and 11619 were on the agreed day of collection. Performance is reported cumulatively and is now higher than target following some technical issues earlier in the year. Performance remains at a very high level demonstrating that collections are very reliable.	Monthly	99.1	99	●	↗	↗
Missed bins (number per 100k)	Performance is higher than target but shows improvement during quarter 4. Performance is reported cumulatively and during quarter 1 2021/22, the service experienced significant disruption as a result of suspected unexploded ordnance at a waste transfer station, resulting in diverting a large number of crews to an alternative tipping location. In context, there were 3212 reported missed bins during 2021/22 out of 8.5 million collections.	Quarterly	38	35	●	↗	↗
Fly tips removed in 3d (%)	4486 out of 4601 fly tips have been removed from public areas within 3 days since April. Performance remains good and above target.	Monthly	97.5	95	●	↗	↗
Reuse, recycling and composting (%)	The percentage of household waste sent for reuse, recycling or composting is lower than 33.42% achieved in 2020/21. This is due to a higher level of contamination in kerbside recycling bins and an increase in tonnage in residents kerbside general waste bins.	Quarterly	32	36	●	↗	↗
HWRC recycling reuse compost (%)	Performance is slightly below target but has increased compared to the same quarter last year, up from 61.1%. There has been an increase in recycled materials to HWRCs compared to last year due to the lifting of restrictions on the types of waste permitted at HWRC's this year.	Quarterly	66.2	68.6	●	↗	↗
Household waste reduce kg (kg)	The tonnage of household waste generated is less than 1024kg/ household in the same quarter in 2020/21. However, performance is higher than target due to the increase of kerbside general waste and higher non target material in kerbside recycling bins.	Quarterly	1,011	1,002	●	↗	↗
Municipal waste land filled (%)	There has been an improvement in performance of municipal waste to landfill as there was no waste swaps this year. Unfortunately some waste had to be diverted to landfill due to damage from storm Arwen at our waste transfer station that would otherwise be sent to our Electricity from Waste Plant to produce electricity.	Quarterly	10.4	10	●	↗	↗
Accident Incident Rate (% staff having an accident)	There were 15 accidents/incidents in Neighbourhood Services during Quarter 4, 2 of which were reportable to the Health & Safety Executive. All accidents/incidents are reviewed to identify causation factors and where possible preventative measures put in place to prevent reoccurrence. Close scrutiny of performance in this area is maintained by the Corporate Health & Safety Group. The outturn for 2021/22 is 10.94.	Quarterly	2.6	2.75	●	↗	↗