

# Environmental and Development Services Performance Action Plan - Quarter Three

## Appendix C



**42%**

% of collected waste recycled and composted.

**Target - >47%**

**Theme** – People

**Action** – PE5.2 % of collected waste recycled and composted.

**Q3 target** >47%

**Performance** 42% (estimated)

**Annual target** >50%.

**Background** - The exceptional weather conditions have led to a significant reduction in the amount of green waste sent for composting, around 8% less than the average for the year. Encouragingly, recycling tonnages are slightly higher than the corresponding quarter in 2017/18.

The current recycling and composting schemes have been in place since 2013 and 1996 respectively. Whilst at the commencement of both schemes recycling and composting increased significantly, performance on both have stabilised but are not improving. Previous years' outturns have been around 48%. The general trend nationally has been for tonnages to slightly decline. Local issues around the dry recyclable collection contract have led to no introduction of additional materials for recycling.

**Key actions underway** – Direct Services will continue to work through the Derbyshire Waste Partnership on promoting recycling and composting and work with current contractor on ensuring compliance from residents on presenting acceptable materials.

**Opportunities/risks** – Initial planning for the introduction of the next recycling collection contract has commenced, as approved by Environmental and Development Services Committee. Direct Services will further explore joint working with other collection authorities and the waste disposal authority.



**86%**

Number of planning decisions made over time taken

**Target - 90%**

**Theme** – Place

**Action** – PL1.4 Number of planning decisions made in time over number of decisions made.

**Q3 target** 90%

**Performance** 86%

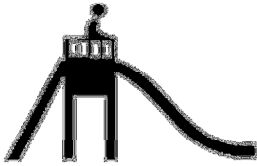
**Annual target** 90%.

**Background** - This figure is made up of three individual elements: major applications, minor applications and other applications. The latter category contains householder applications which make up about 65% of all the decisions made. This area of work is covered by a team of three officers one full-time equivalent (FTE), two job-shares = one FTE).

**Key actions underway** – Over the last quarter, two of the three officers have been signed off from work due to illness, one of which is serious. It has taken some time for a diagnosis and therefore to calculate a mitigation strategy. One of the job-sharers has not returned to work from absence initiated in November. Also during this time the development management section has seen two other professional officer vacancies which are now only just filled. However, in the short-term an agency planner has started (w/c 28/01/2019) full-time which is designed to meet one FTE planner at this level. This leaves other members of staff to cover as far as is practicable. Nevertheless, notwithstanding efforts by all to assist in covering the vacancies, decisions have slipped for the quarter to 4% below target.

In the longer-term, it appears that the Council may have to secure an interim replacement on a longer contract but achieving this is far from certain.

**Opportunities/risks** – Opportunities are few. A shortage of professional officers in this part of the team cannot be easily compensated. However, the risk of falling below target again for Quarter 4 will be mitigated to some extent with the current strategy.



**Theme – Place**

**Action – PL6 Invest additional resources in street scene services and maintain and improve standards as the District grows.**

**Q3 target** New performance monitoring in place: Performance monitoring indicators developed.

**Performance** Delay in performance measures being approved.

**Annual target** Invest additional resources in street scene services and maintain and improve standards as the District grows.

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Street scene performance monitoring indicators developed

Target - 1

**Background** - A series of Service Standards documents were approved by the Environmental and Development Services and Housing and Community Committees in April 2018. These policies set out the Environmental Maintenance Standards that the Council is committed to deliver across a number of areas including: Street Scene, Waste and Transport, Cultural Services (parks and open spaces) and Housing Services (estate and communal areas).

The Service Standards reports gave a commitment to develop underpinning headline performance measures that looked at the impact of the Council's service delivery on the local environment. The following headline measures have been adopted by Environmental and Development Services Committee on 24th January to support the delivery of the previously agreed Service Standards:

- Adherence to Service Standards for Grass Cutting - at three, four and 16 cuts depending on the nature of the area.
- Undertake Local Environment Quality Survey (LEQS).
- % of fly-tips cleared within 24 hours.

**Key actions underway –** The following headline measures have been adopted by Environmental and Development Services Committee on 24th January to support the delivery of the previously agreed Service Standards:

- Adherence to Service Standards for Grass Cutting - at three, four and 16 cuts depending on the nature of the area.
- Undertake Local Environment Quality Survey (LEQS).
- % of fly-tips cleared within 24 hours.

**Opportunities/risks –** The setting of formal Service Standards and monitoring their achievement is a key element to the Council continuing to improve its delivery services to the residents of South Derbyshire and fulfil its commitments across the People, Place and Progress themes of the Corporate Plan.



**Theme – Place**

**Action –** Deliver key development plan documents to accompany adopted South Derbyshire Local Plan, parts 1 and 2.

**Q3 target** Pre submission Local Green Spaces document approved for consultation.

**Performance** Approval not gained within the quarter.

**Annual target** Deliver key development plan document to adopted South Derbyshire Local Plan, parts 1 and 2.

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Pre submission Local Green Spaces document approved for consultation.

Target - 1

**Key actions underway –** The document was presented to committee early in Q4.

There are four actions for Environmental and Development Services