

BROMSGROVE DISTRICT COUNCIL

CORPORATE PERFORMANCE REPORT: 'KEEP MY PLACE SAFE AND LOOKING GOOD' – 7th MARCH 2018

1. INTRODUCTION

- 1.1 This bi-monthly report highlights the key areas for the strategic purpose 'keep my place safe and looking good'.
- 1.2 This report also contains key organisational measures and performance towards the outcomes identified in the Council Plan. It will complement the use of the Corporate Measures Dashboard, the tool used for understanding and reporting our measures.

2. MARCH 2018 – AREA OF FOCUS

- 2.1 There is no specific area of focus for this period for 'keep my place safe and looking good'.

Strategic Measures

- 2.2 The following strategic measures are currently used to understand the purpose 'keep my place safe and looking good':

anti-social behaviour incidents (all ASB from April 2015)

anti-social behaviour incidents by area (all ASB from April 2015)

Environmental Services: Top 5 high profile demands & bulky collections (Place 4)

Environmental Services: Top 5 high profile demands & bulky collections (Place 5)

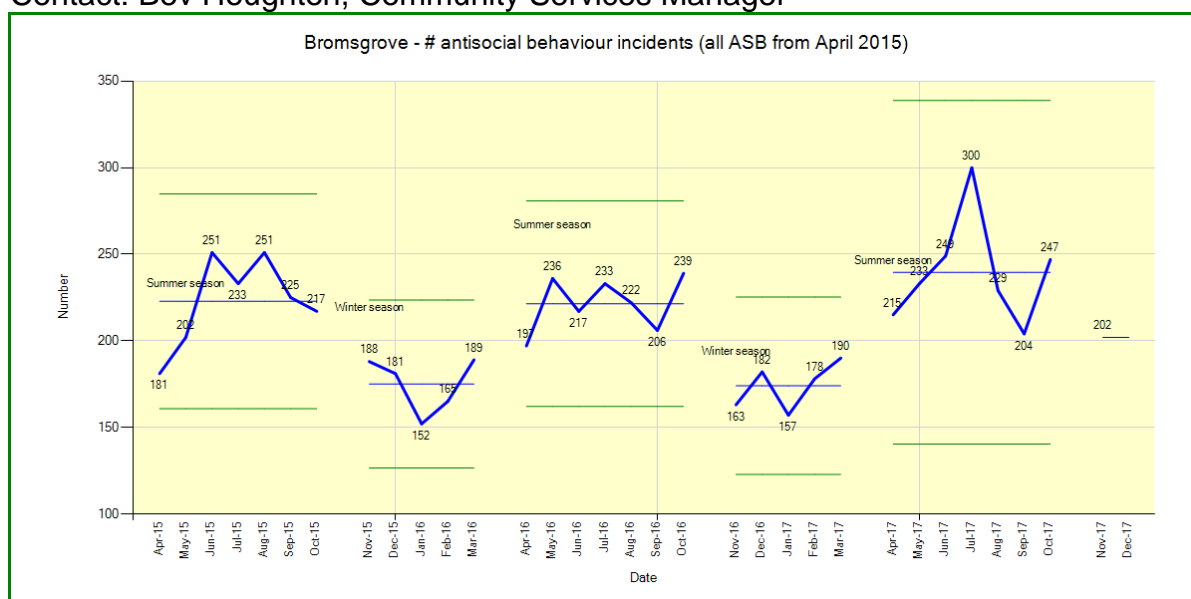
Environmental Services: Top 5 high profile demands & bulky collections (Place 6)

Kg of waste collected per month per household by waste type

2.3 Community Safety Strategic Measures Charts

anti-social behaviour incidents (all ASB from April 2015)

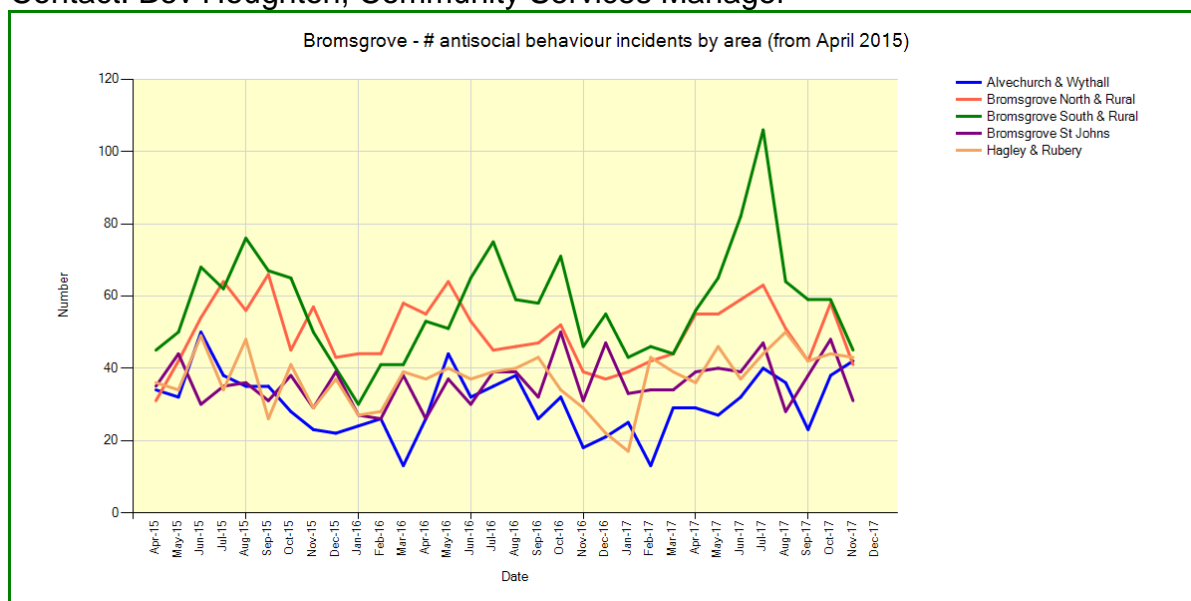
Contact: Bev Houghton, Community Services Manager



2.3.1 The ASB chart is split seasonally as there is a marked and fairly regular difference in the numbers of incidents recorded during the summer and winter months. Splitting the chart causes the upper and lower control limits to more accurately identify unpredictable variation, and as such, where further investigation may be required.

2.3.2 Whilst it was still within the upper control limit, there was a peak of anti-social behaviour incidents in July 2017 which was highlighted to the Safer Bromsgrove meeting. As a consequence it was determined that the rise was driven by one individual, a young person, who was subsequently dealt with by the police through the trial use of a Warning Notice and work with the parents. The lessons learnt from this case were discussed at Safer Bromsgrove for assisting with future youth ASB.

anti-social behaviour incidents by area (all ASB from April 2015)
 Contact: Bev Houghton, Community Services Manager



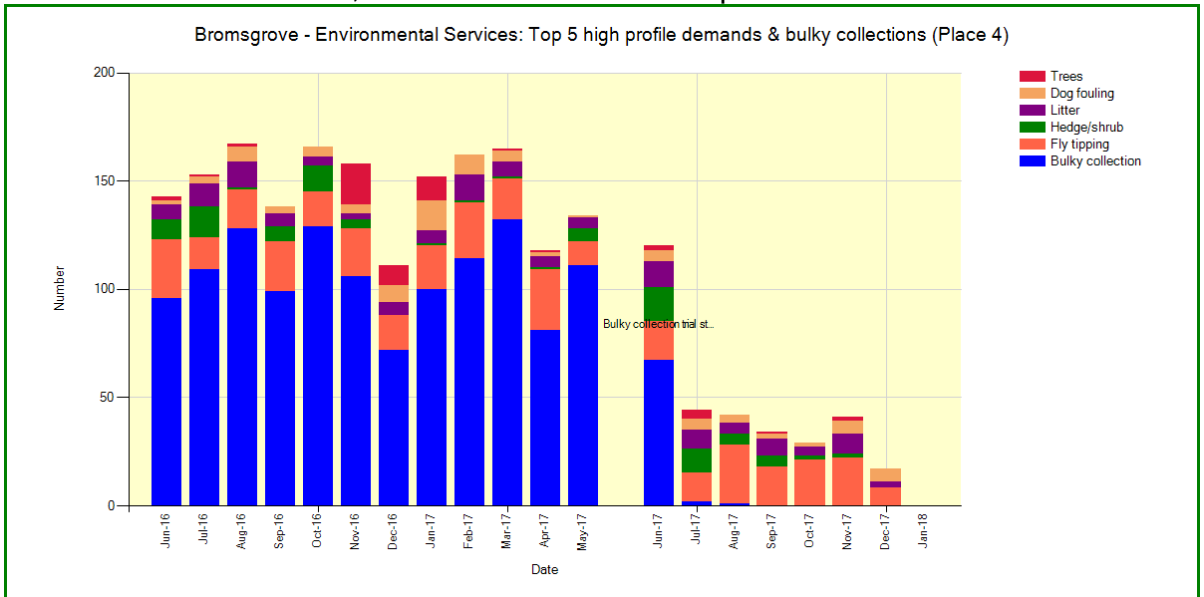
2.3.3 The data used for these measures is collected by West Mercia Police and is processed by the Home Office and Ministry of Justice before publication. This creates a lag in receiving the data of 2 months.

2.4 Environmental Services Strategic Measures Charts

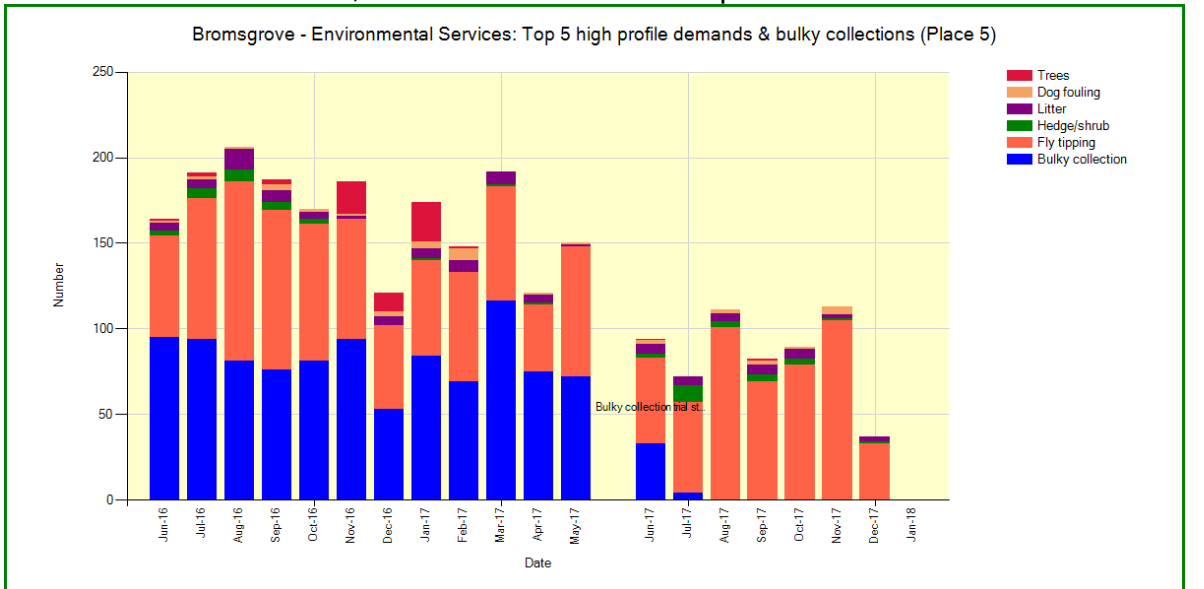
For reference, this table shows the ward areas contained in each Place Area.

Place 4
Aston Fields, Avoncroft, Bromsgrove Central, Charford, Hill Top, Norton, Rock Hill, Sanders Park, Slideslow and Tardebigge Wards
Place 5
Alvechurch South, Alvechurch Village, Barnt Green and Hopwood, Cofton, Drakes Cross, Hollywood, Lickey Hills, Rubery North, Rubery South, Wythall East and Wythall West Wards
Place 6
Belbroughton and Romsley, Catshill North, Catshill South, Hagley East, Hagley West, Lowes Hill, Marlbrook, Perryfields and Sidemoor Wards

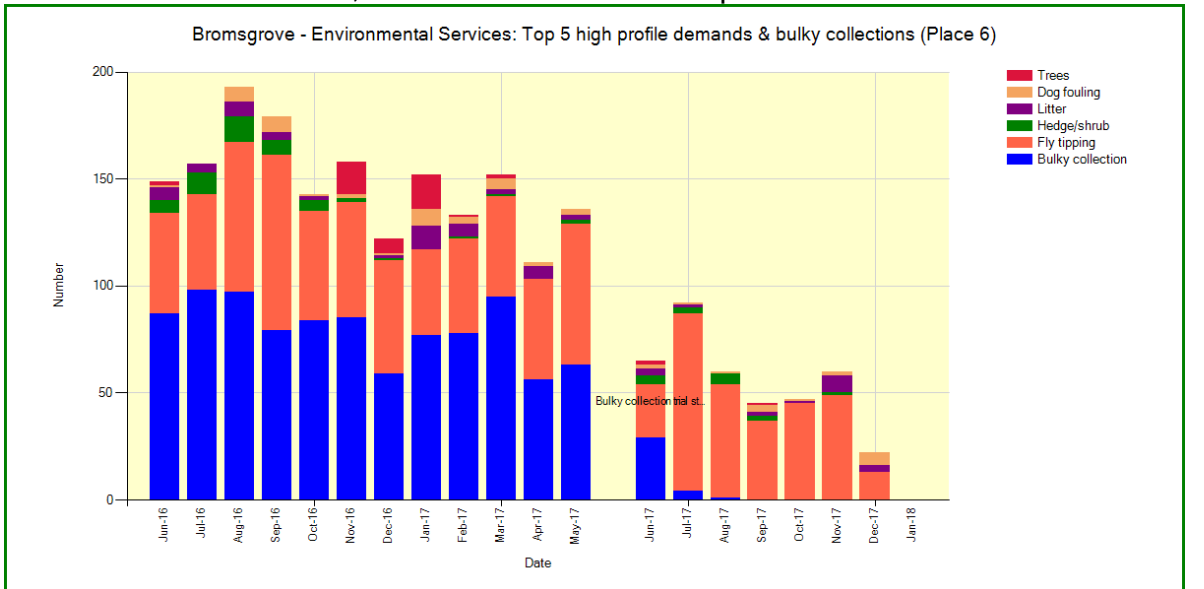
Environmental Services: Top 5 high profile demands & bulky collections (Place 4)
 Contact: Matthew Austin, Environmental Senior Improvements Officer



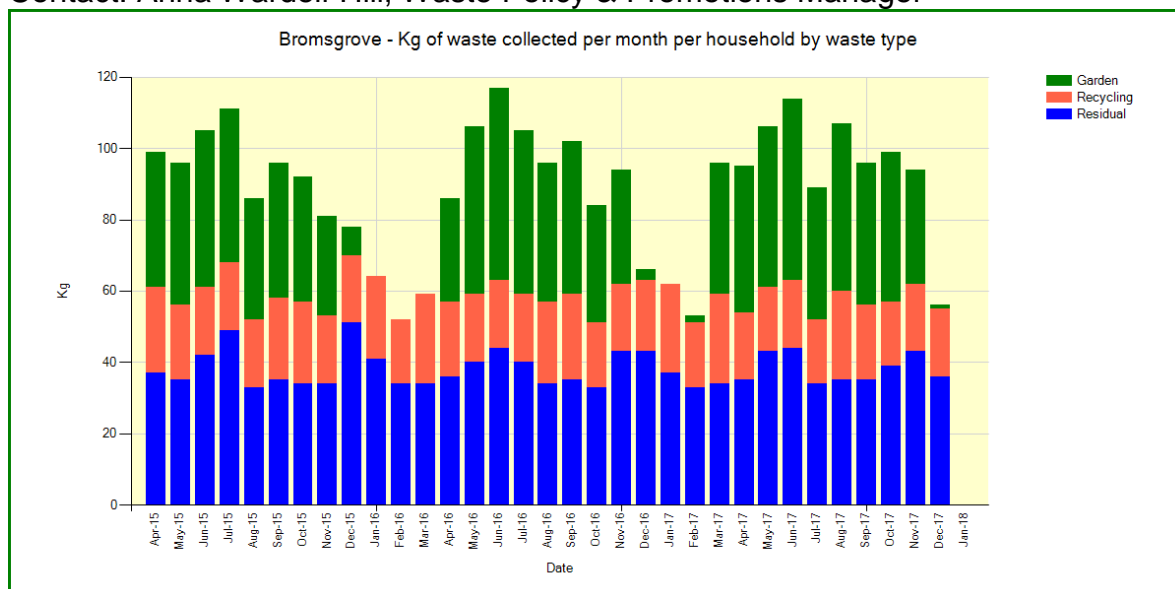
Environmental Services: Top 5 high profile demands & bulky collections (Place 5)
 Contact: Matthew Austin, Environmental Senior Improvements Officer



Environmental Services: Top 5 high profile demands & bulky collections (Place 6)
 Contact: Matthew Austin, Environmental Senior Improvements Officer



Kg of waste collected per month per household by waste type
 Contact: Anna Wardell-Hill, Waste Policy & Promotions Manager



Context

2.5 Community Safety

2.5.1 Bromsgrove District Council is a member of the North Worcestershire Community Safety Partnership. This partnership consists of three operational groups; Safer Bromsgrove, Safer Redditch and Safer Wyre Forest.

2.5.2 Safer Bromsgrove is one of the operational groups that exist to ensure local issues and concerns remain at the centre of the Partnership's priorities, projects and campaigns. At a local level the group deals with community safety issues and anti-social behaviour. Measures data is regularly reported to the group and spikes in crime types are further drilled down. An example of this is alcohol rated anti-social behaviour was identified by the group and consequently a local Pub Watch group was established and recently the use of Face Watch was introduced, an online information sharing platform that allows the police, licensed premises and businesses to share crime prevention and community safety information and intelligence to other members in a confidential way. The group is responsible for delivering local actions from the Partnership Plan.

2.5.3 The group discusses community safety issues brought to their attention and use a problem solving approach to identify short term actions to address these and allocate resources accordingly. In addition they also promote public reassurance and engage with media on different aspects of community safety.

2.6 Place Teams

2.6.1 The Place Teams provide many of the core services that our residents expect from the Council, and are arguably the most visible element of our Strategic Purpose, as they have ownership for the aesthetic appearance of our district through litter picking, fly tip removal, litter bin emptying, and grass cutting of Worcestershire County Council's highway verges.

2.6.2 Fly tipping is one of our largest issues, and takes a considerable amount of resource to manage, with approximately £70,000 spent managing the problem in 2016/17, and expenditure up to December 2017/18 of approximately £50,000. A successful prosecution based on the work of our Enforcement Officer led to

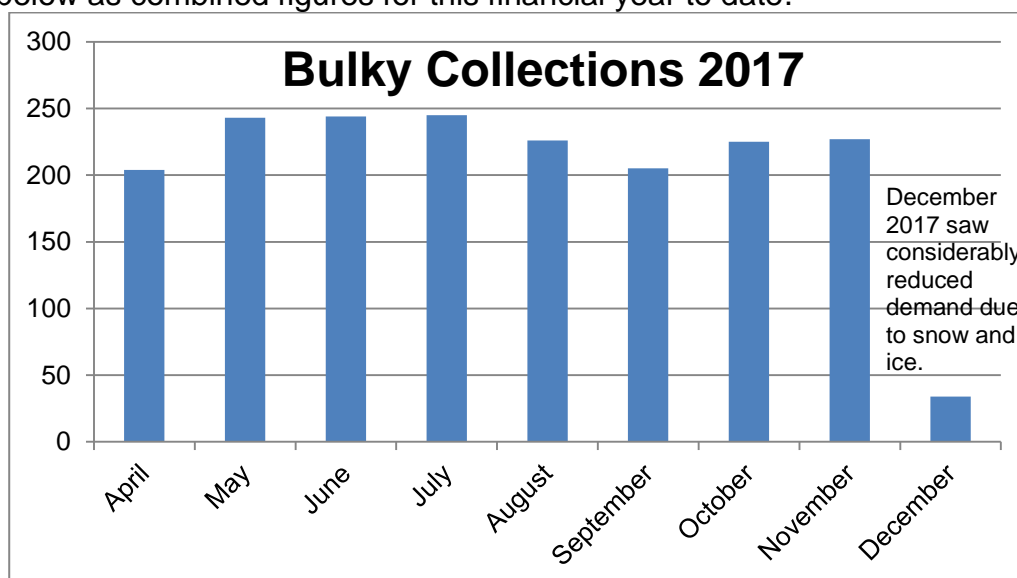
financial penalties of £2250, 80 Hours community service, and a 10 week suspended sentence for a fly tipper in December, and we hope to build on this in 2018 with more enforcement actions to both catch and deter those responsible.

- 2.6.3 Litter is a constant challenge nationally as well as locally, and our main issues with this are along our northern borders where we see a high volume of commuters passing through our district. We are looking at options to raise awareness of this as a crime during 2018, through the use of signs informing road users of the costs and impact that their drinks bottles have. This will be tied in with our communications team to make use of social media and local newspapers. We are also looking to see how we may be able to involve local schools, and have already had communication with the deputy head of North Bromsgrove High School regarding talking at one of their assemblies after some of their pupils were seen to be littering in the town centre before Christmas.
- 2.6.4 The Place Teams support a number of initiatives to involve the public in maintaining their area, with formal national events such as “Clean for the Queen” (2016) and “The Great British Spring Clean” (2017) promoted by the Keep Britain Tidy Group, and more local events run by Parish Councils and other local groups to tackle specific issues in their areas. In 2017 there were 6 such events across the district that we supported with the loan of equipment, and collection of the waste collected, each involving 10 – 15 people. We also have 5 regular volunteers operating across the district that we have given long term loans of a litter picker and our blue bags so that they can work with us to support their local area over and above the services we provide. Please see below two links that are currently on the BDC website:-

www.bromsgrove.gov.uk/my-place/street-cleaning/litter-pickers-want-to-get-involved.aspx - this is our page

www.bromsgrove.gov.uk/living/volunteering/volunteering-outdoors/arrange-a-community-litter-pick.aspx - this is advertising the Great British Spring Clean.

- 2.6.5 The Place Teams have been in place since June 2015, and have seen increases in demand on many of their services in that time. Previously operating on a 3 team delivery model for bulky collections, they have now moved to a single district wide team for this element of the service as a result of increased demand. This change is not fully reflected in the measures charts, but has been included below as combined figures for this financial year to date.



2.6.6 The main priority for 2018 will be to maintain our existing services and push for improvements on certain key areas such as our grass cutting that have not been as consistent as we would have liked in 2016 and 2017, but we expect to continue evolving to reflect the demands that arise throughout the year.

2.7 Waste and Recycling

2.7.1 The measures selected to reflect the success of the household waste collection service, have been chosen so that they are indicating per household what is being disposed of month by month. These measures are more useful than recycling rate and tonnage alone as increasing household numbers will undoubtedly increase overall waste. Increasing tonnage in recycling can also be masked by increasing residual tonnage when focusing on a recycling rate. By normalising the statistics in this manner, it is easier to identify which elements of the waste stream require additional attention.

2.7.2 An increase in residual kilograms per household is not favourable. Whilst an increase in recyclable or garden waste is preferable, this must also be balanced with the requirement to reduce waste by as far as possible.

2.7.3 Planned changes include targeting communal bin users to focus on recycling by providing storage for recycling within the home and also assisting housing to tender for more suitable storage solutions for communal bin residencies.

2.7.4 Crews briefings and increased vigilance with tagging for unacceptable recycling bins took place in September. Further initiatives using bin tags to target and educate individual householders are planned to move weight from the residual bin into the recycling bins.

2.7.5 Current recycling rate stands at around 46.5% for April – December 2018. It is important to concentrate of the quality of the recycling being collected. Sampling at the sorting facility has identified the last 6 months showed an average 9.89% of waste sampled from Bromsgrove residents was incorrect material.

2.7.6 Residual waste is currently around 4% less when compared with the same period last year and is following the usual annual patterns.

2.7.7 Garden Waste collections will start again week commencing 26 February 2018.

Engagement/Research

2.8 A survey of the Bromsgrove Community Panel was undertaken in October 2017. The survey was sent to 634 panel members either electronically or through a postal survey. The response rate for the survey was 45.8%. This survey included questions relating to 'keep my place safe and looking good'. Further analysis of the survey data is due to be undertaken and will be issued to relevant officers and Members in due course.

Examples:

I feel safe outside in my local area...	... during daylight	... after dark
I agree strongly	26.8%	8.8%
I agree	58.4%	38.6%
I neither agree nor disagree	12.0%	29.1%
I disagree	2.0%	17.9%
I disagree strongly	0.8%	5.6%

I understand what I can place in my green recycling bin:

I agree strongly	39.2%
I agree	48.5%
I neither agree nor disagree	6.0%
I disagree	5.2%
I disagree strongly	1.1%

3. **KEY CORPORATE MEASURES SUITE**

3.1 The following key measures are currently used by the organisation to better understand the corporate picture.

Sickness Data

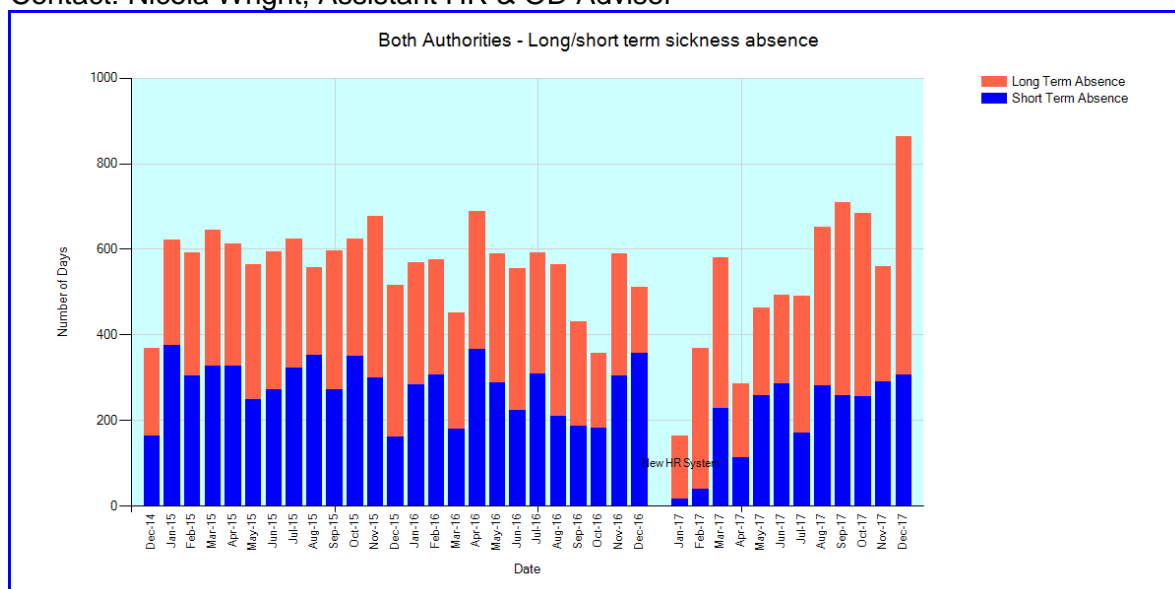
3.1.1 In order to support the organisation to capture as comprehensive a set of sickness data as possible, a new online self-serve module has been implemented as part of the HR21 system. The module allows managers to input sickness data directly into the system rather than completing paper records. This reduces rekeying of data by the Payroll Service and enables associated records, e.g. doctors notes, to be stored in one place.

3.1.2 As can be seen from the tables below, the new system was implemented during December 2016 and January 2017. Initially, there was a drop in recorded data as staff were introduced to the new system. However, after delivering a number of training sessions to managers this has returned to pre system levels.

3.1.3 The recording, monitoring and reporting of sickness will continue to be developed and improved upon. As part of the HR & OD Strategy and HR & OD Project Action Plan, work is being undertaken to review the Sickness Absence Policy and Procedures. This work is being carried out in conjunction with managers and Heads of Service. The 2016/17 figure was 8.01 days per FTE (full time equivalent); the figure for 2017/18 will not be available until April 2018. In comparison the national figures, according to 'Xpert HR' are 9.1 days per FTE in the public sector and 5.1 days per FTE in the private sector.

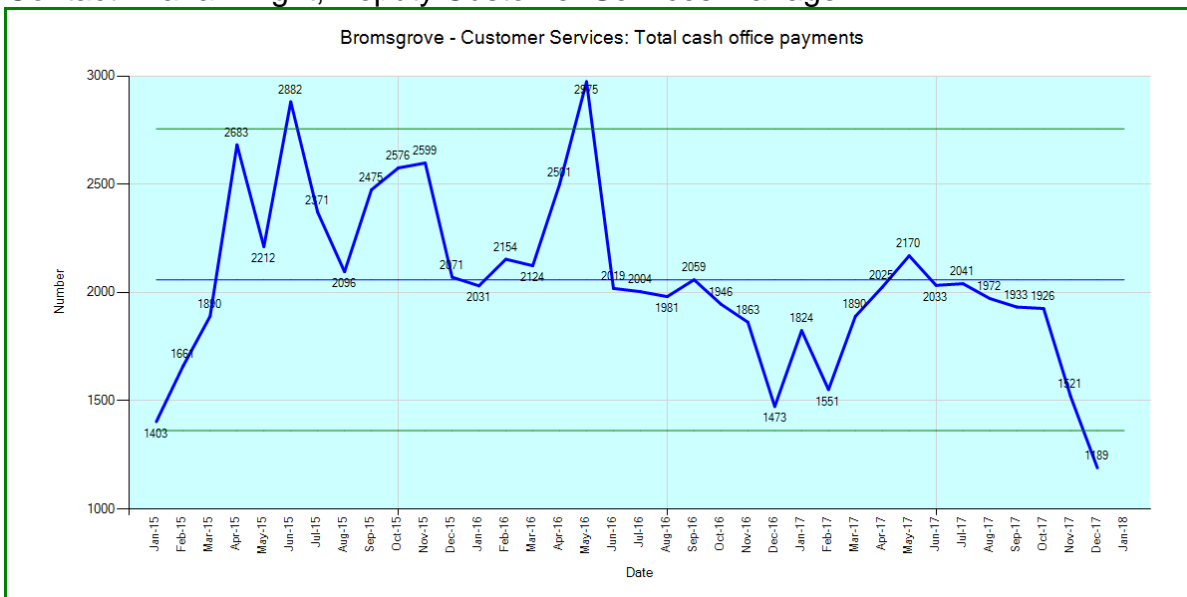
Long/Short Term Sickness Absence

Contact: Nicola Wright, Assistant HR & OD Advisor



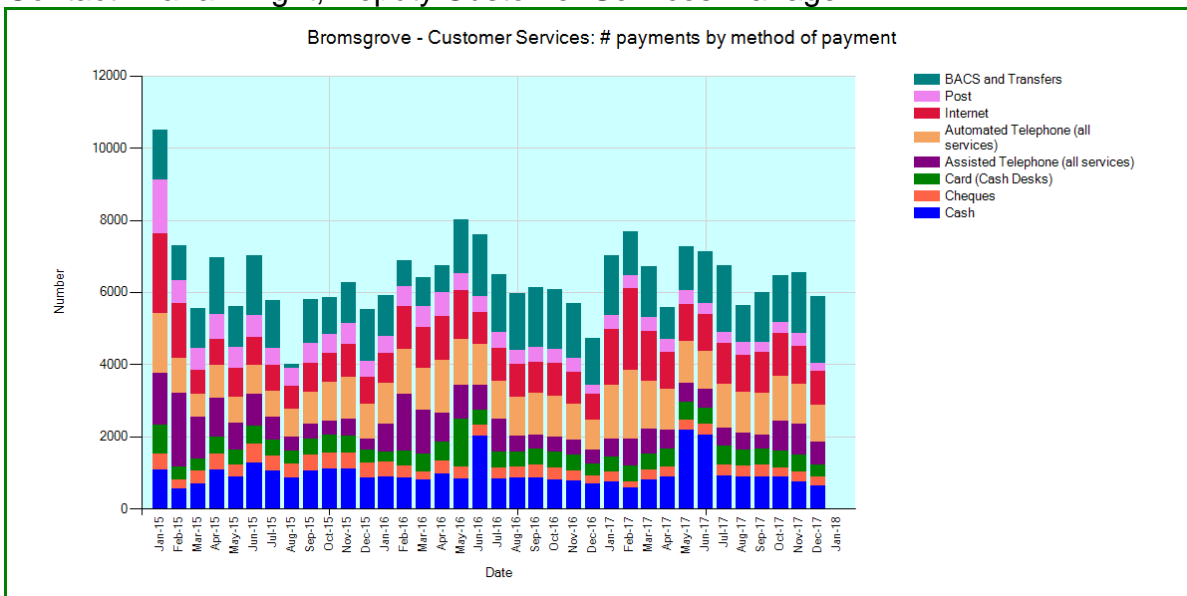
Payments and Collection Data

Customer Services: Total cash office payments
 Contact: Maria Wright, Deputy Customer Services Manager



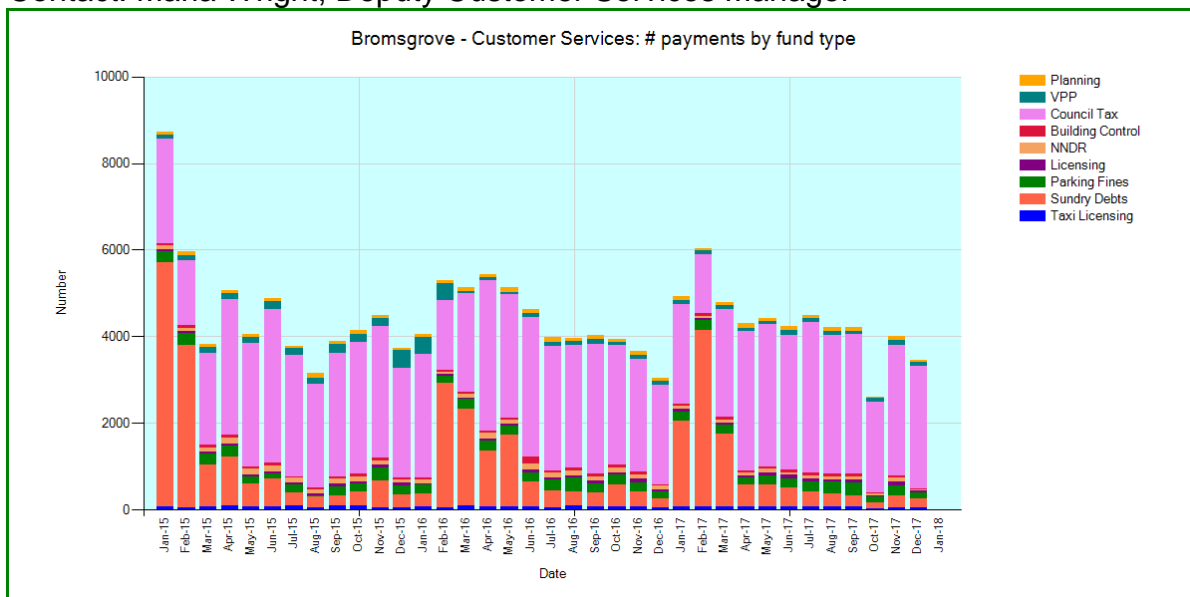
3.1.4 We are generally seeing a reducing in payments through the cash office as people move to more modern payment methods. Between the months of October to December there was a reduction in payments for Council Tax, Business Rates and Sundry invoices. This is a seasonal trend and payments are expected to increase again in January due to garden waste invoices.

Customer Services: # payments by method of payment
 Contact: Maria Wright, Deputy Customer Services Manager



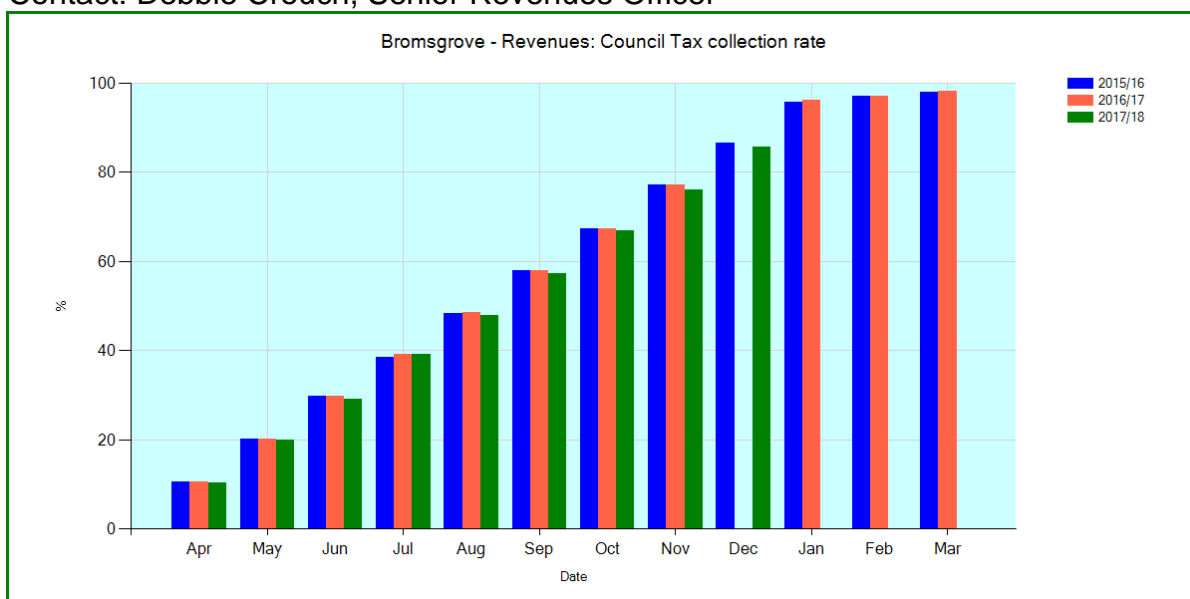
3.1.5 Although payments through the cash office are reducing, the numbers of payments to the Council are higher in the last quarter compared with 2016. We have seen a slight increase in BACS (mainly Direct Debits) payments and a reduction in cash payments. BACS/Direct Debit is the most cost effective payment method for the Council and work is on-going to continue to increase take up.

Customer Services: # payments by fund type
 Contact: Maria Wright, Deputy Customer Services Manager



3.1.6 Council tax payments are, unsurprisingly, the highest demand, for the majority of the year. The impact of the garden waste invoices can clearly be seen but this no longer results in a huge spike in payments at the cash office as people are choosing other payment methods.

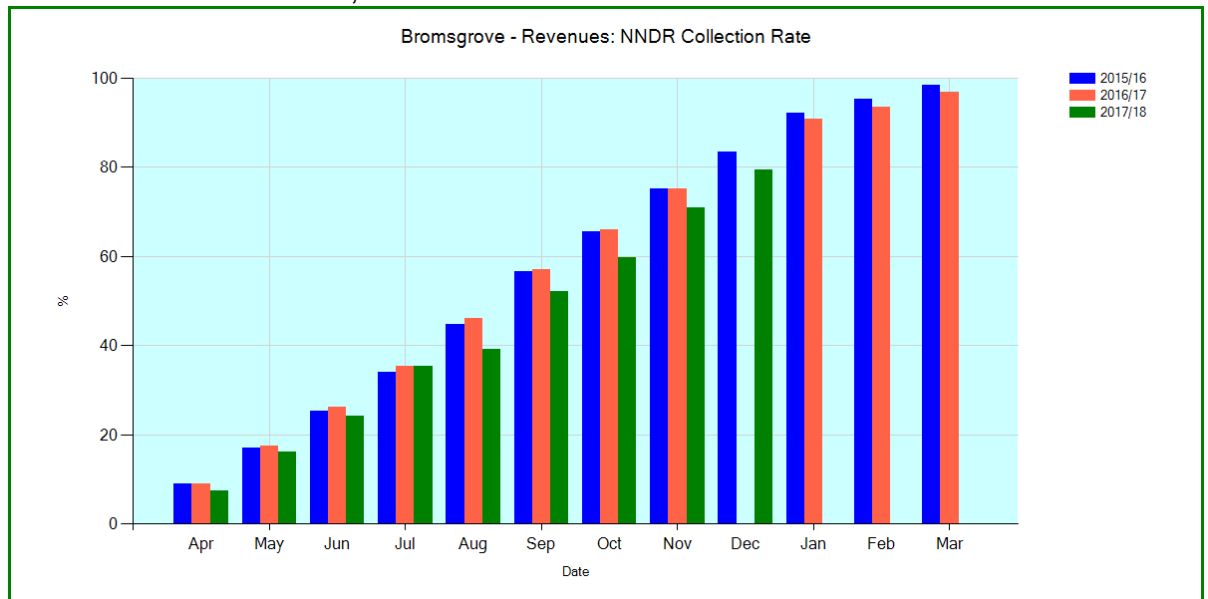
Revenues: Council tax collection rate
 Contact: Debbie Crouch, Senior Revenues Officer



3.1.7 Due to the systems conversion there have been more issues than normal around our recovery process and this has resulted in a slight dip in the collection date for this financial year. An action plan is in place for rectifying the issues.

Revenues: NNDR collection rate

Contact: Debbie Crouch, Senior Revenues Officer



3.1.8 Due to the systems conversion there have been more issues than normal around our recovery process and this has resulted in a slight dip in the collection date for this financial year. An action plan is in place for rectifying the issues.