

**Corporate Goal: Have high standards of environmental quality across Wirral (TS2)**

Key Project/ Activity	Departmental Lead & Planned Performance Outcomes	Detailed Actions & Outputs	Lead Officer & Partners	Review Date/ Milestones	Progress To Date	On Target R .A .G	Next Steps/ Corrective Actions
Delivering a reliable street cleansing and waste collection service	<p><b>Tara Dumas</b> Achievement of defined cleansing targets.</p> <p>Continuous improvement and VfM</p> <p>To ensure that at least 92% of Wirral's streets are at an acceptable cleaning standard at any one time.</p>	New robust street cleansing audit process (agreed by partnership members). 3 x random audits carried out per week to NI195 standards. This process will work towards a joint litter/detritus score of 8%.	Fergus Adams Assistant Contract Managers Biffa	October 2011	<p>Audits taking place, new KPI target to be agreed and implemented as part of overall review.</p> <p>Biffa partnering board have agreed that combined target of 92% is acceptable.</p>	Green	<b>Complete</b> (simply awaiting to commence reporting against NI195 on Jo's return).
	Ensure all streets we are responsible for are on a cleansing schedule.	Biffa street cleansing database updated to include previously omitted locations.	Fergus Adams Assistant Contract Managers Biffa	October 2011	<p>Terry Hendy has been tasked with the initial stages of this project.</p> <p>Initial groundwork has been completed by Biffa and Council</p>	Green	<p>Report on Grassed area results by end of Feb.</p> <p>Continue to work on passage ways</p>

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					managers.  Initial work reported to Biffa Liaison meeting, grassed areas and Passageways currently being investigated by Trainee technician		analysis (completion date to be confirmed).
	Maximise work outputs of staff to improve cleanliness standard within existing resources	Continue quarterly 'Street Cleansing Forums' with representative group of Biffa frontline operatives.	Fergus Adams Biffa	October 2011	Quarterly dates scheduled for 2011/12	Green	Continue meetings and action issues raised.
		Reducing Levels of Dog Fouling Present in Wirral	Fergus Adams Biffa	<i>Proposed for 2012/13</i>	Biffa conducting initial investigation into methods used for removing dog fouling	Green	<i>Seek endorsement from Committee</i>

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	Reduce number of complaints regarding service disruption due to seasonal weather patterns.	Production of enhanced Leaf Fall Removal programme	Fergus Adams/Biffa	August 2011	Leaf fall programme agreed July 2011.  Briefing note produced and shared.	Green	<b>Complete</b>
	To maximise performance of the refuse collection and minimise contamination sent to the MRF.	To devise new joint crew check sheets with Biffa.  To commence new regime of checks.  To agree associated KPI target.	Fergus Adams/Biffa	December 2011	Crew check sheet agreed.  Implementation date and review dates agreed.  Joint crew checks commenced.	Green	Establish an agreed KPI for investigations in March 2012.

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		Winter Working Improvements to be implemented and reported to Overview and Scrutiny in Autumn 2011 to include snow tyre trial, use of snow shoes, improved communications with public, planned provision of relief waste sites.	Tara Dumas/ Biffa	December 2011	Draft plan to be ready by end August. Tyre trial report completed. Elected member to approve expenditure  Report went to Committee on Sep 26 <sup>th</sup> .	Green	Snow tyres in depot, awaiting fitting.
		Annual contract review	Tara Dumas/ Biffa	June-Sept 2011	Report to Overview and Scrutiny due January 2012	Green	
		Price Waterhouse and Cooper Contract Review	Tara Dumas/ Biffa		Review opportunities for savings and recommendations for approaching break clause underway		PWC now carrying out in-depth analysis of Biffa contract.

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Delivering a targeted programme of street cleansing and environmental improvements in our 27 local and district shopping centres	<p><b>Tara Dumas</b> <i>Rob Clifford</i> <i>Mike Peet</i> <i>Mark Smith</i></p> <p>Deep clean of 4 pilot areas completed by middle of June 2011. Complete deep clean works on all 27 centres by end of September 2011.</p>	Arrange with Biffa to supply workforce and kit to carry out cleansing.	Albert Light/Fergus Adams Biffa	May 2011	KIT identified, cleansing commenced as scheduled on 16 <sup>th</sup> May 2011.	Green	<b>Complete</b>
		Monitor all 27 locations during cleanse to ensure high standard of work. Including audit of existing litter bins.	Fergus Adams Assistant Contract Managers Biffa	July-Sept 2011	<p>Cleanse running approximately 4 days behind schedule Kit used has been adjusted to ensure higher standard (week commencing 27<sup>th</sup> June). All sites consulted</p> <p>Site action plans to be completed by lead officers for all 27 sites. (FA completed his) TD to monitor budget</p>		<b>Complete</b>

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		Produce a full lessons learned briefing note following the completion of the 27 <sup>th</sup> sites.	Lead Officers to co-ordinate response	1/1/2012	Assured all works to be completed by Xmas, 2011.	Green	Produce collaborative report.
Reducing levels of fly-tipping through targeted environmental education and enforcement	<p><b>Tara Dumas</b></p> <p><i>Rob Clifford</i></p> <p>To improve cleanliness standards in Wirral's retail areas.</p> <p>To maintain a NI196 level 2 standards</p>	Trade Waste related fly-tipping to be addressed via continuing support for the 'Tidy Business Scheme'.  <b><i>Detailed action plan held by Trade Waste Officer (Daniel Molyneux).</i></b>	Fergus Adams Trade Waste Officer Wirral's business community	End of March 2012			
		Continue use of covert cameras at flytipping hotspots	Phil Black	Ongoing	Order replacement cameras for those stolen. WCIG funding Identified Cameras purchased.	Green	<b>Complete</b>

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		Trial trade waste facility at Bidston TLS (recycling and residual waste)	MWDA/Veolia	2012/13	Scheme launched – feedback is low referrals/take up so far. Wirral specific promotion continual via Trade waste officer	Green	Continue to monitor.
	To improve cleanliness standards in Wirral's retail areas. Raise awareness of littering as an offence to engender compliance.  Ensure that at least 92% of Wirral's streets are at an acceptable cleaning standard at	Launch a smoking litter awareness campaign, targeting public houses, shops, offices and eateries. To distribute 'Stubbies' in key locations across Wirral. This should then be followed up enforcement action with the use of FPNs. Issue FPN's through targeted litter enforcement campaigns	Fergus Adams Trade Waste Officer Highway's enforcement Wirral's business community Phil Black	End of March 2012	Campaigns underway and joint training/mentoring rolled out to parking enforcement staff	Green	
		Empower/train additional employees to issue FPN's	Phil Black			Green	<b>Complete</b>

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To increase levels of Local Environmental Quality (LEQ) across a range of land classes throughout Wirral	any one time.	To carry out proactive inspections of waste disposal documents from businesses dealing with large quantities of tyres. (This is based on a marked increase in the dumping of tyres throughout Wirral).	Phil Black	Continuing through 2012/13	Initial agreement only at this stage.	Green	Seek endorsement from Committee To devise a planned approach by the end of 2011/12
	Tara Dumas To improve LEQ in some of the less prominent locations across Borough, increasing the perception of safety and cleanliness.	Environmental Improvements to Wirral's Off Road Cycle Paths	Fergus Adams Biffa Wirral's Cycling Officers	Proposed for 2012/13			Seek endorsement from Committee
		Expansion of Wirral's Graffiti Steering Group	Fergus Adams LCT Together Various stakeholders of Wirral	Proposed for 2012/13			Seek endorsement from Committee