

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

APPENDIX A

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	EIA Dates
Delivering a reliable street cleansing and waste collection service	Tara Dumas Ensure all streets we are responsible for are on a cleansing schedule.	Biffa street cleansing database updated to include previously omitted locations. Meaningful reduction in core contract price charged to Wirral by Biffa.	Fergus Adams Assistant Contract Managers Biffa	Feb-13	Terry Hendy has updated the Audit database for street cleansing. Audits now running off updated records.	Green	Biffa to sign off new database	
	Tara Dumas Maximise work outputs of cleansing staff to improve cleanliness standard within existing resources	Continue quarterly 'Street Cleansing Forums' with representative group of Biffa frontline operatives.	Fergus Adams Biffa	Mar-13	Quarterly dates scheduled for 2012/13	Green	Continue meetings and action issues raised.	
		Biffa continuing with ongoing NVQ programme to further educate staff re. customer services etc.	Fergus Adams Biffa	Mar-13	A number of operatives have already passed the NVQ.	Green	To ascertain exact figures of staff already passed and targets from Biffa from completion.	
	Tara Dumas Reduce number of complaints regarding service disruption due	Continue to monitor street cleansing with a view to specific seasonal issues:	Fergus Adams Biffa	Mar-13	<input type="checkbox"/> Leaf fall review completed and implemented in 2011	Green	Review 2012's leaf fall removal programme.	

to seasonal weather patterns.	<input type="checkbox"/> Snow/ice <input type="checkbox"/> Leaf fall <input type="checkbox"/> High foot fall in summer.			<input type="checkbox"/> Extra resource allocated to New Brighton May 2012			
Tara Dumas To improve overall street cleanliness by focussing on particular work streams per year (2012/13 dog fouling)	Reducing Levels of Dog Fouling Present in Wirral	Fergus Adams Biffa	Update to O& S Committee January 2013	Biffa conducting initial investigation into methods used for removing dog fouling	Green	Prototype imminent at Biffa.	
	To increase awareness of the need to pick up dog waste in dog owners throughout Wirral (DOG LEADERS)	Fergus Adams Env Health Dog Fouling Enforcement Parks and Open Spaces Dog Wardens	Mar-13	Over 90 'Dog Leader' ambassadors signed up at 1st event in May. Planning of large event for Dog Leaders to attend in Summer 2012. 'Dog Lead' event completed on Saturday 22nd of September.	Green	Arange further dog fouling steering group meeting following initial set of cost saving proposals at Cabinet Feb.	

	To reduce level of dog fouling across Wirral through direct enforcement	Michael Collins	Quarterly	So far in 2012/13 232 fixed penalties have been served by the dog fouling enforcement team. There has also been 1 prosecution	Green	There are no targets for the issue of fixed penalties or prosecutions.	
Tara Dumas 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	Mar-13	Briefing note produced and shared. Crew check sheet agreed. Implementation date and review dates agreed. Joint crew checks commenced. New KPI agreed at 89% following review.	Green	3 month monitoring of "vehicles being left unattended" issue.	
Tara Dumas 7-year break clause review of Biffa contract	Council decision of Environmental Streetscene service contract Establish savings package	Tara Dumas/ Biffa PWC Eunomia		Technical review complete (carried out by Eunomia). Initial report to Cabinet 21st June 2012 Break clause agreed	COMPLETE		

Reducing levels of fly-tipping through targeted environmental education and enforcement	<p>Tara Dumas To improve cleanliness standards in Wirral's retail areas.</p>	<p>Trade Waste related fly-tipping to be addressed via continuing support for the 'Tidy Business Scheme'. <i>Detailed action plan held by Trade Waste Officer (Daniel Molyneux).</i></p>	<p>Fergus Adams Trade Waste Officer Wirral's business community Press and PR</p>	<p>Jan-13</p>	<p>Wirral specific 'Tidy Business Scheme' developed. Feasibility study carried out in West Kirby re. creation of England's first tidy business town. 16th July commence work on site in W. Kirby.</p>	<p>Green</p>	<p>March 2013 announce completion of W. Kirby project and organise relevant PR. April 2013 produce 'lessons learned' report and decide if another location will be addressed in 2013/14. If so where?</p>	
	<p>Rob Clifford To raise awareness of littering as an offence to engender compliance</p>	<p>To distribute 'Stubbies in key locations across Wirral. This should then be followed up by enforcement action with use of FPNs. Distribute wall mounted cigarette bins for businesses to ensure compliance.</p>	<p>Phil Black Highways enforcement Trade Waste Officer Wirral's business community</p>	<p>October 2012 (closely linked to W. Kirby Tidy Business Town).</p>	<p>To date in 2012/13 - 64 litter FPNs have been issued, 51 of which have been paid. A further 9 potential cases are being investigated</p>	<p>Green</p>	<p>Engage in W. Kirby Tidy Business Town project. The are 14 planned litter patrols in 2012/13 in addition to ad-hoc enforcement by community patrol, dog wardens and environmental enforcement officers</p>	

<p>Rob Clifford To maintain a NI196 level 2 standards</p>	<p>Continue use of covert cameras at flytipping hotspots</p>	<p>Phil Black</p>	<p>Ongoing</p>	<p>There has been one current surveillance operation so far in 2012/13 (which is ongoing) this has provided evidence which is currently being investigated with a view to prosecution.</p>	<p>Green</p>	<p>We will seek to prosecute whenever sufficient evidence is available. It is planned to undertake at least 4 major operations per year subject to the proposed changes to RIPA regulations (in Autumn 2012) which may impact on the viability and timely delivery of operations in the future.</p>	
	<p>Trial trade waste facility at Bidston TLS (recycling and residual waste). Monitor fly-tipping rates and materials due to ongoing confusion related to possible increases in land fill charges for construction waste.</p>	<p>MWDA/Veo lia</p>	<p>2012/13</p>	<p>Scheme launched – feedback is low referrals/take up so far. Wirral specific promotion continual via Trade waste officer</p>	<p>Green</p>	<p>Continue to monitor.</p>	

	Continue to train and retrain employees and external service providers to issue FPN's	Phil Black NSL	Ongoing	Approx 20 employees in NSL are trained to issue litter FPN's in addition to staff from Community patrol and dog warden teams.	Green	Ensure that training remains up to date with sufficient numbers empowered to deliver patrols and campaigns.	
	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 Fergus Adams Biffa	Continuing through 2012/13	The tyre initiative has been widened slightly to encompass not just business whose sole purpose is tyre related but also garages and workshops where tyres may be involved. We are checking for compliance with all of their duty of care obligations. To date 79 visits have been made, 24 advice letters, 2 notices to produce and 1 FPN have been issued.	Green	Continue to carry out inspections and update plan accordingly.	

To increase levels of Local Environmental Quality (LEQ) across a range of land classes throughout Wirral	<p>Tara Dumas To increase the level of cleanliness and LEQ across all locations across Borough, increasing the perception of safety and cleanliness.</p>	<p>Environmental Improvements to Wirral's Off Road Cycle Paths. Improved cleansing standards with over 35km of cycle paths added to regular cleansing schedule.</p> <p>Possible research carried out into user's satisfaction with cycle paths following addition to schedule.</p>	<p>Fergus Adams Biffa Wirral's Cycling Officers</p>			S		
	<p>Fergus Adams Increased partnership working in relation to graffiti removal. Expansion of shared services to other stakeholders.</p>	<p>Expansion of Wirral's Graffiti Steering Group ensuring the land types addressed by Wirral's existing contract increase thus improving LEQ across Wirral.</p>	<p>Fergus Adams LCT Together Various stakeholders of Wirral</p>	<p>Proposed for 2012/13</p>	<p>Further avenues identified for external funding.</p>	Green	<p>Hold next meeting in February 2013.</p>	

	Colin Clayton (not within Tech Serv)	To ensure all privately owned land and premises are not detracting from LEQ throughout Wirral.	Env Health	Continuing through 2012/13	Notices served by Env Health from April 1st 2012 - 31st December 2012: PDPA (Prevention of Damage by Pests Act) 33 EPA Litter Clearance (Environmental Protection Act) 11 PHA (Public Health Act) 1936 Sec 83 3 EPA (Environmental Protection Act) 1990 Sec 80 20 Env. Protection Act 1990 (Noise) 13	Green	Continue with enforcement work, no targets as such.	
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1. Is there still an issue and, if so, what is the reason for the performance issue (including financial / staffing resource		
2. What action will be taken in response?	Green	16
3. When do you expect to see improvements?	Amber	
4. What support / help will be required from DMT?	Red	
	Complete	1
	S (Suspended)	1
	Total	18