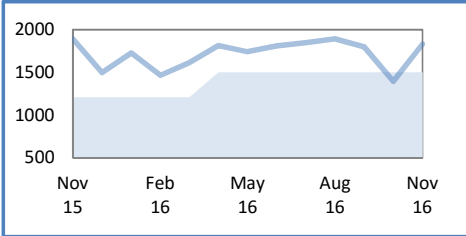
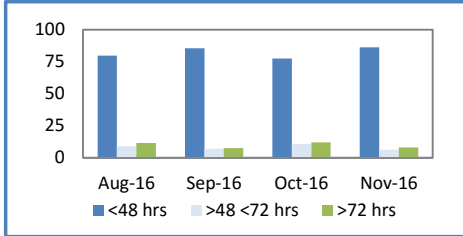


KPIs - Education, Enforcement and Ease of use

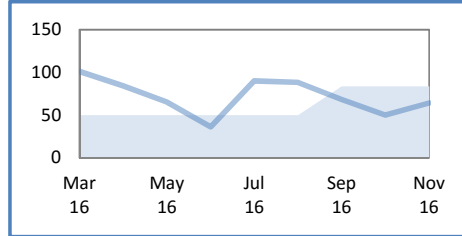
Number of fly-tip incidents confirmed



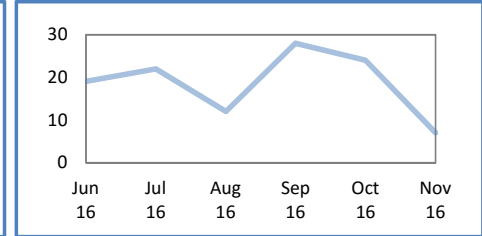
% Fly-tips cleared in target time



FPNs issued for environmental offences



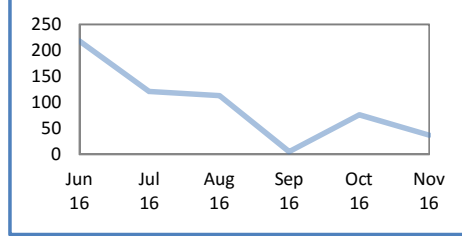
Investigations of environmental offences



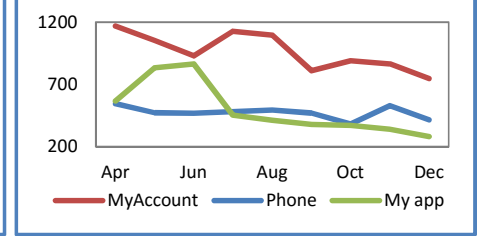
Progress and status to date

Ref	Indicator	Target	Sep-16	Oct-16	Nov-16
CG01a	Number of fly- tips incidents confirmed	1500	1798	1394	1831
CG02	% fly-tips cleared in 48 hours	80	85.5	77.5	86.1
CG04	Environmental (All) FPN issues	83	68	50	64
CG06	Investigations of env. offences	28	24	7	
CG07	Successful prosecutions for env. Off.	0	20	0	
CG07a	Total prosecutions to date	129	149	149	
CG08	Duty of care visits	5	76	37	
CG08a	Total 'duty of care visits' to date	2377	2453	2490	
CG11	Total followers on DMWCroydon	294	293	291	
CG12	Total Community Champion reg.	311	315	317	
CG13	Total Community clear-up events	111	118	127	

Duty of Care visits



Customer fly-tip reports by channel



Highlights this period

- ❖ Excellent performance in the volume of fly tips cleared within 48 hrs.
- ❖ There were 7 further clear up events this month – residents took part in removing litter and flytips in Ferndale Road, Love Norbury event, Westgate Road, The Lawn, Temple Copse, Haling Passage, Barrie Close, Tollers Estate Coulsdon and Mitchley Avenue & surrounding Sanderstead area clearing 114 bags of litter and 1 ton of waste.
- ❖ Duty of care visits resulted in 2 FPN being issued for failure to comply.

Top issues and risks

- ❖ Number of confirmed fly-tip incidents was 31.3% more than last month and 3.2 less than the same period last year.
- ❖ 64 FPNs were issued which is below the target threshold. 29 of which was due to flytipping
- ❖ Duty of care visits are down as team have been focussed on other priorities
- ❖ More responsive removal services may encourage more fly-tipping - this risk is being managed through enforcement action
- ❖ A review is currently underway to identify what further action is required to encourage greater reuse and recycling of waste and to reduce litter and fly-tipping in target areas.

Focus for future action

- ❖ Continue to review street cleaning and street bin provision to focus on the fly-tip hot spots and district centres and improve facilities for recycling in those flats/areas where these are limited
- ❖ Deliver multi-agency enforcement led operations to tackle fly-tip hot spots using the full range of interventions including prosecution
- ❖ Continuing rollout of time banded waste collections to different locations following successful trial on Thornton Heath High Street so that residential and trade waste is only put out between 6pm and 9am.