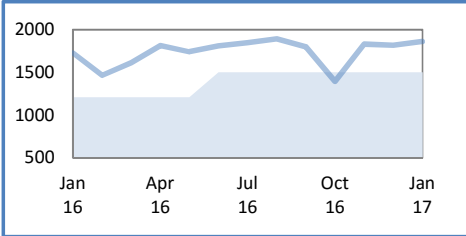
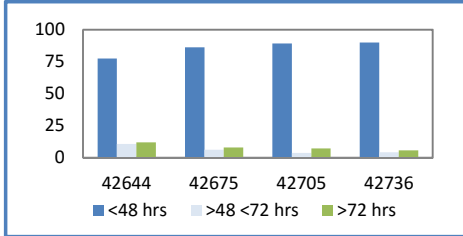


KPIs - Education, Enforcement and Ease of use

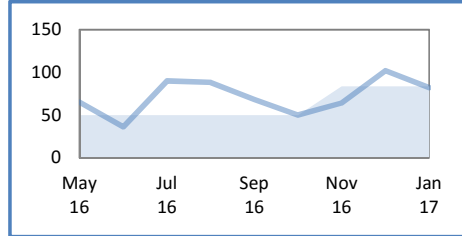
Number of fly-tip incidents confirmed



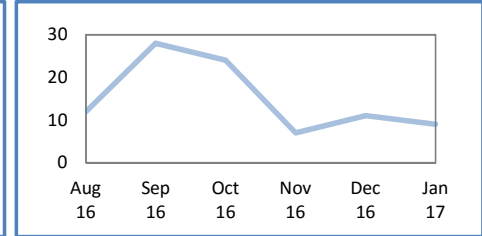
% Fly-tips cleared in target time



FPNs issued for environmental offences



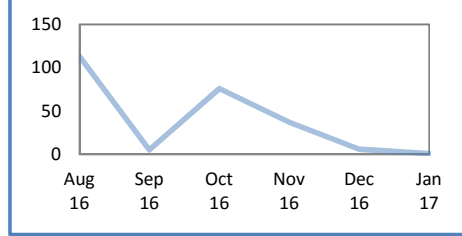
Investigations of environmental offences



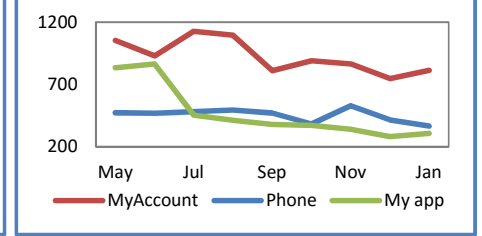
Progress and status to date

Ref	Indicator	Target	Nov-16	Dec-16	Jan-17
CG01a	Number of fly- tips incidents confirmed	1500	1831	1818	1861
CG02	% fly-tips cleared in 48 hours	80	86.1	89.1	90.1
CG04	Environmental (All) FPN issues	83	64	102	82
CG06	Investigations of env. offences	7	11	9	
CG07	Successful prosecutions for env. Off.	0	0	26	
CG07a	Total prosecutions to date	149	149	175	
CG08	Duty of care visits	37	6	1	
CG08a	Total 'duty of care visits' to date	2490	2496	2497	
CG11	Total followers on DMWCroydon	291	291	292	
CG12	Total Community Champion reg.	317	322	320	
CG13	Total Community clear-up events	127	128	132	

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 4 further clear up event this month – residents took part in removing litter and flytips in Westgate Road, Albert Road, Apsley Road Playground, Park Hill, Auckland Road, Cypress Road and South Norwood Hill clearing a total of 43 bags of waste.
- ❖ Prosecutions for environmental offences has 26 cases heard this month.

Top issues and risks

- ❖ Number of confirmed fly-tip incidents was 2.4% more than last month and 7.8% more than the same period last year.
- ❖ 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.