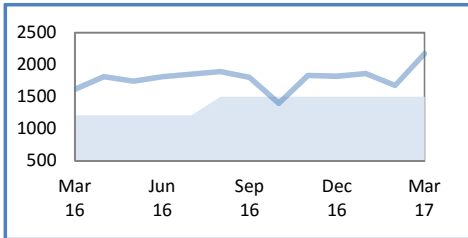
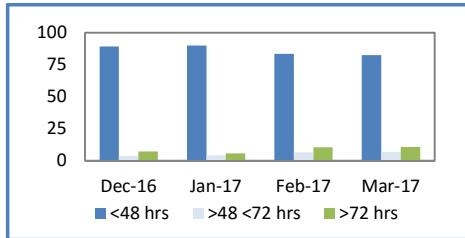


KPIs - Education, Enforcement and Ease of use

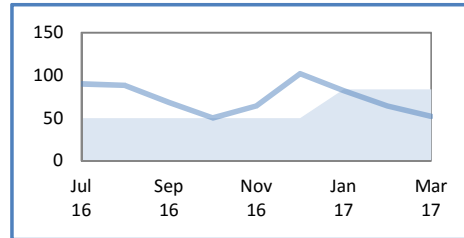
Number of fly-tip incidents confirmed



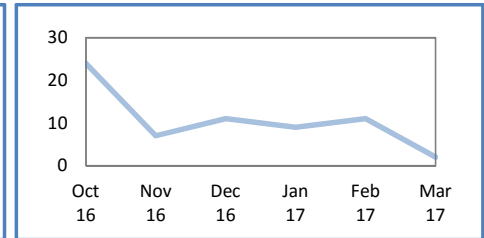
% Fly-tips cleared in target time



FPNs issued for environmental offences



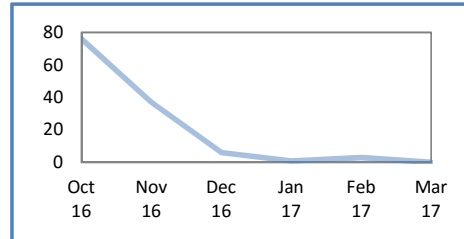
Investigations of environmental offences



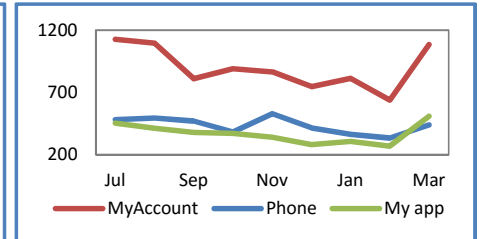
Progress and status to date

| Ref   | Indicator                               | Target | Jan-17 | Feb-17 | Mar-17 |
|-------|---|--------|--------|--------|--------|
| CG01a | Number of fly- tips incidents confirmed | 1500   | 1861   | 1676   | 2171   |
| CG02  | % fly-tips cleared in 48 hours          | 80     | 90.1   | 83.4   | 82.5   |
| CG04  | Environmental (All) FPN issues          | 83     | 82     | 64     | 52     |
| CG06  | Investigations of env. offences         | 9      | 11     | 2      |        |
| CG07  | Successful prosecutions for env. Off.   | 26     | 0      | 9      |        |
| CG07a | Total prosecutions to date              | 175    | 175    | 184    |        |
| CG08  | Duty of care visits                     | 1      | 3      | 0      |        |
| CG08a | Total 'duty of care visits' to date     | 2497   | 2500   | 2500   |        |
| CG11  | Total followers on DMWCroydon           | 292    | 294    | 294    |        |
| CG12  | Total Community Champion reg.           | 320    | 327    | 327    |        |
| CG13  | Total Community clear-up events         | 132    | 136    | 141    |        |

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 5 further clear up event this month – residents took part in removing litter and flytips from Thornton Heath High Street, London Road, North End, Bridle Road and Norbury Brook clearing a total of 150 bags of waste.

Top issues and risks

- ❖ Number of confirmed fly-tip incidents was 29.5% more than last month and 34.5% 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.