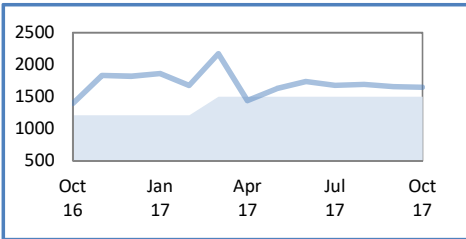
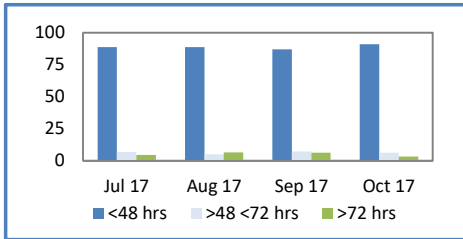


KPIs - Education, Enforcement and Ease of use

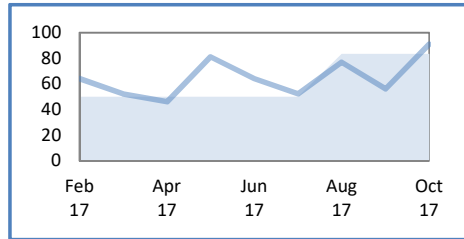
Number of fly-tip incidents confirmed



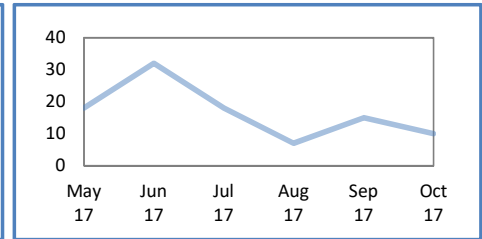
% Fly-tips cleared in target time



FPNs issued for environmental offences



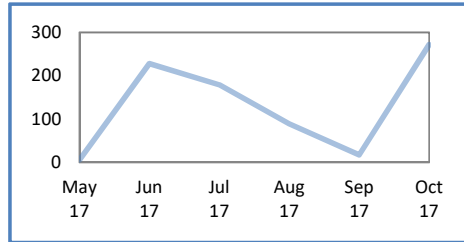
Investigations of environmental offences



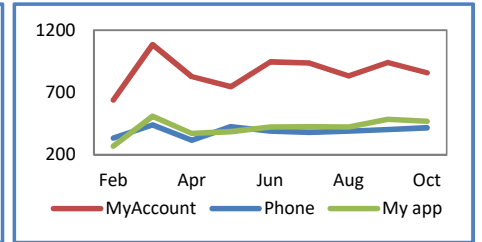
Progress and status to date

Ref	Indicator	Target	Aug-17	Sep-17	Oct-17
CG01a	Number of fly- tips incidents confirmed	1500	1688	1658	1648
CG02	% fly-tips cleared in 48 hours	80	88.6	86.7	90.9
CG04	Environmental (All) FPN issues	83	77	56	91
CG06	Investigations of env. offences	7	15	10	
CG07	Successful prosecutions for env. Off.	6	0	0	
CG07a	Total prosecutions to date	217	217	217	
CG08	Duty of care visits	89	17	272	
CG08a	Total 'duty of care visits' to date	3419	3436	3708	
CG11	Total followers on DMWCroydon	301	305	308	
CG12	Total Community Champion reg.	332	337	337	
CG13	Total Community clear-up events	175	181	185	
CG07b	Total convictions to date for env. Off.	171	171	171	

Duty of Care visits



Customer fly-tip reports by channel



Highlights this period

- ❖ Performance in the volume of fly tips cleared within 48 hrs continues to be significantly higher than the target of 80%.
- ❖ There were 4 further clear up event this month – residents took part in removing litter and fly tips from Norbury Brook, Leslie Park Road, Oval Road, Bridle Road, Manor Farm clearing a total of 100 bags of waste.
- ❖ Time banded collections started in March 2017 which has led to an increase in the number of Duty of Care visits.

Top issues and risks

- ❖ The number of confirmed fly-tip incidents was 0.6% less than last month and 18.2% more than the same period last year.
- ❖ 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

- ❖ Roll out of vacuum units at Broad Green and Thornton heath during September to aid street cleansing operations
- ❖ 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.