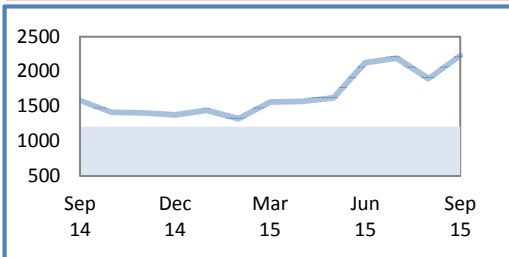
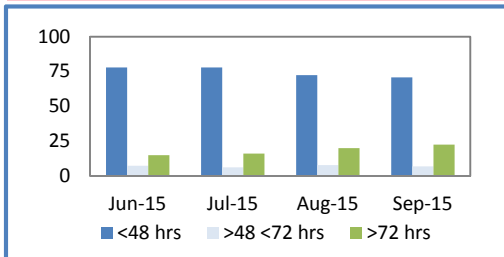


KPIs - Education, Enforcement and Ease of use

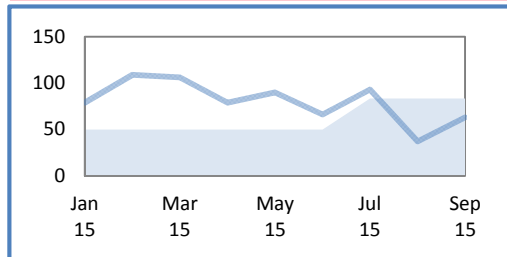
Number of fly-tip incidents reported



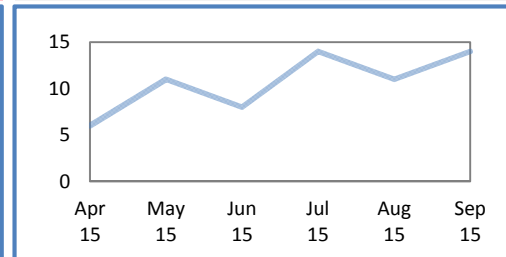
% Fly-tips cleared in target time



FPNs issued for environmental offences



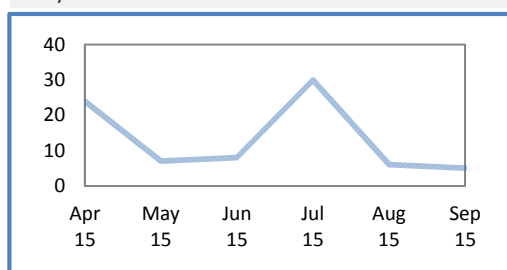
Investigations of environmental offences



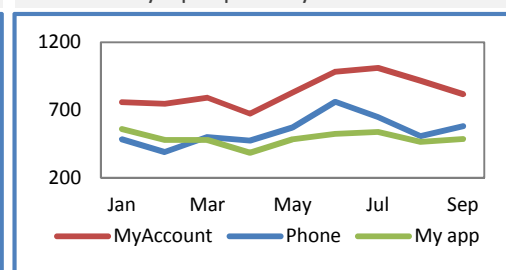
Progress and status to date

Ref	Indicator	Target	Jul-15	Aug-15	Sep-15
CG01	Number of fly-tip incidents reported	1208	2191	1897	2228
CG01a	Number of fly-tips incidents confirmed		1922	1612	1855
CG02	% fly-tips cleared in 48 hours	80	77.9	72.5	70.8
CG03	Fly-tip reports by staff or contractor		34	12	22
CG04	Environmental (All) FPN issues	83	93	37	63
CG06	Investigations of env. offences		14	11	14
CG07	Successful prosecutions for env. Off.		16	0	18
CG07a	Total prosecutions to date		27	27	45
CG08	Duty of care visits		30	6	5
CG08a	Total 'duty of care visits' to date		666	672	677
CG10	No. fly tip reports (Contact Centre)		2193	1887	1882
CG11	Total followers on DMWCroydon		242	243	258
CG12	Total Community Champion reg.		234	233	262

Duty of Care visits



Customer fly-tip reports by channel



Highlights this period

- ❖ Fly-tip reporting to the contact centre remained at about same level as last month with the majority of reports (70%) made electronically
- ❖ There were a further 18 successful prosecutions in September for various environmental offences with fines and costs awarded totalling £5,886
- ❖ There were five further community clear-ups: Ambassador House, Thornton Heath (10 bags), Selsdon Woods (40 bags), Public Right of Way 585 and surrounding area in Shirley (6 bags) and a total of 1.5 tonnes were cleared from two clear-ups of alleyways in Bensham Lane and Pollards Hill South

Top issues and risks

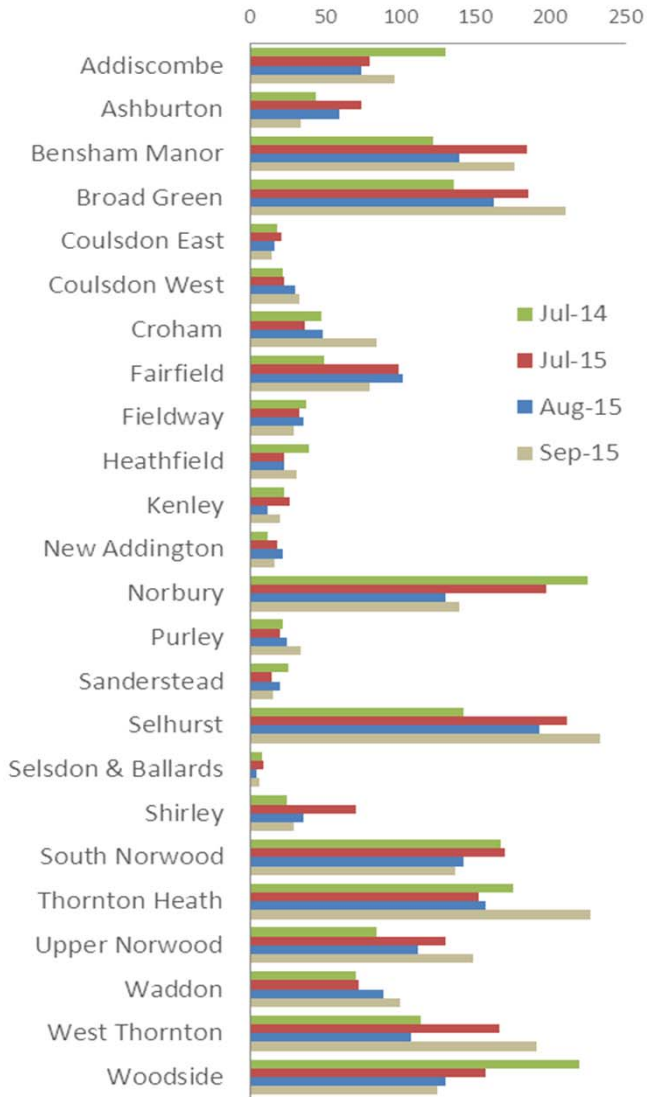
- ❖ The number of fly-tip reports for September remains significantly above target and higher than the same period last year (up by 15%)
- ❖ Clearance rates (within 48 hours) have continued to fall his month and the council is working with Veolia to address this and ensure that the service is returned to target levels
- ❖ More responsive removal services may encourage more fly-tipping - this risk is being managed through enforcement action.

Focus for future action

- ❖ Continue to promote the 'Don't Mess with Croydon' campaign - Council is seeking to sign up all shops and businesses
- ❖ Review street cleaning and street bin provision to focus on the fly-tip hot spots and district centres
- ❖ 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

Ward data

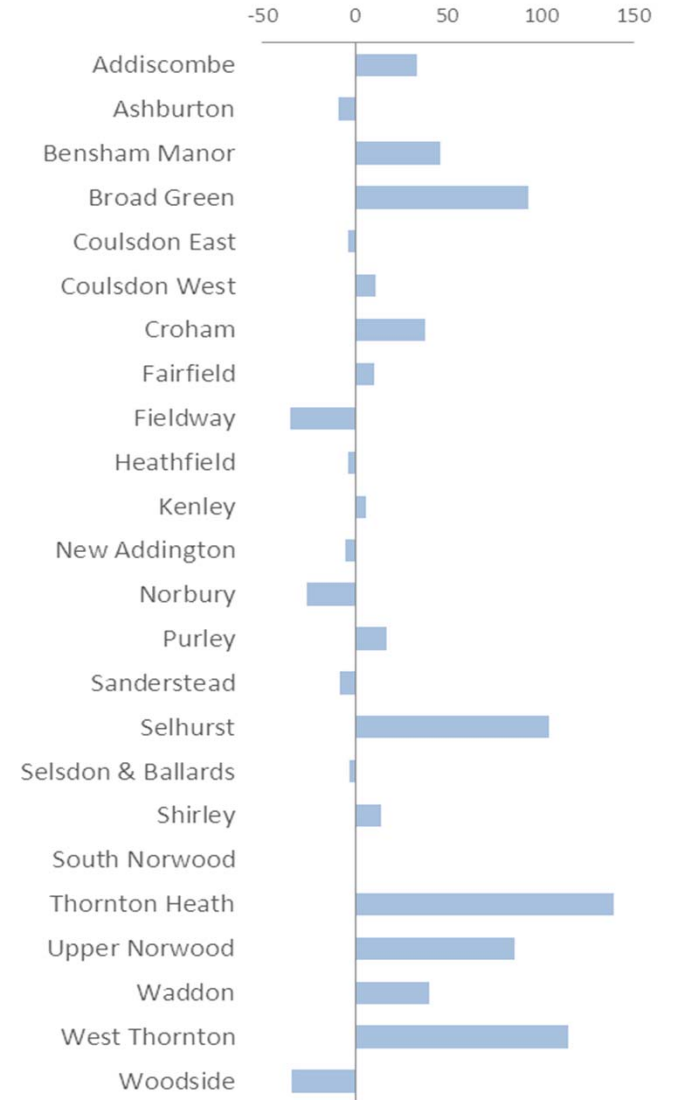
Number of fly-tip reports



Change in fly-tip incidents from last period / this period

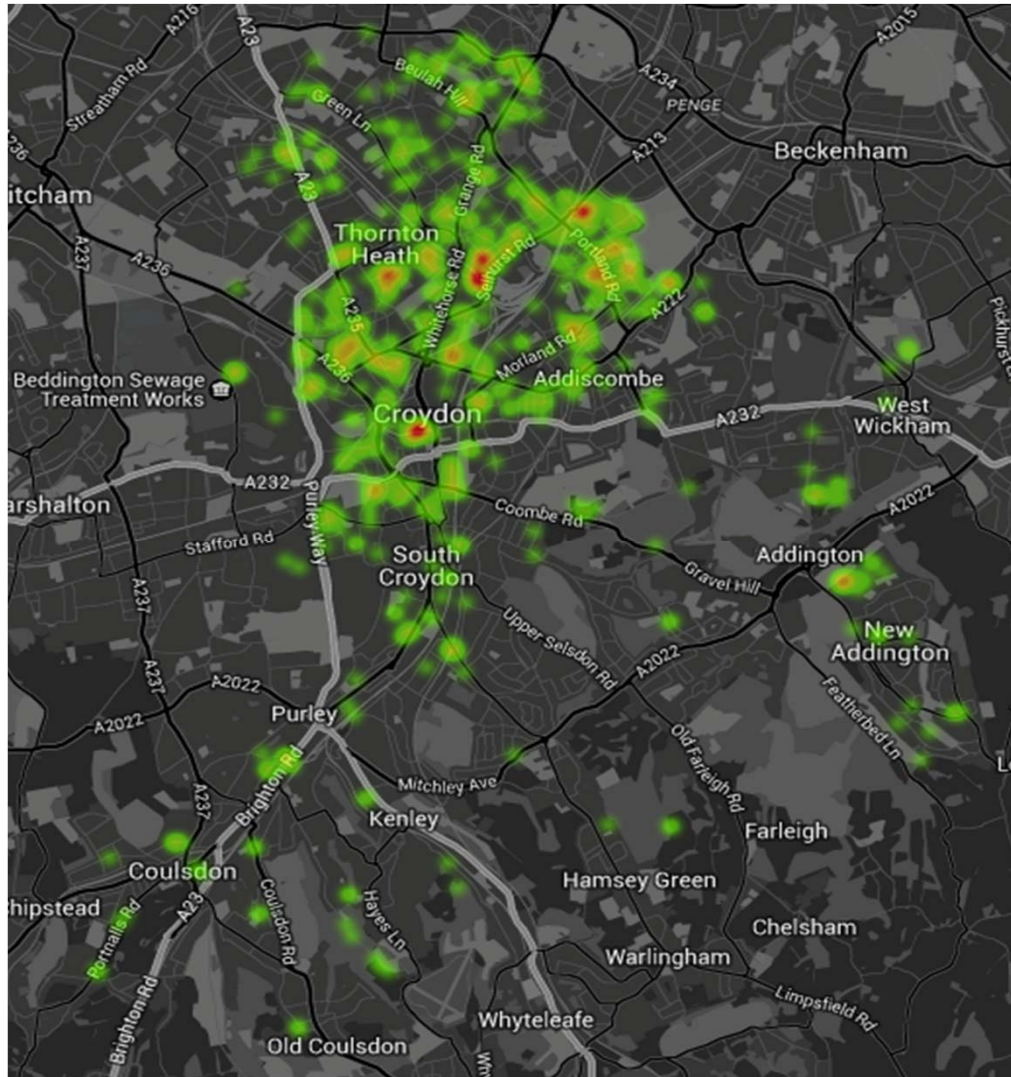
Ward	Number	%
Addiscombe	22	30%
Ashburton	-25	-42%
Bensham Manor	37	27%
Broad Green	48	30%
Coulsdon East	-2	-13%
Coulsdon West	3	10%
Croham	36	75%
Fairfield	-22	-22%
Fieldway	-6	-17%
Heathfield	8	35%
Kenley	8	67%
New Addington	-6	-27%
Norbury	9	7%
Purley	10	42%
Sanderstead	-5	-25%
Selhurst	40	21%
Selsdon & Ballards	2	50%
Shirley	-6	-17%
South Norwood	-5	-4%
Thornton Heath	70	45%
Upper Norwood	37	33%
Waddon	11	12%
West Thornton	84	79%
Woodside	-5	-4%

Change in reports (Sep 14 - Sep 15)



Heat maps

Aug-15



Sep-15

