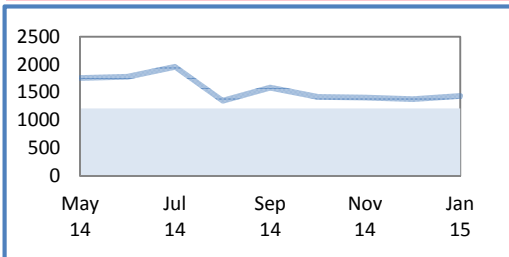
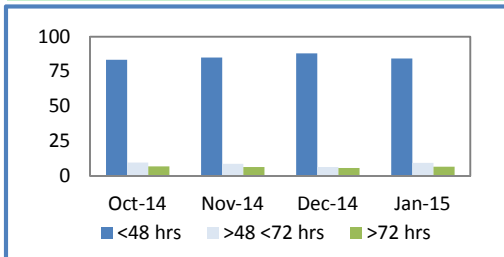


KPIs - Education, Enforcement and Ease of use

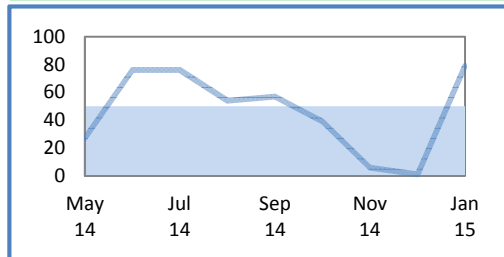
Number of confirmed fly-tips reports



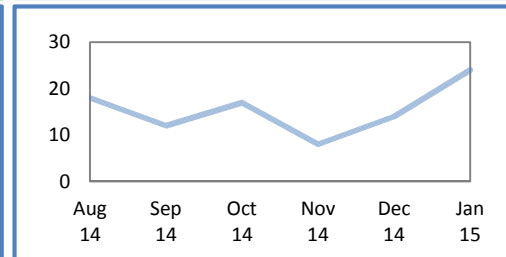
% Fly-tips cleared in target time



Environmental (all) FPNs issued



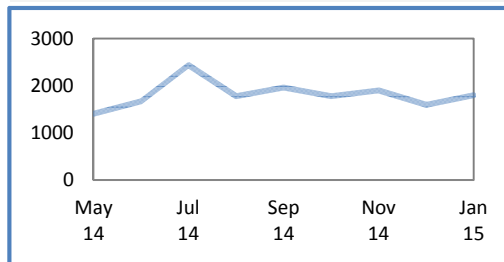
Investigations of environmental offences



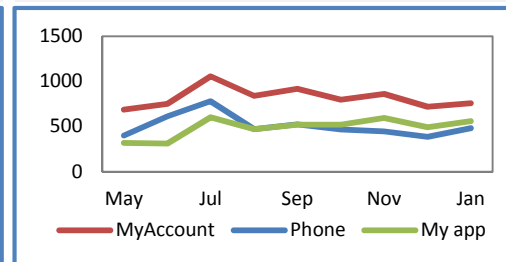
Progress and status to date

Ref	Indicator	Target	Nov-14	Dec-14	Jan-15
CG01	Number of fly tips reported	1208	1405	1376	1435
CG02	% fly-tips cleared in 48 hours	80	85.1	87.9	84.3
CG03	Fly-tip reports by staff or contractor	6	6	83	
CG04	Environmental (All) FPN issues*	50	6	1	79
CG06	Investigations of env. offences	8	14	24	
CG07	Total no. of successful prosecutions	1	1	1	
CG08	Total duty of care visits completed	247	386	475	
CG09	Street cleanliness (TBD)				
CG11	Total followers on DMWCroydon	144	153	164	
CG12	Total Community Champion reg.	127	132	184	

Customer fly-tip reports (all channels)



Customer fly-tip reports by channel



Highlights this period

- ❖ Significant increase in the number of reports by Council and Veolia staff
- ❖ The number of FPNs was significantly increased in January from the low point the previous month
- ❖ The Muslim Association held their annual Town Centre clean-up on 1 Jan and 3 further clean-ups took place at Park Hill, Grove road and Frant Road last month
- ❖ Significant increase in number of community champion registrations.

Top issues and risks

- ❖ Although there has been a reduction in fly-tipping from peak in July the number of fly-tips across the Borough continues to be very high and remains above target
- ❖ Recycling rates for last quarter are lower than same period last year
- ❖ More responsive removal services may encourage more fly-tipping - this risk is being managed through effective enforcement action
- ❖ Review frequency of street cleaning, bin emptying and bulky waste collections – longer term implications to be considered as part of budget process for 2015-16.
- ❖ FPNs for fly tipping will no longer be recorded separately from environment FPNs. Evidence for prosecutions require them to be recorded in this way now.

Focus for future action

- ❖ Continue to promote the 'Don't Mess with Croydon' campaign - from early 2015 the Council will be 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
- ❖ Take action to get owners of eyesore' front gardens to get them to tidy up.