

## Corporate Plan Key Performance Indicators Q2 2021/22

## Environment Overview &amp; Scrutiny Committee

Priority No:	Action:	Status:
<b>A clean and sustainable environment 2</b>	Deliver the 'Big Clean' programme and maintain higher street standards.	
<b>A clean and sustainable environment 3</b>	Continue to innovate our approach to waste management to build on our strengths and maximise commercial and other opportunities.	
<b>A clean and sustainable environment 5</b>	Work proactively with Environment SK to deliver high quality services and maximise commercial opportunities.	
<b>A clean and sustainable environment 6</b>	Work with the Lincolnshire Waste Partnership to reduce waste and further improve recycling.	
<b>A clean and sustainable environment 7</b>	Recognise the changes in environmentally friendly modes of transport and seek to work with others to adapt required infrastructure.	
<b>A clean and sustainable environment 8</b>	Explore opportunities to build on the success of the food waste pilot and ensure the service is sustainable.	

<b>KPI ID :</b>	<b>A Clean &amp; Sustainable Environment 2</b>						
<b>Status History :</b>	Q4 2020/21		Q1 2021/22		Q2 2021/22		
<b>Action :</b>	Deliver the 'Big Clean' programme and maintain higher street standards.						
<b>Responsible Post :</b>	The Deputy Leader of the Council and Director of Commercial and Operations				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Maintain the higher street standard.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>	2020/21	Q1 2021/22	<b>Q2 2021/22</b>
Percentage of streets that meet clean streets standard.	90%	Year End 2021/22	0				
<p><b>Commentary :</b> The Big Clean team continue to operate along with routine street cleansing across the district to maintain the higher street standard. Monitoring of the higher street standard across the district has been impacted by staffing levels and reprioritisation during the pandemic meaning that monitoring data is unavailable.</p> <p>Options for moving this refreshing this measure have been considered in the Key Performance Indicator Review and an alternative measure proposed.</p>							

<b>KPI ID :</b>	<b>A Clean &amp; Sustainable Environment 3</b>						
<b>Status History :</b>	Q4 2020/21		Q1 2021/22		Q2 2021/22		
<b>Action :</b>	Continue to innovate our approach to waste management to build on our strengths and maximise commercial and other opportunities.						
<b>Responsible Post :</b>	The Deputy Leader of the Council and Director of Commercial and Operations				<b>Measured :</b>	Quarterly & Annual	
<b>What does Success Look Like :</b>	Continuing to develop our offer beyond statutory minimums.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>	2020/21	Q1 2021/22	<b>Q2 2021/22</b>
Number of garden waste bins.	36,252	Year End 2021/22	36,765				
% Growth	1% growth in year	Year End 2021/22	3.55%				
Commercial waste income.	£30k	Annual	-				
<b>Commentary :</b>	<p>The garden waste service continues to be extremely popular with the vast majority of customers renewing for 2021/22 and new customers joining the service. The number of garden waste service is well on course to meet the targets.</p> <p>Commercial waste business has recovered well following business related Covid-19 restrictions and positive new customer growth continues, However Commercial waste income is will not be included in the public reporting until figures are confirmed at year end. The KPI review document recommends removing this from the pool of indicators and instead tracking customer numbers.</p>						

<b>KPI ID :</b>	<b>A Clean &amp; Sustainable Environment 5</b>						
<b>Status History :</b>	Q4 2020/21		Q1 2021/22		Q2 2021/22		
<b>Action :</b>	Work proactively with Environment SK to deliver high quality services and maximise commercial opportunities.						
<b>Responsible Post :</b>	Cabinet Member for Housing & Property and Director of Commercial and Operations					<b>Measured :</b>	Quarterly
<b>What does Success Look Like :</b>	High performing and commercially successful company.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>	2020/21	Q1 2021/22	Q2 2021/22
Compliments.	Maintain or improve on the baseline.	Year End 2021/22	1				
Complaints.	Maintain or improve on the baseline.	Year End 2021/22	6				
ESK positive and consistent growth.	Net financial benefit to SKDC - £48k (General Fund/SEA) vs previous contract	Year End 2021/22	£41,100				
<b>Commentary :</b> We have achieved Green Flag status at both Wyndham and Queen Elizabeth Parks. Queen Elizabeth has been successful at the first time of application. We continue to work closely with Environment SK to ensure our grounds maintenance is delivered to a standard befitting green flag parks and generally to ensure commercial opportunities are met.							
Very few complaints or compliments are received by South Kesteven directly concerning the provision of this service. It is expected these would be dealt with by the company itself. There is a proposal to reframe this action within the Key Performance Indicator review focusing on more effective measures of success.							

<b>KPI ID :</b>	<b>A Clean &amp; Sustainable Environment 6</b>						
<b>Status History :</b>	Q4 2020/21		Q1 2021/22		Q1 2021/22		
<b>Action :</b>	Work with the Lincolnshire Waste Partnership to reduce waste and further improve recycling.						
<b>Responsible Post :</b>	The Deputy Leader of the Council and Director of Commercial and Operations				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	LWP wide success in improving Lincolnshire's waste performance.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>	Q3 2020/21	Q4 2020/21	<b>Q1 2021/22</b>
Residual waste tonnes per 1000 households.	45 t/1000 households	Year End 2021/22	Q1 - 43.66				
Contribution to increasing the proportion of recycling, as set out in the LWP strategy.	42.5%	Year End 2021/22	Q1 - 42.63%				
Reduced non-target recyclable materials in the recycling stream.	30%	Year End 2021/22	Q1 - 31.19%				
<p><b>Commentary :</b> Full data for Q2 is not available as some elements of the data are provided by LCC and provided 3 months in arrears</p> <p>The Covid-19 pandemic has effected waste and recycling habits. This was further impacted by the different operating arrangements within Lincolnshire County Council's Household Waste and Recycling Centres. It appears that these impacts are stabilising as habits gradually return to normal.</p> <p>The Lincolnshire Waste Partnership continue to work together to seek to promote the principles of the waste hierarchy to 'reduce, reuse, recycle and recover (energy from waste)'. Additionally current performance is underpinned by strong green waste collection performance which is anticipated to continue into quarter 3.</p> <p>The non-target recyclable materials in the recycling stream figures for Q1 were within the statistical confidence/error margin but have been listed as Amber due to the importance of reducing this figure beneath 30%</p>							

<b>KPI ID :</b>	<b>A Clean &amp; Sustainable Environment 7</b>						
<b>Status History :</b>	Q4 2020/21		Q1 2021/22		Q2 2021/22		
<b>Action :</b>	Recognise the changes in environmentally friendly modes of transport and seek to work with others to adapt required infrastructure.						
<b>Responsible Post :</b>	Cabinet Member for Housing & Property and Director of Commercial and Operations				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Understanding of demand for Electric Vehicle Charging Points and other infrastructure requirements.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>	2020/21	Q1 2021/22	<b>Q2 2021/22</b>
Number of EVCPs in South Kesteven.	Milestones As identified in climate change action plan.	Year End 2021/22	Y				
<b>Commentary :</b>							
<p>In 2020/21 six electric vehicle double charging points (enabling charging of 12 individual vehicles at one time) were installed. The points, provided by SKDC in car parks in the towns of the district, will prove a useful asset as more and more residents transition towards electric vehicles. It is estimated that for the first two quarters of 2021/22 90,563 miles have been generated, equating to a reduction of 17.5 tonnes of carbon emitted.</p> <p>Following review it is suggested that this measure is reframed to demonstrate the carbon impact of installing the charging points.</p>							

<b>KPI ID :</b>	<b>A Clean &amp; Sustainable Environment 8</b>						
<b>Status History :</b>	Q4 2020/21		Q1 2021/22		Q2 2021/22		
<b>Action :</b>	Explore opportunities to build on the success of the food waste pilot and ensure the service is sustainable.						
<b>Responsible Post :</b>	The Deputy Leader of the Council and Director of Commercial and Operations				<b>Measured :</b>	Quarterly	
<b>What does Success Look Like :</b>	Continuation of the food waste pilot area collection.						
<b>Measure</b>	<b>Target</b>	<b>Target Period</b>	<b>Achieved</b>	<b>Status History</b>	2020/21	Q1 2021/22	<b>Q2 2021/22</b>
Food waste tonnes collected.	Deliver service in line with outcomes from review.	Year End 2021/22	66 Tonnes				
<p><b>Commentary :</b> Following a review, Cabinet approved the continuation of the food waste collection in the previous trial area until at least March 2022. The food waste service remains well used with participation levels on the food waste round continuing to be very strong.</p> <p>Plans to continue the service into 2022/23 are being considered within the current budget round and as such are subject to the broader financial pressures the Council faces.</p> <p>DEFRA have not yet confirmed the outcomes of the consultation exercise considering mandatory food waste collections nationally.</p>							