

Committee(s)	Dated:
Port Health and Environmental Services	16/03/2021
Subject: Amendment to KPI TPR 11 of the DBE Business Plan 2021/22	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Jon Averbs, Acting Director of the Built Environment	For Decision
Report author: Jim Graham, Assistant Director of Cleansing	

Summary

This report recommends an increase to the target for Key Performance Indicator Transportation and Public Realm 11 (KPI TPR 11) from the Department of the Built Environment Business Plan 2021/22, which measures the "Percentage of City land that has unacceptable levels of litter, detritus, graffiti and flyposting". The current KPI target is that no more than 2% of City land has unacceptable levels of litter, detritus, graffiti and flyposting. Following the reduction in cleansing resources agreed in January 2021 that will take effect in from April 2021, officers recommend that the target be amended in line with neighbouring boroughs so that no more 5% of City land has unacceptable levels of litter, detritus, graffiti and flyposting.

Recommendation

Members are recommended to:

- Agree the revised corporate target for KPI TPR 11 in the DBE Business Plan 2021/22 from 2% to 5%.

Main Report

Background

1. In January 2020 this committee agreed the Business Plan for the Department of the Built environment that contained a suite of Key Performance Indicators (KPIs) to monitor the performance of the department. KPI TPR 11 monitors the "Percentage of City land that has unacceptable levels of litter, detritus, graffiti and flyposting with the aim of bring this down to less than 2%".
2. The Cleansing Service has measured this KPI for the last 15 years. It has been a key tool in measuring and driving the effectiveness of the enhanced services that the City of London Corporation has expected from its street cleansing contractor.

- KPI TPR 11 is currently measured independently by Keep Britain Tidy (KBT). KBT currently carry out 300 transect (each approximately 50m of street) surveys two time a year. They are carried out by trained surveyors who are quality assured to ensure that they are working in line with UK Government assessment guidance. More information on the grading system can be found in Appendix 1. KBT surveyors observe transects from the perspective of the public and observe the effectiveness of all the services provided to maintain a good standard of Local Environmental Quality, as well as cleanliness indicators and the condition of street infrastructure.

Current Position

- Following the Budget Proposals and Service Changes report and the subsequent reduction in resources from April 2021 agreed by this committee in January 2021 there will be a significant step change in the way that cleansing services are provided. This will lead to a reduction in scheduled street cleaning and move the service to a more reactive position, with response times to all jobs being longer. Whilst officers believe this reduction in service will still achieve the minimum standards set out in the Environmental Protection Act 1990 (EPA 1990), as detailed in the savings report they do not believe that the 2% target for KPI TPR 11 will remain realistic.

Proposals

- By comparing results with neighbouring boroughs, the City has historically achieved significantly better survey scores. The service changes agreed are likely to bring these scores in line with neighbouring boroughs. Officers recommend that this target is changed from no more than 2% unacceptable areas to no more than 5% unacceptable areas. This is in line with the neighbouring boroughs as shown in the table in the Key Data section below.

Options

- This KPI is used as part of the performance data against which the contractor, Veolia, is assessed. Therefore, it is important that the target is fair and achievable. Members could keep the target at its current level, but it is highly unlikely that this would ever be achieved with the reduced resources from April 2021. Officers believe that 5% represents a high standard and achievable target which will still push Veolia to provide the standards expected. Should the revised target prove too lenient it can be revised lower at a future date.

Key Data

	Litter	Detritus	Graffiti	Flyposting	Overall	
2018/19	2.1%	0.61%	1.33%	0.78%	1.21%	City of London
2018/19	3.23%	2.42%	5.08%	0.74%	2.87%	Neighbour A
2018/19	3.8%	6.33%	6.21%	2.09%	4.61%	Neighbour B
2019/20	0.94%	0.28%	1.66%	0.39%	0.82%	City of London

2019/20	3.07%	3.33%	7.04%	1.64%	3.77%	Neighbour A
2019/20	5.28%	5.26%	3.43%	7.92%	5.47%	Neighbour B
2020/21	1.17%	0%	2.83%	0.5%	1.13%	City of London
2020/21	5.26%	2.12%	7.54%	2.82%	4.44%	Neighbour A
2020/21	4.72%	2.85%	14.24%	4.86%	6.67%	Neighbour B

Corporate & Strategic Implications

7. Strategic implications. KPI TPR 11 monitors activity that relates to outcome twelve of the Corporate Plan, that our spaces are secure, resilient and well maintained. Whilst there will be reduction in standards, as detailed above our spaces will continue to be maintained to the statutory standards and in line with our neighbouring central boroughs. Officers will endeavour to ensure that any visible deterioration from the current exceptionally high standards is kept to a minimum.
8. There are no additional Financial, Resource, Legal, Equalities, Risk, Climate or Security implications in this proposal to amend the KPI TPR 11 target. The implications relating the impact of the reductions were detailed in the Service Changes and Budget Proposals report that was agreed by this committee in January 2021.

Conclusion

9. Following the Service Changes and Budget Proposals report that was agreed by this committee in January 2021 there will be a considerable step change in the way that cleansing services are provided, with a significant reduction in cleansing resources from April 2021. It is therefore necessary to amend the target for KPI TPR 11 "Percentage of City land that has unacceptable levels of litter, detritus, graffiti and flyposting with the aim of bring this down to less than 2%". Officers recommend that the target be increased to 5% in line with neighbouring boroughs.

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Appendix 1 - Street Cleansing NI 195 Grading

Grades of cleanliness

The graded standards shown below are as defined in the original Code of Practice on Litter and Refuse issued under section 89(7) of the Environmental Protection Act 1990. These four grades also correspond to the scales used by local authorities for recording levels of street cleanliness for best value indicator BV199.

For litter and refuse:

Grade A: No litter or refuse

Grade B: Predominately free of litter and refuse apart from some small items

Grade C: Widespread distribution of litter and/or refuse with minor accumulations

Grade D: Heavily affected by litter and/or refuse with significant accumulations

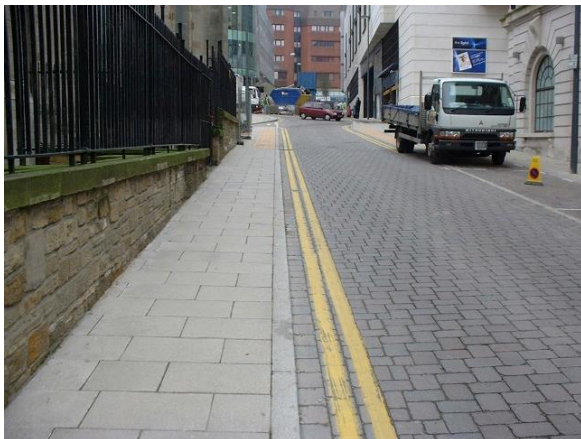
For detritus (to be removed on metalled highways and recommended to be removed on all hard surfaces):

Grade A: No detritus

Grade B: Predominately free of detritus except for some light scattering

Grade C: Widespread distribution of detritus with minor accumulations

Grade D: Heavily affected by detritus with significant accumulations



GRADE A - no litter or refuse



GRADE B - predominantly free of litter and refuse except for some small items



GRADE C - widespread distribution of litter and refuse, with minor accumulations



GRADE D - heavily littered, with significant accumulations