

Action Key		PI Key	
	Cancelled		Alert - > 10% off target
	Overdue		Warning - < 10% off target
	Some concerns - milestone(s) missed		OK - on or above target
	In Progress		Unknown
	Complete		Data Only



Environment Committee Performance Scorecard 2022/23

Projects and Actions

Actions 0 4 6

Perdiswell landscaping Phase 2 - Perdiswell Park

Riverside Park Improvements to maintain and enhance Green Flag status

Public Bin Investment Programme

Green Flag for Astwood & St John's

Waste and Recycling Collection Review

New signage across all Worcester City carparks

Ward Level Public Open Space Biodiversity Action Plan

Environmental Sustainability Action Plan (continual review and delivery of actions)

Green Homes Grant Local Authority Delivery Scheme

Tree planting - Queens Green Canopy

Key PIs

PIs 1 5 14 0 2

% of household waste recycled and composted

% of household waste recycled

% of household waste composted

Residual household waste collected per household (kg)

Total amount of household waste collected per household (kg)

Number of missed collections reported by customers

% animal fouling cleared within time

% of street litter cleared within time

% of street detritus and weeds cleared within time

% of poor grass maintenance cleared within time

% overflowing litter / dog waste bins dealt within time

% fly-tipping cleared within time

% of street assessed as Excellent or Acceptable across City Centre Place

No. of street scene assessments the across City Centre Place by grade - Grade A

% of street assessed as Excellent or Acceptable across four Main Place

No. of street scene assessments across 4 Main Places by grade - grade A

Annual

Carbon Emissions

Satisfaction with street cleansing

Satisfaction with rubbish collection and recycling

Satisfaction with parks and play areas

**Environment Committee
Performance Report**





Environment Projects & Actions 2022/23



Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed



Perdiswell landscaping Phase 2 - Perdiswell Park	
<p>The Principal Contractor was appointed in May and work commenced with site clearance operations to remove redundant golfing structures. Initially work focused on meadow creation by cutting the existing grass, harrowing, seeding with grass and wildflower seeds, and rolling the ground. This was followed by the creation of four bee banks and 3 hibernacula. The final bee bank was completed during filming of the project by Natural Networks in June. Approximately one third of the new footpath construction has been carried out. The completion of this phase of the scheme is expected in July and will include seating and the installation of bird/bat boxes. Non-native species will be cleared in the autumn once the bird nesting season has ended. Extensive tree and shrub planting will be implemented in November/December.</p> <p>The main tasks are planned to finish by the end of December however there will be a period of maintenance by the contractor until Summer 2023.</p>	Sponsor Sandra Green
	Due Date 30-Nov-2022
	Original Due Date 31-Jul-2019
	Current Status
	Expected Outcome



Riverside Park Improvements to maintain and enhance Green Flag status	
<p>Riverside signage and waymarking: In the last quarter the design and material for the floor tiles has been agreed in consultation with Worcestershire Highways and manufacture has commenced. The totem structures have been fabricated and are ready for the application of the graphic designs once approved. The graphic designs for the two faces and two ends have been developed to provide a consistent approach but is bespoke to each totem. Content includes a plan of the park with directions and walking/cycling routes; historical and biodiversity interest; and health and wellbeing</p>	Sponsor Sandra Green
	Due Date 30-Nov-2022
	Original Due Date 30-Sep-2020
	Current Status
	Expected Outcome



<p>information. Images for the totems have been provided from many sources both within and external to the City Council. It is anticipated that all signs will be complete and available for delivery by the end of July. A procurement exercise for the installation of the totem footings will be carried out in July.</p> <p>Treatment to control stands of Japanese Knotweed identified along the riverbanks in 2021 has continued in accordance with the consent given by the Environment Agency. Another application of herbicide was carried out by a specialist contractor in June 2022. A further treatment and stem clearance is planned for 2022-23.</p>	
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Public Bin Investment Programme	
<p>The Council's Minor Works Unit started laying concrete foundations for the new bins in May. Of the 112 locations requiring bases, 43 have been installed during May and June.</p> <p>The order for the Phase 2 bin units was placed in May. A delivery schedule was agreed with the first load due in mid-July with bin installations scheduled to follow straight away.</p> <p>The project is on course to be completed ahead of schedule.</p>	Sponsor Sandra Green
	Due Date 31-Mar-2025
	Original Due Date 31-Mar-2025
	Current Status 
	Expected Outcome 



Green Flag for Astwood & St John's	
<p>Inspection has been undertaken and awaiting results imminently, should be within July 2022</p>	Sponsor Sandra Green
	Due Date 31-Aug-2022
	Original Due Date 31-Mar-2021
	Current Status 
	Expected Outcome 

Waste and Recycling Collection Review	
<p>Informal consultation has been undertaken with staff focus group.</p> <p>Re-routing and modelling of the collections to be undertaken as next phase.</p>	Sponsor Sandra Green
	Due Date 31-Mar-2023
	Original Due Date 31-Mar-2023
	Current Status 
	Expected Outcome 

New signage across all Worcester City carparks		
<p>Currently liaising with Corporate Policy and Strategy to ensure designs meet EIA requirements and corporate image and will include details of the new electric vehicle (EV) chargers/tariffs.</p> <p>Slight delay in implementation whilst the changes to the Carparking Order are made to accommodate future proofing of EV charging/parking charges.</p> <p>Carpark order to be signed off by August with implementation of signage in next quarter.</p>	Sponsor	Sandra Green
	Due Date	01-Sep-2022
	Original Due Date	01-Sep-2022
	Current Status	
	Expected Outcome	

Ward Level Public Open Space Biodiversity Action Plan		
<p>A review of the management plans and practices for Council maintained land is being commissioned.</p> <p>We are currently evaluating additional grassed areas to ensure biodiversity is enhanced, taking independent advice to create more wildflower meadows/roadside verges and will be working with the WEG and Ward members to achieve this.</p>	Sponsor	Sandra Green
	Due Date	31-Mar-2023
	Original Due Date	31-Mar-2023
	Current Status	
	Expected Outcome	

Environmental Sustainability Action Plan (continual review and delivery of actions)		
<p>A detailed update report was presented to Environment Committee in June 2022.</p>	Sponsor	David Sutton
	Due Date	31-Mar-2022
	Original Due Date	31-Mar-2022
	Current Status	
	Expected Outcome	



Green Homes Grant Local Authority Delivery Scheme		
<p>Delivery continues on Phase 1B of the scheme, which now runs until 31st August 2022. A total of 72 properties have been upgraded under the scheme so far (20 O/O & 52 Platform properties), with a further 19 in progress. In addition, Platform has also fully funded 25 "infill" properties which were not eligible for the funding as the EPC ratings were already C or above. By the end of August 2022, we anticipate having completed 26 O/O properties and 80 social housing properties under the scheme (an estimated investment of around £700,000 in energy efficiency measures for low-income households).</p> <p>Phase 2 of delivery is also underway. This phase is focused on upgrading low efficiency storage heaters in off-gas flats</p>	Sponsor	Tom Mountford
	Due Date	31-Aug-2022
	Original Due Date	31-Mar-2022
	Current Status	
	Expected Outcome	

and the installation of other measures in homes such as upgraded doors, windows and boiler controls. The target is 80 properties. The Department for Business, Energy and Industrial Strategy (BEIS) has agreed a national extension to this scheme of 25th August. The cut-off date for referrals was 31st March 2022 and we have completed 24 properties, with a view to completing 30 properties by 25th August 2022 (an estimated investment of over £280,000 in energy efficiency measures for low income households).






A further £1million of funding has been awarded to Worcester City Council under the Sustainable Warmth Competition which combines Local Authority Delivery Phase 3 (LAD3) for on-gas properties and Home Upgrade Grant Phase 1 (HUG1) for off-gas properties. The delivery deadline is 31st March 2023. Worcester City's delivery plan has been approved by the Midlands Net Zero Hub; the plan aims to install over 100 measures (with some properties receiving multiple measures). The main measure will be insulation for solid wall properties. Procurement of the contractors has started with the aim of having them in place by 30th September. We will be marketing the scheme concurrently and targeting Lower Layer Super Output Areas (LSOAs) where levels of fuel poverty are above the national average. This way we hope to assist households in those areas where the income may be over the £30,000 cap.

Tree planting - Queens Green Canopy

Currently evaluating areas across the city to increase the green canopy throughout October - April and reviewing previous planting schemes to assess impact and survival rates. Extensive tree and shrub planting will be implemented in November/December at Perdiswell Park as part of the landscaping phase II.

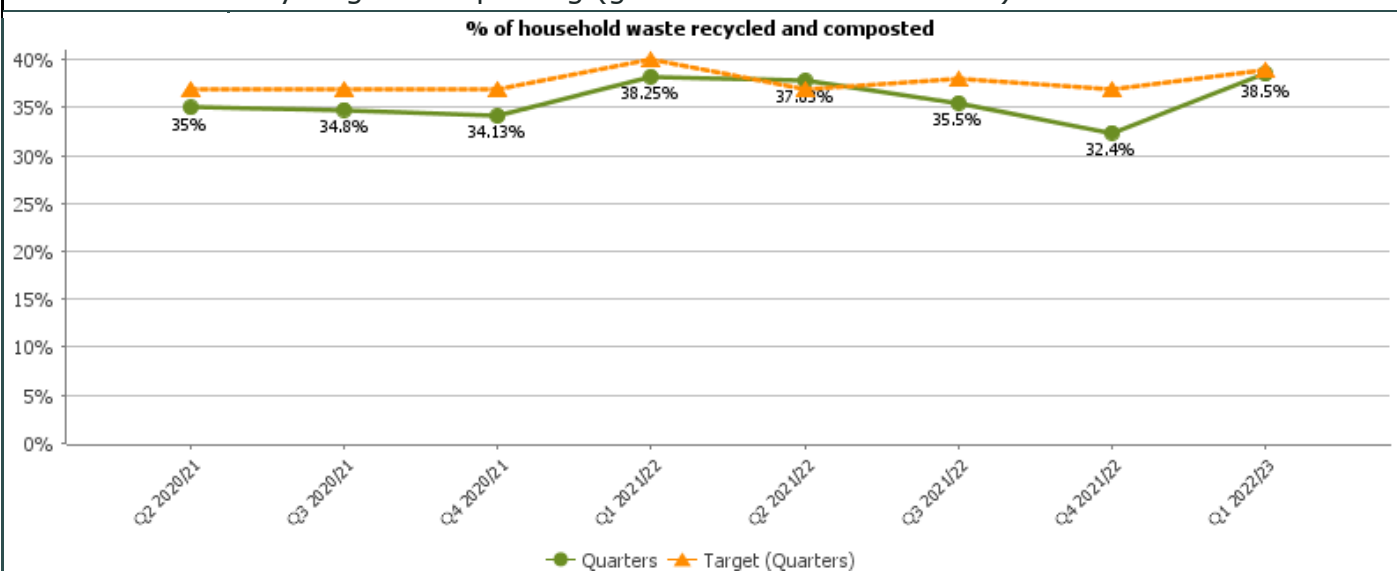
Sponsor	Sandra Green
Due Date	31-Mar-2027
Original Due Date	31-Mar-2027
Current Status	
Expected Outcome	

Environment Key Performance Indicators 2022/23

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

% of household waste recycled and composted

Description: The percentage of household waste collected which has been sent for reuse, recycling or composting (green bins and brown bins)



RAG		Current Value	38.5%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	39%		

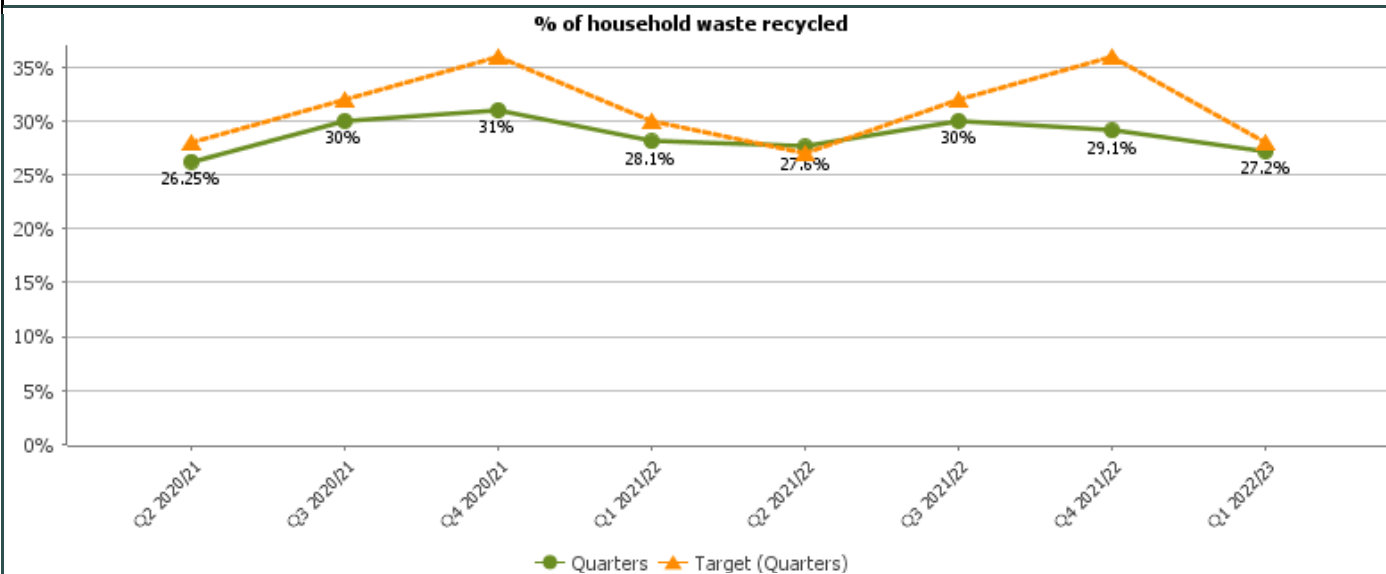
The amount of recyclable and compostable waste collected in Q1 2022-23 decreased by 200 tonnes in total compared to Q1 2021/22.

This figure is tracking the estimated percentage target of 39% and has increased by 0.2% compared with 38.3% in 2021/22.

*Tonnes for June have been estimated as they are not available at the time of reporting.

% of household waste recycled

Description: Percentage of household waste that is sent for recycling through green 'dry recycling' bins only.



RAG ▲	Current Value 27.2%	Sponsor Sandra Green
	Current Target 28%	

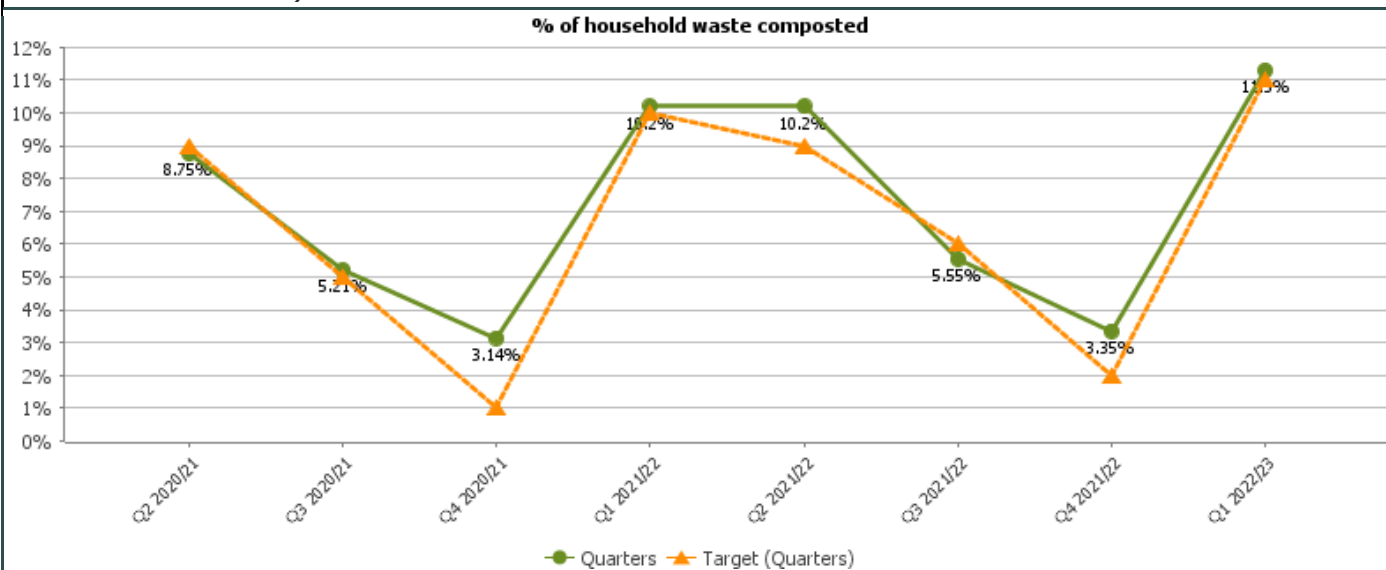
The amount of recyclable waste collected in Q1 2022-23 decreased by 230 tonnes in total compared to Q1 2021/22.

The figure is above the estimated percentage target and has decreased by 0.8% compared with 28% in Q1 2021-22.

*Tonnages for June have been estimated as they are not available at the time of reporting.

% of household waste composted

Description: Percentage of household waste that is sent for composting. This is waste collected from the garden waste collection service and composted (brown bins)



RAG	✔	Current Value	11.3%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	11%		

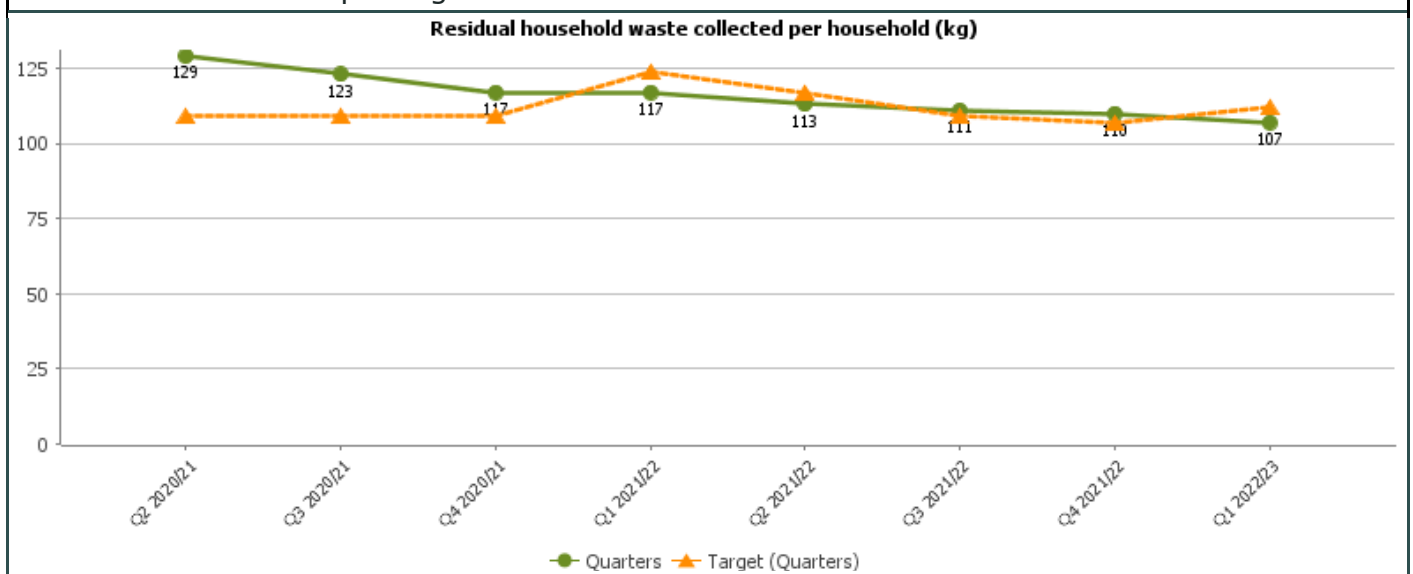
The amount of compostable waste collected has increased by 28 tonnes in the quarter compared to 2021-22, giving a percentage of 11.3% compared to 10.2 % in 2021/22.

There has been an increase in customer numbers with an additional 508 garden waste customers compared to Q1 2021-22.

*Tonnes for June have been estimated as they are not available at the time of reporting.

Residual household waste collected per household (kg)

Description: The household waste collected NOT including waste sent for reuse, recycling or composting



RAG	✔	Current Value	107	Sponsor	Sandra Green
	Aim to Minimise	Current Target	112		

Residual waste decreased by 380 tonnes (compared to Q1 2021/22) decreasing the average kilogrammes of residual waste per property from 117kg in 2021/22 to 107 in Q1 2022/23. This is against an estimated target of 112 kg.

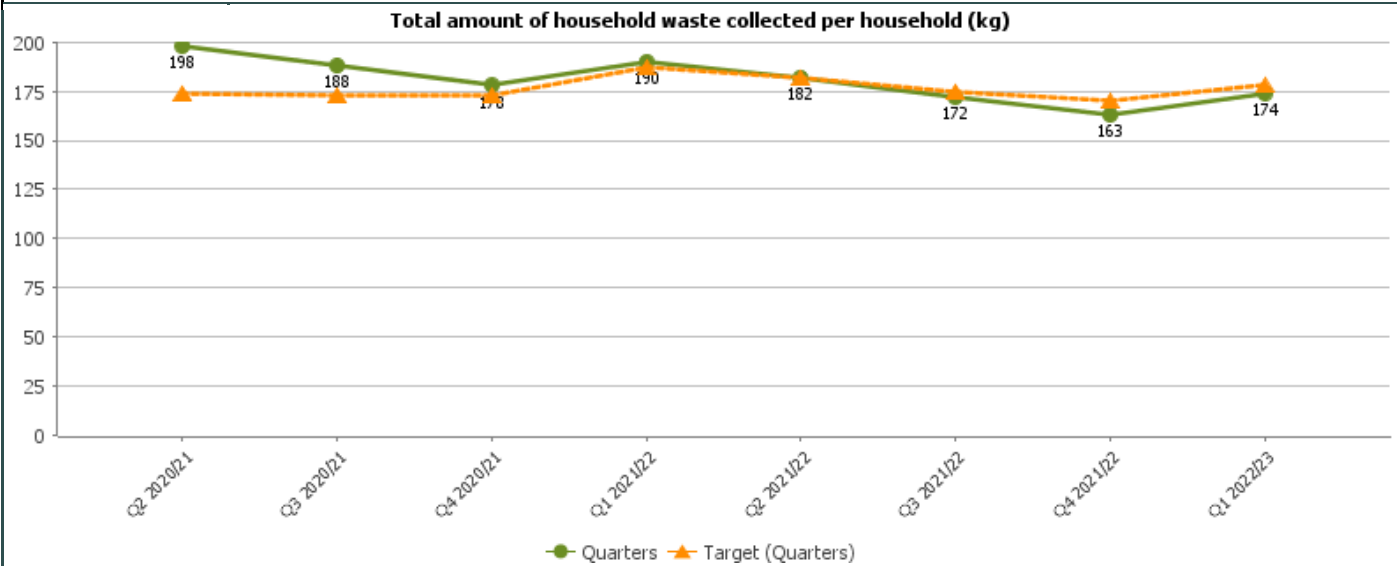
The change in the waste volumes is seen as a direct result of behavioural change driven by the COVID pandemic with previous lockdowns meaning residents spending more time at home and therefore creating additional waste that would normally not have found its way into the domestic collection waste stream.

With Government guidance changing as a return to a more normal way of life continues, the volume of residual waste is decreasing and returning to more normal levels shown before the pandemic. (107kg in Q1 2019-20)

*Tonnes for June have been estimated as they are not available at the time of reporting.

Total amount of household waste collected per household (kg)

Description: The total amount of household waste collected from black, green and brown bins, bulky waste, street sweepings and separately collected recycling (e.g. bring banks)



RAG	✔	Current Value	174	Sponsor	Sandra Green
	Aim to Minimise	Current Target	178		

The total amount of household waste collected decreased by 582 tonnes (compared to Q1 2021/22) decreasing the average kilogrammes of residual waste per property from 190kg in 2021/22 to 174 in Q1 2022/23. This is against an estimated target of 178 kg.

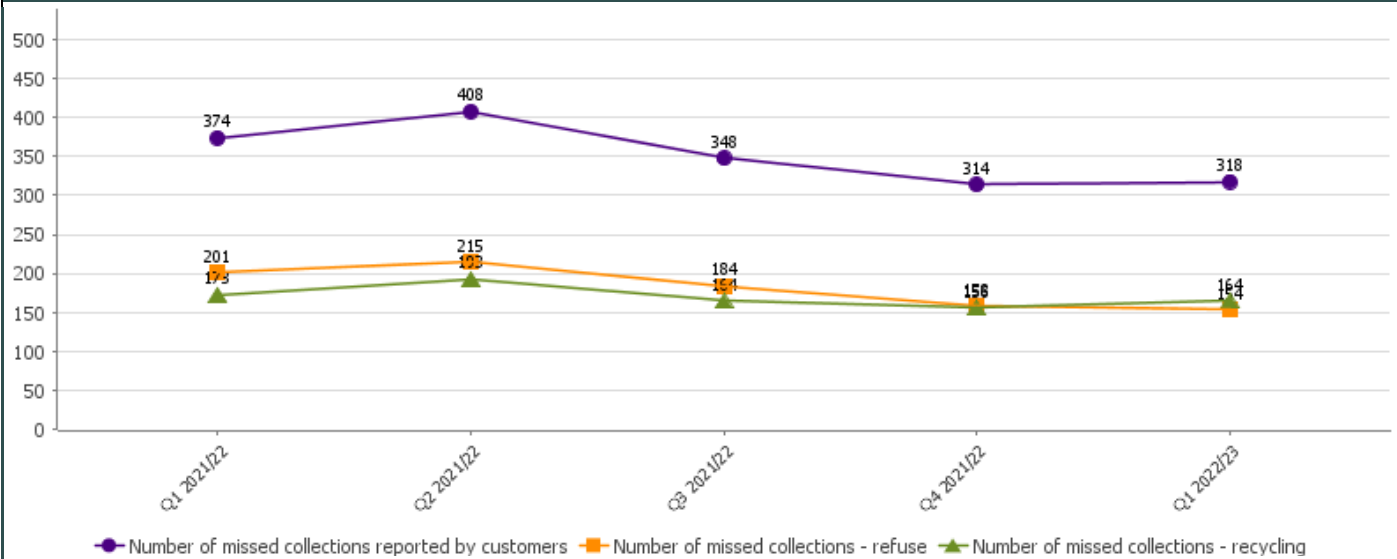
The change in the waste volumes is seen as a direct result of behavioural change driven by the COVID pandemic with previous lockdowns meaning residents spending more time at home and therefore creating additional waste that would normally not have found its way into the domestic collection waste stream.

With Government guidance changing as a return to a more normal way of life continues, the volume of waste is decreasing and returning to more normal levels shown before the pandemic. (175kg in Q1 2019-20)

*Tonnages for June have been estimated as they are not available at the time of reporting.

Number of missed collections reported by customers

Description: Total number of bin collections made that are reported as missed by customers. Broken down to show refuse collection and recycling collection.



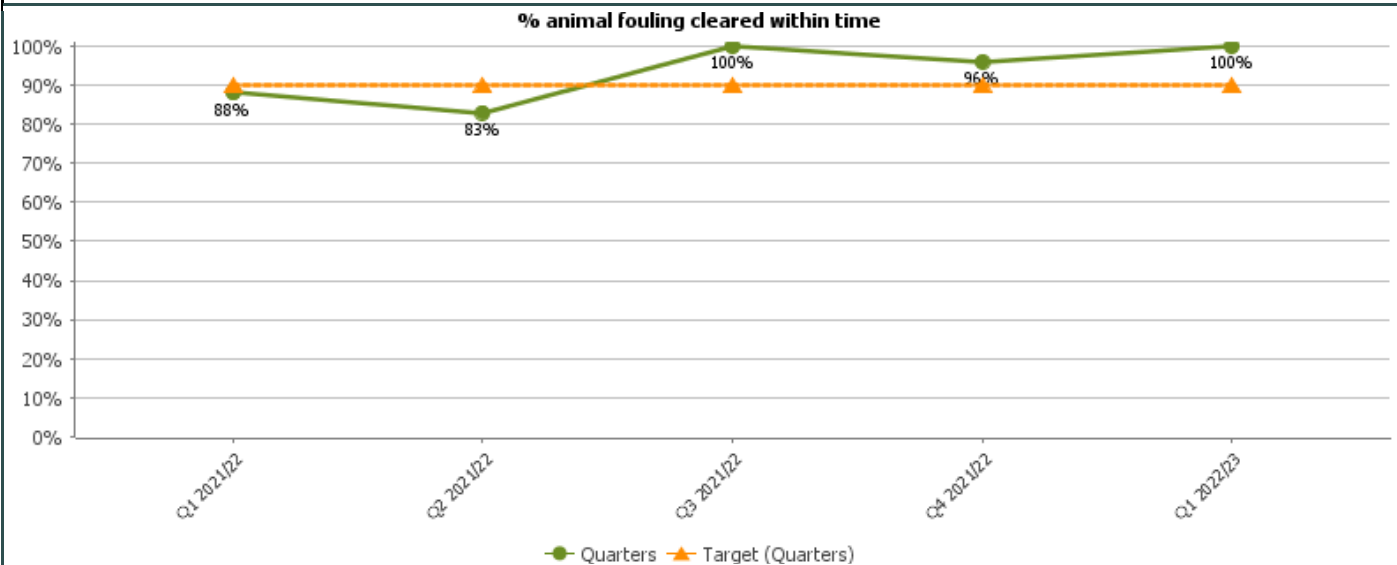
RAG	✔	Current Value	318	Sponsor	Sandra Green
		Current Target	375		
Aim to Minimise					

The number of missed collections is lower than Q1 21/22 for both waste types.

No. of missed refuse collections - 154 (201 in 21/22)
 No. of missed recycling collections - 164 (173 in 21/22)
 Total - 318 (374 in 21/22)

% animal fouling cleared within time

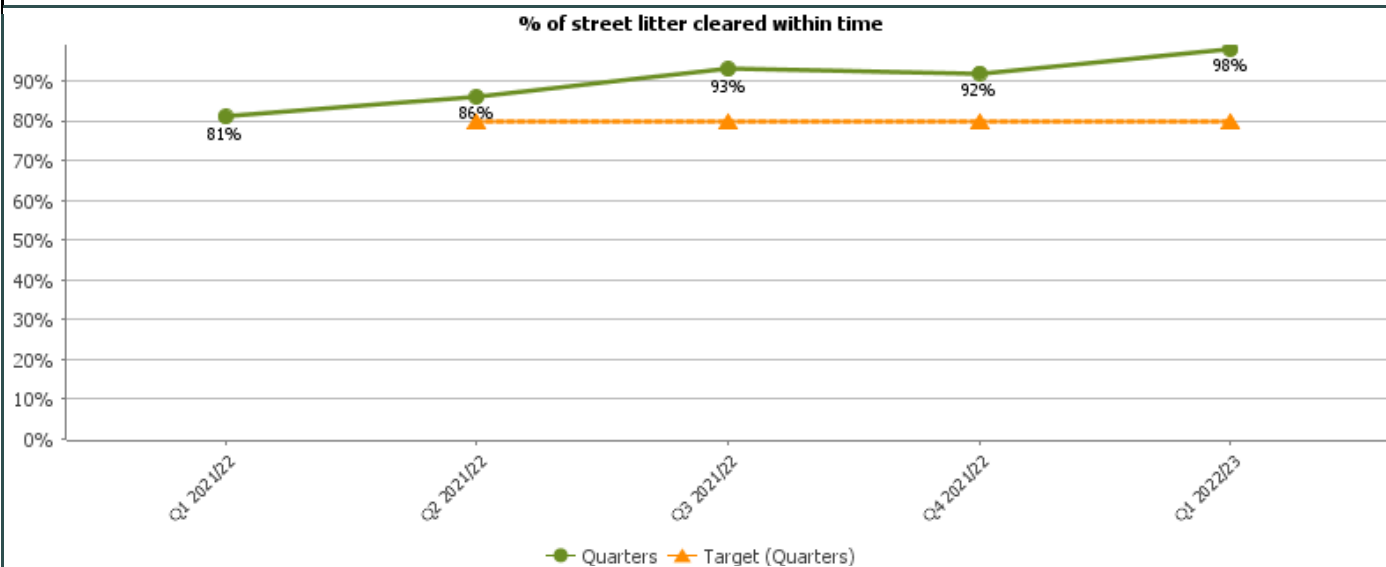
Description: The percentage of incidents of animal fouling reported by customers and cleared within agreed time - 1 working day



RAG	✔	Current Value	100%	Sponsor	Sandra Green
		Current Target	90%		
Aim to Maximise					

% of street litter cleared within time

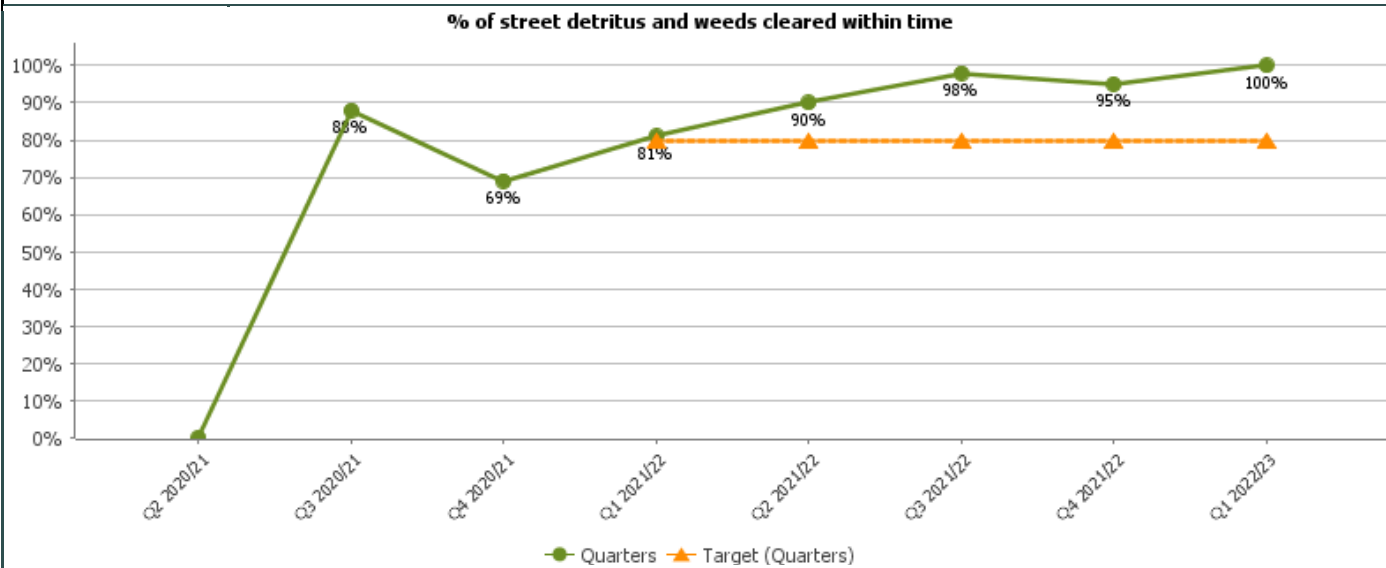
Description: The percentage of incidents of street litter and animal fouling reported by customers and dealt with within the agreed response time of 2 working days



RAG		Current Value	98%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	80%		

% of street detritus and weeds cleared within time

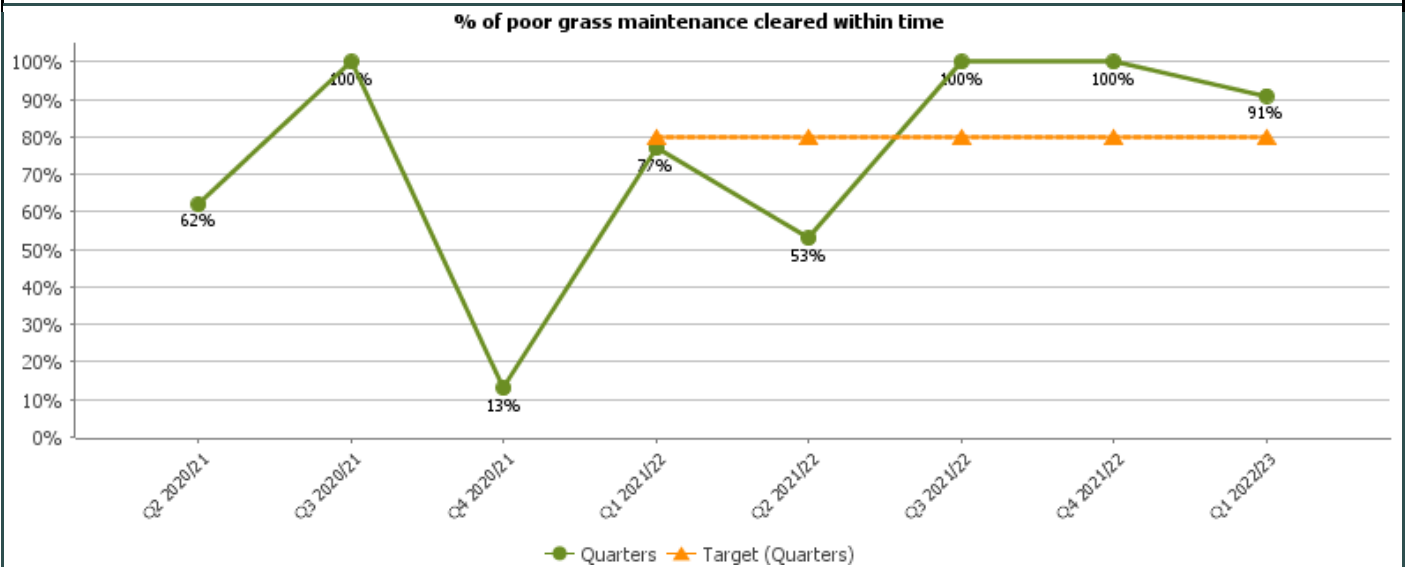
Description: The percentage of incidents of street detritus and weeds reported by customers and dealt with within the agreed response time of 5 working days



RAG		Current Value	100%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	80%		

% of poor grass maintenance cleared within time

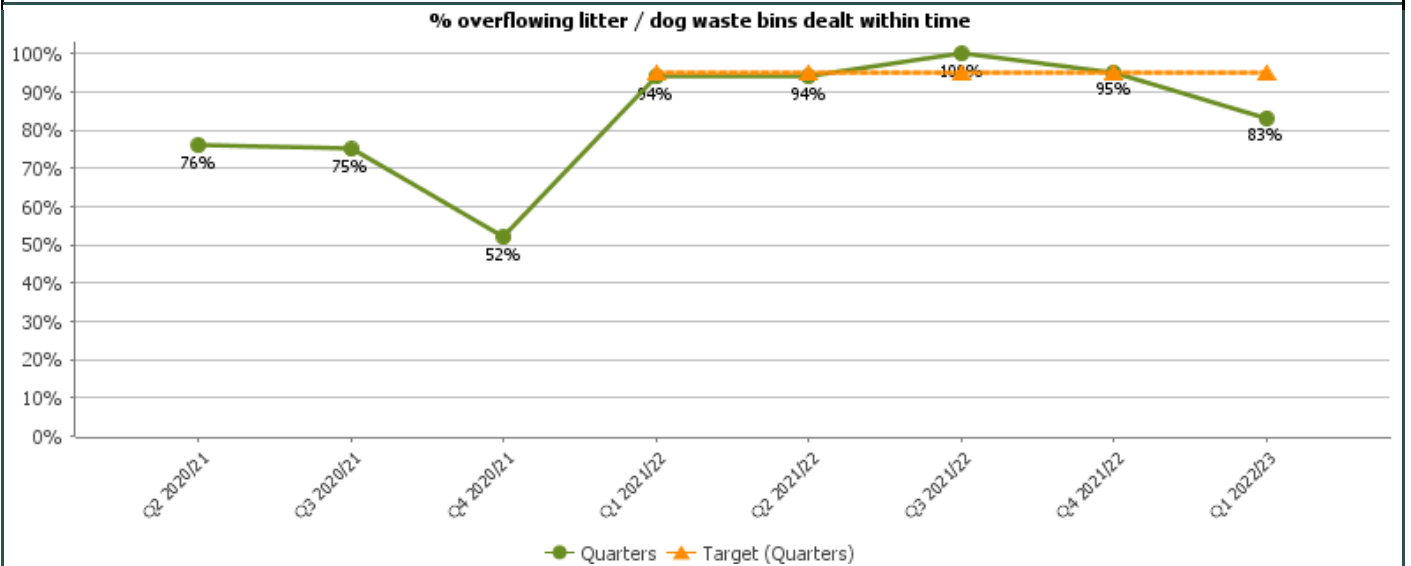
Description: The percentage of incidents of poor grass maintenance reported by customers and dealt with within the agreed response time - 5 working days



RAG	✔	Current Value	91%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	80%		

% overflowing litter / dog waste bins dealt within time

Description: The percentage of incidents of overflowing litter / dog waste bins reported by customers dealt with within agreed response time - 1 working day

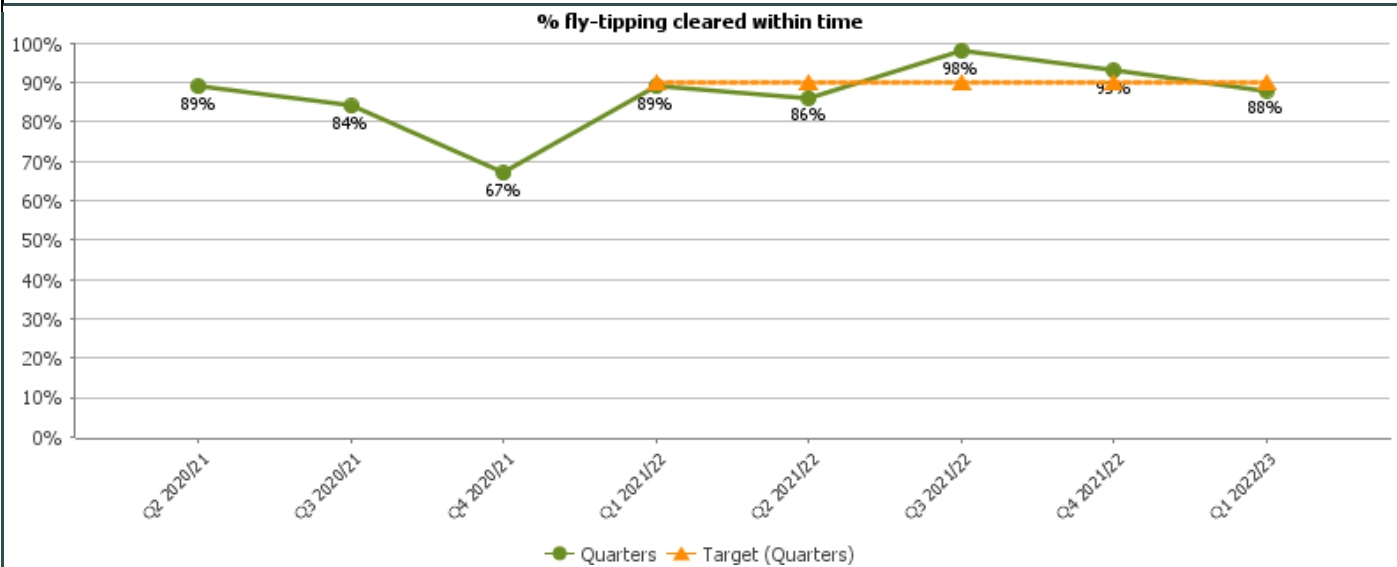


RAG	⊘	Current Value	83%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	95%		

84 out of 101 cleared within Target Date

% fly-tipping cleared within time

Description: The percentage of incidents of fly-tipping reported by customers and cleared within agreed response time - 2 working days

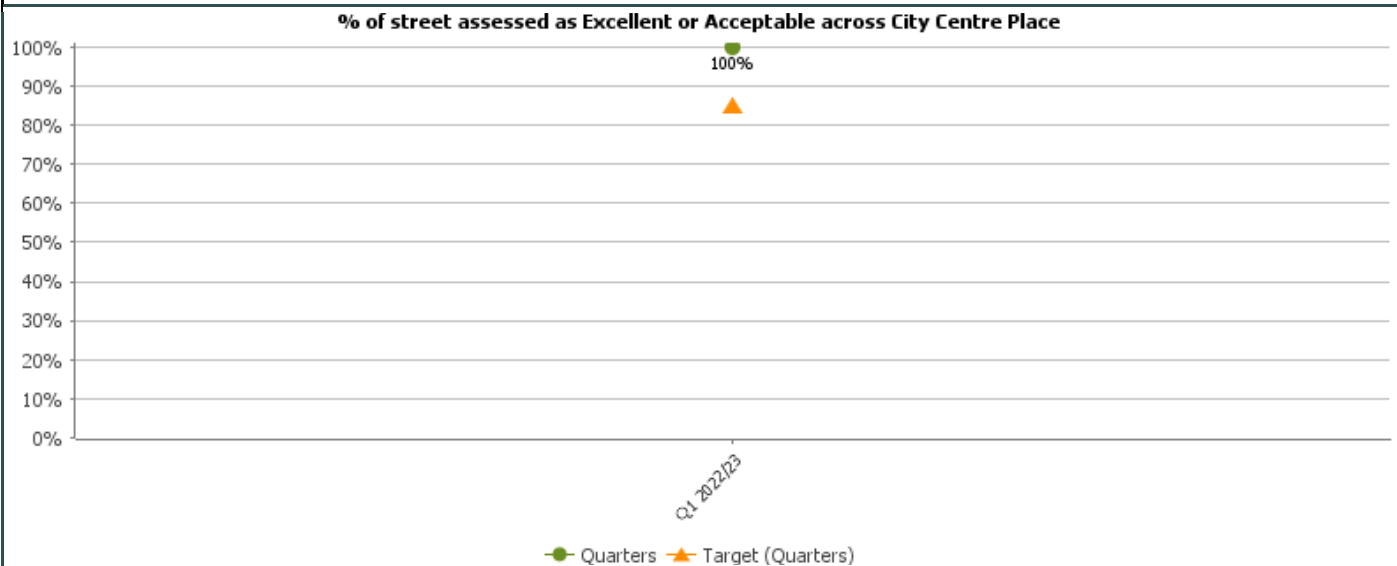


RAG		Current Value	88%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	90%		

76 out of 86 Cases cleared within Target Date

% of street assessed as Excellent or Acceptable across City Centre Place

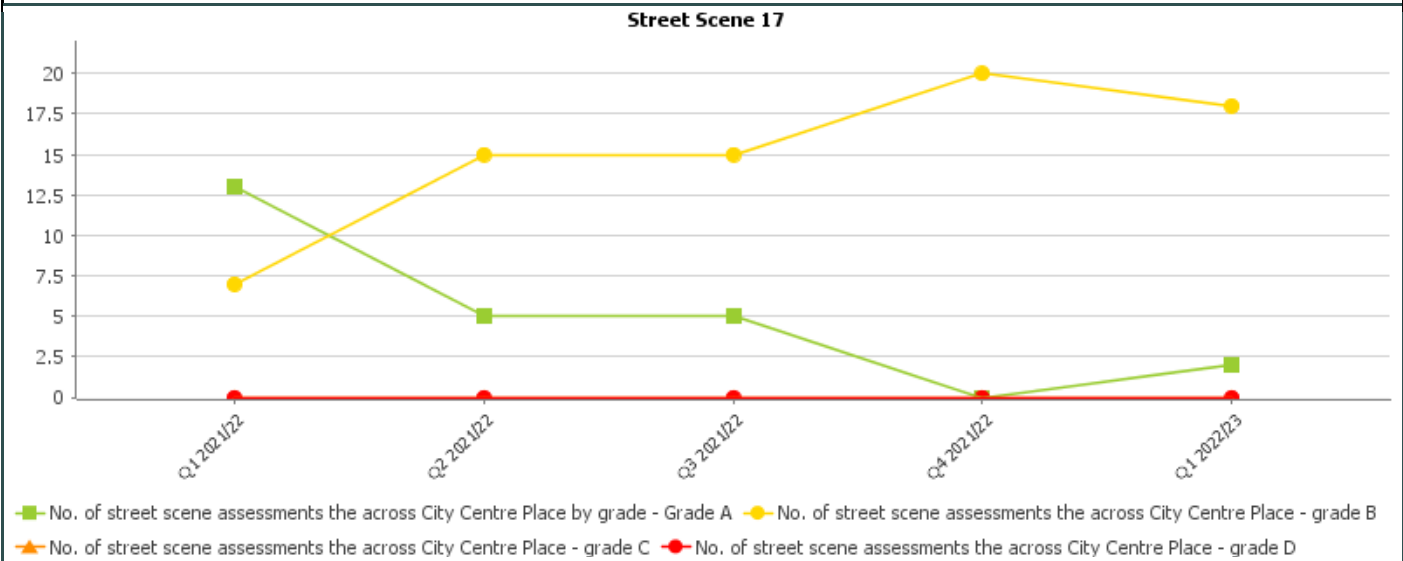
Description: The percentage of assessments to be excellent or acceptable recorded by volunteers across a range of street scene criteria using the Street Scene Standards document for City Centre Place



RAG		Current Value	100%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	85%		

No. of street scene assessments the across City Centre Place by grade

Description: The number of street scene assessments observed across City Centre Place by grade: A = excellent, B = acceptable, C = Poor, D = Unacceptable



RAG	Current Value	Grade A – 2 Grade B – 18 Grade C – 0 Grade D – 0	Sponsor	Sandra Green
Aim to Maximise				

% of street assessed as Excellent or Acceptable across four Main Place

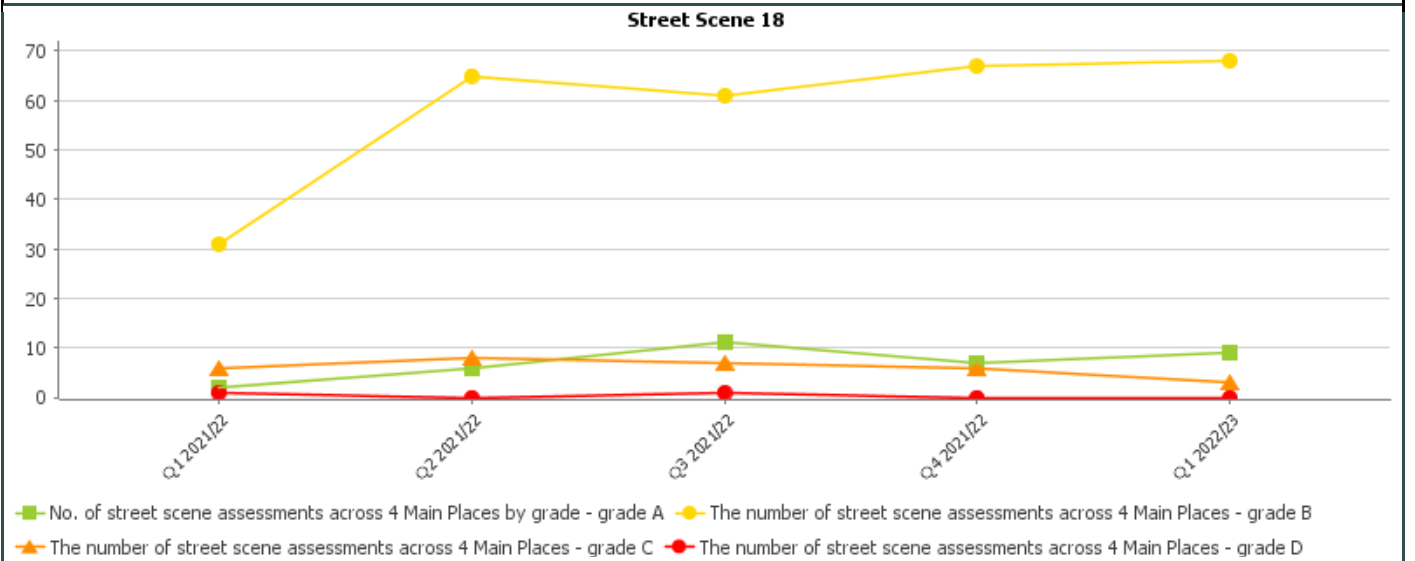
Description: The percentage of assessments to be excellent or acceptable recorded by volunteers across a range of street scene criteria using the Street Scene Standards document for North, South, East & West Places




RAG	Current Value	96%	Sponsor	Sandra Green
Aim to Maximise	Current Target	85%		

No. of street scene assessments across 4 Main Places by grade

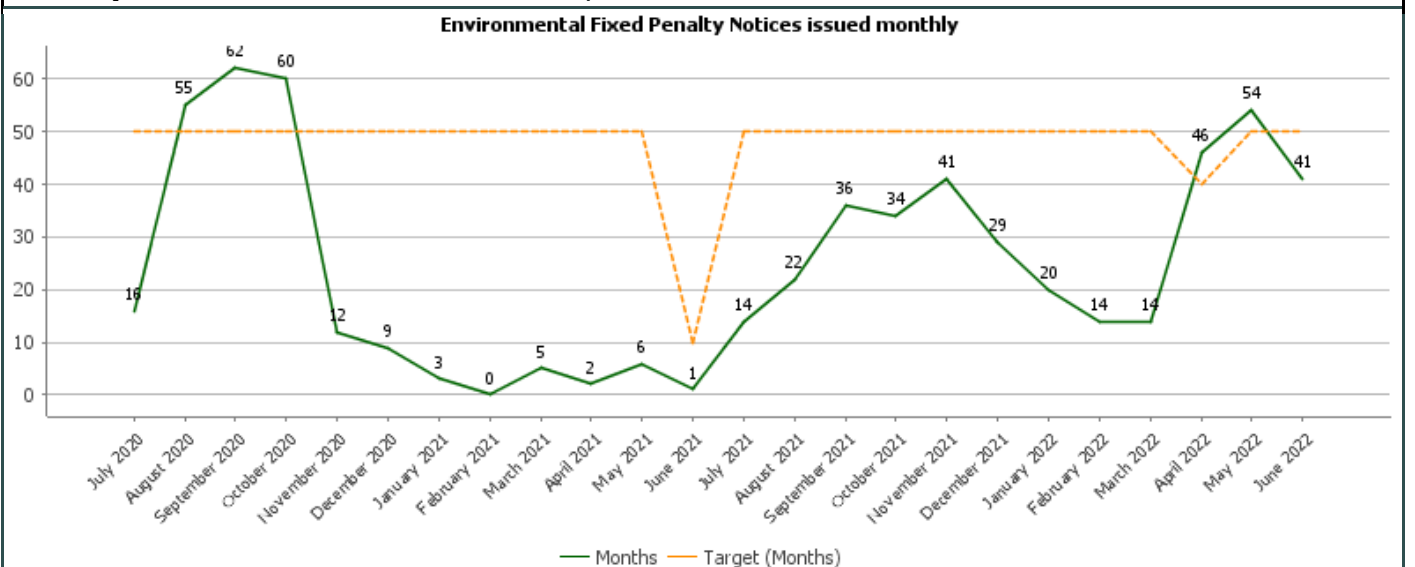
Description: The number of street scene assessments observed across City Centre Place by grade: A = excellent, B = acceptable, C = Poor, D = Unacceptable



RAG  Aim to Maximise	Current Value Grade A – 9 Grade B – 68 Grade C – 3 Grade D – 0	Sponsor Sandra Green

Environmental Fixed Penalty Notices issued monthly

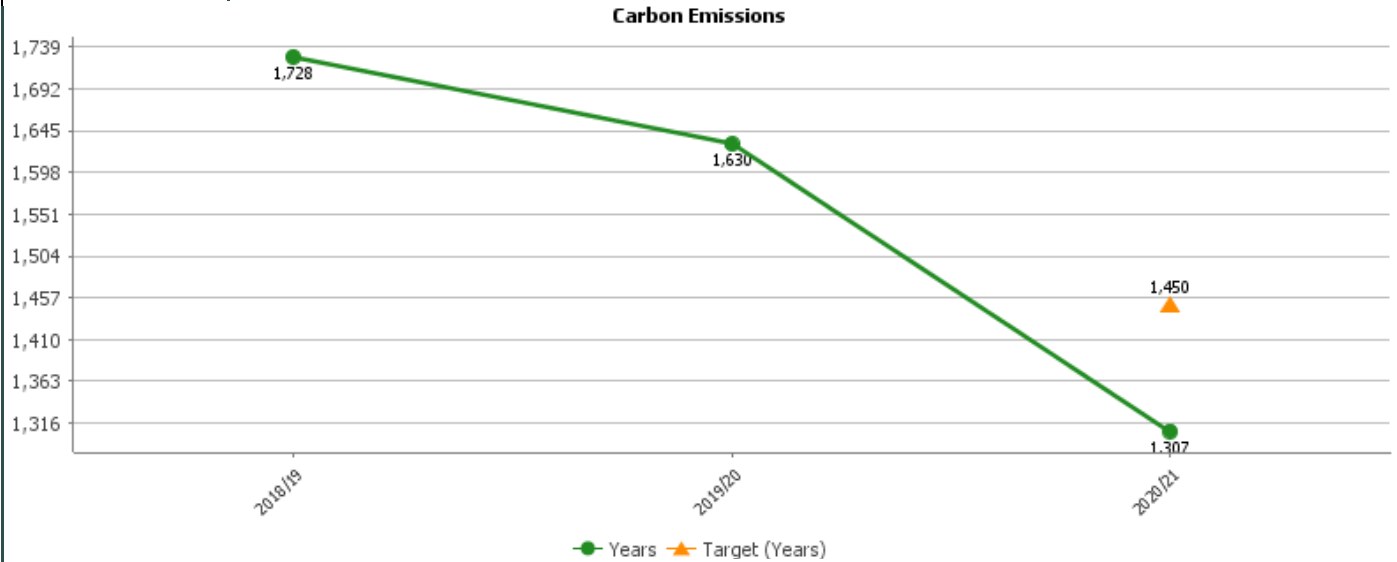
Description: Number of FPNs issued per month for environmental enforcement



RAG  Aim to Maximise	Current Value 41	Sponsor Sandra Green
	Current Target 50	

Carbon Emissions

Description: Total greenhouse gas emissions from City Council buildings and operations, given in tonnes of CO2 equivalent (the emissions of other greenhouse gases are expressed in terms of the amount of CO2 that would create the same amount of warming). This includes our community and leisure centres.

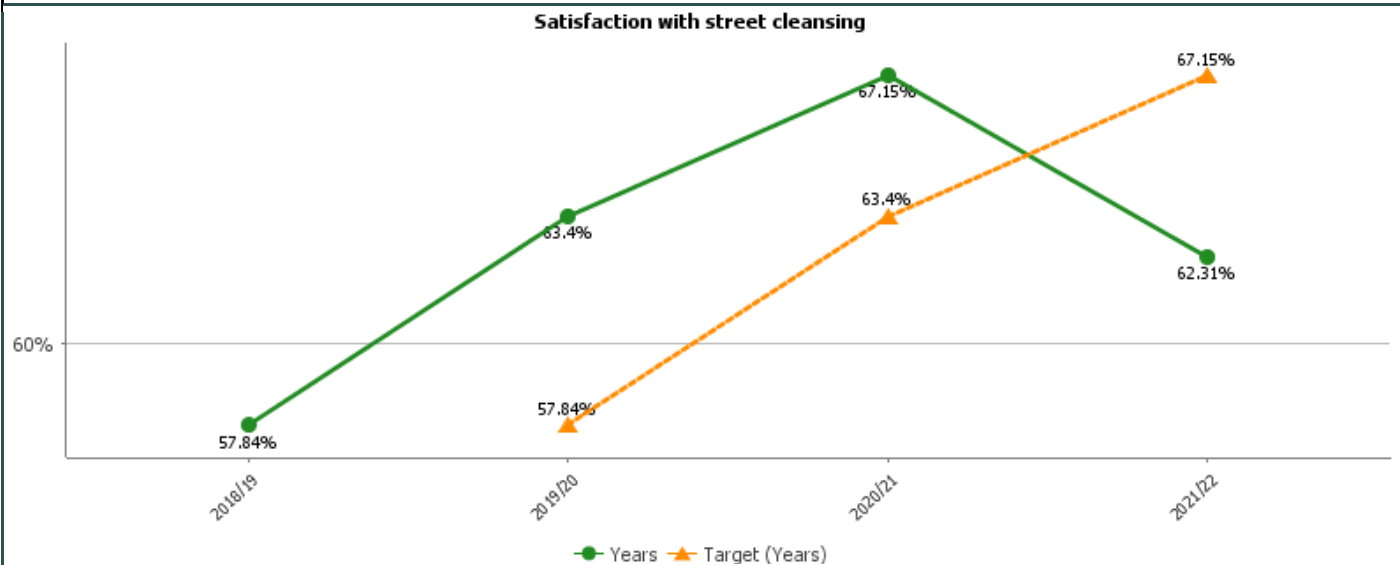


RAG	✔	Current Value	1,307	Sponsor	David Sutton
	Aim to Minimise	Current Target	1,450		

Annual PI. The Council's overall carbon footprint for 2021-22, including emissions from buildings, transport and facilities run by third parties such as Freedom Leisure, is currently being calculated and will be reported to the Committee in September 2022.

Satisfaction with street cleansing

Description: % of annual survey respondents who stated that they were either satisfied or fairly satisfied with street cleansing in Worcester City

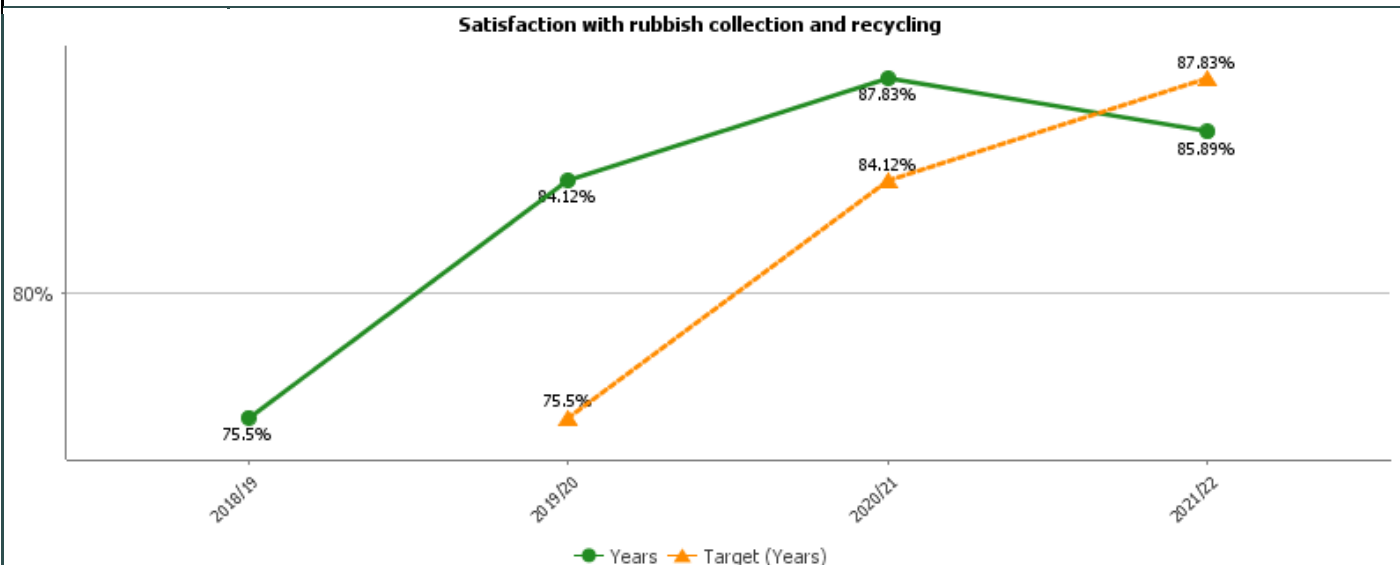


RAG		Current Value	62.31%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	67.15%		

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2021. The percentage satisfaction with street cleansing has dropped since the previous survey in 2020.

Satisfaction with rubbish collection and recycling

Description: % of annual survey respondents who stated that they were either satisfied or fairly satisfied with rubbish collection and recycling in Worcester City



RAG		Current Value	85.89%	Sponsor	Sandra Green
	Aim to Maximise	Current Target	87.83%		

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2021. The percentage satisfaction for rubbish collection and recycling has

dropped slightly since the previous survey in 2020.

Satisfaction with parks and play areas

Description: % of annual survey respondents who stated that they were either satisfied or fairly satisfied with parks and play areas in Worcester City

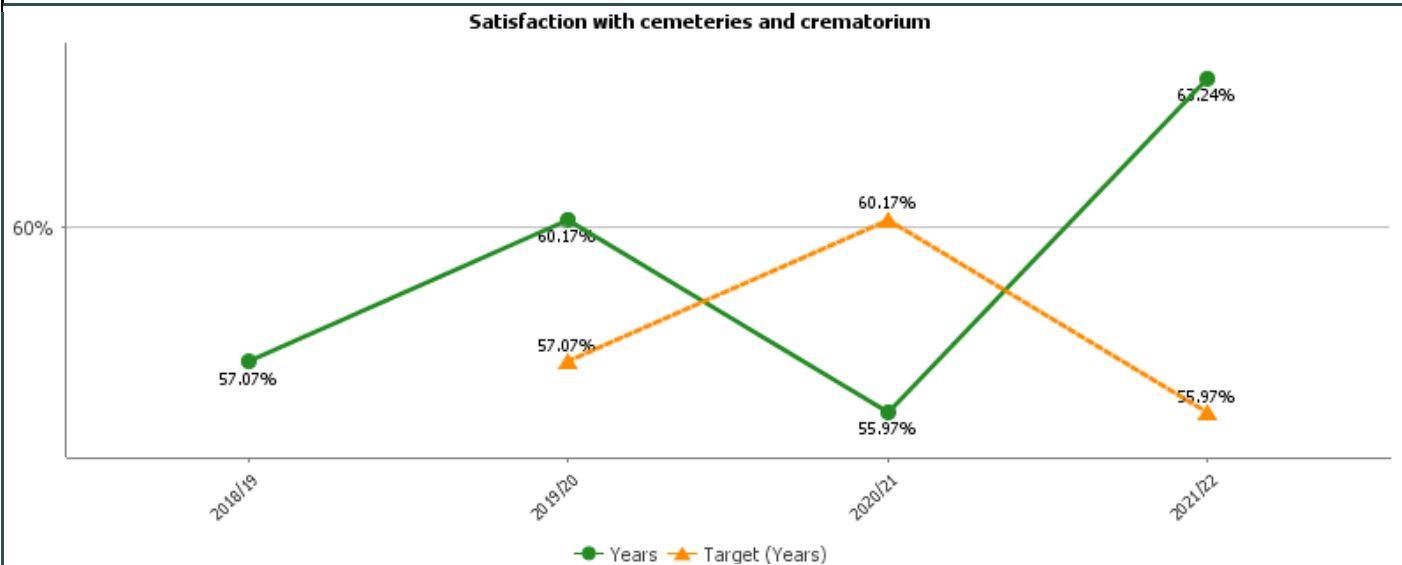


RAG	✔	Current Value	75.04%	Sponsor	Sandra Green
		Current Target	72.21%		
Aim to Maximise					

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2021. Satisfaction with parks and play areas has increased since the previous survey in 2020.

Satisfaction with cemeteries and crematorium

Description: % of annual survey respondents who stated that they were either satisfied or fairly satisfied with cemeteries and the crematorium in Worcester City



RAG	✔	Current Value	63.24%	Sponsor	Sandra Green
		Current Target	55.97%		
Aim to Maximise					

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2021. Satisfaction has increased since the previous survey in 2020.