



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 2021/22

Projects & Actions

Actions 0 3 8 0

- Environmental Sustainability Action Plan (continual review and delivery of actions)
- Bereavement Services Facilities Review
- Perdiswell landscaping Phase 2 - Perdiswell Park
- Riverside Park: Improvements to maintain and enhance Green Flag status
- A programme of environmental and sustainability communications and campaigns to promote awareness
- Develop an action plan to tackle Ash Dieback and increase trees across the City
- Public Bin Investment Programme
- Allotments Review
- Strategic Play Area Development Plan
- Green Homes Grant Local Authority Delivery Scheme
- Improve arterial routes

Key PIs

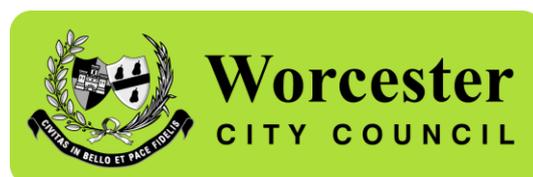
PIs 1 3 4 3 7

- Carbon Emissions
- % of household waste recycled and composted
- Household waste recycled
- Household waste composted
- Residual household waste collected per household (kg)
- Total amount of household waste collected per household (kg)
- % of street litter and animal fouling 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
- No. of street scene assessments the across City Centre Place by grade - Grade A
- No. of street scene assessments across 4 Main Places by grade - grade A

Annual

- Satisfaction with street cleansing
- Satisfaction with rubbish collection and recycling
- Satisfaction with parks and play areas

**Environment Committee
Performance Report**



Environment Projects & Actions 2021/22

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

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

<p>Work continues to progress the actions according to the agreed plan. As agreed a detailed review of progress will be provided twice annually with the first of these scheduled for Environment Committee in the autumn.</p>	Sponsor	David Sutton
	Due Date	31-Mar-2022
	Original Due Date	31-Mar-2022
	Current Status	
	Expected Outcome	

Bereavement Services Facilities Review

<p>A feasibility study proposal has been submitted and presented to the Council's Corporate Leadership Team with some amendments requested. The Chair & Vice Chair of Environment Committee will be briefed on progress during early July. It is therefore hoped to formally commence the study during August 2021.</p>	Sponsor	Warwick Neale
	Due Date	31-Aug-2020
	Original Due Date	31-Mar-2020
	Current Status	
	Expected Outcome	

Green Homes Grant Local Authority Delivery Scheme		
<p>Delivery continues on Phases 1A and 1B of the Green Homes Grant scheme, with recent approval from BEIS for a small number of solar PV installations to take place to balance out the higher than expected costs of external wall insulation (EWI). Delays have been experienced due to installer availability and availability of materials such as scaffolding. Currently the scheme is still on track to deliver 60 installations by the end of September (20 of these by end of August) but risks to this timescale do remain.</p> <p>The plan for the next phase of delivery, to be focused on upgrading low efficiency storage heaters in off-gas flats and the installation of other measures in homes such as upgraded doors, windows and boiler controls, has been approved and marketing will begin shortly. This Phase 2 is currently to be completed by the end of December with around 80 properties to receive measures.</p>	Sponsor	Nina Warrington
	Due Date	31-Mar-2022
	Original Due Date	31-Mar-2022
	Current Status	
	Expected Outcome	

Perdiswell landscaping Phase 2 - Perdiswell Park		
<p>Next phase of project proposes to include:</p> <p>Biodiversity enhancements:</p> <ul style="list-style-type: none"> - Meadow - Tree, woodland and hedge planting - Habitat feature: bird/bat boxes and hibernacula - Management of invasive and non-native plants <ul style="list-style-type: none"> • Interpretation of the wildlife and the history of the site • New all-weather path across the open space between the west entrance by the Cricket Club and the existing gravel path north of the pitches. • Localised path repairs • New seats and bins • Removal of redundant golfing structures <p>Works are planned to start in October 2021.</p>	Sponsor	Phil Gilmour
	Due Date	31-Mar-2022
	Original Due Date	31-Jul-2019
	Current Status	
	Expected Outcome	

Riverside Park Improvements to maintain and enhance Green Flag status		
<p>The improvement works have been prioritised as:</p> <ol style="list-style-type: none"> 1. Primary and secondary signage around the park boundary to promote the identity and provide information to visitors. 2. Surfacing, landscaping, railings and furniture at Le Vesinet Gardens off Grand Stand Road. 3. Re-design of Bromwich Parade entrance by City bridge to include a new gate layout. 	Sponsor	Phil Gilmour
	Due Date	31-Mar-2022
	Original Due Date	30-Sep-2020
	Current Status	
	Expected Outcome	

<p>4. Repairs to paving/surfacing adjacent Sabrina and Diglis bridges.</p> <p>5. Changes to pathways along side the river at Pitchcroft.</p> <p>Procurement to carry out the works in priority order will start in Quarter 2.</p> <p>In addition to the project work we will be surveying the river banks for Japanese Knotweed and arranging remedial action as required.</p>	
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A programme of environmental and sustainability communications and campaigns to promote awareness

Q1 April – June 2021	Sponsor	Phil Gilmour
<p>Events</p> <p>12 environment and sustainability related events took place in Q1. This is due to ongoing Covid-19 lockdown restrictions. These events included:</p> <ul style="list-style-type: none"> • Chestnut Community Group - bio-blitz • Worcester Environmental Group – practical volunteer sessions • Multiple litter picking events • Bird & Invertebrate surveying • Community orchard planting <p>Promotion</p> <p>These opportunities, and others as supported or lead via partners, were promoted via the monthly Community Engagement Enewsletter to over 600 groups, organisations and individuals, advertised via the Community Engagement poster round in each of the 38 noticeboards in parks and open spaces, and were also promoted on social media where relevant.</p> <p>In terms of actual posts on social media:</p> <ul style="list-style-type: none"> • There were 7 posts on each platform (Facebook, Instagram, Twitter) relating to Environment and Sustainability. • This resulted in 36,652 total impressions and 79 engagements 	Due Date	31-Mar-2022
	Original Due Date	31-Mar-2021
	Current Status	
	Expected Outcome	

Develop an action plan to tackle Ash Dieback and increase trees across the City

Update report presented to May Environment Committee. Ongoing management of Ash Dieback now in place – action to be closed.	Sponsor	Phil Gilmour
	Due Date	31-Mar-2022
	Original Due Date	31-Mar-2021
	Current Status	
	Expected Outcome	

Public Bin Investment Programme

Project criteria amended to include an increase in litter and recycling bin quantity across the City. Ward plans are under review to show the increase and results are planned to be available in Quarter 2. Costings for the improvement scheme will also be determined. Individual action plans will be issued to Ward Members following approval of the scheme.	Sponsor	Phil Gilmour
	Due Date	31-Mar-2025
	Original Due Date	31-Mar-2025
	Current Status	
	Expected Outcome	

Allotments Review

Report presented to May Environment Committee, further report to be presented to July Committee – on track	Sponsor	Phil Gilmour
	Due Date	31-Dec-2021
	Original Due Date	31-Dec-2021
	Current Status	
	Expected Outcome	

Strategic Play Area Development Plan

It is planned for a formal report on this subject to be brought to an Autumn 2021 Committee in order to feed into the budget setting process for 2022/2023. There is evidence to suggest that like many areas nationally there is an under provision of play areas across the City, particularly youth play areas and this piece of work now requires input from colleagues in planning in respect of existing s.106 opportunities and potential forward pipeline of developments that may provide opportunities. In addition further mapping is required to identify where 'actual' gaps exist taking into account where our population resides and spends time etc.	Sponsor	Phil Gilmour
	Due Date	31-Mar-2025
	Original Due Date	31-Mar-2025
	Current Status	
	Expected Outcome	

Improve arterial routes

Update report presented to May Environment Committee. Ongoing management now in place – action to be closed.

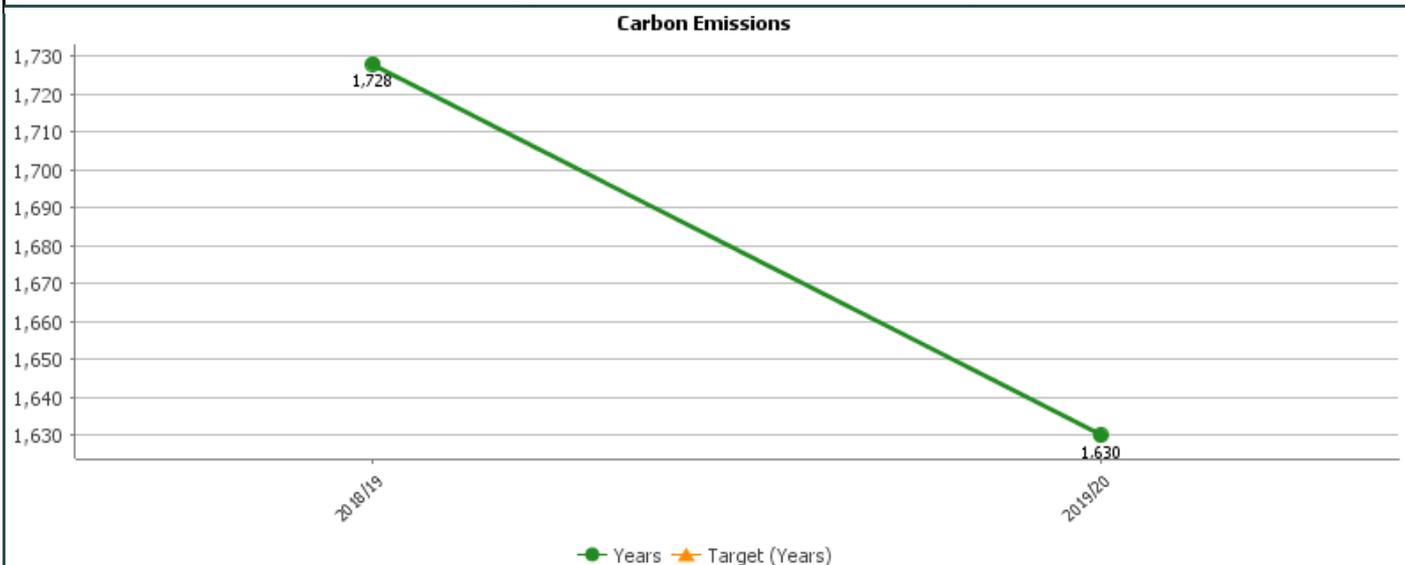
Sponsor	Phil Gilmour
Due Date	31-Mar-2020
Original Due Date	31-Mar-2019
Current Status	✔
Expected Outcome	✔

Environment Key Performance Indicators 2021/22

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

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	1,630	Sponsor	David Sutton
Aim to Minimise		Current Target			

Annual PI. Emissions figure for 2019/20 (baseline year) confirmed as 1662 tonnes CO2e. This figure includes emissions from transmission and distribution of electricity and business

travel, which are classed as scope 3 emissions. Water usage unfortunately has not been able to be included due to a lack of data.

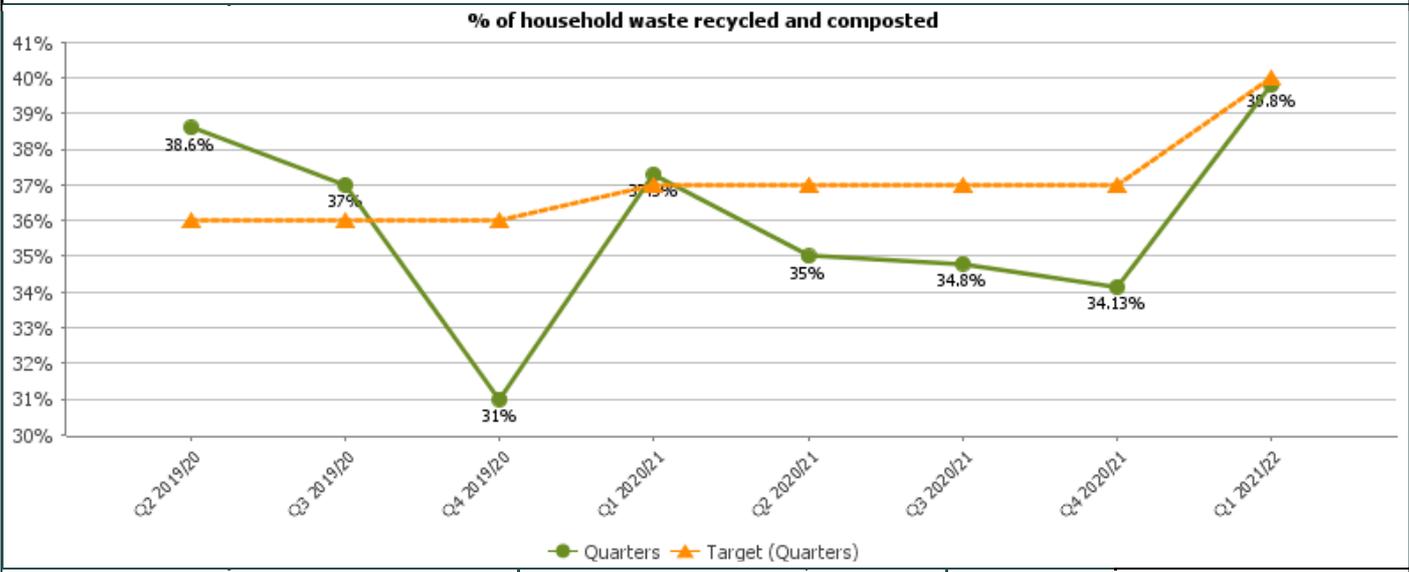
This calculation includes only buildings within the City Council's direct control and therefore does not include buildings such as the leisure and community centres, which are owned by the City Council but managed by external providers/partners.

An initial estimate for emissions for 2020/21 is approx. 1450 tonnes of CO2e, a fall of around 12% due to the purchase of zero carbon renewable electricity.

It is anticipated that 2020/21 figures will be confirmed in Q2 2021/22.

% 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	39.8%	Sponsor	Phil Gilmour
	Aim to Maximise	Current Target	40%		

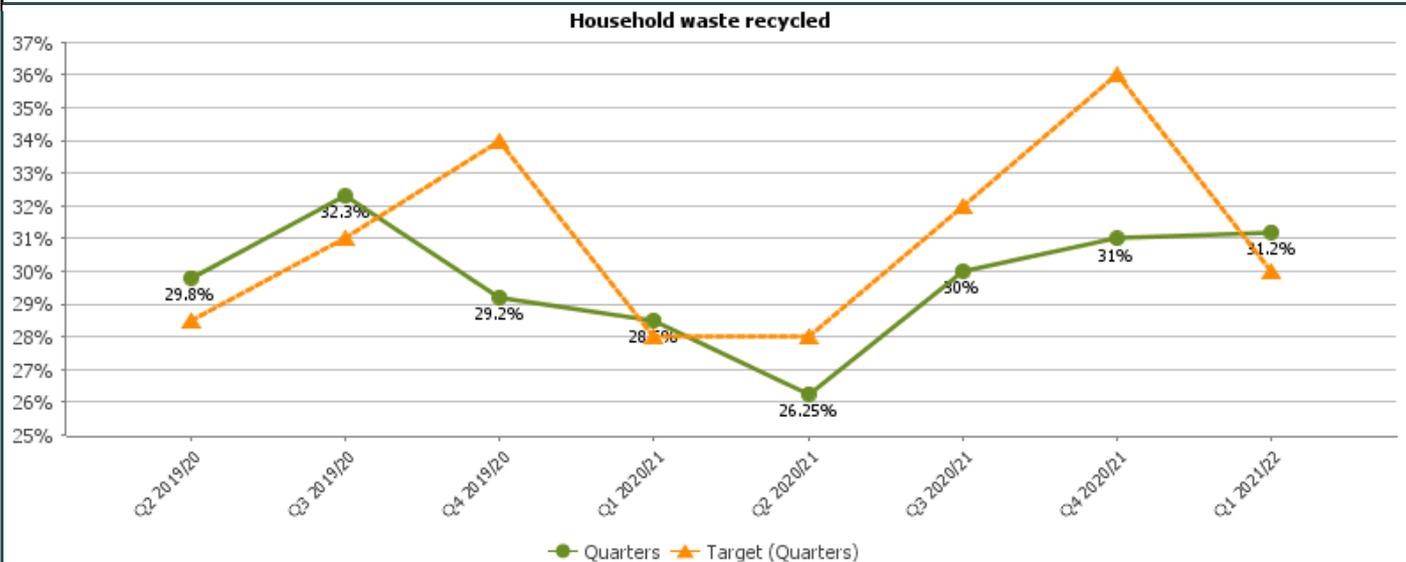
The amount of recyclable and compostable waste collected in Q1 2021-22 decreased by 92 tonnes in total compared to Q1 2020/21.

This figure is tracking the estimated percentage target of 40% and has increased by 2.5% compared with 37.3% in 2020/21.

*Tonnes for June have been estimated as they aren't available at the time of reporting.

Household waste recycled

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



RAG	✔	Current Value	31.2%	Sponsor	Phil Gilmour
	Aim to Maximise	Current Target	30%		

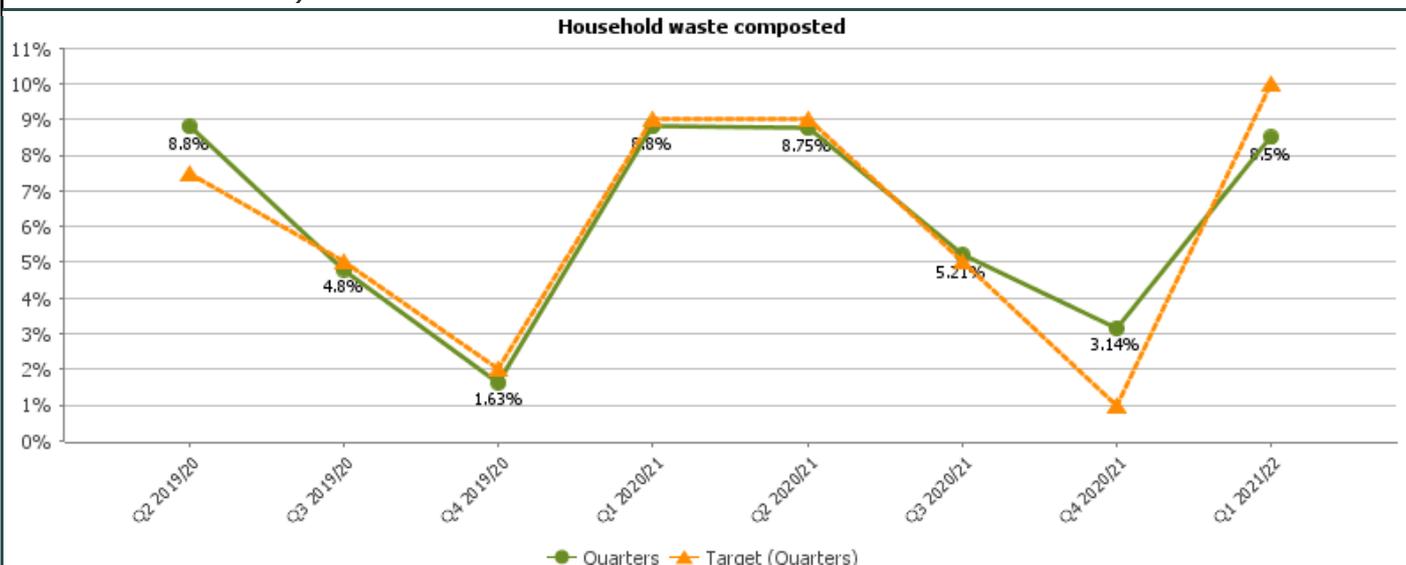
Recyclable waste collected in Q1 2021-22 remained consistent compared to Q1 2020/21 with an increase of 5 tonnes.

The figure is above the estimated percentage target and has increased by 2.7% compared with 28.5% in Q1 2020-21.

*Tonnes for June have been estimated as they aren't available at the time of reporting

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	8.5%	Sponsor	Phil Gilmour
	Aim to Maximise	Current Target	10%		

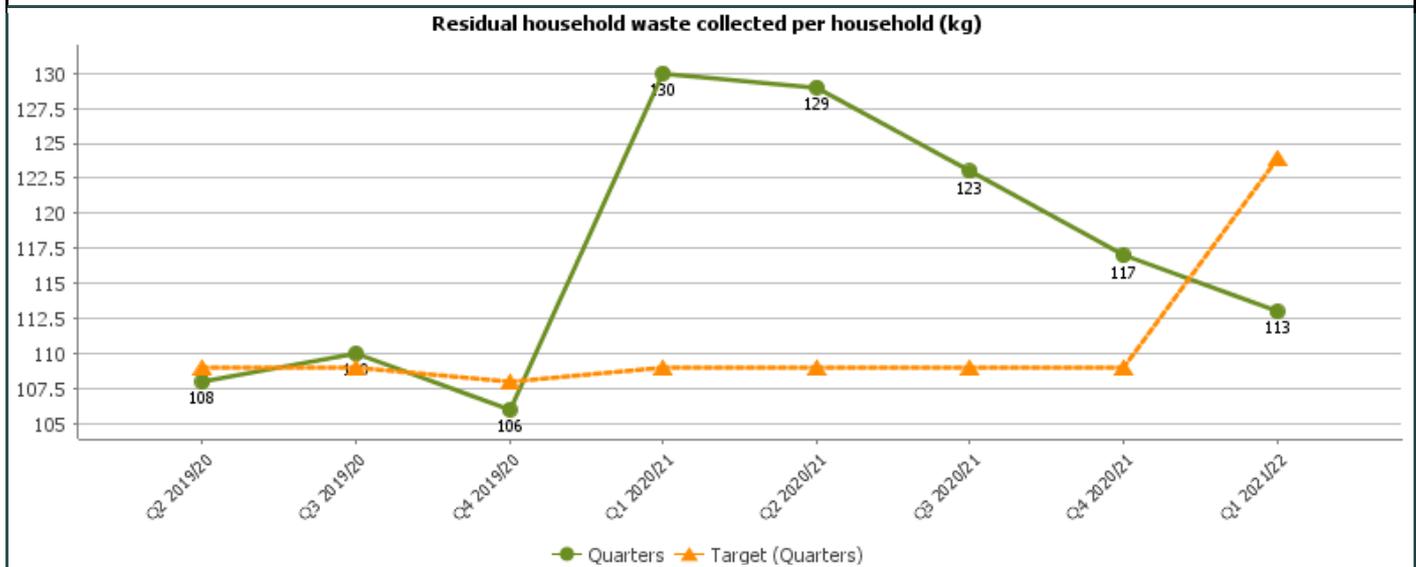
The amount of compostable waste collected has decreased by 97 tonnes in the quarter compared to 20/21, giving a percentage of 8.5% compared to 8.8 % in 2020/21.

Despite the reduction in tonnage and percentage of garden waste collected, there has been an influx of an additional 1100 garden waste customers compared to Q1 2020-21.

*Tonnes for June have been estimated as they aren't 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	113	Sponsor	Phil Gilmour
	Aim to Minimise	Current Target	124		

Residual waste decreased by 726 tonnes (compared to Q1 2020/21) decreasing the average kilograms of residual waste per property from 130kg in 2020/21 to 113 in Q1 2021/22. This is against an estimated target of 124 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 aren't 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	188	Sponsor	Phil Gilmour
	Aim to Minimise	Current Target	187		

The total amount of household waste collected decreased by 819 tonnes (compared to Q1 2020/21) decreasing the average kilograms of residual waste per property from 207kg in 2020/21 to 188 in Q1 2021/22. This is against an estimated target of 187 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 aren't available at the time of reporting.

% of street litter and animal fouling 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 84%	Sponsor Phil Gilmour
Aim to Maximise		Current Target	

There has been a noticeable increase in the numbers of reported issues, especially in relation to animal fouling. The quarter-on-quarter improvement is helped by better complaint management. Service performance has improved, but the improvement in the timely 'sign-off' of rectified complaints has also contributed to the quarterly improvement.

% 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



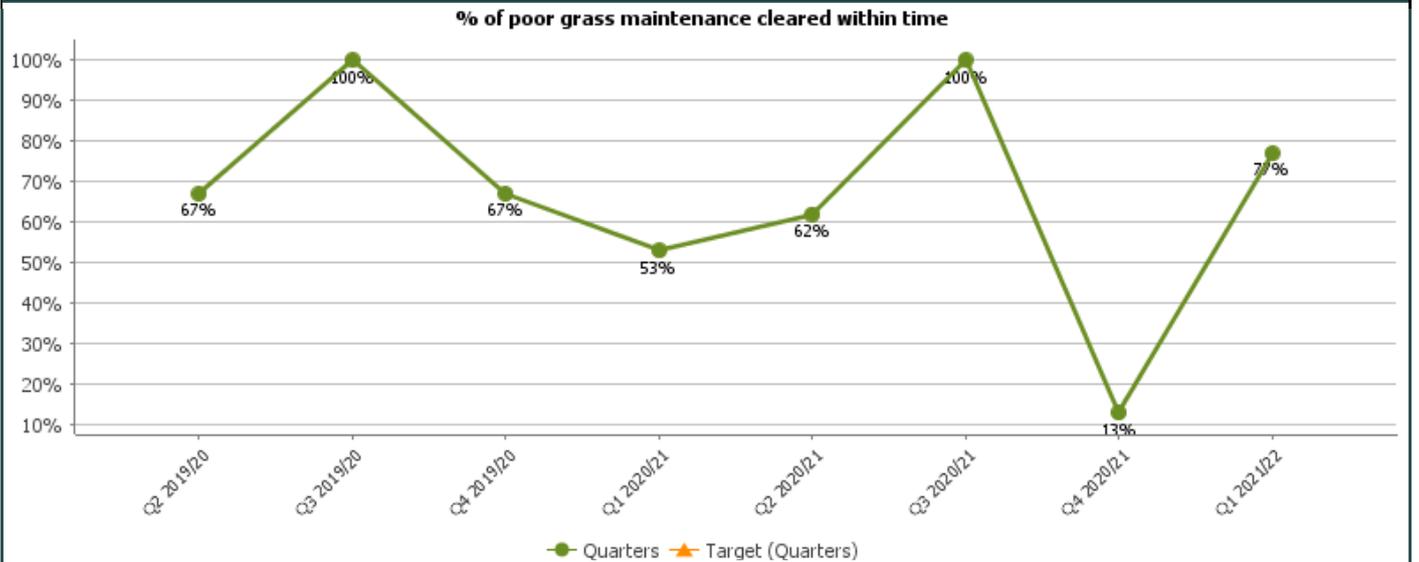
RAG		Current Value 81%	Sponsor Phil Gilmour
Aim to Maximise		Current Target	

07-Jul-2021 Quarter one is the prime growing season and weed complaints tend to be at

their highest, so overall a good operational performance. Again, the quarter-on-quarter improvement has benefited from better complaint management and timely sign-off of rectified complaints.

% 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.

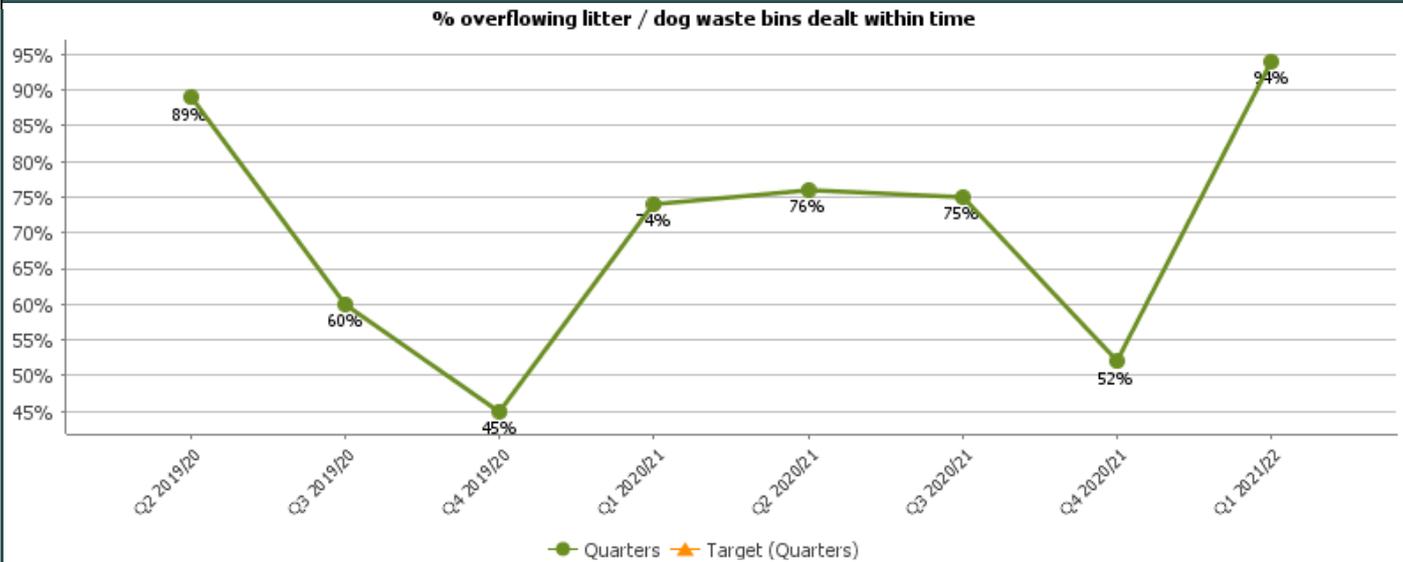


RAG 	Current Value 77%	Sponsor Phil Gilmour
Aim to Maximise	Current Target	

Quarter 1 tends to be busied in terms of grass maintenance complaints; some complaints relate to areas deliberately left to wildflower. Q1 improvement to Q4 (2020/21) relates to low rectification in Q4 (end of mowing season) and improved complaint management Q1.

% 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.



RAG	Current Value 94%	Sponsor Phil Gilmour
Aim to Maximise	Current Target	

More resources deployed throughout Q1 plus improvements in complaint management.

% fly-tipping cleared within time

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

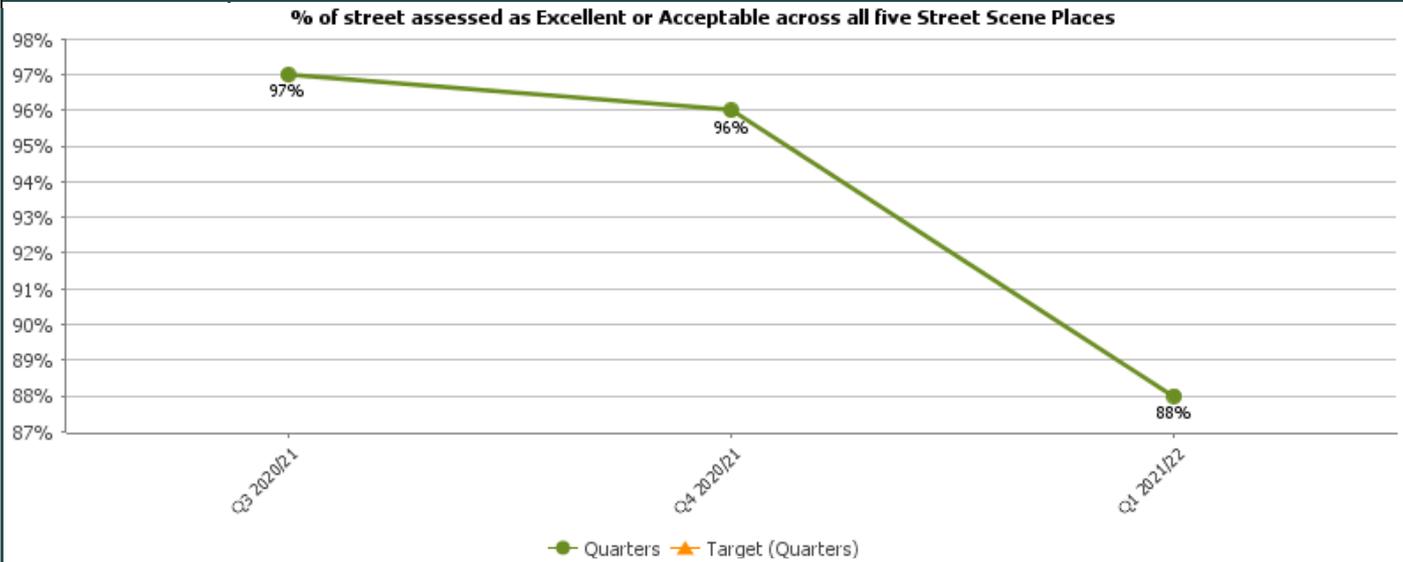


RAG	Current Value 89%	Sponsor Phil Gilmour
Aim to Maximise	Current Target	

Good performance, better deployment of resources linked to active complaint management.

% of street assessed as Excellent or Acceptable across all five Street Scene Places

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. Includes North, South, East & West 'Places' and the City Centre 'Place'.



RAG		Current Value	88%	Sponsor	Phil Gilmour
	Aim to Maximise	Current Target			

Overall there were 60 assessments undertaken against a target of 100, there have been delays in recruiting volunteers, so assessments were carried out by Street Scene Technical Team.

Volunteer recruitment is progressing and it is expected that the target number of assessment in Q2 (100) will be met.

Performance was 88% based on 53 Grade A +B (out of of 60 inspections):

- Grade A - Excellent 15
- Grade B - Acceptable 38
- Grade C - Poor Standard 6
- Grade D - Unacceptable 1

The main issue affecting results related to hedges, this was mainly due to bird nesting season.

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

Insufficient data for chart

RAG		Current Value	A - 13 B - 7 C - 0 D - 0	Sponsor Phil Gilmour
Aim to Maximise		Current Target		

20 assessments were undertaken (in-line with plan) of which 13 were Grade A and 7 were Grade B. There were nil assessments that resulted in Grade C or D

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

Insufficient data for chart

RAG		Current Value	A - 2 B - 31 C - 6 D - 1	Sponsor Phil Gilmour
Aim to Maximise		Current Target		

Overall there were 40 assessments, against a target of 80 in the main place areas. Delays in recruiting volunteers meant assessments were carried out by Street Scene Technical Team.

Volunteer recruitment is progressing and it is expected that the target of 80 assessments in Q2 will be met.

Results were as follows:

- Grade A - Excellent 2
- Grade B - Acceptable 31
- Grade C - Poor Standard 6
- Grade D - Unacceptable 1

The main issue affecting results related to hedges, this was mainly due to bird nesting season.

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

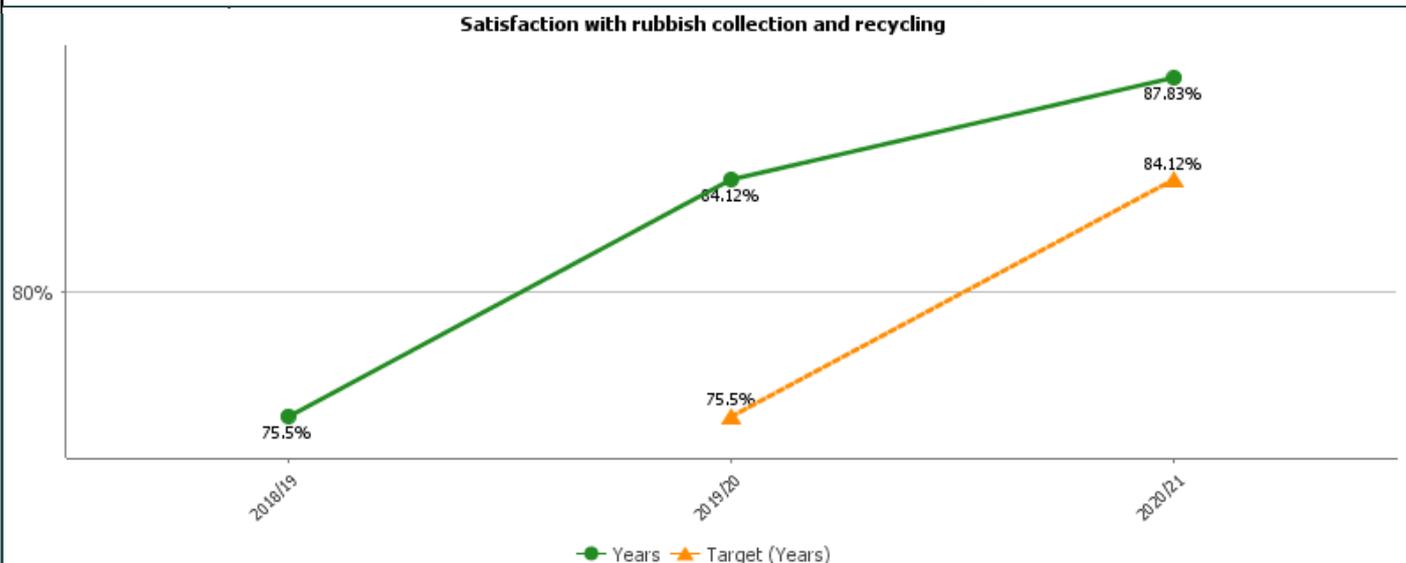


RAG	✔	Current Value	67.15%	Sponsor	Phil Gilmour
	Aim to Maximise	Current Target	63.4%		

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2020. Satisfaction with street cleansing has improved since the previous survey in 2019.

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



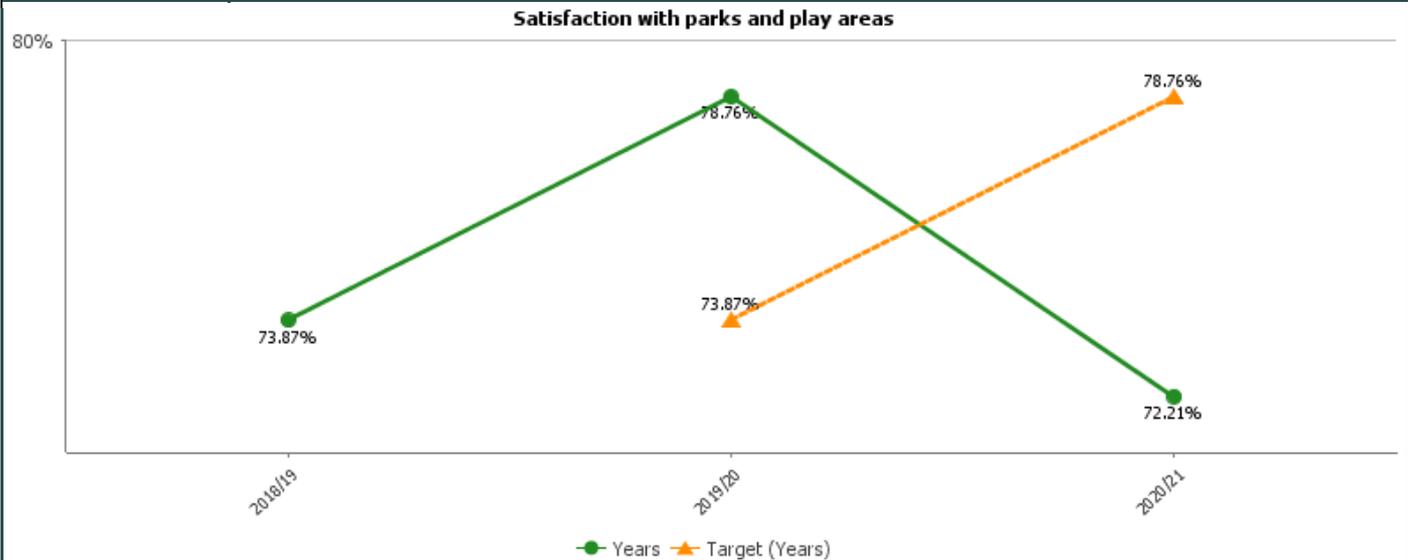
RAG	✔	Current Value	87.83%	Sponsor	Phil Gilmour
	Aim to Maximise	Current Target	84.12%		

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2020. Satisfaction with rubbish collection and recycling has improved

since the previous survey in 2019.

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 72.21%	Sponsor Phil Gilmour
Aim to Maximise		Current Target 78.76%	

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2020. Satisfaction with parks and play areas has decreased since the previous survey in 2019.

The detailed information will be shared with Place teams in order that improvements can be made in the future to raise standards