

## **Executive Annual Report 2017/18**

### **Councillor Brendan Hughes**

Cabinet Member and Portfolio Holder with responsibility for Community Safety and Clean and Green



### **Executive Membership**

- Cabinet

### **Executive Appointments to Outside Bodies etc**

- Lancashire Waste Partnership
- Community Safety Partnership

### **Overview of Portfolio Responsibilities**

Responsibility for Community Safety and Clean and Green

### **Corporate Plan Key Outcomes/Success Measures**

**Clean and Green Places**

Outcomes
<ul style="list-style-type: none"> <li>•The impact on the environment from council operations and services will be minimised</li> <li>•Local communities are clean and residents have a sense of pride in the district</li> </ul>

Success Measures
<ul style="list-style-type: none"> <li>•Maintain and / or improve average Standard Assessment Procedure (SAP) rating in council homes</li> <li>• Implement programme of energy efficiency works in council buildings</li> <li>•Install electric vehicle charging points in the district</li> <li>• Reduce business travel mileage across all council services</li> <li>• Maintain percentage of household waste reused, recycled or composted</li> <li>•Maintain percentage of people who perceive the district's streets and public spaces are clean</li> <li>•Increase involvement of local communities in improving local areas, parks and open spaces</li> <li>•Implement a pilot scheme for litter enforcement services</li> </ul>

## **Progress made during 2017/18**

It has been an exciting year within Environmental Services and the service having to introduce Green Waste collection charges has been a large piece of work. We continue to offer our services in house successfully.

Our award winning parks continue to thrive with the help of our hard working friends groups. We worked hard to help our colleagues at Morecambe Town Council gain a Gold in the North West in Bloom competition.

We have worked hard with Vodafone and our other CCTV partners to run a pilot mobile camera scheme to help in the fight against fly tipping. More cameras are being rolled out in the coming year around the district.

I must take this opportunity to put on record my thanks for all ES staff involved in the clean up after the floods at the latter end of last year. I think we really excelled and went above and beyond for the sake of our residents. Flooding will almost certainly happen in the district again and we are putting measures in place to be even more proactive in our response.

I genuinely believe ES has achieved some really good, positive things for the district. I think we live in a clean area and have a great basis to build upon in the coming years. I have given some bullet pointed stats provided by officers as a general round up:

## **Waste and Recycling**

Developed a subscription service for residents to opt into garden waste service, bringing in an income of £737,427 (2016/17 £127.896 and £612.531 2017/18)

- Delivered subscription leaflets to every property in the district
- Printed, stuffed and sent out 23,967 envelopes
- 3,818,354 no. collections of which 99.925% were collected without complaint (2851 reported missed bins in 2016/17)
- Collected 30,480.84 tonnes of non-recyclable waste
- Collected 19,387.32 tonnes of recyclable materials

Commercial Waste;

- Collected 3733.02 tonnes of commercial waste
- Collected 984.32 tonnes of commercial mixed recyclables.
- Introduced in cab devices for the Trade Waste Crews

Bulky waste for the period 01.01.2017 to 31.12.2017

- Collected 300.17 tonnes
- Made 3655 trips
- Collected 9706 items

- Reused/Recycled an average of 54.92%

Retained the University Contract for the collection of residual waste service estimated value £183,106.00 for a further 2 years (with an option for a further 2 years).

Developed a new Service leaflet

Reviewed specification and took ownership of 12 New RCV's.

Trained 111 staff in Manual Handling, Reversing Assistant and COSHH

## **Public Realm**

- NWIB – Gold winner for the first time. Work with Morecambe Town Council
- Green Flag Awards for Williamson and Happy Mount Parks
- Seaside Award – Morecambe North & Morecambe South Beaches
- Implementation of new service delivery in Cleansing resulting in more collections over 7 days
- Implementation of new Graffiti Machine in Street Cleansing – Zero tolerance on Graffiti
- Implementation of quad bike delivery of street weed spraying
- 2 x new gum machines to tackle gum litter in urban cores of Morecambe and Lancaster
- Bay Cottage Play Area Re Development – funding through Friends of Bay Cottage
- New Outdoor Gym at Coronation Field – funding through Community group
- New play area at Grosvenor Park – funding through Heaton with Oxcliffe PC
- Field In trust Centenary designation for Miss Whalleys field with community group
- Improvement to Storey Garden - funding through Friends of Storey Garden's

- New major planting scheme outside Lancaster Castle -working with Duchy of Lancaster
- Implementation of new car parking provision at Ryelands Park – part of the parks masterplan
- Parks customer consultation undertaken at Williamson and HMP resulting in improved satisfaction rates
- Implementation for 4 x fly tipping surveillance cameras. Further 4 x being funded by MTC and MBID
- Monkey Enclosure Development at Williamson Park – increased footfall and revenue
- Early implementation of Williamson Park eliminating single use plastic. Reuseable Coffee Cups, Biodegradable cups, paper straws and bamboo take away crockery
- Supporting Emma Clear, Zoo Keeper, with a phd in Zoo research
- Opening of new cascade at Williamson Park in partnership with friends of Williamson Park
- Partnership working with Lancaster University on research of street weeds and Community Gardens
- Part of recovery team following Galgate flooding – taking 100's tonnes of waste away
- Winning full tender for Flyde Council – 800 hanging baskets
- Supporting newly forms Friends of Poulton Park
- Implementation of charges to Splash park facility increasing income and lowering running costs
- Commercial rebrand of Nursery complex and successful Christmas tree sales to increase footfall and revenue
- Agreement to host major events including Highest Point Festival at Williamson Park

- Partnership working improvements with County, MTC, community, private housing associations, Schools, universities

## **Repairs and Maintenance**

Following the recent Ministerial announcement on a Social Housing Rent settlement from 2022 and successful conclusion of our dealings with the Administrators of Carillion we will be moving forward with an application for planning permission on our first New Build Council Housing in more than 30years

Highlights include

- A complex £5.4M Planned investment programme delivered through a mixture of in-house teams and external contractors has been delivered including the following
  - 158 Kitchen Replacements
  - New Roofs to 93 properties
  - New Heating Systems/Boiler upgrades to 190 properties
  - 700 External Door Renewals to 395 properties
  - New upgraded radio-linked smoke alarm installations to over 400 properties
  - Replacement of suspended ceilings incorporating new LED emergency lighting and new upgraded fire detection system to Glebe Ct sheltered scheme
  - Commenced renewal programme of inefficient hot water cylinders to non-gas flats on the Mainway estate
  - New consumer units fitted to over 100 properties
  - Communal area refurbishments undertaken to 8 flat blocks on Mainway serving 62 flats
  - Delivered comprehensive programme of disabled adaptations including 2no. extensions.

- Responded to the November storm floods by sourcing alternative accommodation for those families in council homes affected and contractors are on site undertaking refurbishment works with tenants expected to return home during the first quarter of 2018/19
- In addition to our programme of safety works outlined above, as a response to the Grenfell tragedy, we brought forward our programme of fire door upgrades on Mainway, approx. £120K.
- Despite a 41% increase in the volume of empty homes over the first two quarters of 2017/18 numbers of empty homes in the re-letting process reduced from a peak of 106 (28/6) to below 50 in the new year. This effort also saw re-let times fall from a peak of 81+ days in August to 37 days in January. We have seen a levelling off of turnover in the final quarter but are still anticipating approx. 450 relets compared to 343 in 2016/17
- An externally led LEAN process review of the Void process was undertaken from January onwards. Working closely with the front line teams involved a number of recommendations have been made which are being piloted into 2018/19. We hope to see benefits in the numbers of empties within the process and the turnaround time in the coming year
- With colleagues from ICT, finance and Council Housing we developed a detailed RMS Development Plan to upgrade IT systems and enhance delivery and management of our repairs and asset management processes. With projects initiated in 2017/18 and budgets identified for delivery in 2018/19 we look forward to implementing a suite of improvements over the coming year
- As a part of the Development Plan towards year end we upgraded and commenced testing TOTAL our repairs IT system. This will allow us to introduce a range of new functions which will improve the tenant experience, such as text messaging in advance of repair visits and improved back office effectiveness

This is a small snapshot of our achievements in 17/18 with some exciting changes planned for 18/19.

A thank you to Mark and the various teams within Environmental Services for all your hard work.