



City of Westminster

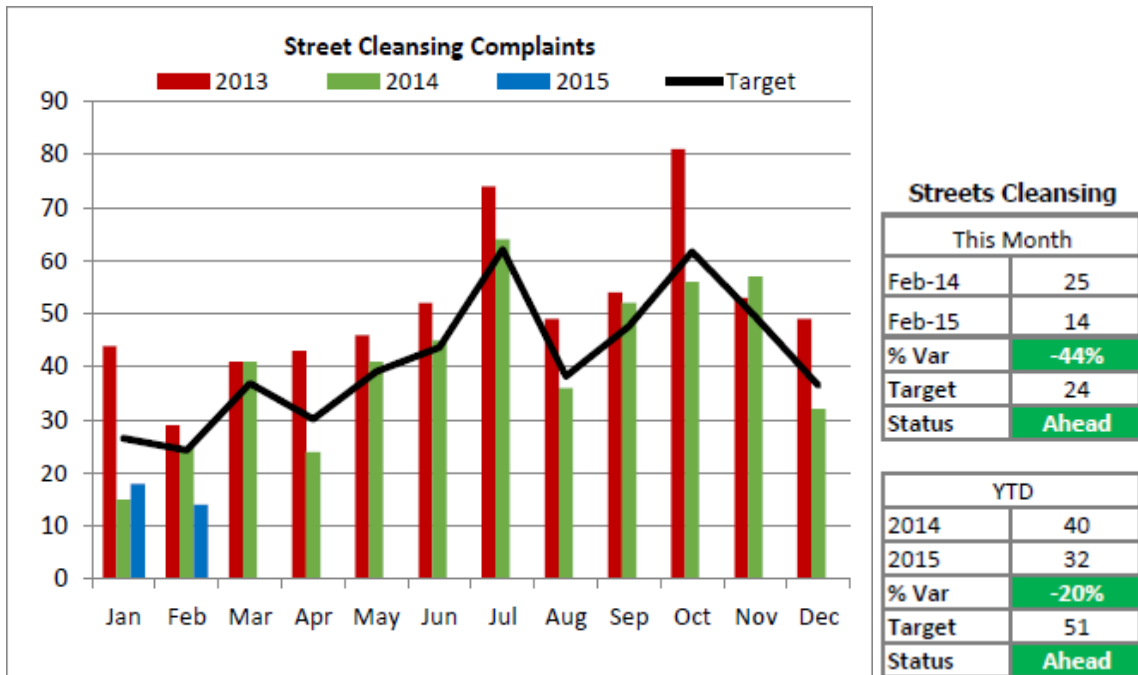
Environment Policy and Scrutiny Committee Briefing

Date: Monday 13th April 2015

Portfolio: Cabinet Member for City Management

**Briefing Author and
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1. Cleansing Performance



- 1.1 Street cleansing services continue to perform to an extremely high level. As shown in the above table, complaints are **20% down** this year against the same period in 2014. Just 32 complaints so far this year against 40 by the same point last year.

Cleansing at Special Events

- 1.2 This year's St Patrick's Day event (15th March) had more of a family focus to try to reduce alcohol consumption and associated issues. Fewer people attended this year, due to the weather, and the parade clean-up was completed by 2pm on Whitehall, with the roads reopening two hours before schedule. The small cleansing vehicles struggled with the number of glass bottles and full carrier bags of beer cans, so a recommendation for next year would be to use two larger mechanical brooms. Including the parade and the after-party clean-up, we collected and disposed of just over 3 tonnes of event waste.
- 1.3 The London Marathon (26th April) event will be cleansed following the well-established plan (subject to any minor alterations identified by the Special Events Team). The teams will comprise 31 staff including 6 mechanical sweepers. The cleansing teams usually collect in the region of 12 tonnes of waste, about half of which is recycled.

2. Waste Disposal Contract re-let

- 2.1 Soft market testing has been completed and the procurement strategy has been agreed by procurement, legal and finance. The project now moves into the tender document development phase.

3. Recycling

- 3.1 The Council has secured DCLG funding of £324,000 for an estate community recycling incentive scheme for 2015/16 -16/17 to encourage greater participation and lower contamination. As part of this initiative, officers will door-knock the 24,000 estates properties during the summer.
- 3.2 There are now 34 voluntary Recycling Champions across Westminster. Over the past month, champions have held stands at 2 libraries and run a stall at a fun day in Queen's Park. Champions have also visited the MRF (where the recycling is sorted) to see for themselves what happens to the recycling.

4. Highways

- 4.1 The following table shows the performance for highways reactive defects compared against the respective targets. For reference, the previous contract targets are also given.

	December and January Performance	February Performance	Target from 1 April 14	Previous Contract Target
Priority 1 (2 hr)	87%	96%	98%	98%
Priority 2 (24 hr)	95%	95%	98%	95%
Priority 3 (10 day)	93.5%	96%	98%	90%
Priority 4 (28 day)	94%	96%	98%	83%

- 4.2 Performance has improved in February in three of the four priority areas.
- 4.3 The backlog of works is reducing. A target of the end of April 2015 has been set for this to be completed and for the service level to be within SLA.

5. Public Lighting

- 5.1 Reactive performance has continued at the required level with both 2 hour and 48 hour responses achieving 98% compliance with targets.

	January Performance	February Performance	Target from 1 April 14	Previous Contract Target
Priority 1 (2 hr)	98%	98%	98%	98%
Priority 3 (48 hrs)	97.5%	98%	98%	90%

Outages

- 5.2 The year to date percentage of outages as of the end of February 2015 is 3.3%. This has increased over the period but this is normal as there are a higher volume of outages in the winter months. This is still below the 4% target. The average time to fix a light under local authority control is also well within the target 12 days at 7.69 days. The total time to fix a light where UKPN also need to carry out work is 42.55 days, which is outside of the 40 day target. There have been some changes with the UKPN structure and these have been identified to have caused the delays. Now that the transition period is over, it is anticipated that the figure should return to their previous levels.

Long Term Faults

- 5.3 At the end of February, there were 25 jobs more than 40 days old, an increase of 5 jobs against the previous report. There are always a small number of more complex cases to fix which will take longer and this number is small in comparison to the 14,000 lighting columns that make up our network.

Remote Monitoring System ('Smart Lights')

- 5.4 As previously reported the next steps in the Smart Lights project are to change the business processes to generating works orders to our Service Provider remotely. The full end to end process is expected to be in place by September 2015..

6. Highway Capital Programme Delivery

2014/15 Programmes

- 6.1 We are in the final stages of delivering the remaining carriageway and footway schemes. Works continue to progress to plan with the remaining schemes sets to complete in early April.

2015/16 Carriageway Programming

- 6.2 Co-ordination and permitting of the first phase of 2015/16 carriageway replacement works has now been completed. As a formal decision on the Cabinet Member Report has now been issued carriageway schemes will commence in early April. Council officers and FM Conway supervisors will work closely with TfL on co-ordination throughout the duration of the carriageway replacement programme.

2015/16 Footway Programming

- 6.3 The programming of the first phase of the 2015/16 works has been completed and schemes will commence in early April

7. Gully Service

- 7.1 As of 31st February, 99.8% of the network has been visited under the routine gully cleaning programme and 74.6% of gullies have been cleaned.

8. Gully Further works

- 8.1 We have now successfully completed all drainage further works jobs in Phase 1 of our programme. Phase 2 works are currently in progress. Work is underway in Princes Mews, John Adam Street, Allsop Place and Venables Street. These works are due to complete in the next two weeks and this will conclude the gully further works programme for the 2014/15 programme.