



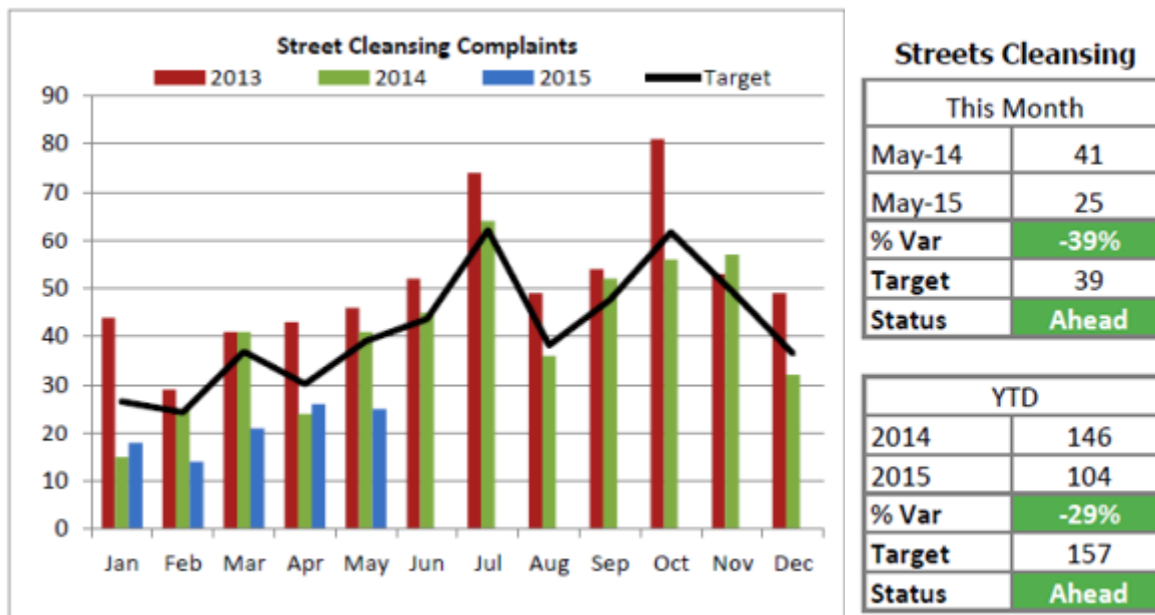
Environment Policy and Scrutiny Committee Briefing

Date: Monday 22nd June 2015

Portfolio: Cabinet Member for City Management

**Briefing Author and
Contact Details:** **Councillor Richard Beddoe**
rbeddoe@westminster.gov.uk

1. Cleansing Performance



- 1.1 Street cleansing services continue to perform to an extremely high level. As shown in the above table, complaints are **29% down** this year against the same period in 2014. Just 104 complaints so far this year against 146 by the same point last year.

Cleansing at Special Events

- 1.2 The post event cleansing for the London Marathon, on 26 April, was carried out to a high standard and in good time. We deployed 25 sweepers, 3 large sweeping vehicles, 3 small sweeping vehicles, 2 caged vehicles and 2 RCVs. In total, we collected 2.5 tonnes of refuse and almost 4 tonnes of recycling, which, overall, was marginally less than in recent years.
- 1.3 Due to work starting on the cycle superhighway after the London Marathon, the Embankment will not be used for major events again until March 2016. This has meant that annual events like the BUPA 10000 and the British 10k have both had to plan new routes, which consequently meant that new cleansing plans needed to be drawn up. On 25 May, we deployed 10 sweepers, 3 small sweeping vehicles and a caged vehicle to clean up after the Bupa 10000. The cleansing was carried out in the normal, professional manner and the roads were ready to be reopened within expected times.
- 1.4 There were a number of ceremonial events over the weekend of the 70th anniversary of VE Day (8-10 May). This involved a small clean-up operation on 8 May in Whitehall following a service at The Cenotaph. On 10 May a parade from Westminster Abbey to Horse Guards Parade Ground involved laying sand down Storey's Gate to provide grip for horses, and then sweeping it up after their departure. A similar operation was required for the state Opening of Parliament on 27 May, with a thorough pre-clean and sanding before The Queen arrived at the Houses of Parliament by Royal Carriage. The Ceremonial events continue into June with Trooping the Colour planned for 13th. Carriages will make their way from Buckingham Palace to Horse

Guards Parade Ground for a ceremonial military event, once again requiring a sanding operation for all routes and an A Grade level of street cleanliness for this national event.

2. Waste Disposal Contract re-let

- 2.1 The contract specification, evaluation criteria and terms and conditions are currently being developed by the project team.

3. Recycling

Recycling Reward Scheme









- 3.1 The scheme is due to launch on August 10th. Our monitoring equipment has begun being fitted to vehicles and bins, allowing us to accurately measure tonnage.

Recycling Bag Trial

- 3.2 The trial aims to support the development of blue bags to offer improved customer satisfaction and better value for money. Volunteer residents will use 6 different bag types and feedback online weekly. The results of the trial will be used to discuss product development with suppliers.

4. Highways





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

	February to April Performance		May Performance		Target from 1 April 14	Previous Contract Target
Priority 1 (2 hr)	94%		100%		98%	98%
Priority 2 (24 hr)	96%		99%		98%	95%
Priority 3 (10 day)	94%		96%		98%	90%
Priority 4 (28 day)	95%		98%		98%	83%

- 4.2 Performance has improved by between 1% and 7% on the previous period for the quarter to April for all priorities. This performance has continued in May with only the 10 day priority remaining slightly under our agreed standard and all others meeting or exceeding the SLA. Current performance under the 10 day priority is still higher than the previous contract target.

5. Public Lighting

- 5.1 Reactive performance has continued at the required level or higher for 2 hour responses. The 48 hour target dipped in March 2015, bringing the quarter performance slightly below target, but this has since recovered for both April and May.

	February to April Performance		May Performance		Target from 1 April 14	Previous Contract Target
Priority 1 (2 hr)	98.6%		98%		98%	98%
Priority 3 (48 hrs)	96%		98.5%		98%	90%

Outages

- 5.2 The year to date percentage of outages as of the end of February 2015 is recorded as 0.5%. This is lower than normally expected at this time of year and this is being investigated. The average time to fix a light under local authority control is also well within the target 12 days at 7.4 days. The total time to fix a light where UKPN also need to carry out work is 43 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. This has not changed since my last report and officers continue to work with UKPN to bring this figure down.

Long Term Faults

- 5.3 At the end of February, there were 33 jobs more than 40 days old, an increase of 7 jobs against the previous report. 24 of these jobs require work by UKPN and the increase is reflective of the current UKPN response times. It should be noted that 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 The project team to implement the change to generating works orders to our Service Provider remotely is now in place. The full end to end process is expected to be completed by the end of September 2015.

6. Highway Capital Programme Delivery

2014/15 Programmes

- 6.1 The programme completed in early April except for a few schemes where conflicts with third party works meant they could not be done. These will be completed as part of the 15/16 programme.

2015/16 Carriageway Programming

- 6.2 The 15/16 programme started on time and a number of schemes have already been completed. The programme is scheduled to complete by October.

2015/16 Footway Programming

- 6.3 Again, the programme started on schedule and a number of schemes are already completed.

7. Gully Service

- 7.1 The routine programme is on target with 13.6% of the network cleaned with 20.5% of the network visited as of the end of May 2015.
- 7.2 We are continuing to review practices and methods to improve performance on previous year's programmes and reduce abortive first time visits to a figure below 4% on a monthly basis. We are rolling out our campaign to assist a better first time successful visit in targeted areas. The team are liaising with our cleansing colleagues for seasonal data (*tree pollen/leaves*) and Parking Services (*enforcement back-up*) to ensure the cleaning programme is efficient as possible.

8. Gully Further works

- 8.1 Phase 2 works are currently at the following stage:
- John Adam Street – Work Scheduled for June 2015.
 - Maida Vale (Randolph Road) – Work Scheduled for June 2015.
 - Westbourne Grove (outside Number 4). It is necessary to bring in a specialist contractor to investigate a specification issue with works carried out by Thames Water. This is scheduled for mid-June.
 - Allsop Place – Officers are waiting for the traffic management plans and the works can then be scheduled.