

**Meeting:** Better Places Partnership Board

**Date:** 11 February 2008

**Report Title:** Performance Management Highlight Report: Third Quarter (September to December) 2008/09

**Report of:** Tracy Turner, Assistant Director Service Improvement

### Summary

This report highlights performance issues arising from quarter three performance reporting, in relation to the programme of projects in receipt of ABG funding managed by the Better Places Partnership, and the Local Area Agreement targets on which the theme board leads.

The attached performance report relays progress against National Indicators which the Better Places Partnership leads on, and those where responsibility for delivery cuts across all thematic partnerships. As indicated in the attached table, data for a large number of indicators is available only annually. This report provides more detail on performance on an exception basis.

### Exception commentary

As shown in the attached traffic light report, all of the projects delivered by the Better Places Partnership have an overall traffic light status of green, and are expected to deliver against agreed outputs on budget within the financial year.

The Better Places Partnership leads on eight LAA targets (including NI 195 which has four components) and contributes to nine cross-cutting targets. Three of the targets BPP leads on, and all nine of the cross-cutting targets, are annual. Information about performance on these indicators will be available at the end of the year. At the end of quarter two, performance against four Better Places Partnership indicators was on target.

Performance against NI 192, the percentage of household waste sent for reuse, recycling and composting, did not meet target in quarter 3. Performance has not met target because the level of recycling tonnage apportioned to Haringey from the North London Waste Authority (NLWA) has been less than in previous years, and less than was forecast. In addition the method of apportioning household and non-household waste has changed so that more waste is counted as household waste than was previously the case.

December's performance was also influenced by the recycling Christmas clear up arrangements collecting two days of December's recycled tonnage in January. This was further compounded by the residual refuse collection operating a clear up service that ensured that all tonnage was collected and recorded in December.

To address the below-target performance we will be undertaking the following actions:

- Increase enforcement action on main high roads to reduce levels of fly-tipped trade waste
- Introduce scheme to recycle proportion of street cleansing waste.
- Investigating the quarterly apportionment process to review all information provided by NLWA and check NLWA tipping records to ensure all recyclable material is accounted for against the correct accounts.
- Complete fly-tipping action plan to get an accurate tonnage figure for this waste, against the estimate currently being used (fly-tipped waste is counted within household waste).
- Ensure that the bulk waste recycling process at Edmonton is fully utilised and set up a bulk waste recycling centre in Ashley Road depot
- Communications campaign and door-knocking in low participation areas to promote recycling
- Trial collections of food waste from ten schools, and trial project to supply residents with free compostable liners to encourage food waste recycling

### **Recommendations**

To note the current position across the programme of projects funded with ABG, to observe issues with delivery of targets arising in the exception commentary, and to continue to monitor action being taken to resolve issues.

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