

Quarter 3 2023/2024 Performance Report and Risk Register

Community Services Committee – 14th March 2024

Report of: Head of Environment and Head of Communities and Partnerships

Purpose: For information

Publication status: Open

Wards affected: All

Executive summary:

The appendix to this report contains data on the Committee's key performance indicators for quarter 3 2023-2024, to enable Members to monitor how the Council is delivering services.

This report supports the Council's priority of: Building a better Council

Contact Officer

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Recommendation to Committee:

- A) To review and note the most critical Quarter 3 2023-2024 performance indicators for this Committee.
 - B) To review and note the most critical risks for this Committee.
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Reason for recommendation:

To support the Committee to monitor and manage its performance.

Introduction and background

1. The performance report for quarter 3 for Operational Services, Waste and Community Safety is at Appendix A.

2. Defra released the 2022/23 performance data for recycling for local authorities across England. In terms of recycling performance the Council is the 11th best collection authority. There was a 2.1% drop in recycling tonnages collected and this is a general trend across the top performers as tonnages collected are down since the lockdowns of 2021/22. We are 2nd in Surrey behind Surrey Heath.
3. In terms of residual waste collected we are 31st best collection authority in terms of least rubbish collected. The amount of residual collected has dropped by 8.9kgs per household (-2.45%). Again, the trend is for less residual waste collected in 2022/23 for the same reasons above. We remain 3rd in Surrey behind Surrey Heath and Waverley.
4. The performance indicator for Street Cleansing is again off target for this quarter.
5. The service faces the similar challenges as outlined in the previous report though two agency staff have recently started.
6. The order for a new mechanical sweeper has been placed with anticipated delivery in early 2024/25. This vehicle will help with reliability, reduced maintenance costs and better fuel efficiency. However, it will not be able to cover the work previously been done by the two mechanical sweepers.
7. In Quarter 3 the number of safeguarding cases reported to Committee increased from 15 to 17. The largest reason was self-neglect. The safeguarding lead officer working group is looking at additional ways to support staff to handle these reports, which include:
 - Promoting the Mental Health First Aiders across the Council. Both the Wellbeing Prescription team and a group of officers who nominated themselves as Mental health first aiders have all completed the Mental Health First Aid refresher training. These officers are able to support staff and signpost them to the correct services.
 - A mental health workshop is due to take place in March with partners from Health, Police, TDC housing and the wellbeing prescription team to help address some of the issues officers are facing with accessing mental health services.
8. In September a Surrey Safeguarding Adults Board annual quality assurance assessment was completed. The feedback from this assessment will be available in Quarter 4. A Section 11 - Surrey Safeguarding Children's board assessment is due to be completed by June 2024. Officers are currently working on gathering evidence for this assessment.
9. As part of the Anti-Social Behaviour project officers have been working with colleagues across the organisation to scope the requirements for a digital ASB reporting system. It is hoped this system will go live in 2024/25. Once this system is in place and the ASB policy is signed off the Council will be able to report the number of ASB cases it receives on a quarterly basis and identify any trends or hotspots.

10. The risk register can be found at Appendix B.
11. The most significant risk is around the tree management regime and dealing with Ash die back across the District.
12. The recruitment for a new tree and woodland officer has commenced and it is hoped that if the recruitment is successful, they would be able to start in May 2024. If the recruitment is not successful, the option will be to look at interims covering the work, which is more expensive, whilst a review of the recruitment is undertaken.

Key implications

Comments of the Chief Finance Officer

There are no direct finance implications arising from this report, however the Quarter 3 Financial update report to this Committee flags the potential financial risks relating to tree management.

Comments of the Head of Legal Services

As this report is for noting, there are no direct legal implications arising from this report.

Equality

This report holds no proposals that would disadvantage any minority groups.

Climate change

This report holds no proposals that would impact on the Council's commitment to Climate Change.

Appendices

- Appendix A: Performance indicators
- Appendix B: Risk register

Background papers

None.

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