



**Notice of meeting of
Community Safety Overview & Scrutiny Committee**

To: Councillors King (Chair), Healey (Vice-Chair), Barnes,
Burton, Douglas, Gillies and Orrell

Date: Tuesday, 29 November 2011

Time: 5.00 pm

Venue: The Guildhall, York

AGENDA

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.

2. Minutes (Pages 3 - 6)

To approve and sign the minutes of the meeting of the committee held on 10 October 2011.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the committee's remit can do so. The deadline for registering is **Monday 28 November 2011 at 5.00pm**.

4. Safer York Partnership Performance Report (Pages 7 - 16)

This report details performance on the Community Safety Plan 2011-14.

5. North Yorkshire Police Performance Report (Pages 17 - 28)

These reports provide data on North Yorkshire Police performance.

**6. Finance and Performance Update for (Pages 29 - 36)
Communities and Neighbourhoods
Environmental Services - Quarter 2**

The purpose of this report is to provide an update on financial performance, service plan improvement actions and performance measures for Environmental Services.

7. Waste Management Services (Pages 37 - 62)

This report is provided to help the committee review performance in key waste management service areas and identify opportunities for improving waste prevention, reuse, recycling and composting.

8. Work Plan (Pages 63 - 64)

Members are asked to consider the committee's work plan.

9. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Name: Jayne Carr

Contact Details:

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For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting Jayne Carr,
Democracy Officer

- Registering to speak
- Business of the meeting
- Any special arrangements
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Further information about what's being discussed at this meeting

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Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	COMMUNITY SAFETY OVERVIEW & SCRUTINY COMMITTEE
DATE	10 OCTOBER 2011
PRESENT	COUNCILLORS KING (CHAIR), HEALEY (VICE-CHAIR), BURTON, DOUGLAS, ORRELL, WILLIAMS (SUBSTITUTE FOR COUNCILLOR BARNES) AND WATT (SUBSTITUTE FOR COUNCILLOR GILLIES)
APOLOGIES	COUNCILLORS BARNES AND GILLIES

24. DECLARATIONS OF INTEREST

Members were asked to declare any personal or prejudicial interests they may have in the business on the agenda. Councillor Williams declared a personal non-prejudicial interest in the business on the agenda, as a member of the York and Selby Magistrates Bench and a member of the Magistrates Association.

25. MINUTES

RESOLVED: That the minutes of the meeting of 29 September 2011 be confirmed and signed by the Chair as a correct record.

26. PUBLIC PARTICIPATION

It was reported that there were no registrations to speak under the council's Public Participation Scheme.

27. PRESENTATION FROM PRIMARY CARE TRUST

Members received a presentation on the role of the Primary Care Trust within the Safer York Partnership. A copy of the presentation is attached to the agenda papers for this meeting.

Discussion took place regarding health issues in prison. Members were pleased to note that Askham Grange performed very well in the Prison Health League Tables. It was, however, noted that although the tables reflected performance against specific measurables, the differences in size and nature of prisons meant that comparisons in respect of performance were

difficult. Members were also pleased to note the success of the programme that was in place to tackle substance abuse in prison. The prison had a good success rate in terms of moving inmates to abstinence. The relatively small size of the prison also made it easier to provide an effective support system once abstinence had been achieved.

Members requested that, if this was available, they receive data on alcohol related admissions to hospital during events such as Freshers' Week, Christmas or race events¹.

RESOLVED: That the contents of the presentation be noted.

REASON: To ensure that the committee is informed of the role of the PCT within the Safer York Partnership.

Action Required

1. Provide data for Members

JM

28. PRESENTATIONS ON RESTRUCTURE

Members received presentations on the restructure of Communities and Neighbourhoods and roles supporting the Safer York Partnership, and proposals for the restructure of community safety in North Yorkshire Police.

Safer York Partnership Staffing Structure

Consideration was given to the following information:

- The current staffing structure for the Safer York Partnership
- The new staffing structure from November 2011
- The current delivery structure
- The structure from November 2012 (including the post of Police and Crime Commissioner)

At the request of Members, details were given of the work of the Domestic Violence Task Group. It was noted that, as well as working with perpetrators, the group was also involved in preventative work and addressing issues in respect of the reluctance of victims to report incidents.

Members asked about the intended benefits of the restructure. They were informed that the restructure would ensure that the

teams that were in place would be better able to work together to tackle issues, for example in respect of problem families.

North Yorkshire Police Re-structure

Information was circulated regarding the restructure of North Yorkshire Police. The Head of Community Safety for the Police gave details of the review that had taken place and explained that it was intended that all posts would be filled by mid-November. Members were informed of the areas served by each district, which were intended to deliver a service that was equitable but which was also proportionate to demand.

Discussion took place regarding the role of the architectural liaison officers. Members were informed of the success of these posts in reducing crime, particularly when their services were engaged at an early stage in the planning process.

Details were given of the financial savings that would be achieved through the new structure. It would also be more efficient and would allow areas such as York access to a bigger team.

RESOLVED: That the contents of the presentations be noted.

REASON: For information.

29. UPDATE ON REGIONAL CCTV SHARED SERVICES CONSULTATION

Members considered a report that presented a further update on a previously proposed topic on CCTV in York. Members were asked to decide whether or not a review on the usage of CCTV across the city was required.

Members agreed that it was not an appropriate time for a review into this issue to be carried out.

RESOLVED: That a scrutiny review on CCTV in York not proceed.

REASON: It was not an appropriate time for the review to take place.

30. WORK PLAN

Consideration was given to the committee's work plan.

Arrangements were made for the Anti-Social Behaviour Task Group to hold a meeting on Friday 21 October 2011 at 2.00pm. Councillor Douglas agreed to substitute for Councillor King as required.

RESOLVED: That the work plan be approved.

REASON: To progress the work of the committee.

Councillor King, Chair

[The meeting started at 5.00 pm and finished at 6.45 pm].

Safer York Community Safety Overview and Scrutiny, Performance Report

October 2010

PERFORMANCE REPORT ON COMMUNITY SAFETY PLAN 2011-14

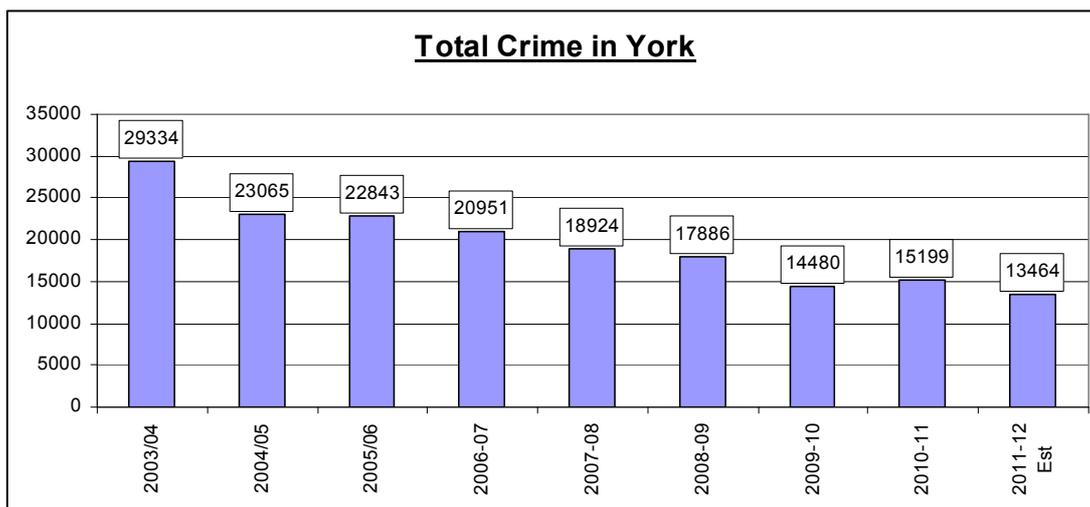
1. Introduction and Overview

1.1. Data and/or update information on progress is not held by the Safer York Partnership support team for all of the indicators contained within the plan.

1.2. This report will now take the form of an exception report whereby only items which are underperforming are reported upon. The exception report will be presented in a form in line with the Community Safety Plan 2011-14 which has the following priorities;

- Acquisitive Crime
- Anti-Social Behaviour
- Violent Crime
- Business Crime
- Re-offending Information
- Other Indicators

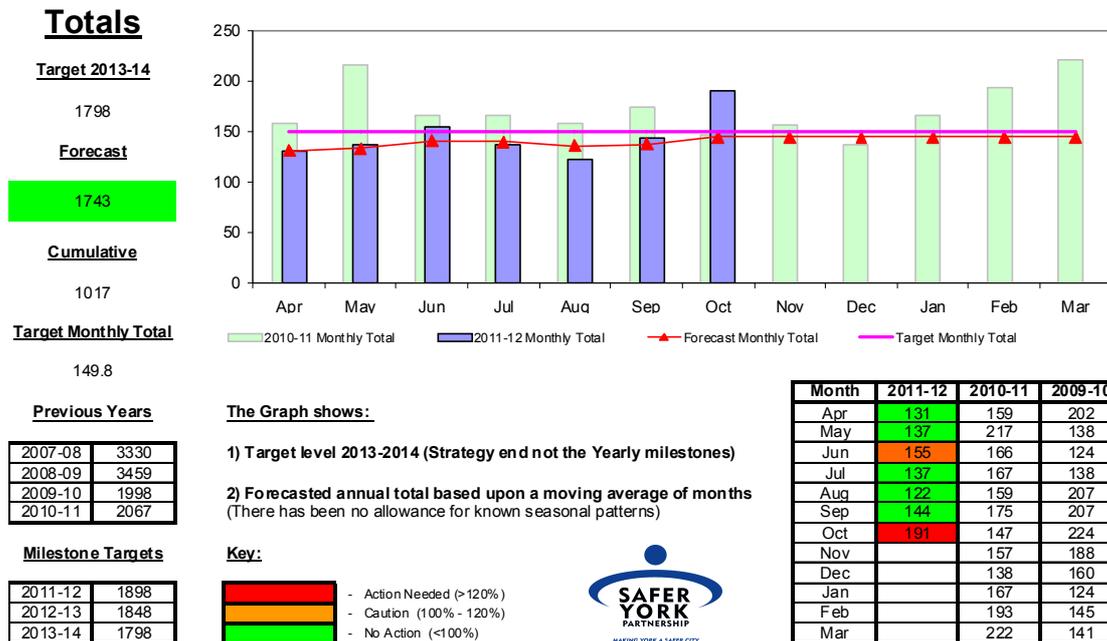
1.3. Total crime in York is predicted to be around 1750 crimes lower in 2011-12 than 2010-11. If achieved this would represent a 54% decrease in crime in the city since 2003/04 in overall crime, with decreases achieved every year, except 2010/11, when there was a small rise on the previous year.



1.4. The only crime performance targets, where there was not a reduction in crime within the last strategy were; NI 20 Assault without Injury, NI 29 Gun crime and Aggravated Vehicle Taking which saw rises of 172 crimes (17%), 5 crimes (250%) and 1 crime (7%) respectively.

2. Acquisitive Crime

York - NI 16 - Serious Acquisitive Crime



2.1. Acquisitive crime is on target for the 2011-12 milestones and is expected to be around 300 crimes less than last year. October has seen the highest month in 2011/12 for serious acquisitive crime and this is due to the level of theft from a vehicle in October.

2.2. The majority of auto-crimes are occurring to vehicles parked on-street. Locations that have historically seen high levels of auto-crime such as industrial estates, car parks, hotels and other business premises have suffered low levels of auto-crime since the start of the financial year.

2.3. There is no single type of property that has been targeted in theft from vehicle. Vehicles in York have been broken in to for amongst many things, sports equipment, sat-navs, money and documents, clothing and any other property left on show. There have been a small number of cases of theft of vehicle parts for scrap (catalytic converters), and a number of individuals have been arrested for this over the last fortnight.

2.4. All ward areas of York are experiencing predicted levels of other types of acquisitive crime.

2.5. York is currently in 5th place within its IQUANTA family for Serious Acquisitive crime, and has seen continual monthly improvement since December when York sat in 12th position.

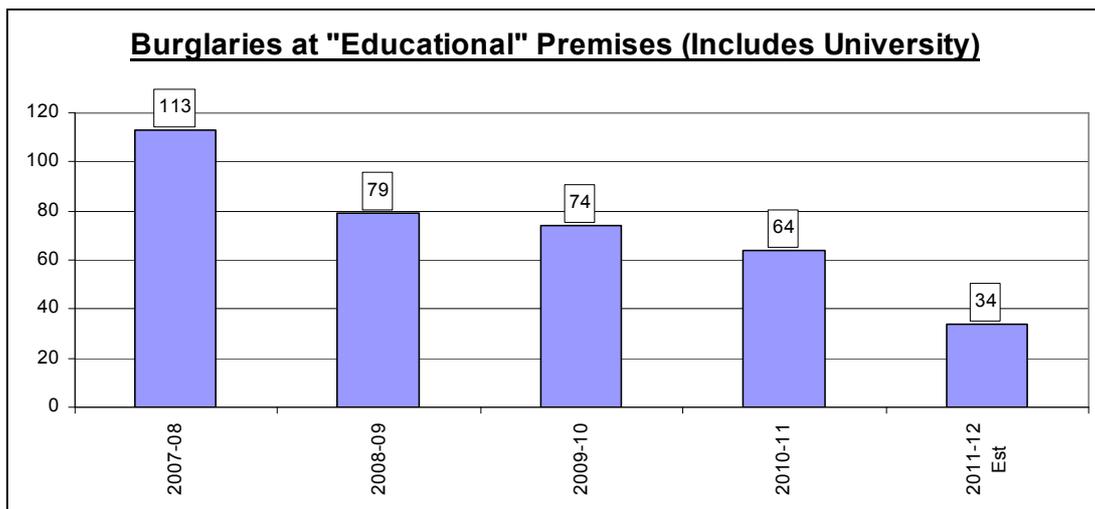
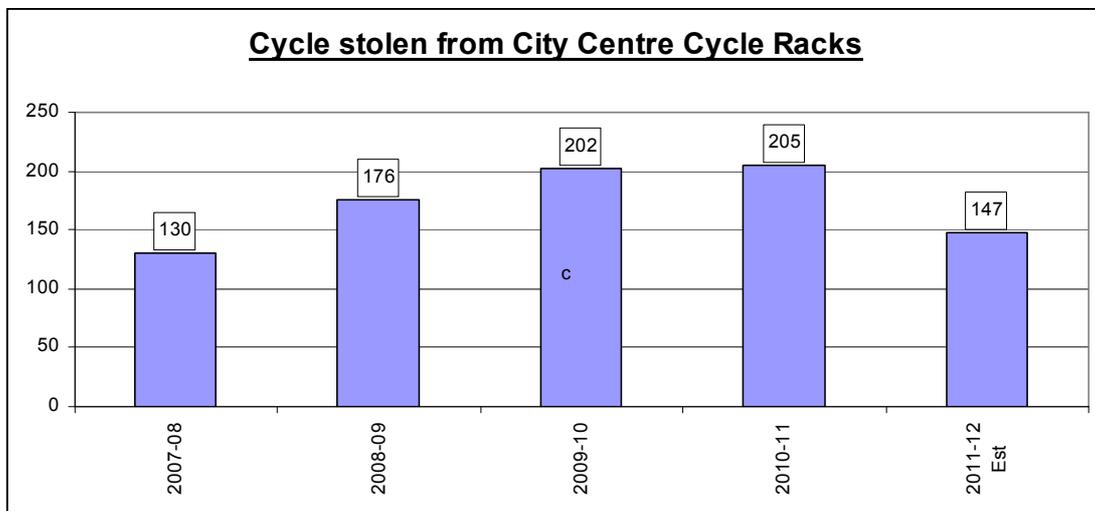
2.6. All indicators are currently on target except for Burglary of a Non Dwelling which has had higher than expected levels in the first three months of the year but is still predicted to have around 175 crimes less than last year.

2.7. Cycles and power tools are still the most targeted property type in burglaries from sheds and garages.

2.8. Levels of cycle theft this year have been significantly lower than last year. York is predicted to have around 400 less cases of theft of a pedal cycle than last year.

2.9. York is still showing significantly lower rates of cycle crime than other large cycling cities (Oxford and Cambridge have 4 times the rate per 1000 population of cycle theft).

2.10. Levels of acquisitive crime at business premises and industrial estates, schools, other educational establishments, city-centre cycle racks, council car parks and allotments have been low during 2011/12.



2.11. Last December and January saw the lowest monthly acquisitive crime figures for crime in York due to the snow.

3. Anti-Social Behaviour

Totals

Target 2013-14

12361

Forecast

13939

Cumulative

8131

Target Monthly Total

1030.1

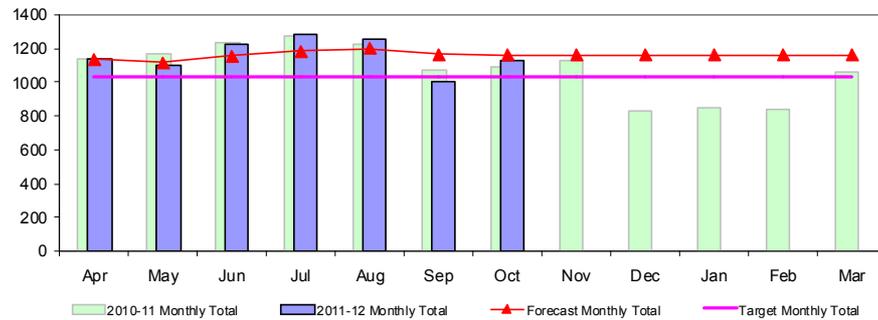
Previous Years

2007-08	12827
2008-09	12847
2009-10	13012
2010-11	12927

Milestone Targets

2011-12	12667
2012-13	12524
2013-14	12361

York - NYP Recorded ASB Calls for Service



The Graph shows:

- 1) Target level 2013-2014 (Strategy end not the Yearly milestones)
- 2) Forecasted annual total based upon a moving average of months (There has been no allowance for known seasonal patterns)

Key:

	- Action Needed (>120%)
	- Caution (100% - 120%)
	- No Action (<100%)



Month	2011-12	2010-11	2009-10
Apr	1139	1142	1158
May	1097	1170	1123
Jun	1225	1238	1150
Jul	1285	1270	1235
Aug	1251	1229	1320
Sep	1001	1069	1046
Oct	1133	1094	1164
Nov		1125	1015
Dec		833	966
Jan		854	939
Feb		843	836
Mar		1060	1060

- 3.1. Levels of anti-social behaviour calls for service recorded by North Yorkshire Police are predicted to rise by 1000 cases (8%) by the end of the financial year.
- 3.2. From April 2011, all new police anti-social behaviour incidents have been categorised differently. ASB is now classified by the type of harm they involve, from personal (impacts an individual), nuisance (impacts a community) and environmental. As such, comparing specific types of ASB is difficult.
- 3.3. Prior to the anti-social behaviour classification change in April 2011, the key types of police recorded anti-social behaviour in York were: behaviour incidents (2/3) followed by malicious communications (8%) and neighbour nuisance incidents (7%).
- 3.4. Following the anti-social behaviour classification change in April 2011, the main type of anti-social behaviour are nuisance (65%) followed by personal (25%); and a very small number of environmental (9%) incidents.
- 3.5. The main hotspot locations for anti-social behaviour within the last twelve months include: Union Terrace; Coney Street and McDonalds on Blake Street.
- 3.6. The level of criminal damage in 2011/12 is predicted to be 350 cases lower than last year. All types of criminal damage are predicted to fall,

although the largest reductions are predicted to be in criminal damage to dwellings. Apart from December in 2010, September of this year saw the lowest monthly level of criminal damage in the last three years.

3.7. York sits in 8th position in its Iquanta family compared to 15th position back in February 2011.

3.8. Overall levels of council recorded anti-social behaviour are predicted to rise by around 320 cases (8%) higher. These are due to predicted rises within fly-tipping, litter and to a lesser extent graffiti and drugs related litter.

4. Violent Crime

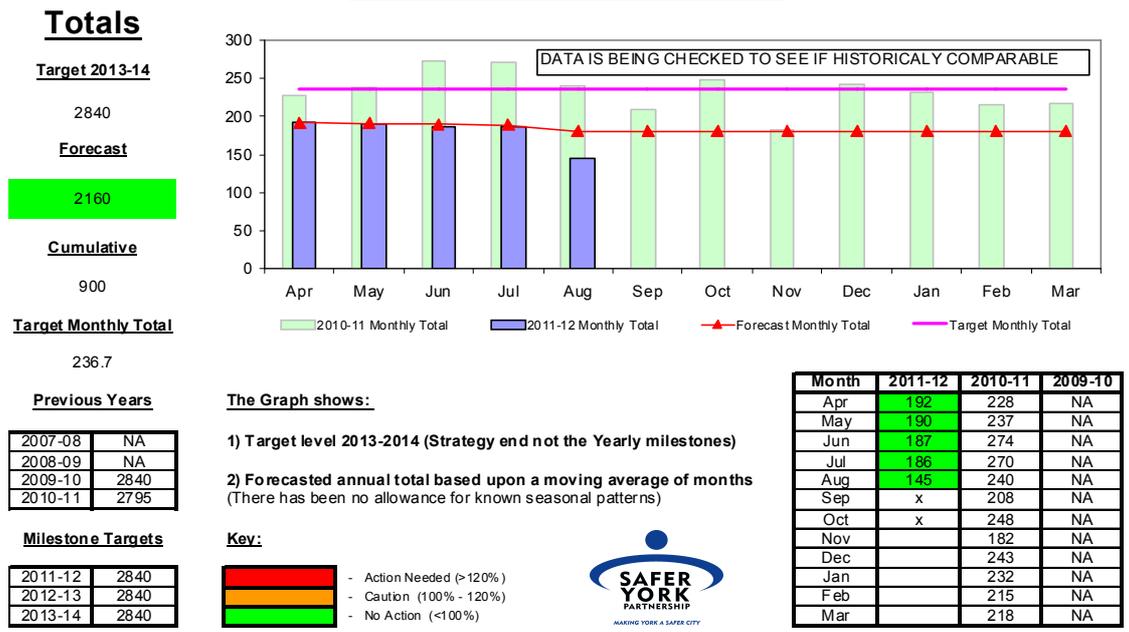
4.1. Levels of violent crimes in York are predicted to be around 300 crimes lower in 2011-12 than last year. York had 173 recorded cases of violence in September 2011, the lowest month for two years.

4.2. York is currently in 11th place within its IQUANTA family for violent crime, and has been in a similar position for the last year even with the predicted reductions in crime

4.3. Levels of violent crime within York’s Cumulative Impact Area (City Centre) are comparable to last year with a predicted 500 crimes of violence compared to 525 last year.

4.4. Levels of violent crime at large summer events in York such as race-days have been lower than in previous years.

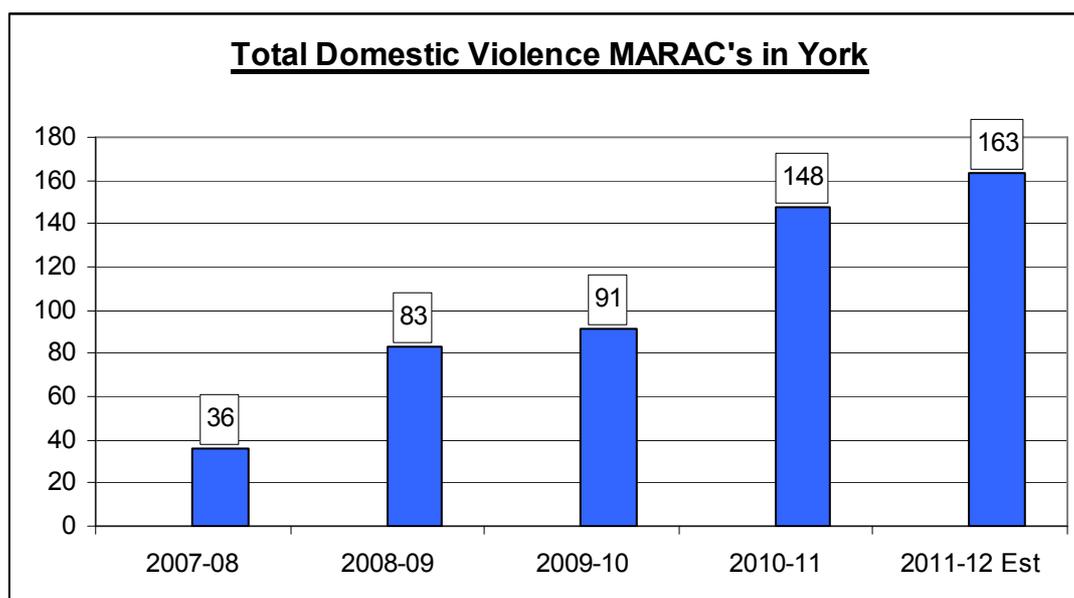
York - Domestic Violence Incidents



- 4.5. Based upon data up to August 2011, it is predicted that there is likely to be 600 less domestic violence incidents in York in 2011/12 than the previous year, indicating a drop of around 20%.
- 4.6. The 600 incidents above will not all translate in to “violent crime reduction” as it is predicted that 33% of all domestic violence incidents will be crimed compared to 25% in 2010/11.
- 4.7. The levels of repeat domestic violence incidents, is predicted to around the same level of 25% of all incidents. The level of incidents where children are recorded as being present is still predicted to be around the 20% mark.
- 4.8. Historically, levels of domestic violence have been shown to match the most deprived area in York under the index of multiple deprivation. This pattern has been repeated in the first five months of 2011/12 with only differences being lower levels of domestic violence in Hull Road and Westfield during August.
- 4.9. There have been 95 Multi-Agency Risk Assessment Conferences (MARAC's) held for domestic violence up to end of October during 2011/12. The percentage of repeat Marac's is expected to be at similar levels to the last two years.

Indicator	Type	2007/08	2008/09	2009/10	2010/11	2011/12
NI 32 Repeat Incidents of Domestic Violence Cases reviewed as a MARAC	Target	8.3% (Est)	7%	6%	5%	N/a
	Out-turn	8.3%	10.8%	17.6%	18.2%	17.9% (est)

- 4.10. The total number of Marac's held in York is predicted to rise for the fourth year in a row since their inception.



- 4.11. No domestic violence murders were recorded during 2010/11 in York.

Indicator	Type	2007/08	2008/09	2009/10	2010/11	2011/12
NI 34 Domestic Violence Murder	Target	N/a	0	0	0	0
	Out-turn		0	0	0	0

4.12. Information available from Local Alcohol Profiles for England and Wales suggest that York has lower levels of alcohol related crimes than the national average. Levels of alcohol related crimes have fallen for each of the last five years of available data.

Indicator	Type	Q1	Q2	Q3	Q4	2010/11
NI39 Alcohol Related Harm Admissions	Target	418.75	418.75	418.75	418.75	1675
	Out-turn	369	334	353	361	1417

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI39 Alcohol Related Harm Admissions	Target	1270.1	1270.1	1544	1620	1675
	Out-turn		1199	1405	1405	1417

4.13 Information on people attending York Accident and Emergency department is expected to be transferred to Safer York within the next few weeks.

5. Re-offending information

5.1. Data available up to the end of Q4 of 2010/11 suggests the prolific and priority offending indicator has come under the target for 2010/11 set within the previous local area agreement. No data has yet been released for 2011/12.

Indicator	Type	Q1	Q2	Q3	Q4	2010/11 Est
NI 30 Re-offending Rate of Prolific and Priority Offenders	Baseline Offences	24	8	23	2	57
	Target	21	7	20	2	50
	Out-turn	3	10	4	4	21
	% Reduction Target	13%	13%	13%	13%	13%
	% Reduction Out-turn	88%	-25%	83%	-100%	63%

5.2. Information released on drug-related offending by the Ministry of Justice suggests that the actual rate of drug re-offending in York has been lower than the predicted rate. This has been the case for two out of the previous three years of data availability.

Indicator	Type	Q1	Q2	Q3	Q4	2010/11
NI 38 Drug Related (Class A) Offending Rate	Cohort Size	13	13	13	13	13
	Predicted Offences	15.8	14.1	12.2	10.4	52.5
	Actual Offences	13	8	19	12	52
	Ratio Target	0.98	0.98	0.98	0.98	0.98
	Ratio Out-turn	0.82	0.57	1.56	1.15	0.99

5.3. Data on proven re-offending by young offenders is now available for the completed 2010/11 year. The level of re-offending has been higher than target in 2010/11.

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 19 Rate of Proven re-offending by young Offenders aged 10 to 17	Target	1.91 (2005)	1.82	1.74	1.66
	Out-turn		1.62	1.17	2.00

5.4. Data on first time entrants in to the youth justice system is now available for the completed 2010/11 year, and quarter 1 of 2011/12. This data suggests that the number of first time entrants continues to decline in York year on year.

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 111 First time entrants to the Youth justice System aged 10 to 17	Target	2350	2185	2040	1900
	Out-turn		1810	1559	846

Indicator	Type	Q1	Q2 +	Q3 +	Q4 +
NI 111 First time entrants to the Youth justice System aged 10 to 17	Target	232	464	696	928
	Out-turn	207			

5.5. New information for NI18 Adult-reoffending has been released on Iquanta and this shows that the actual rate of re-offending still continues to be higher than the predicted rate for York.

Indicator	Type	2010/11			
		Jun-10	Sep-10	Dec-10	Mar-10
NI 18 Adult Reoffending Rate	Predicted	12.46%	12.62%	12.50%	12.55%
	Actual	12.73%	12.88%	12.93%	13.24%
	Difference	2.2%	2.1%	3.4%	5.5%

6. Business Crime

6.1. Levels of most types of business crime are comparable to last year except shoplifting where it is predicted that there will be 220 fewer crimes of shoplifting than last year.

6.2. Although shoplifting is down within major retailers and within the city centre, it continues to rise in smaller supermarkets / convenience stores within York's suburbs.

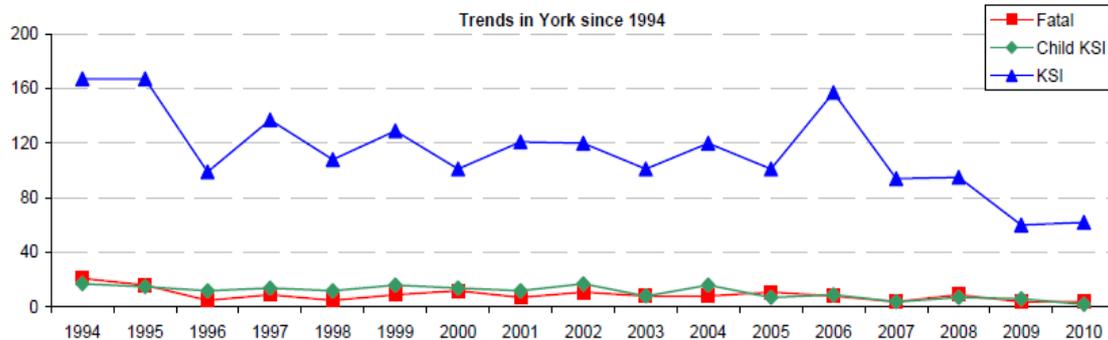
6.3. Levels of shoplifting on the three main retail parks on the outskirts of York continues to be low with a predicted 146 crimes at Monk Cross, Clifton Moor and Mcarthur Glen compared in 2011/12 compared to 169 crimes in 2010/11.

6.4. Out of the 190 premises that are RACY (retailers against crime in York) members, 99 of them did not suffer a shoplifting crime in the first six months of the year.

6.5. 202 different shops suffered a shoplifting crime between April and October of 2011. The twenty two shops with the most volume for shoplifting account for just under half of all the crime (49%)

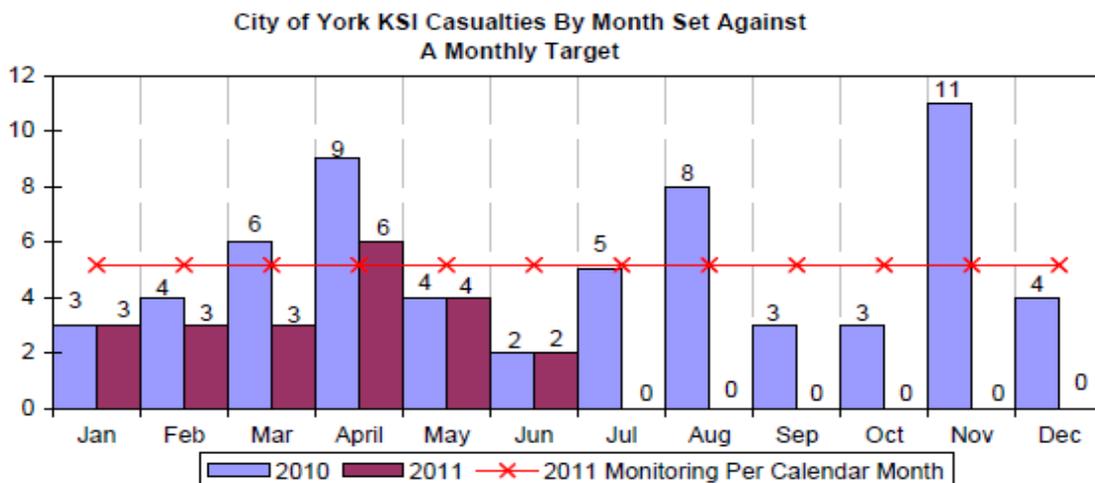
7. Other Information

7.1. The number of people killed or seriously injured in road traffic collisions in York continues to decline. Comparing the first six months of 2011 to 2010, the number of incidents has declined by a third (21 compared to 28 for same period last year).



7.2. Of the 21 casualties in York between January and June of 2011:

- 2 of them are fatal injuries
- 19 of them are serious injuries
- 1 of them has been a serious injury to a child (0-15)
- 7 of them have been serious injuries to pedal cyclists



7.3. Levels of hate crime are still stable in York with a predicted change of 4 fewer cases this year. The majority of the hate crime is Racial related,

although there has been a small number of hate crimes which fall in to Religious, Homophobic and Disability categories over the last three years

Indicator	Type	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
Hate Crime	Out-turn	85	104	102	102	68	164	169	152	148 (est)
	Direction of Travel									

7.4. Around 25% of all hate crimes are recorded to city centre locations with the other cases being evenly distributed throughout the city. There is little evidence of repeat victimisation for hate crime in York.

7.5. No new studies of lead and scrap theft have been completed within the last two months but previous information suggests:

- There have been 158 cases of metal theft including lead and scrap, within the first five months of the financial year. This compares to 71 cases in the first five months of last year a 105% increase.
- There have been cases of scrap metal thefts within all 22 wards in the city and significant concentrations of cases in the Heworth and Clifton wards. There have only been five locations this year, when more than one crime has occurred.
- The majority of cases (60%) in York of scrap metal theft are where lead has been stolen from windows and roofs of domestic premises at some point during the evening / night, with the property owner not realizing a theft has occurred until the next day. The majority of these crimes are undetected.
- There have also been nine schools and four churches which have suffered from metal theft during this time period.

Report Written by:

Ian Cunningham, Senior Analyst, Safer York Partnership

York City Council
Overview and Scrutiny Committee
Crime Data

Summary

This report summarises the crime data within the York Safer Neighbourhood Team area.

1. Background

On the 31st Jan 2011 the Home Secretary launched “police.uk” a website which enables individuals to see what crime and antisocial behaviour has happened on their streets.

The Home Secretary announced:

“Interactive maps which can be accessed on computers and mobile phones will open the door on crime and policing information, allowing people to view crimes including burglary, violence and anti-social behaviour in their areas. This transparent new level of crime and local policing information will ensure people can tell forces what their concerns about crime and disorder are”

2. Introduction

- 2.1 www.police.uk interactive map allows access to six categories of crime these are: burglary, robbery, vehicle crime, violence, other crime and anti-social behaviour (a total of all of these combined is also included). The following crime data allows members to assess crime levels within their area. The table is the first tranche of data from the newly launched website subsequent reports will illustrate trends in all the six categories. In addition at members request the report contains ASB data at Safer Neighbourhood Sector Level, this is not geographically aligned to political wards however geographical differences are negligible. Also at member request Home Office Most Similar Family bench marking data is included in the report.

3.0 Crime Data City of York

All crimes that are reported to the police are illustrated in the crime data table. They've been grouped into six categories to protect people's privacy. This should mean that more sensitive crimes won't be attributed to a particular area. The six categories are: Burglary, Anti-social behaviour, Robbery, Vehicle crime, Violent crime, Other crime, The total crime figure is also displayed. The data is supplied by North Yorkshire Police force from their crime and incident recording systems inc IQuanta and Police.uk. The information and figures contained with the table are subject to change as crimes types can be reclassified following investigation.

Month	Neighbourhood	All crime and ASB		Burglary		Anti-social behaviour		Robbery		Vehicle crime		Violent crime		Other crime	
		2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Oct10/Oct11	York All Areas	2922		155		1082	1152	12		77		238		1358	
Sep10/ Sep11		2908	2077	196	146	1053	1026	8	6	110	71	215	198	1326	630
Aug10/ Aug11		3081	2372	185	132	1192	1276	4	8	93	68	271	228	1336	660
Jul 10 / Jul 11		3046	2534	148	136	1259	1325	7	11	102	90	243	254	1287	718
Jun 10 /Jun 11		3070	2499	146	166	1208	1276	16	6	108	91	263	248	1329	712
May 10/May 11		3091	2302	200	136	1122	1125	5	3	149	92	234	217	1381	729
Apr 10 / Apr11		2944	2359	195	184	1130	1172	8	10	107	68	228	227	1276	698
Mar 10 / Mar11		2601	2482	151	244	1029	1055	11	10	96	129	159	222	1155	822
Feb 10 / Feb 11		3289	2117	1153	199	821	834	5	11	86	113	168	219	1056	741
Jan 10 / Jan 11		2336	2037	118	167	914	839	10	6	74	98	214	208	1006	719

NB - Other Crime includes - Concealing an Infant Death Close to Birth, Bigamy, Going Equipped for Stealing, Blackmail, Kidnapping, Treason, Treason-Felony, Riot, Violent Disorder, Other Offences against the State or Public Order, Perjury, Libel, Offender Management Act, Betting, Gaming and Lotteries, Aiding Suicide, Immigration Acts, Perverting the Course Justice, Absconding from Lawful Custody, Other Firearms Offences, Customs and Revenue Offences, Bail Offences, Trade Descriptions etc, Health and Safety Offences, Obscene Publications etc, Protection from Eviction, Adulteration of Food, Other Knives Offences, Public Health Offences, Planning Laws, Disclosure, Obstruction, False or Misleading Statements etc, Dangerous Driving

Month	Neighbourhood	All crime and ASB	Burglary	Anti-social behaviour	Robbery	Vehicle crime	Violent crime	Other crime
Oct 11	York City							
Sep 11		460	7	230	2	2	49	170
Aug 11		539	8	262	0	4	64	201
Jul 11		574	3	336	1	3	63	168
Jun 11		521	13	258	1	3	71	175
May 11		474	7	249	0	5	60	153
Apr11		478	13	241	0	6	56	162
Mar11		501	10	220	2	5	53	211
Oct 11	York East							
Sep 11		596	47	320	2	15	48	164
Aug 11		762	51	456	4	23	53	175
Jul 11		732	44	423	5	30	47	183
Jun 11		754	46	399	4	25	58	222
May 11		724	50	359	0	29	51	235
Apr11		670	72	319	0	14	49	210
Mar11		762	100	330	3	40	42	247
Oct 11	York West							
Sep 11		560	45	276	2	36	36	165
Aug 11		620	38	347	4	18	53	160
Jul 11		701	37	319	5	26	81	233
Jun 11		667	53	351	1	40	57	165
May 11		618	48	279	2	33	52	204
Apr11		672	53	349	2	20	54	194
Mar11		683	61	296	2	54	51	219
Oct 11	York Rural							
Sep 11		411	46	192	0	18	24	131
Aug 11		477	41	249	0	25	38	124
Jul 11		501	50	247	0	29	41	134
Jun 11		522	53	268	0	21	30	150
May 11		465	35	238	1	24	30	137
Apr11		505	43	263	2	25	40	132
Mar11		493	75	209	1	22	41	145

4.0 Anti Social behaviour data supplied by North Yorkshire Police at Safer Neighbourhood Sector level, data supplied is subject to a number of anomalies as it is reliant on data input dates as opposed to incident occurrence and geographical anomalies when aligned with political wards used by local government. The data supplied however is robust enough to highlight trends and possible concentrations of ASB incidents within areas.

Anti Social Behaviour Data (Safer Neighbourhood Sector Level)										
Safer Neighbourhood Sector (N:B safer neighbourhood sectors are not geographically aligned to political wards)	Jan	Feb	March	April	May	June	July	August	September	October
Acomb	22	42	29	47	31	35	40	23	25	34
Bishopthorpe	2	5	16	9	7	11	8	10	10	7
Clifton	56	59	90	72	88	74	56	71	69	74
Derwent	7	10	7	5	7	5	7	9	3	8
Dringhouses and Woodthorpe	29	34	40	33	37	42	52	62	48	33
Fishergate	44	48	36	42	44	52	59	73	56	77
Fulford	6	5	11	12	10	3	3	14	6	9
Guilldhall	120	123	175	183	188	192	253	217	186	192
Haxby and Wigginton	20	9	13	32	30	32	28	74	24	41
Heslington & University	10	0	2	4	4	6	5	1	3	0
Heslington South	0	0	1	0	0	0	0	0	0	2
Heworth	46	49	62	67	62	67	77	82	58	90
Heworth Without	9	4	7	8	6	12	6	6	5	10
Holgate	50	52	50	51	47	61	59	79	43	59
Hull Road	42	41	61	59	57	51	57	58	47	55
Huntington and New Earswick	40	40	38	50	50	61	54	51	34	52
Micklegate Inner	49	42	38	46	49	47	59	47	53	44
Micklegate Outer	57	58	75	89	83	90	75	87	70	73
Osbaldwick	9	8	11	12	12	12	7	9	12	17
Rural West York	20	18	33	41	36	34	31	28	34	28
Skelton, Rawcliffe and Clifton Without	29	33	56	55	56	53	61	65	42	56
Strensall	14	9	12	30	15	31	33	24	19	35
The Groves	59	54	83	75	97	148	167	134	92	56
Westfield	88	79	103	122	78	125	95	94	82	96
Wheldrake	3	3	8	9	8	11	8	8	5	4

5.0 **Most Similar Groups** (MSGs) identified by the Home Office. These groups provide a benchmark for comparison of crime rates and other indicators with similar areas elsewhere in England & Wales. They also help to identify similar areas which are performing well, to promote the sharing of good practice, CSPs are compared with up to 14 other similar units.

5.1 **How are the Most Similar Groups calculated?** A number of socio-demographic and geographic variables were identified which are strongly linked to increased levels of crime, fear of crime, or incidents. Socio – demographic variables used are percentage of overcrowded households, percentage of single parent households, percentage of terraced households, percentage of population that are long-term unemployed, census output area density, population sparsity. These variables were then combined using a technique called Principal Component Analysis (PCA) to determine new, independent factors that best describe the variation between areas. The Most Similar Groups are determined by identifying the units which are most similar on the basis of these factors

Crimes per 1000 Residents / MSG Ranking (1 st being the safest 15 th being the least safe)																		
Crime Categories	Jan 11		Feb 11		March 11		April 11		May 11		June 11		July 11		Aug 11		Sep 11	
	Rank	Crimes	Rank	Crimes														
All Crime	13 th	17.17	13 th	16.60	14 th	18.77	14 th	18.7	13 th	18.0	12 th	17.2	12 th	17.3	12 th	16.9	12th	16.03
Non Domestic Burglaries	12 th	1.15	14 th	1.36	15 th	1.86	15 th	2.01	15 th	1.82	14 th	1.59	14 th	1.46	14 th	1.44	14th	1.31
Domestic Burglaries	11 th	2.13	10 th	2.18	11 th	2.72	11 th	2.60	11 th	2.29	9 th	1.94	8 th	1.68	8 th	0.70	9th	0.72
Violent Crime	11 th	3.09	13 th	3.20	12 th	3.20	11 th	3.12	10 th	3.29	10 th	3.38	11 th	3.52	11 th	3.57	11th	3.37
Vehicle Crime	8 th	1.31	8 th	1.48	10 th	1.67	9 th	1.53	9 th	1.42	7 th	1.24	9 th	1.34	8 th	1.23	6th	1.31
Robbery	10 th	0.11	9 th	0.11	9 th	0.13	11 th	0.15	9 th	0.11	8 th	0.09	8 th	0.09	8 th	0.12	8th	0.12
Bicycle Thefts	15 th	1.21	15 th	0.88	15 th	1.19	15 th	1.18	15 th	1.34	15 th	1.27	15 th	1.26	15 th	1.07	15th	0.97
Drug Offences	8 th	0.75	10 th	0.77	11 th	0.91	9 th	0.84	9 th	0.84	7 th	0.75	8 th	0.8	9 th	0.87	11th	0.87

York most similar family grouping

York's most similar family as identified by the Home Office is :-

Canterbury, Cheshire East, Cheshire West, Colchester, Essex – Brentwood, Exeter, Gt Manchester – Trafford, Hertfordshire – Hertsmere, Kent -Tunbridge Wells, Lancs- Fylde, Maidstone, Met Police –Hillingdon, Swindon, Welwyn & Hatfield, York

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York City Council

Overview and Scrutiny Committee

Safer Neighbourhood Team Priority Settings

1.0 Summary

1.1 This report summarises the North Yorkshire Police, local Safer Neighbourhood Team Priorities that have been set for the current and previous quarters.

2.0 Background

As part of the police reform and social responsibility bill / localism bill and the national agenda for Safer Neighbourhoods, every quarter the Safer Neighbourhood Teams identify key policing priorities for an inspector led area, this is done in consultation with the local community.

3.0 Introduction

In North Yorkshire Police it is a requirement that every quarter, in consultation with the local community, the Safer Neighbourhood Teams identify key policing priorities for each SNT area. This means targeting crime and community safety issues that matter most to the public and focus resources to ensure positive community outcomes. Safer neighbourhood priority settings identify concerns raised by the residents in the area, enabling local consultation to influence policing when tackling local issues. Issues that are not resolved within the quartile time span are often rolled forward to the next quartile until successfully actioned.

4.0 Safer Neighbourhood Priorities

Safer Neighbourhood Area	Quarter 3 Priorities Oct 2011	Age of Priority – Indicates how long the issue has been a community concern without a satisfactory resolution
York City	Theft (From shop, cycles and Purse/Phone)	9 Months
	Violent Crime	9 Months
	Anti-social behaviour	9 Months
York East	Clifton - burglary in the Burton Stone Lane area, anti-social behaviour at Crichton Bridge shops.	9 Months
	Hull Road - anti-social behaviour at Melrosegate, cycle theft	9 Months
	The Groves - street drinking Union Terrace, anti-social behaviour Monkgate Drop In Centre	9 Months

	Fishergate / University - anti-social behaviour at Millenium Bridge, cycle theft at University	9 Months
	Heworth - cycle theft and burglary other	9 Months
York West	• Burglary	9 Months
	• Theft from motor vehicle	9 Months
	• Criminal damage	9 Months
	• Anti social behaviour	9 Months
York Rural	ASB Rawcliffe Park & Ride, Clifton Moor Tower Ct. York Rural North.	9 Months
	Burglary Farm / Outbuildings Haxby / Strensall. York Rural North	9 Months
	Burglary – Dwelling, Shed / Garage and TUMV Strensall	9 Months
	Cycle Theft, Burch Park, Huntington, York	9 Months
	Burglary Dwelling, New Earswick, York	9 Months
	ASB / Disruption Osbaldwick Travellers Horses York Rural East	9 Months
	ASB Copmanthorpe and Poppleton, York Rural West	9 Months
	Farm / Rural Crime, Rural West	9 Months
Burglary Dwelling / Commerical, Rural West	9 Months	

5.0 Recommendations

Members are invited to consider and comment on the priorities that have been set for this district.

North Yorkshire Police Service Standards Commitment 2010 – 2012

Safer
Neighbourhoods

NYPA
North Yorkshire Police Authority



North Yorkshire Police's aim is to deliver the best possible policing service across North Yorkshire and the City of York.

Our principles are to:

- Keep our neighbourhoods and roads safe
- Solve crime and reduce anti-social behaviour by working closely with and understanding our communities
- Deliver a high quality, cost effective and professional service

North Yorkshire Police's Commitments to You

We are committed to being there when you need us

- We aim to answer 999 calls within 10 seconds
- We aim to answer non emergency and all other telephone calls within 30 seconds
- If your call is relating to an emergency incident we will aim to attend within 15 minutes in urban areas and within 20 minutes in rural areas
- If your call is relating to an incident that is classified as a non emergency and attendance is required, we will make an appointment to see you and provide you with an estimated time of arrival. If you are vulnerable we will aim to attend within 60 minutes
- We will be visible and put your communities' needs first

We are committed to being your local police service

- We will publish details of your local Policing Team in a range of accessible formats
- We will respond to every message directed to your local Policing Team
- We will attend community meetings, hold surgeries and consult with members of your community to agree local priorities
- We will work with you, your community and other local organisations to tackle agreed priorities
- We will provide communities with monthly updates on progress made towards tackling local priorities and policing issues
- We will publish information about crime in your area

We are committed to listening to you

- Whether you are a victim or a witness we will ask you what you need, listen to you and ensure a fair service for all
- We will respond to you in a professional and polite manner and deliver what we promise
- When you contact us we will explain what will happen next and agree with you how you will be kept informed
- When responding to written correspondence such as a letter, fax or email, we will, subject to any legal considerations:
 - i Aim to respond fully within 10 working days but if this is not possible, provide a full response within 28 days; if it is likely to take longer we will inform you of the steps we are taking and the estimated timescales involved
 - ii Provide the contact details of the individual or team who will be dealing with the enquiry
- If we need to re-contact you we will agree with you the best time to do so, along with the most appropriate means eg telephone, e-mail or text
- We will deal with complaints fairly and in an open and timely manner

NYPA
North Yorkshire Police Authority

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**YORK
SERVICE STANDARDS PERFORMANCE REPORT FOR OCT-11**

WE ARE COMMITTED TO BEING THERE WHEN YOU NEED US:

Key Performance Indicator	Objective	Year To Date			Comparing Oct-11 to an average month				Compared to other SNCs
		2011/12	2010/11	+/-	Oct-11	Average	+/-	Trend	
(NYP) % of emergency calls answered within 10 seconds:	Achieve 90%	80.6%	95.2%	-14.6%	84.3%	95.4%	-11.1%	Stable	n/a
(NYP) Avg time to answer an emergency call (seconds):	Achieve 10 Seconds	8.3	4.3	3.9	6.8	4.3	2.5	Improving	n/a
(NYP) % of non emergency calls answered within 30 seconds:	Achieve 90%	79.9%	91.3%	-11.3%	84.0%	90.4%	-6.4%	Deteriorating	n/a
Attendance to Immediate Urban incidents within 15 minutes:	Improve on 81.1%	81.7%	76.7%	5.0%	82.0%	77.8%	4.3%	Stable	
Attendance to Immediate Rural incidents within 20 minutes:	Improve on 76.9%	81.0%	78.4%	2.6%	77.0%	78.6%	-1.6%	Deteriorating	
Attendance to Vulnerable Person Incidents within 60 minutes:	Improve on 70.5%	66.1%	67.6%	-1.4%	78.0%	67.5%	10.5%	Stable	-
Attendance to Priority Incidents within 60 minutes:	Monitor	74.1%	71.4%	2.7%	73.0%	72.4%	0.6%	Stable	-
% of victims satisfied with the time it took to arrive:	Monitor	89.1%	80.9%	8.2%	89.1%	83.1%	5.9%	Stable	

WE ARE COMMITTED TO BEING YOUR LOCAL POLICE SERVICE:

Key Performance Indicator	Objective	Year To Date			Comparing Oct-11 to an average month				Compared to other SNCs
		2011/12	2010/11	+/-	Oct-11	Average	+/-	Trend	
% of victims satisfied with ease of contact:	Monitor	93.3%	91.3%	2.0%	93.3%	91.9%	1.4%	Stable	

WE ARE COMMITTED TO LISTENING TO YOU:

Key Performance Indicator	Objective	Year To Date			Comparing Oct-11 to an average month				Compared to other SNCs
		2011/12	2010/11	+/-	Oct-11	Average	+/-	Trend	
% of victims satisfied with actions taken by NYP:	Monitor	82.0%	80.4%	1.6%	82.0%	81.3%	0.7%	Stable	
% of victims who felt informed about what the police would do regarding their crime/incident:	Monitor	62.1%	56.9%	5.2%	62.1%	58.0%	4.1%	Stable	
% of victims who thought their questions were answered adequately:	Monitor	81.8%	82.8%	-1.0%	81.8%	83.3%	-1.4%	Deteriorating	-
% of victims who felt reassured by what the police did:	Monitor	90.1%	89.9%	0.2%	90.1%	89.9%	0.2%	Deteriorating	
% of victims satisfied with the treatment they received:	Monitor	94.9%	96.1%	-1.2%	94.9%	95.7%	-0.9%	Deteriorating	
% of victims satisfied with being kept informed of progress (follow up):	Achieve 73%	68.6%	62.7%	5.9%	68.6%	64.8%	3.7%	Stable	
% of victim given updates without asking:	Improve on 56.8%	56.6%	51.2%	5.4%	56.6%	54.4%	2.1%	Stable	
% of victims satisfied with overall service:	Achieve 85%	84.1%	81.0%	3.0%	84.1%	82.3%	1.8%	Stable	

Notes:

User Satisfaction Survey data is based on a representative sample of Burglary, Violence, Autocrime and RTC victims and is captured and produced in accordance with Home Office guidance. If the current month's performance is highlighted in red or green this means it represents a statistically significant change from 2010/11 performance. Trend analysis is calculated based on the latest 3 months of data. SNC comparison shows where an SNC is an outlier in comparison to its peers. This is represented by '+' (better) or '-' (worse).

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Community Safety Overview and Scrutiny Committee

29th November 2011

Report of the Assistant Director (Environment)

Quarter 2: April – September 2011

Finance and Performance update for CANs Environmental Services

Summary

1. The purpose of this report is to provide an update on financial performance, service plan improvement actions and performance measures for Environmental Services. Overall good progress is being made.

Financial Performance

2. Details of the Communities and Neighbourhoods budget for Environment are outlined in the table below.
3. The overspend on Cleaning has increased by £140k as a result of two schools leaving the cleaning service. They have become self-funding academies and wish to bring the work in-house. A third school has elected to directly employ cleaning staff. In addition, there is a reduction in City Centre caretaking of £60k, and a reduction in supervisors of £29k. This has contributed to the overspend. There is currently a service review taking place, and it should be noted that savings of £98k have been achieved this year within the service.

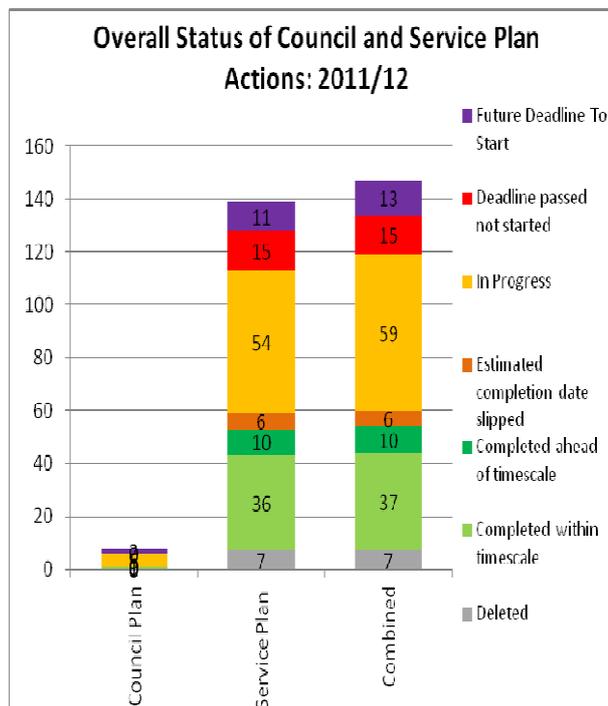
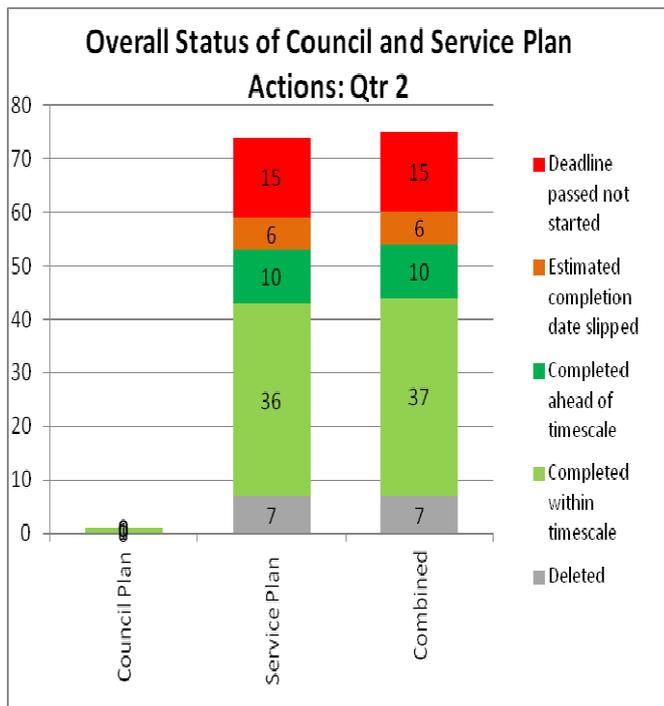
Communities and Neighbourhoods	2011/12 budget £000	2011/12 forecast £000	Variance £000	Variance %	Monitor 1 Variance £000
Cleaning – See above	-60	100	+160	-266.67%	+48
Highways Maintenance - no significant variances	9,629	9,629	+0	0.00%	+0
Neighbourhood Pride Service/Parks - one off overspend due to delay of implementation of joint savings review	-83	-51	+32	-38.55%	+32

Communities and Neighbourhoods	2011/12 budget £000	2011/12 forecast £000	Variance £000	Variance %	Monitor 1 Variance £000
Neighbourhood Pride Service - no significant variances	2,802	2,802	+0	0.00%	+0
Parking Services -Shortfall from PCNs (£42k) and reduction of repairs and maintenance budget (£10k) will overspend due to requirement to replace lights. In addition restructure savings (up to £40k) will not be achieved in full because of part year effect but is currently assumed will be offset by other underspends.	2,868	2,920	+52	1.81%	+52
Parks and Open Spaces - no significant variances	1,248	1,248	+0	0.00%	+0
Street Environment and Enforcement - no significant variances	589	589	+0	0.00%	+ 0
Environmental Health - no significant variations	1,100	1,100	+0	0.00%	+0
Waste Management - Contractual obligation to apply RPI inflation to contract prices (£179k) Reduced income plus extra hazardous waste at HWRC (£47k) Changes to WEEE regulations (-100k) Increased income from recyclates (-48k) and increased rent from Harewood Whin (£19k)	5,106	5,192	+86	1.68%	+82
Waste Collection - The overspend on Waste Collection has increased from £43k to £363k. This is due to the part year effect of implementation of the new rounds (£63k) and Commercial Waste income (£300k) continues to be under pressure, although the business, overall remains in surplus.	3,698	4,061	+363	9.82%	+43
Registrars - no significant variances.	-10	-10	+0	0.00%	+0
Sub Total	26,887	27,580	+693	2.58%	+257

Service Plan Actions and Performance Indicator Headlines

- As part of Environment's commitment to deliver the Council's priorities and excellent services, a challenging Service Improvement Plan for 20011/12 has been produced containing 147 actions. This includes eight

actions to support the Council Plan. The graphs below show progress made on actions scheduled for completion by the end of September 2011, and the status of implementing full year Service Plan actions.



Quarter 2 Service Plan update

5. For Quarter 2 (April – September), 75 Service Plan actions were due to be completed. 47 of those actions have now been completed, ten of which are ahead of schedule.
6. Environmental Services have made significant achievements. It is the service’s first year as a member of APSE (Association for Public Service Excellence). Analysis shows that the service is classed as ‘high performing’, and has been entered into APSE annual awards in two categories: ‘Most Improved Authority’ and ‘Best Overall Authority’.
7. A large number of projects within the Business Change Programme are now complete, including changes to the Neighbourhood Pride Services structures, and new ways of working have been implemented. Testing, consultation and marketing of alternative recycling storage boxes to help with the optimisation of waste management has also been completed.
8. The refuse rounds restructure has been completed, meeting a budget savings target of £313k. This was achieved through vehicle costs and a reduction in agency workers. No redundancies were made or service levels lost.
9. A Winter Maintenance Programme and work review has been undertaken. Four new tractor-mounted snow plough gritters are due to

be delivered for the Winter period. Over 60 volunteers have been trained as Snow Wardens to help with snow clearance during winter 2011/12, with a further programme of training to be scheduled for 20 additional volunteers.

10. Street Environment is keeping up the anti-litter profile by engaging with the public through Litter Awareness Day held in the City Centre on 29th September, treating those who ignore the message with fixed penalty notices and prosecutions. The launch of the *Love Where you Live* campaign, with its own webpage and on Twitter, has taken place. As part of this campaign, there has been a litter pick in every ward and there were features in the Press each day for a week.
11. The Ancient Monuments team have just won a coveted £25k tender for work at Beningbrough Hall on behalf of the National Trust.
12. York was also received a Silver Gilt Award at the annual national Britain in Bloom awards ceremony at St Andrew's in Scotland, which had 76 finalists in total. The 'City' category was a high performing one, with four Silver Gilt winners and a coveted Gold awarded to Stockton.
13. For Quarter 2, there are six actions where the estimated timescale has slipped; however these are all in progress. There are 15 actions (see below) where the deadline has passed and work has not started. However, Members should note that apart from these 15 actions, all the remaining 132 actions in the Service Plan have either been completed or are in progress, with only six actions yet to start, all of which are still within timescale.
14. There are a number of reasons why work as not commenced on the 15 actions including impact on budgets, reliance on partnerships, or delays occurring due to decisions needed from Members.

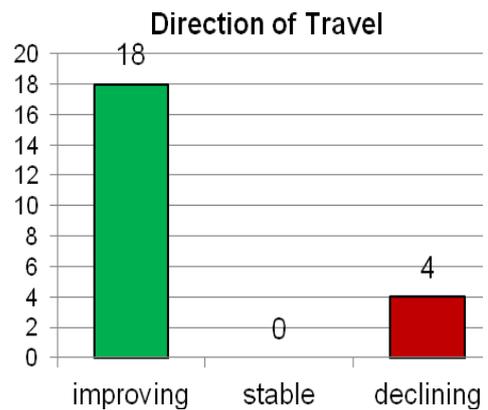
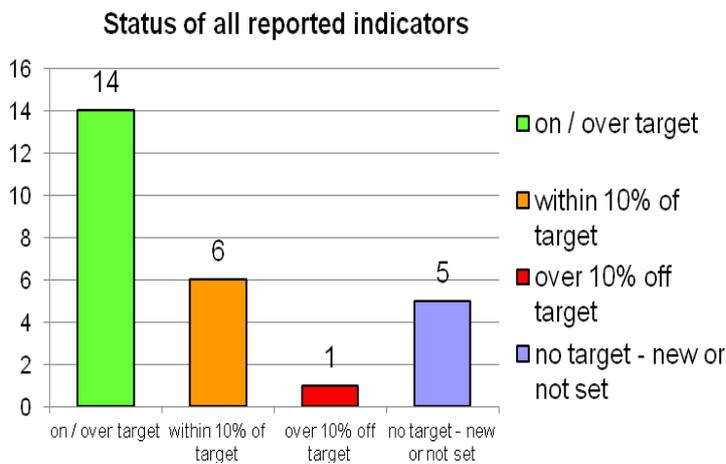
Delayed Actions

- Undertake customer journey mapping on key processes, e.g. assisted collections policy, which is now part of the Waste policy review
- Review of the Park Attendant role for Clarence Gardens will now be completed by March 2012
- Develop methods to measure customer satisfaction with Winter maintenance work. Explore the potential to use on-line surveys
- Produce 'To-Be' report: Set out future direction for customer issues
- Produce 'To-Be' report, including suggested practical approaches to both involvement and engagement across Environmental Services

- Develop work programme based on 'To-Be' report. This work is linked to the development of the IT system.
- NEW PROJECT: Assess potential market place for Depot based services. This work is linked to the outcome of the area based working and data from the APSE benchmarking
- Explore potential to bring in a self-funded joint purchaser/ business manager for Environmental Services
- Consider options for different shift patterns and models of employment for certain groups of staff within the workforce
- Explore potential to increase staff and services at Eco-Depot (taxi-licensing, asset management, etc.)
- Gather information from cross-cutting and single service reviews. Data from the APSE bench marking exercise is now being evaulated
- Single Service review of Blacksmiths and Ancient Monuments operations
- Review Void Cleaning with regard to taking on bulkies, bin deliveries and Pest Control
- Review of Cleaning Services
- Alternative Recycling Storage Boxes.

Performance Indicators

15. Of those indicators where performance data is available, 14 indicators are either on target, or better than target.



The following performance measures are either on target, or better than target

- Residual household waste per household (kg)
- Total tonnes of household waste collected
- Total tonnes of municipal waste land filled
- Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste)
- Actual tonnes of composted waste
- Areas with litter at unacceptable levels
- % highways emergency work carried out within 1 working day
- % highways serious work carried out within 3 working days
- % highway general repairs within 20 working days
- Average number of days taken to repair a street lighting fault
- Time taken to remove obscene graffiti
- Time taken to remove non-obscene graffiti
- Streetlamps not working as planned
- Sickness absence (Days per fte)

Performance Indicator Exceptions

16. These indicators are red status (more than 10% off target), or are amber but declining, and should be closely monitored over the coming months:

Performance	2009/10	2010/11	2011/12 Latest	2011/12 Target	DoT	Comments
Missed bins per 100,000 collections	39.7	40.51	54.54	40	↓	Number of missed bins increased considerably in July and August - this can be attributed to the recent changes in collections which has let to some customer confusion. There was also a staff training

						issue which contributed to the problem. These difficulties have now been resolved, and figures are expected to return to normal levels in quarter 3.
Performance	2009/10	2010/11	2011/12 Latest	2011/12 Target	DoT	Comments
Missed bins put right by end of next working day	98.6%	95.79%	94.03%	98.00%	↓	Monthly figures are extremely variable (July 99%, Aug 91.6%). Performance is affected by the increased number of missed bins arising from round changes.
Remove fly tipping within 4 days	N/A	N/A	89%	95%	↓	Ongoing issues with handheld technology having an impact on performance.

Consultation

17. This paper is an information report for Members, therefore no consultation has been undertaken regarding its contents.

Corporate Priorities

18. Reporting on Financial Performance and Service Improvement support the Corporate Theme of 'Core Capabilities.

Implications

- **Financial** - Considered as part of this report
- **Human Resources (HR)** - N/A
- **Equalities** - N/A
- **Legal** - N/A
- **Crime and Disorder** - N/A
- **Information Technology (IT)** - N/A
- **Property** - N/A
- **Risk Management** - N/A

Conclusion

19. This report has provided an update on Quarter 2 performance.

Recommendations

20. The Scrutiny Committee is asked to note the financial and performance position of the portfolio.

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Report Approved Date 18th November 2011



Report of the Head of Waste Services**29 November 2011****Community Safety Overview & Scrutiny Committee****Waste Management Services - Briefing Paper****Summary**

1. This report is provided to the Community Safety Overview & Scrutiny Committee to help them review performance in key waste management service areas and identify opportunities for improving waste prevention, reuse, recycling and composting, and thereby reducing the amount of waste sent to landfill for disposal.
2. This report explains the work which has been undertaken to achieve our current high levels of recycling & composting and low levels of waste sent to landfill.
 - In 1999/2000 we recycled & composted 10% of household waste, by 2010/2011 this had increased to 45.1%
 - In 1999/2000 we landfilled 90% of household waste, by 2010/2011 this had reduced to 54.9%

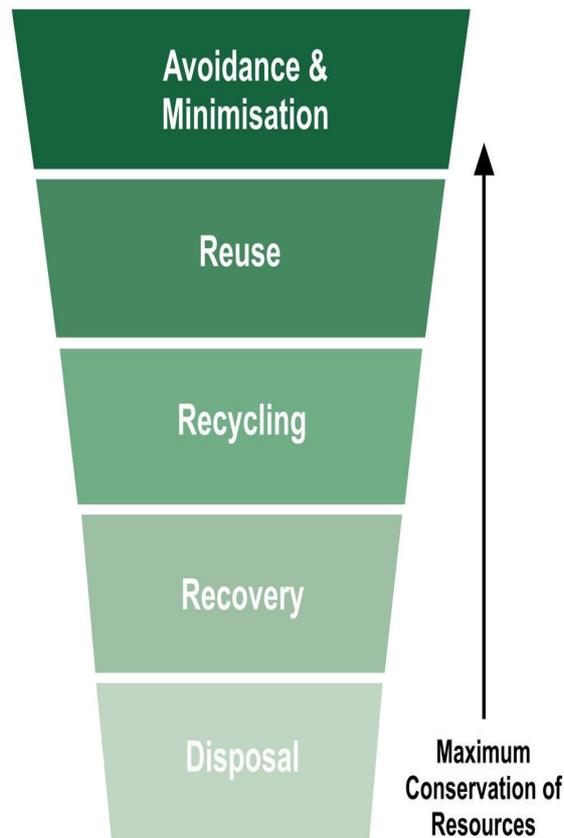
Background & Context**Zero Waste York**

3. The Council uses a Zero Waste approach to developing our waste management strategy. The concept of zero waste was introduced in 'Waste Strategy for England 2007' as being a simple way of encapsulating the aim to go as far as possible in reducing the environmental impact of waste. It is a visionary goal which seeks to prevent waste occurring, conserves resources and recovers all value from materials.
4. To help maintain the momentum in the challenge to keep reducing waste our waste management strategy will be delivered through Zero Waste York. A new campaign, launched in 2011, primarily promoting

waste prevention and reduction with the aim of reducing residual waste per household.

5. Zero Waste York provides a framework on which we can build and focus all of our waste management projects. This approach also helps to establish better links with sustainable development work being undertaken in other council directorates, external organisations and community groups.
6. The Zero Waste York initiative supports the waste hierarchy focus on waste prevention (avoidance and minimisation), then reuse, then recycling and composting, then ensuring that all value is recovered from materials and finally landfill disposal. The waste hierarchy, Figure 1.0, prioritises the methods for dealing with waste. It sets out five levels of activities ranked according to environmental impact. The principle is to deal with as much waste as possible in the upper levels of the hierarchy. Not producing waste in the first place benefits the environment even more than recycling.

Figure 1.0 Waste Hierarchy



Waste Prevention & Reuse

7. A comprehensive waste prevention work plan is being delivered each financial year. A programme of targeted campaigns is being delivered covering reuse, home composting, food waste, packaging, real nappies, charity shops and schools education. The continuity of this work programme has contributed to reducing total household waste arisings by 6.6% (6,420 tonnes) between 2008/2009 and 2010/2011.
8. The key aim is to deliver multi faceted campaigns delivering a range of messages. This approach was highlighted in the Choose2Reuse Fashion Show held on 28 May 2010. The fashion show was primarily used to help raise awareness of the Choose2Reuse campaign which aims to remove the stigma attached to buying second hand items. Working with local students and colleges, however, the event provided an important link with education and showcased the fantastic local talent of up and coming student designers who redesigned second hand clothing.
9. A key element of work in 2011/2012 has been to build campaigns and promotional messages around Zero Waste. In summary, key activities include:
 - **Home Composting** - York Rotters promotional work targeting Haxby/Wigginton and Micklegate. Also working in partnership with Yorwaste, a total of 2,320 tonnes of compost was given away to residents at Harewood Whin waste management facility.
 - **Love Food Hate Waste** - Sustainable food day at York Food Festival 2011.
 - **Choose2Reuse** - Stall at Fashion City York fashion village during April and September 2011. Redesign and repair workshops held during October and November 2011.
 - **Sustainable Schools** - Developed Service Level Agreement for waste collection services giving schools access to a wider range of recycling facilities, e.g. household batteries.

Kerbside Recycling

10. The kerbside recycling collections generate more tonnage than any other recycling service.

11. Kerbside recycling collections were first introduced in the late 90s with a small trial of c.900 households. Since then collections have developed in phases from 2002/3 onwards, with the most significant roll out prior to the commencement of alternate week collections of refuse and garden waste in 2005. At this time plastic bottles and cardboard were also added onto collections and this contributed towards increased recycling performance.
12. Approximately 97% of all households are provided with a fortnightly kerbside recycling collection (c.82,814 households) for paper, glass, plastic bottles, cardboard and cans. A further 2.5% of households (2,162) properties receive a weekly recycling collection from Friends of St Nicholas Fields (FOSNF) under a Service Level Agreement.
13. All households with the kerbside recycling service are provided with a collection for three material streams: paper and cardboard, glass bottles and jars, plastic bottles and cans. Residents separate materials into these categories prior to collection making collections quicker and more efficient as no further separation is required at the kerbside.
14. Houses are provided with three 55 litre boxes for storing and presenting recyclables. One box is used for each of the material streams as described in above. Each box has a lid or a net. Additional containers and lids/nets are currently available free upon request.
15. Flats are provided with shared wheeled bins, for recycling the material streams detailed above, and a reusable blue bag to store and carry recycling. The bin sizes and numbers are calculated to provide adequate capacity for the number of residents in each block of flats. All bins are either new plastic bins or refurbished metal bins. The bins are usually located in a refuse bin store or close to the flat in a suitable location.
16. Friends of St Nicholas Fields (FOSNF) collect recycling from 2,162 households within the city walls and a few streets just outside this area. This work is part of a Service Level Agreement and the collections differ slightly in that they are weekly and offer to collect foil as well as all other items listed above. They use one 55 litre black recycling box for all materials which are separated at the kerbside. Lids are available upon request. Some flats and smaller properties have been provided with one-use plastic blue carrier bags which are provided to residents for storage of recycling and replaced as required.

Garden Waste

17. Garden waste is collected from approximately 61,580 households using green wheeled bins. This material is composted and made into a soil conditioner. In 2011, a total of 2,320 tonnes of compost was given away free to residents. This winter (November to March) the collection frequency of garden waste has been reduced, to make the service more efficient and cost effective. FOSNF also collect garden waste from 2,162 households as part of their service provision.

Residual Waste

18. Almost all households are provided with an alternate week collection of refuse, which is landfilled. A total of 55,810 tonnes (54.47%) of municipal waste was landfilled in 2010/11 (NPI 193). This equates to 582 kg of residual waste per household (NPI 191). Our ambition is to reduce residual waste per household through various waste prevention, reuse, recycling and composting activities.

Household Waste Recycling Centres

19. We have three Household Waste Recycling Centres which are provided for residents to recycle and dispose of a wide range of items including electrical items, garden waste, cartons, textiles, shoes, books and wood as well as all other items collected through the kerbside recycling collections. These are located at Hazel Court, Beckfield Lane and Towthorpe.

Bring Recycling Centres

20. We have an extensive network of bring recycling banks at 56 locations throughout the city. These sites are provided at a variety of locations such as public car parks, community centres, supermarkets and public house car parks. The number of recycling banks and range of materials collected at each site depends on available space and demand for materials to be recycled.

Waste Private Finance Initiative (Waste PFI) – Residual Waste Processing Facility

21. Members of City of York Council and North Yorkshire County Council have agreed to award a contract to AmeyCespa for the management of residual waste in York and North Yorkshire for 25 years.

22. The solution being proposed is Allerton Waste Recovery Park and the proposed location for this facility is Allerton quarry and landfill which is close to the A1M/A59 junction near to Knaresborough.
23. Residual waste will be processed at the facility to recover value after waste prevention, reuse and recycling activities have taken place. The new facility will reduce the amount of waste going to landfill by at least 90% and will help increase recycling.
24. The technologies being proposed include mechanical sorting and reclamation that will recover around 20,000 tonnes of recyclable materials per year from black bag waste that arrives at the facility. Anaerobic Digestion (AD) will be used to treat up to 40,000 tonnes of food waste each year and generate renewable energy. The remaining waste will be processed in an 'Energy From Waste Plant' and this will produce enough electricity to supply around 40,000 homes (based on Office of National Statistics Data for the region).
25. Allerton Waste Recovery Park will also include a visitor centre, where local people will be able to view the operation and learn more about reducing, reusing and recycling waste. School groups will be encouraged to use the centre which will be available for local community groups to use.
26. AmeyCespa submitted a planning application for the Allerton Waste Recovery Park in September 2011 following more than a year of public consultation. If planning permission is granted it is envisaged that the waste processing facility will be operating by 2015.

Food Waste

27. The Waste PFI processing plant detailed above has the capacity to treat food waste that is collected as part of the residual waste stream. There are consequently no plans to introduce a separate collection service for food waste.

Waste Collection Policies Review

28. The Waste Improvement Network of South East Local Authorities noted that the "biggest factor in explaining variations in costs between councils is different collection policies". Within York there are a range of policies for collections, from differing size of containers, to bags and

a combination of both, along with a variety of collection points selected by communities. A thorough review of all waste collection policies is required to ensure that residents are receiving a true value for money service which balances individual needs with Council costs.

29. A review of policies to identify areas where improvements can be made is being carried out. A priority rating is to be given to all policies to ensure timely progress. The number one priority will be policies regarding presentation, followed by those with financial impacts. A report will be presented to the Cabinet in 2012. The policies review will include:
- Assisted collections
 - Bin size criteria
 - Waste presentation points
 - Container replacement policy

Communications

30. Every year we communicate information about our services, events and activities in different ways to attempt to reach as many residents as possible. Methods commonly used in our communications plans include: one off and regular events such as Choose2Reuse Christmas fair, practical workshops, competitions, press releases, waste collection calendars, leaflets, posters, CYC website, internal communications to CYC staff, articles in newsletters such as Your Ward, Your Voice, Streets Ahead, Your Local Link adverts and attendance at events and surveys.
31. The recycling survey revealed that 59% of respondents find out about recycling services through council leaflets, 10% through the Press, 4% through the website, 4% Your Voice and 3% through Your Local Link.
32. Research shows that waste services information and messages are not capturing the attention of a large proportion of residents. Traditional methods of delivering information are not proving to be very effective and need to be revamped and modernised. A new approach to communications and more effective targeting of campaigns therefore needed to be developed. A key way forward is to build campaigns and promotional messages around Zero Waste.

33. A dedicated Zero Waste York website has therefore been set up to improve and modernise the method of delivering information and messages to residents. This website is supported by a comprehensive social networking package, including Facebook, Twitter and Flickr, that is utilised as a tool to promote the website and improve the way we communicate with residents.
34. In 2011, we also produced a Zero Waste themed reuse and recycling special insert to Your Voice which gave a wealth of information on how residents could reduce their rubbish and recycle more items.

Performance Measures

35. During 2010/11 we recycled, composted and reused 45.06% (24,130 tonnes) of household waste (NPI 192). We aim to increase this to 47.3% by the end of 2011/12. This will be achieved through a programme of increased communication about the kerbside recycling collections, building on previous successful communications work. This has been possible due to increased budget of £20k provided to the service in 2011/12.
36. Improvements have also been made to bring recycling banks (additions of cardboard, plastic bottle and carton banks), significant improvements to the Household Waste Recycling Centres and introduction of garden waste collections to more than 63,000 households.
37. These improvements to the services have resulted in an increase from 10% of household waste recycled and composted in 1999/2000 to 45% in 2010/11. This is shown in graph 1 over page.
38. During this same period the tonnage of waste sent to landfill has dropped significantly, from 84,500 tonnes (90%) in 1999/2000 to 49,610 tonnes (54.9%) in 2010/11.
39. This data is summarised in table 1.0 below for the period 1999/2000 to quarter one 2011/12.
40. The complex nature of the collection rounds, and a recent review of all collection rounds to make them more efficient, means that it is not possible to provide comparative tonnage data for different property types (for example tonnages for terraced streets only). To collect information at this level of detail would require all household waste to be

collected in chipped wheeled bins that would need to be weighed at the time of collection. We would not be able to weigh individual bin bags collected. This is a particularly sensitive matter, politically.

Benchmarking

41. The systems used to benchmark our waste services against those of other similar authorities are currently being reviewed, so it is not currently possible to benchmark data for 2010/11. However, there is good benchmark data available for 2009/10, as follows:

NPI 191 residual household waste per household

It is better to have a lower score which indicates less residual waste produced per household. We rank 21 out of 52 unitary authorities (614 kg per household in 2009/10 reduced to 582kg per household in 2010/11). This means that there are 20 authorities with a lower score than us and 31 which produce more residual waste per household.

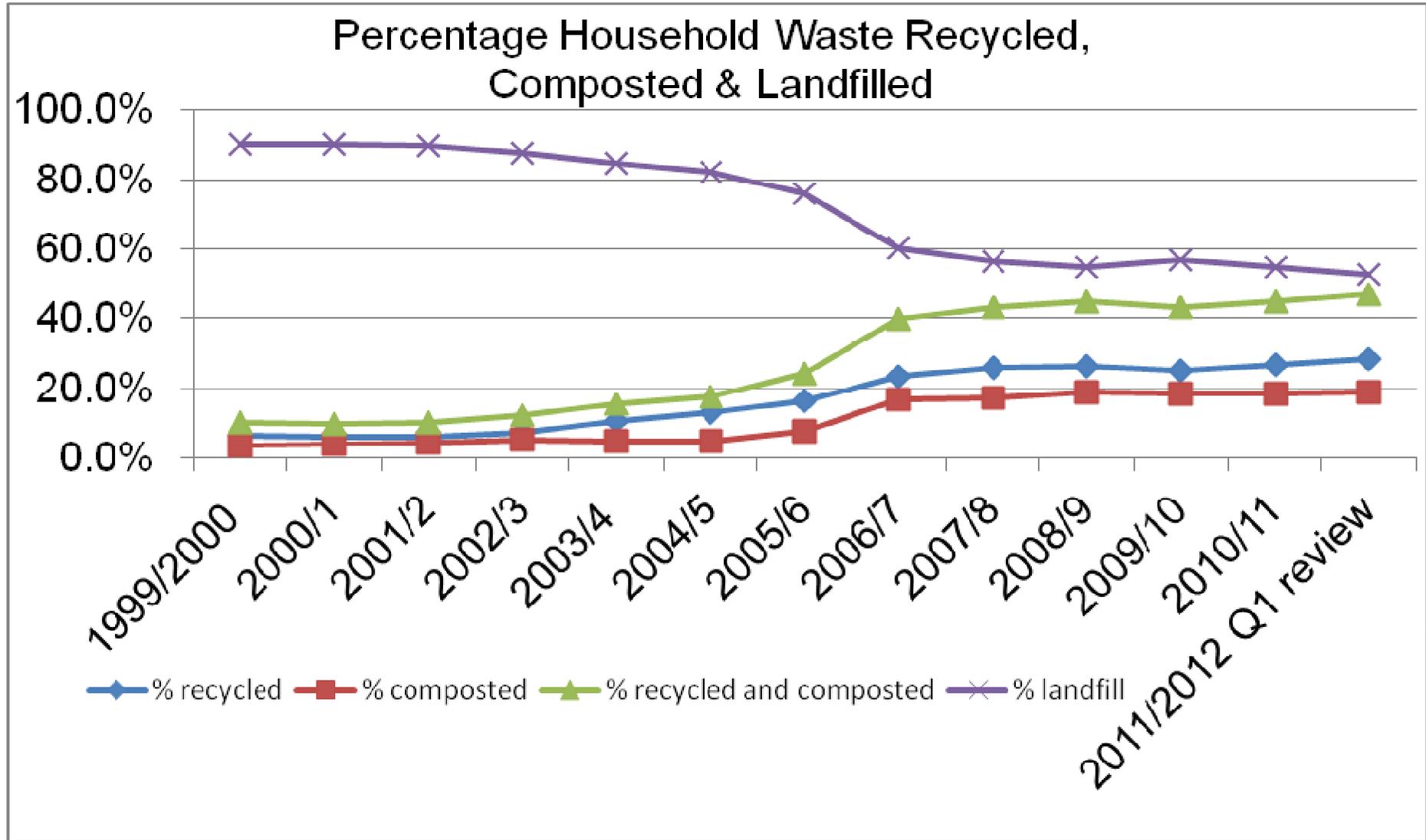
NPI 192 household waste reused, recycled and composted

We rank in the top quartile (40 out of 52) for unitary authorities 43.26%. It is better to have a higher score for this indicator. The top quartile includes all unitary authorities with recycling rates in the range 43.2% to 55%.

**Table 1.0
Household Waste - Recycling, Composting & Landfill**

Year	Recycled		Composted		composted & recycled	composted & recycled	Landfill	
	Tonnes	% recycled	Tonnes	% composted	Tonnes	% recycled and composted	Tonnes	%
<i>1999/2000</i>	5,920	6.3%	3,480	3.7%	9400	10.0%	84,500	90.0%
<i>2000/1</i>	5,550	6.0%	3,570	3.8%	9120	9.8%	83,890	90.2%
<i>2001/2</i>	5,700	5.9%	4,310	4.5%	10010	10.3%	86,850	89.7%
<i>2002/3</i>	7,220	7.3%	4,960	5.0%	12180	12.3%	86,690	87.7%
<i>2003/4</i>	10,550	10.7%	4,660	4.7%	15210	15.4%	83,400	84.6%
<i>2004/5</i>	12,970	12.9%	4,920	4.9%	17890	17.8%	82,780	82.2%
<i>2005/6</i>	16,100	16.5%	7,390	7.6%	23490	24.1%	74,070	75.9%
<i>2006/7</i>	23,440	23.3%	16,730	16.6%	40170	39.9%	60,430	60.1%
<i>2007/8</i>	25,530	26.0%	17,080	17.4%	42610	43.4%	55,640	56.6%
<i>2008/9</i>	25,560	26.4%	18,090	18.7%	43650	45.1%	53,070	54.9%
<i>2009/10</i>	22,920	25.0%	16,750	18.3%	39670	43.3%	52,060	56.8%
<i>2010/11</i>	24,130	26.7%	16,560	18.3%	40690	45.1%	49,610	54.9%
<i>2011/2012 Q1 review</i>	25,390	28.4%	16,790	18.8%	42180	47.2%	47,270	52.9%

Graph1 - Percentage of household waste recycled, composted and landfilled



Consultation

Kerbside Recycling Improvement Project

42. In 2011/12 we are aiming to increase the amount of material collected through the kerbside recycling collections by a minimum of 1% of total household waste arisings. This will equate to a diversion of approx 900 additional tonnes of recycling from landfill and will contribute to improving our household waste recycling, composting and reuse performance. This is being achieved through additional communications to residents throughout the year.
43. One of the most effective methods of changing behaviour is speaking directly to residents. Between the end of August and early October 2011 a targeted recycling survey was carried out across the city. The aim was to engage with residents on the doorstep about their recycling service, ensuring that they understand how to correctly recycle and to motivate them to participate as much as they can in order to increase recycling.
44. The target audience was households in poorer performing areas of the city, where crews report fewer boxes presented or problems such as contaminated boxes. The project encompassed a doorstep survey and an opportunity for residents to talk with knowledgeable recycling promoters about the collections.
45. Over the course of 6 weeks we obtained 5,967 responses to the survey and offered these residents advice and information. The areas which were surveyed comprised mainly areas of terraced housing, some estates, city centre households (FOSNF) and flats. Areas surveyed included: Clifton, Leeman Road, the Groves, Holgate, Acomb, Chapelfields, Heworth, Fishergate, South Bank, Clementhorpe and Tang Hall.
46. In addition to the survey, 3 focus groups were held, with some of these residents, to explore in depth the issues surrounding containers, storage space and other container options (in particular looking at whether residents of households with limited storage space would prefer a different container) to find out how recycling could be made easier to encourage greater participation. The focus groups comprised small groups of residents from flats, city centre properties and terraced properties. 7 different recycling containers were also evaluated and ranked in order of preference by the groups.

47. A summary of the main findings of the survey and focus groups can be found in Annex 1.
48. The findings demonstrate that the vast majority of residents spoken to claimed to recycle (94%). Residents mainly use the kerbside collections, but claimed use of the household waste recycling centres and local recycling bring banks is also high.
49. When exploring factors that would encourage residents to start recycling it is positive to note that 33% of residents indicated that simply receiving a recycling box would encourage them to do so. All residents interviewed were offered the option to order replacement or additional recycling containers and 1,767 households requested a box/lid/net/recycling bag for their household, totalling 4586 container requests. These have all been delivered. It should be noted that, for most households surveyed, appropriate recycling containers have already been provided in the past 2 years.
50. The most popular suggestions to encourage further recycling, seen in both the survey and focus groups, was to increase the range of materials collected (for example inclusion of mixed plastic, cartons, foil). Although most residents were recycling the correct items, it is recommended that we continue regular communications about how to take part in the collections to ensure this continues.
51. Investigations into residents' satisfaction with the recycling boxes revealed that 82% of respondents are satisfied with the container and 89% satisfied with the location of collection. Whilst most residents are satisfied with their container, some expressed that there is room for improvement. One of the main issues for properties where storage space is limited, such as terrace houses with no forecourt and other city centre properties, is the need for a container that is easier to carry through the house that will not cause a mess, or something that can be easily transported around the property to the front kerbside collection point.
52. Whilst there is no one container which meets all of the requirements, there was one favoured container which was a bin with a handle (see Annex 1 for details).
53. Overall satisfaction with the collections was very high with 85% saying they were very or quite satisfied with their collection (CYC or FOSNF).

Residents in the FOSNF area were more likely to be very satisfied with their collection. Satisfaction varied with property type and residents of flats and flats above shops were less satisfied than others.

54. Where residents stated that they were less satisfied with collections the main reasons were boxes not being returned correctly after collection, litter left after collection, collection frequency and not being able to recycle everything they would like for example foil, tetra packs.
55. Residents were also asked whether they would be interested in becoming a Recycling Hero. Such a person would help to promote recycling initiatives within their local community and encourage others to take part. 311 residents agreed to become Recycling Heroes.

Options For Service Development In 2012/13

56. In order to continue to improve the waste collection services we need to consider the feedback from residents through the recent survey and focus groups.
57. There is budget provision to provide smaller and/or alternative style of kerbside recycling containers to those residents with limited storage space or who would prefer a different container for practical purposes. Details about the types of containers that were tested by residents at the focus groups is provided in Annex 1. These containers would all need to be operationally tested to ensure their suitability and robustness.
58. Some of the other issues raised by residents should be easy to resolve, such as making sure recycling boxes and lids are returned correctly and left tidy after collection. Other matters, however, such as extending the range of materials that can be recycled will be much more difficult and might not be feasible due to operational capacity and financial implications.
59. In order to provide more focus on waste prevention and reuse, and to help boost the household waste recycling, composting and reuse performance, a comprehensive Zero Waste based campaigns plan for 2012/13 is being developed. We welcome the opportunity to work with the Scrutiny Committee to help develop this plan and promote the activities within it. We have a revenue budget of £20k and would welcome comments on the following proposals for waste prevention and reuse work in 2012/13:

- 100 day waste reduction challenge - To run from April until June 2012. This would be a comprehensive plan of activities to encourage residents to reduce their waste by a minimum amount (for example 1kg per week per household) over the challenge period. We hope to develop various challenges and activities to engage with businesses residents, schools and other groups to reduce waste arisings.
- Recycling Heroes - Recent recycling survey revealed enthusiasm from 311 residents to help others recycle. We need to develop a plan for how these residents could take part in waste reduction and recycling activities and also wider environmental projects.
- Reuse Centre - We would like to explore opportunities to collaborate with community groups and local businesses to establish a reuse centre for a variety of materials.
- Choose2Reuse (C2R) – This campaign promotes reuse as a way of saving residents money whilst also helping the environment. We would like to develop a bespoke York campaign for C2R which would involve partnerships with the other organisations (some of whom are already involved in this). The campaign promotes alternative ways of reusing items; from buying and selling or giving and receiving second hand items to getting creative and redesigning or rethinking items altogether.

Council Plan

60. The Without Walls Sustainable Community Strategy 2008-2025 provides a sustainable framework which aims for York to be a city with low levels of pollution and waste production and high levels of recycling. Zero Waste York will make a major contribution to fulfilling these aims by placing environmental sustainability at the heart of everything we do.
61. Zero Waste York will also be a fundamental driver to help 'Protect the environment' which is one of five key priority areas identified in the Council Plan 2011 - 2015. To help make this happen we will continue to promote the value of waste as a natural and viable resource and will produce less waste overall.
62. To help achieve these aims York will be one of the best performing areas in the country for waste services; we will produce less waste overall and re-use, recycle and compost more household waste by:
 - Reusing, recycling and composting the maximum practicable amount of household waste.

- Maximising opportunities for re-use of unwanted items and waste by working closely with community and other groups.
- Maximising the recovery of materials and/or energy from waste that is not re-used, recycled or composted so as to further reduce the amount of waste sent to landfill.

63. The work outlined in this report supports the Council's aim to make York a sustainable city through increasing recycling and reducing waste landfilled.

Implications

64. Any implications arising from the issues raised in this information report will be addressed within any associated decision making reports required in the future.

Risk Management

65. There is budgetary provision to fund the work identified in the 'Options For Service Development In 2012/13' section of this report. Any other changes to services would be subject to availability of additional budgetary provision.

Conclusions

66. This briefing paper provides information to enable members of the Scrutiny Committee to help further identify their ambitions for the provision of waste services in the city.

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Report Approved



Date

17.11.11.

Wards Affected: *List wards or tick box to indicate all*

All



For further information please contact the author of the report

Background Papers:

- Waste Management Strategy Update 2011 - Cabinet Report 06/12/11
- Waste Collection Policies Review - Cabinet Report January 2012
- Household Waste Recycling Centres Review (including permits scheme) - Cabinet Report January 2012

Annexes

- Annex 1 - Headline findings from the doorstep recycling survey

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Headline Findings From Doorstep Recycling Survey

August - October 2011

Between the end of August and early October 2011 a targeted recycling survey was carried out across the city. The aim was to engage with residents on the doorstep about their recycling service, ensuring that they understand how to correctly recycle and to motivate them to participate as much as they can in order to increase recycling.

The work was carried out by an experienced team at Enventure Ltd consisting of 9 recycling promoters.

Over the course of 6 weeks we obtained 5,967 responses to the survey (including 228 on-line responses). The areas which were surveyed comprised mainly areas of terraced housing, city centre households (serviced by Friends of St Nicholas Fields), flats and other areas where use of the kerbside recycling collections was lower.

Areas surveyed include: Clifton, Leeman Road, the Groves, Holgate, Acomb, Chapelfields, Heworth, Fishergate, South Bank, Clementhorpe and Tang Hall.

- 94% of respondents spoken to claim to use the kerbside recycling collections
- Almost half of respondents indicated that they also use other methods of recycling e.g. HWRCs and bring sites

What do people recycle using the collections?

- Materials recycled are as expected across the 3 boxes (cardboard/paper, cans/tins/plastic bottles, glass bottles/jars). Fewer people say they recycle other items such as white paper, envelopes, brochures/directories, aerosols.
- Most residents say they only put the correct items into the recycling and know which items not to recycle

What would encourage people to start recycling?

- 33% of respondents said they would recycle *if they received a box*
- 8% said they would recycle *if they received information about the services*

- 7% said they would recycle *if they had more storage space to store the containers*
- 26% said *nothing* would encourage them to start recycling (it was explained that this was because they preferred to take their recycling to a local site)

What would encourage people to recycle more?

- 47% said they already recycle *everything they can*
- 21% of all participants said that *an increase in the range of materials collected* would encourage them to recycle more, 9% said they wanted to recycle more plastics
- 1767 households requested a container/lid/net/dividers or bag (for flats) totalling 4,586 container requests. All requests have been actioned.

Satisfaction with current recycling containers

- 82% respondents satisfied with current recycling containers – see Focus Group for more details of container preferences
- A larger proportion of respondents who received their collection from St Nick's were dissatisfied with their recycling boxes at 23% (compared to 18% overall)
- Of those who were dissatisfied with their container, 35% stated *too small* as the main reason
- Residents living in terraced houses with no forecourt were more likely to indicate that *they don't have anywhere to store them*
- Half of respondents in flats indicated that they didn't have a reusable blue bag, with just 36% saying that they have a bag and use it, 15% do not use the bag

Collection location

- 89% of respondents satisfied with location of collection
- 10% dissatisfaction.... of which 62% said they *don't like carrying boxes/bags through the house*, and 44% *would prefer a rear collection*

Overall levels of satisfaction with recycling collections (CYC and St Nick's)

- Overall 85% of respondents said they were *very or quite satisfied* with their recycling collection which is excellent news

- 8% said they were quite or very dissatisfied with the recycling collections
- Residents in St Nick's area were more likely to be *very satisfied* with their collection
- Satisfaction varied with property type, residents of flats and flats above shops were *less satisfied* than others
- Reasons for lower levels of satisfaction – *boxes not returned correctly after collection, litter after collection, collection frequency and not being able to recycle everything e.g. foil, tetra packs*
- Only residents in CYC collection areas stated that *litter left after collection* was a reason for dissatisfaction, with no residents in St Nick's area suggesting it, which would indicate greater care with collections

How do residents hear about our service?

- 59% of residents hear about services through *council leaflets*, 22% claim *not to hear* about our services (perhaps we should have asked them how they would like to hear about services?), 10% through *The Press*, 4% through CYC website

Pledges and Heroes

- 331 residents registered their interest in becoming a Recycling Hero. We will be contacting these residents to thank them for their interest and then will develop this scheme further in 2012
- All respondents were asked whether they would pledge a commitment to recycling *recycle as often as possible* and *recycle as much as possible* 97% of respondents said YES. Residents of flats were more likely to say NO

Focus Groups

3 focus groups were held to explore in depth the issues surrounding containers and storage space and to investigate other container options to find out how recycling could be made easier to encourage participation. The focus groups comprised small groups of residents from flats, city centre properties and terraced properties. Each group contained a mixture of genders and age groups to be as representative of the York population as possible.

The main findings are as follows:

- Generally residents are satisfied with CYC recycling collections
- Very positive feedback received about St Nick's collections
- Some dissatisfaction with collection point for recycling (rear collection preferred by some residents) and crews not returning boxes correctly after collection (as reflected in previous questions within the survey)
- Residents of flats who have boxes for recycling would prefer communal wheeled bins
- St Nick's residents focus on range of materials as key barrier to recycling – for example not being able to recycle all mixed plastics, this is echoed by CYC collections
- Residents in the city centre tended to focus more on the range of materials being collected as a barrier to recycling

Feedback from testing alternative container options

- Residents of flats prefer communal recycling bins with a reusable bag
- Terrace and city centre residents focused on a container that could be easily stored, would not take up too much room and would easily transfer to the front kerb for collection

7 different recycling containers were analysed by the focus group attendees

- **Existing** **kerbside** **box**



Terraced and city centre residents were generally pleased with the box due to its size and sturdiness, although some respondents complained that their box had broken or cracked when returned by the crew. Some would prefer something smaller, some commented that they don't stack in a way that makes it easy to add recycling, heavy when full

- **Existing blue bag (for flats)**



Positive feedback from those residents in flats who use the bag for storing recycling and taking to the bins. Need to think of ways of making sure new tenants get a bag.

- **Smaller kerbside boxes**



This could be an option for residents who want to downsize. Most attendees felt the smaller box had all the same benefits as the standard size box

- **Recycling pod**



residents like it and thought it could be useful for single occupancy households or those who don't produce much recycling

- **Recycling bin with handle**



Residents of terraced households liked the handles for easier carrying

through the house, lids that lock in place keep the rainwater out

- **Stackable**

boxes



Residents liked the ease of putting materials into the boxes without having to unstuck them but thought the quality of the samples was poor. No mention of it being preferred by single occupancy/smaller households and the quality of the sample was flimsy and poor

- **Kerbside**

basket



Positive feedback for appearance, easier to carry through the house, stackable but could blow over more easily? One St Nick's resident liked it and used one for her weekly collection – too small for fortnightly recycling?

- **Most popular containers** – terraced households liked the box with handle, flats residents liked the blue reusable bag, city centre residents liked the recycling pod and the box with handles
- **Other non-container related comments from the focus group** – how can we encourage students to recycle more?

The full results (data) will be available to us so that we can more fully analyse which responses have come from which areas of the city (and which types of property). This will be available mid November.

Here are some ideas about how we could use the results from the recycling survey to increase recycling and improve our service:

- We need to have a continuous programme of communications for 2012/13 onwards to include promoting how residents can get containers, what to recycle etc
- Need to investigate opportunities to provide supplies of reusable recycling bags to Estate Workers, Housing offices, Resident's associations etc
- Investigate opportunities to recycle mixed plastic (either at kerbside or HWRCs)
- Operation Manager to speak to all recycling crews about correctly returning boxes and tidying up after collections
- Investigate flats that claim to have recycling boxes and see whether they can have communal recycling instead
- Look at investigating further alternative containers for smaller/city centre/single occupancy households. We will need to consider operational issues – how would crews empty containers, could materials be mixed in 1 container, cost of containers, how would we publicise their availability?
- The majority of respondents would prefer a container that is able to allow them to store all their recycling rather than a smaller container that fits better within their property. They are prepared to sacrifice space to recycle
- Discuss results with St Nick's

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Community Safety Overview & Scrutiny Committee – Work Plan 2011-12

Meeting Dates	Work Programme
27 June 2011	<ol style="list-style-type: none"> 1. Introduction to Committee Remit & Terms of Reference 2. Report on the Committee's legislative responsibilities in regard to Crime & Disorder 3. Presentation on Safer York Partnership 4. Presentation by Assistant Directors on ongoing work & future planned work 5. Attendance of Cabinet Members to discuss their priorities & challenges for 2011/12 6. Report on Draft Workplan for 2011-12
4 July 2011 @ 5:30 pm	<ol style="list-style-type: none"> 1. North Yorkshire Police SNT & Crime Data Report 2. Safer York Partnership Board Performance Report 3. Report on Restructure of North Yorkshire Police 4. Update Report On Proposed CCTV Review 5. Workplan
20 Sept 2011 @ 5pm	<ol style="list-style-type: none"> 1. First Quarter Monitoring Report – CYC Finance Officer 2. North Yorkshire Police Performance Report - Ian Wolstenholme 3. SYP Performance Report - Jane Mowat/Ian Cunningham 4. Workplan & Assessment Forms for Agreed Review Topics
10 Oct 2011	<ol style="list-style-type: none"> 1. Presentation from PCT on their role within the SYP 2. Presentations on the Restructure of CANS & Roles Supporting SYP, & Proposals for restructure of Community Safety in North Yorkshire Police – Jane Mowat/Inspector Mowat 3. Update on Regional CCTV Shared Services Consultation 4. Workplan
29 Nov 2011 @ 5pm	<ol style="list-style-type: none"> 1. Safer York Partnership Performance Report 2. North Yorkshire Police Performance Report 3. CYC Second Quarter Monitoring Report 4. Waste Review – Presentation on the Recycling Doorstepping Campaign & Briefing Paper on Waste Management Services 5. Workplan
17 Jan 2012 @ 5pm	<ol style="list-style-type: none"> 1. Possible Interim Report on ASB Task Group Review 2. Workplan
7 Mar 2012 @ 5pm	<ol style="list-style-type: none"> 1. CYC Third Quarter Monitoring Report 2. North Yorkshire Police Performance Report 3. Safer York Partnership Performance Report 4. Workplan

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