



Environment Policy and Scrutiny Committee Briefing

Date: Monday 19th January 2015

Portfolio: Cabinet Member for City Management, Transport and Infrastructure

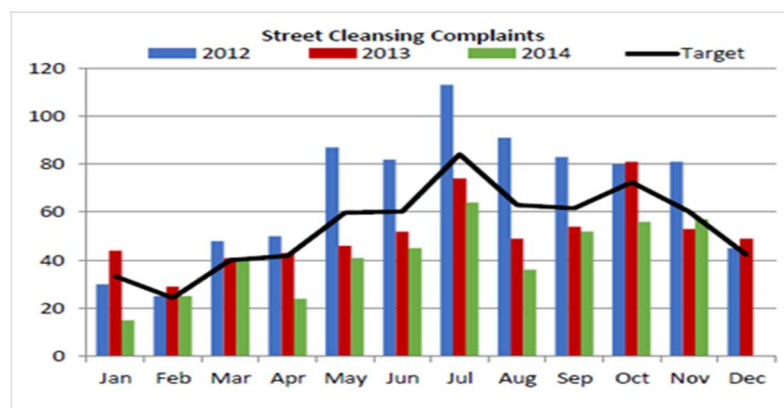
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1. Budget 2014/15

- 1.1 The City Management portfolio is reporting a favourable full year forecast against budget as at the end of Period eight of £0.9m, against a full year revenue expenditure budget of £50.3m, arising from additional income in commercial waste services and road management. The capital expenditure forecast remains in line with budget.
- 1.2 The Built Environment portfolio is reporting the full year forecast to be broadly in line with budget as at the end of Period eight against a full year revenue expenditure budget of £15.6m: There is a small favourable variance of £50k. The capital expenditure full year forecast is £12.2m and represents a movement of £0.4m against the CRG position of £12.6m.

2. Cleansing Performance

- 2.1 Street cleansing services continue to perform well with 456 complaints being recorded so far in 2014 (to November), compared to 566 over the same period last year, representing a drop of c.19%.



2.2 We have also just received our second of three street cleanliness surveys for the year. Of greatest note is the score for detritus. In the first survey, we scored 6%, which, although high, was still within the margin of expectation. For this survey, we scored 0%, which means that not one of the 300, 50 metre long transects of footway and carriageway selected at random in Westminster showed any sign of detritus. The table below gives previous data for comparison. We scored well in other areas too and are on track to achieve all Business Plan targets for litter, detritus, graffiti and fly-posting, continuing to deliver on our commitment to clean streets.

YEAR	TRANCHE	Litter	Detritus	Graffiti	Fly-posting
2012-13	1	7%	4%	5%	1%
2012-13	2	10%	6%	4%	1%
2012-13	3	4%	2%	2%	1%
2013-14	1	4%	2%	2%	0%
2013-14	2	4%	0%	1%	0%
2013-14	3	4%	2%	1%	0%
2014-15	1	5%	6%	1%	0%
2014-15	2	5%	0%	2%	0%

3. New Year's Eve clean up

3.1 New Year's Eve is traditionally the most challenging time of the year for street cleanliness, with 100,000 people coming into the heart of Westminster to celebrate at midnight and the New Year's Day Parade to prepare the streets for the next day. 2014 was also the first year that the New Year's Eve firework display was ticketed.

3.2 The City Council had 120 street cleaners and 51 vehicles on hand to begin the cleanup shortly after the New Year had been rung in. Working with our contractors Veolia to divide staff into 17 teams strategically spread across the city, the operation was a great success with 85 tonnes of waste collected between 12:30am and 6am.

3.3 I am extremely proud of the work of our staff in delivering an efficient clean up service. New Year's Eve served as a prime example of the hard work and dedication our teams show all year round, keeping Westminster's streets clean for residents and visitors alike.

4. The Winter Plan

4.1 The City Council's strategy for mitigating the impacts of adverse winter weather conditions is set out in a 'Winter Service Plan'. We have a gritter fleet comprising 6 trucks that can carry up to 8 tonnes of salt and 2 smaller trucks for our narrower streets that can carry up to 5 tonnes. Each gritting vehicle is fitted with a GPS unit, so where they are and when can be monitored, contemporaneously as well as retrospectively. Sensors also indicate whether or not the vehicles are actually spreading salt or just travelling along the road. This season, we have available: a full Salt barn in Brent, holding 1,500 tonnes of rock salt, over 20 tonnes of bagged white

salt and specialist corrosion-inhibiting de-icer (for schools, estates, footbridges and council properties); 8 carriageway gritting vehicles, able to distribute between 5 and 8 tonnes of salt; 8 smaller vehicles for mechanically gritting the pavements; and almost 200 on-street salt bins across the City for sweepers to use to grit the pavements. Although we don't know when it will snow, we are on alert all winter and are ready to react should it do so, and I am confident that, continuing to draw on lessons learnt from previous years, we are as well prepared as any Local Authority can be.

5. Highways

- 5.1 The following table shows the performance for highways reactive defects compared against the respective targets. For reference, the previous contract targets and November 2014 figures are also given.

	November 14	Target from 1 April 14	Previous Contract Target
Priority 1 (2 hr)	95%	98%	98%
Priority 2 (24 hr)	99.5%	98%	95%
Priority 3 (10 day)	99.5%	98%	90%
Priority 4 (28 day)	99%	98%	83%

- 5.2 While in November performance was still slightly below required targets for Priority 1 works, a marked improvement across all service levels has taken place since September 2014. Performance on 2 hour jobs has increased by 15.5% over the two months, 24 hour jobs by 10%, 10 day jobs by 16% and 28 days jobs by 2%. December figures are not included as system updates are still being made. These will be included in my next report.
- 5.3 A small backlog remains and we are working through this with FM Conway. FM Conway has made changes to their structure to address this issue and this is being implemented in January. The client team are monitoring the position on a weekly basis and I will be meeting their new team personally at the end of the month.

6. Public Lighting

- 6.1 The year to date percentage of outages as of 6 January is 0.14%, well below the 4% target. The average time to fix a light under local authority control is also well within the target 12 days at 3.61 days. The total time to fix a light where UKPN also need to carry out work is 34.41 days, again, well within the 40 day target. Reactive performance has fallen since the last report which has been due to process issues on 2 hour jobs following the new customer service contract implementation at the beginning of October. The year to date figure for 2 hour responses as of the end of November is 88% against a target of 98%. For 48 hour responses, performance was 94% against a target of 98%.

Long Term Faults

- 6.2 In September 2014, there were 23 jobs of more than 40 days old, and as of 6th January 2015 31 jobs are outstanding, 15 of these jobs became over 40 days old during the festive period when our activity reduces, and they are expected to be

closed shortly. It is anticipated that the lighting teams at FM Conway and Westminster City Council will focus on clearing the backlog of jobs from the festive period over the next 2-3 weeks which will leave us in a more positive position, and we are on target to resolve the 'day-burning' issues some lights have been experiencing across the city within the next month.

7. Highway Capital Programme Delivery

- 7.1 The Highways Footway and Carriageway Capital programme continues to progress with a number of schemes completing before the festive break. Both Footway and Carriageway programmes have been adjusted and will now aim to complete by the end of February 2015. Officers will continue to work closely with FM Conway to try and improve the programme delivery end dates, and I am hopeful that in light of additional external funding received last year that some additional schemes will be able to be undertaken this financial year. Development of the 2015/16 programme has been completed and I am now considering the schemes to be included in that programme before making a final decision.

8. Gully Service

- 8.1 The routine programme is on target with 82% of the network visited and 80% cleaned as at 30 November 2014. Since last reporting we have seen further improvement in the quality of the majority of the Routine Programme but we are now focused of delivery of the outstanding revisits to complete the entire programme by year end, (March 31st 2015). This will be achieved by utilising the necessary working methods and options needed to gain access to these drains and escalating any units that need further works as soon as possible.

9 Gully Further works

- 9.1 We have now successfully completed 13 out of the 18 drainage further works jobs on our programme – those jobs which are more complex than a routine clean and which require more investigative works or digging up of roads. Resources were doubled towards the end of last year which successfully accelerated the works programme with Great Western Road, Marshall Street, Rochester Row, Harrow Road, Shirland Road and Gerrard Street all successfully repaired to contract standard. The following 5 schemes are outstanding from the initial tranche of works: - Craven Hill Gardens, Princes Mews, Brook Street, Porchester Road/Gloucester Terrace and John Adam Street. These streets are all programmed to be completed over the next eight weeks.

10. Waste Strategy

- 10.1 The Waste Strategy forms a substantive item on the Committee's agenda for 19th January and officers will endeavour to answer any technical questions the Committee may have. Although I am not scheduled to take oral questions on 19th, should any policy questions arise from consideration of this item I will of course be happy to respond to the Chairman in writing.