Agenda Item 10

CORPORATE PLAN SUCCESS FRAMEWORK 2022/23 - QUARTER 3

STATEMENT FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD

On 23 February 2023 the Overview and Scrutiny Management Board unanimously agreed to support the recommendation to the Executive.

As part of the Board's consideration of this item, the following additional information was confirmed:

- **Waste and Recycling**

  Section 4.5 - Waste PIs
  PI 37 - Recycling Rate (new national formula) ✗
  PI 38 - Recycling at County Council owned Household Waste Recycling Centres ✗

  The Board received a presentation from the Head of Waste in relation to the reasons for the key performance indicators for recycling rates not achieving their targets. The recycling rates were essentially the amount of recyclable material as a proportion of the overall material that was presented by the public to the Household Waste Recycling Centres (HWRCs) or into their wheelie bins. The Council could not control the recycling rates as ultimately it was about what the Council received, but could influence them by trying to educate residents about recycling. In addition, the recycling rates did not necessarily demonstrate good or bad performance in terms of a higher recycling rate being better than a lower recycling rate. In terms of the waste hierarchy, which was introduced in 1975, less material being presented for collection was better as there would be lower environmental and financial costs from disposing of the material.

  The Government was mandating a number of changes to waste collection and disposal through the new Environment Act, including a mandate for a separate collection and disposal of food waste from 2025. This would have an impact on recycling rates which were anticipated to increase by 7% once the County Council and its partners had introduced a separate collection and disposal of food waste. The Government was also introducing enhanced producer responsibility to reduce packaging waste and a deposit return scheme where drinking vessels were returned to the vendor to be recycled more effectively.

  At the 11 HWRCs, there were 25 different waste streams which could be collected and disposed of, which meant there was a 70% recycling rate at HWRCs. In relation to kerbside collections, district councils usually provided three or four wheelie bins for residents but the recycling rate was lower than 40%. This was because residents did not have the same opportunity to segregate material and recycle it better. The challenge was how to enable

residents to recycle better and there were imminent changes which were being worked on through the Lincolnshire Waste Partnership. This meant that it was difficult to put any timescales in place for when performance would improve as it was outside of the Council's control.

Contamination rates for mixed dry recycled material were still being monitored and there had been a slight improvement in this. Contaminated material which had been collected would be disposed of through the Energy from Waste facility. If a kerbside collection was contaminated, then this would be rejected and a warning would be provided to the resident to give them the ability to address the issue. However, the number of kerbside collections rejected due to contamination was miniscule and therefore was not reported on. Contaminated material was deducted from the recycled tonnage figures and when disposed of through the Energy from Waste facility, it was classed as recovery in the waste hierarchy. The education and engagement of residents during the rollout of separate card and paper collections by some of the district councils had also had an impact on the quality and cleanliness of the mixed dry recycled material. More engagement with schools would be undertaken to help promote waste prevention and minimise contamination.

- **Sickness Absence**

    PI 44 - Days lost to sickness absence per FTE ✘

    With regards to mental health absences, this was the highest reason for sickness absences but had decreased in Quarter 3. The stigma around mental health was reducing and people were being more open about their mental health status, which could be a factor as to why the figures for mental health absences were higher. The reasons for mental health absences were a mixture of work related and personal issues outside of work. There were several interventions in place to support employees who were struggling with their mental health.

- **School Performance**

    PI 1 - Percentage of schools that are judged good or outstanding ✘
    PI 2 - Percentage of pupils in outstanding or good schools ✘

    The Council only had an influencing role in relation to achieving the targets for these key performance indicators. Ambitious targets had been set as all children should be able to attend a good or outstanding school. Given that a significant number of Lincolnshire schools were academies, the Council worked with the Regional Schools Commissioner to look at how the Council or the Regional School Commissioner could work with academy schools to improve standards.

- **Complaints**

  PI 43 - Percentage of contacts resolved through early resolution ✘

  Due to the volume of complaints received, the complaints team had been unable to cope with the demand and resolve as many as the Council wanted to through early resolution within three to five days. Additional resources had now been put into the complaints team and work had been undertaken with managers, as the complaints team had to go through the manager to carry out the investigation and provide an answer to respond to the complaint within the early resolution timeframe. An annual report on complaints was presented to the Audit Committee, and consideration could be given to more frequent reporting of complaints to the Audit Committee.

- **Air Pollution**

  PI 28 - Percentage of deaths of those aged 30+ associated with air pollution ✓

  The figures used were from a national data set and therefore this measure was dependent on when the data was released. An update would be provided in the Quarter 4 report as to when the next data set would be available.

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