

## Performance and Finance Select Committee – 18.1.2006

### **LPSA 10 – Average Time to Remove Fly-tips from Public Land.**

Under LPSA 10, Brent is targeted with removing fly-tips within 1 day. Fly-tips are reported to Onyx, who are responsible for their removal. They 'close' each job by logging a completion time on their computer system.

A weekly computerised performance report is produced and its data used to calculate the average time taken to remove fly-tips. Performance data for 2004/05 and the first two periods of this year is shown in Table 1 below.

**Table 1 - LPSA10 Performance – 2004/05, 2005/06**

Indicator	2004-05 Actual	2005-06 Target	2004-05			2005-06	
			Jul-Sept 2004	Oct-Dec 2004	Jan-Mar 2005	Apr-Jun 2005	Jul-Sept 2005
<b>Average time taken to remove flytips</b>	<b>0.77 days</b>	<b>PSA target is 1 day by March 2006</b>	<b>0.73 days</b>	<b>0.62 days</b>	<b>0.31 days</b>	<b>2.49 days</b>	<b>1.48 days</b>
<b>PSA</b>			<b>(1.08)</b>	<b>(0.93)</b>	<b>(0.77)</b>	<b>(2.49)</b>	<b>(1.99)</b>

Performance in 2004/05 was good and fly-tips were consistently removed within 1 day.

This year's early data showed a significant downturn in performance. There had been no reduction in resources, no increase in complaints and officers were not convinced that the removal process had, in fact, deteriorated. Upon further investigation it was discovered that an administration error had led to incorrect reporting. Jobs were being 'closed' at the time and date that Onyx's admin staff logged their completion on the system – not at the time and date specified on the paperwork. The time between the fly-tip being removed and Onyx's staff entering the data had been included and had corrupted the performance statistics.

The error affected all Quarter 1 data and some of the Quarter 2 data. Onyx hired additional personnel to review the historical data and re-enter it accurately. The re-entry work is now complete. We will be in a position to re-issue figures for quarters 1 & 2 at the next reporting stage. The latter half of quarter 2 was reported accurately - this is reflected in this quarter's lower figure, which is closer to historical performance.

#### Update.

**To the end of December (Quarter 3), with all historical data adjusted, the average time taken to remove a fly-tip stood at 0.9 days.**

Table 2 shows recent weekly performance to be well below the 1 day target. If this current performance is maintained, the annual target will be met.

**Table 2 – Recent performance**

WEEK	40	41	42	43	44	45	46	47	48
<b>Average time taken to remove flytips</b>	0.46 days	0.50 days	0.61 days	0.59 days	0.44 days	0.38 days	0.23 days	0.34 days	0.32 days

All data continues to be scrutinised closely and the indicator is the subject of weekly discussion between Brent and Onyx managers.