City priorities 6 A vibrant, green city we can all be proud of

CITY OF WOLVERHAMPTON COUNCIL

Environmental Services

Performance data & 3 year trend 2020 - 2023

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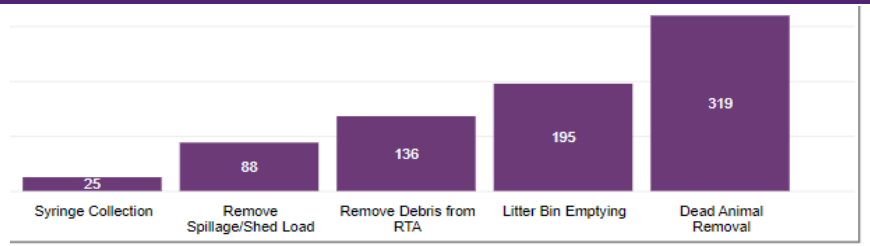
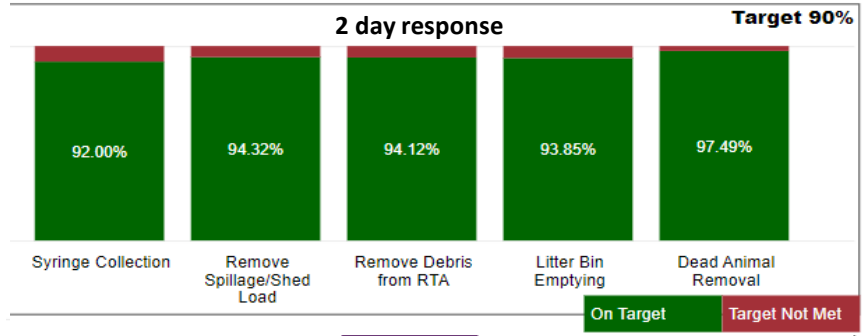
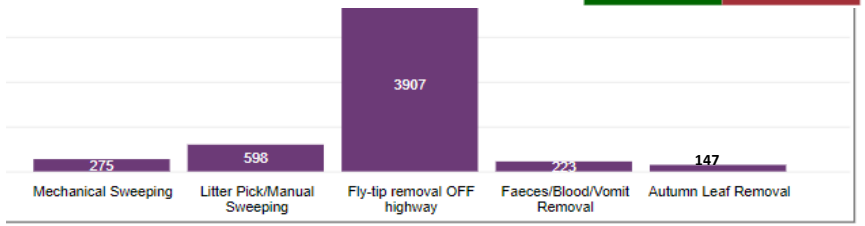
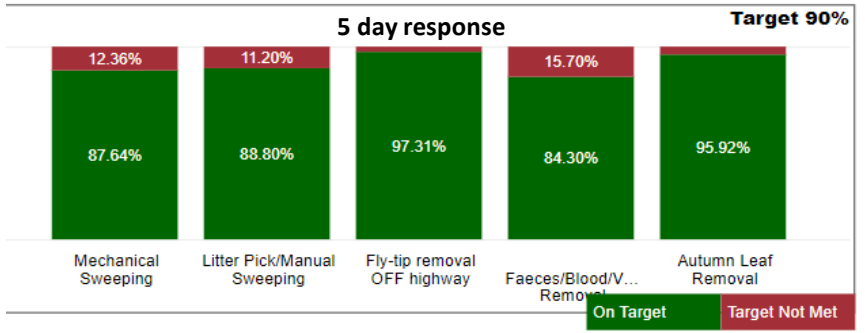
Environmental Maintenance – Enquiries & Respsonse times (3 year trend)

2020/21

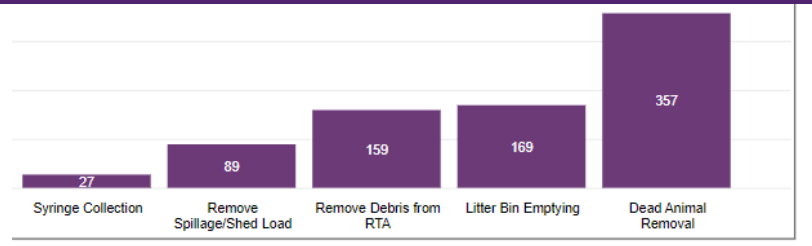


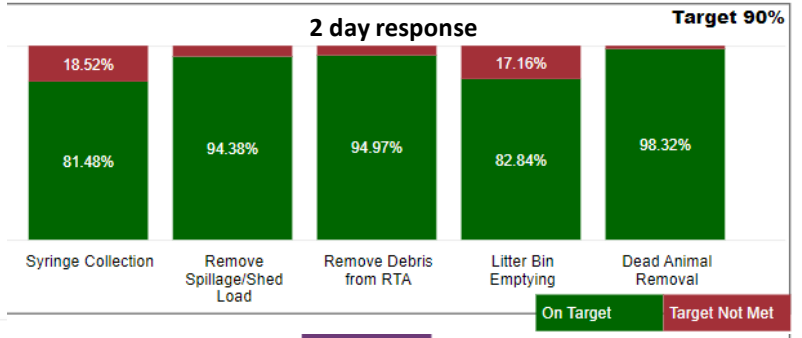


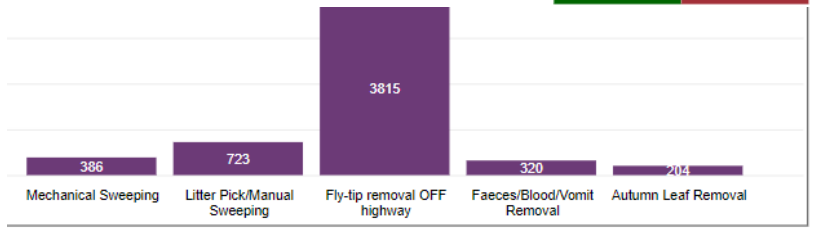


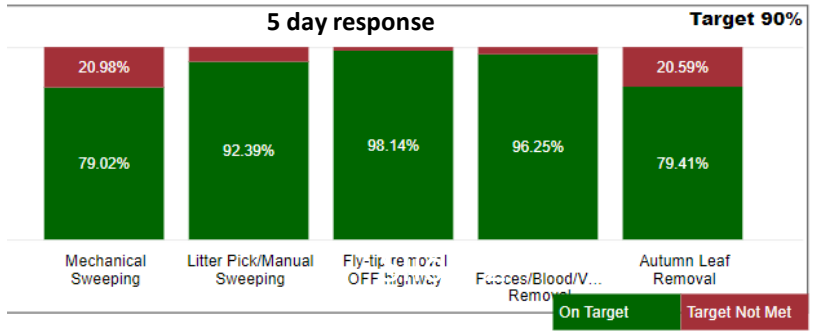


2021/22

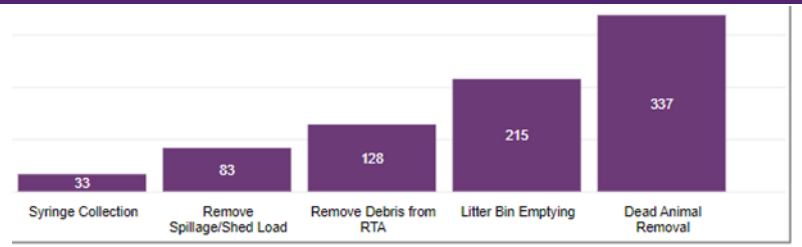


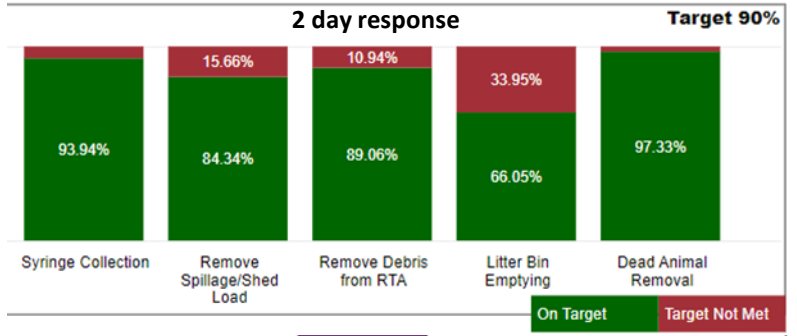


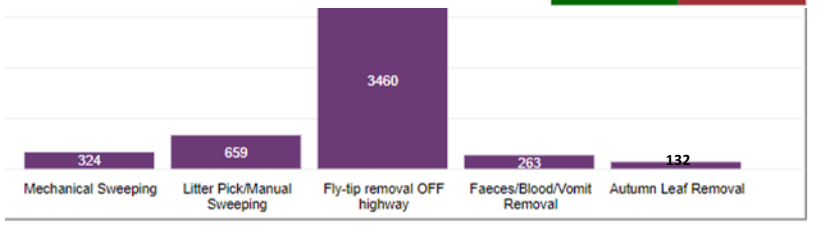


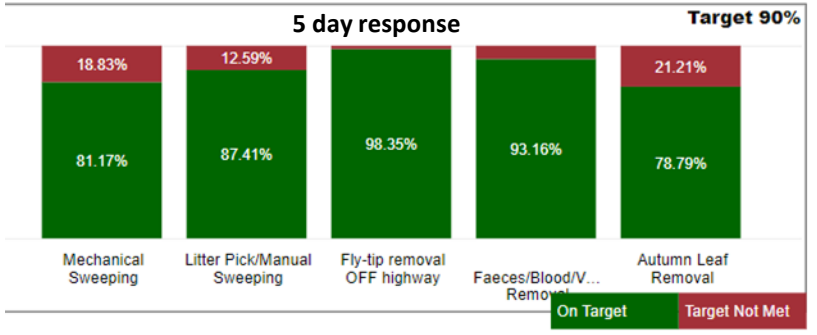


2022/23



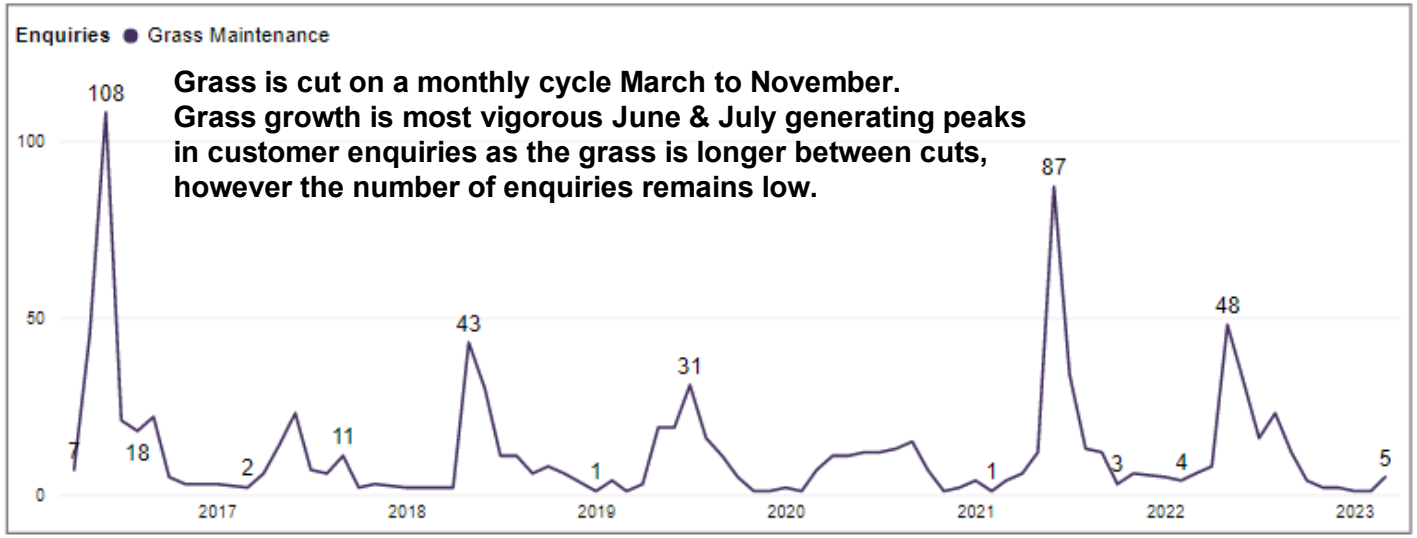


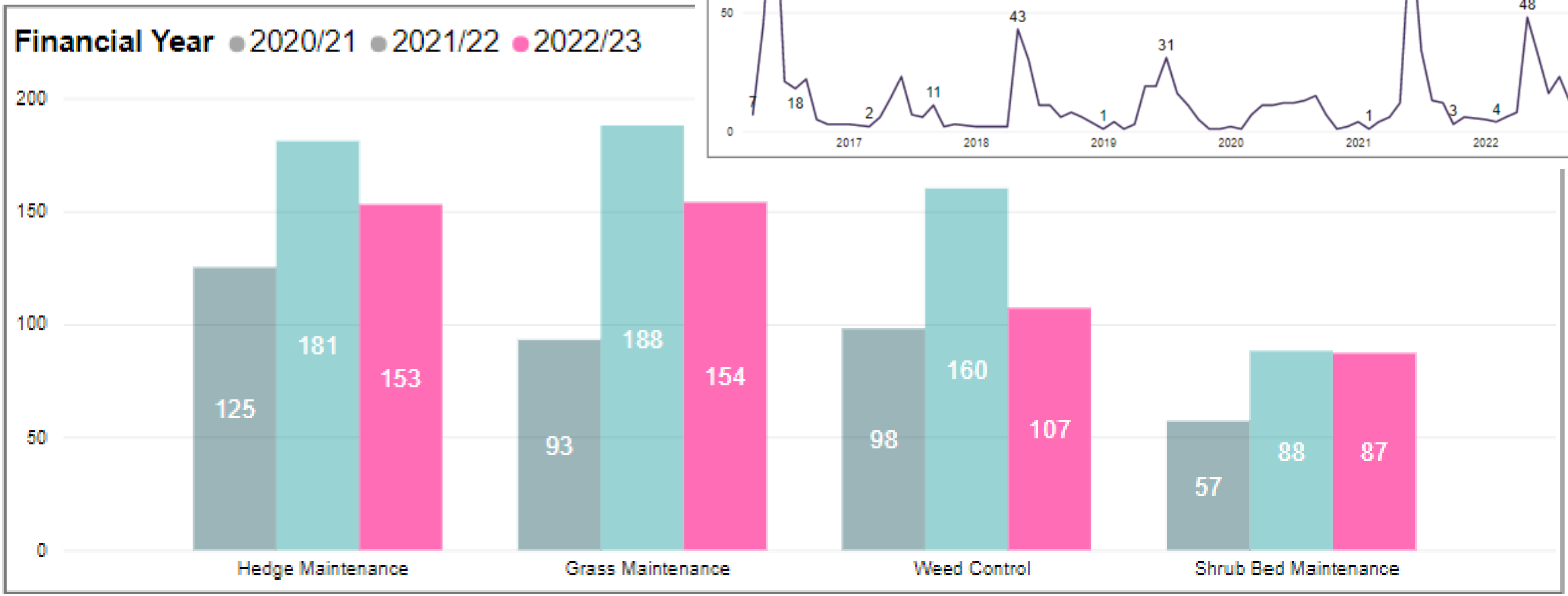




Environmental Maintenance – Grounds Maintenance enquiries (3 year trend data)

Grounds Maintenance is on a seasonal rolling programme



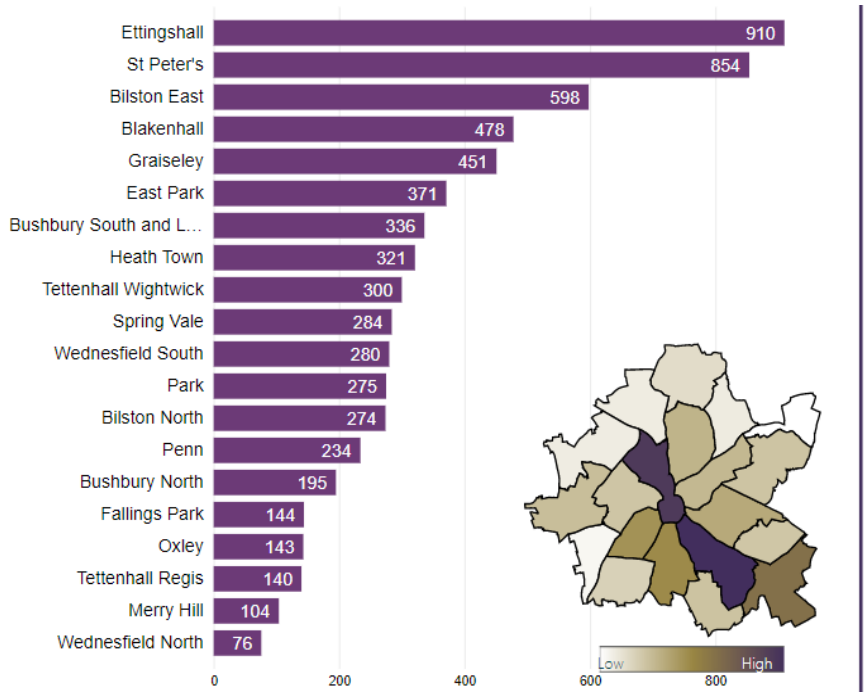


Environmental Maintenance – All Customer Contacts by Ward (3 year trend)

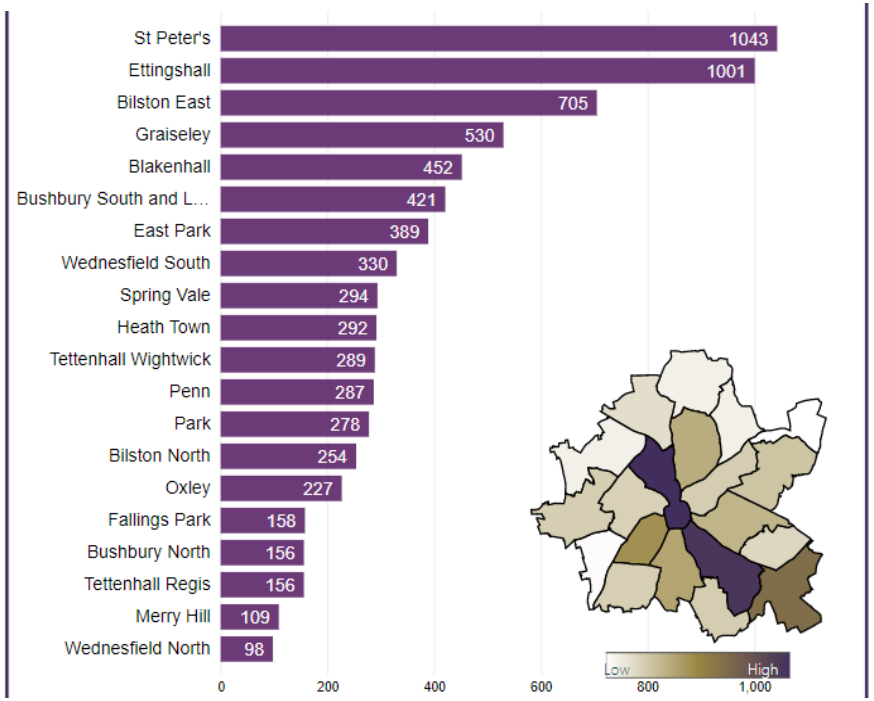
Autumn Leaf Removal | Faeces/Blood/Vomit ... | Graffiti Removal | Hedge Maintenance | Litter Pick/Manual Sw... | Out-Of-Hours Emerge... | Remove Spillage/She... | Syringe Collection

Dead Animal Removal | Fly-tip removal OFF h... | Grass Maintenance | Litter Bin Emptying | Mechanical Sweeping | Remove Debris from ... | Shrub Bed Maintenan... | Weed Control

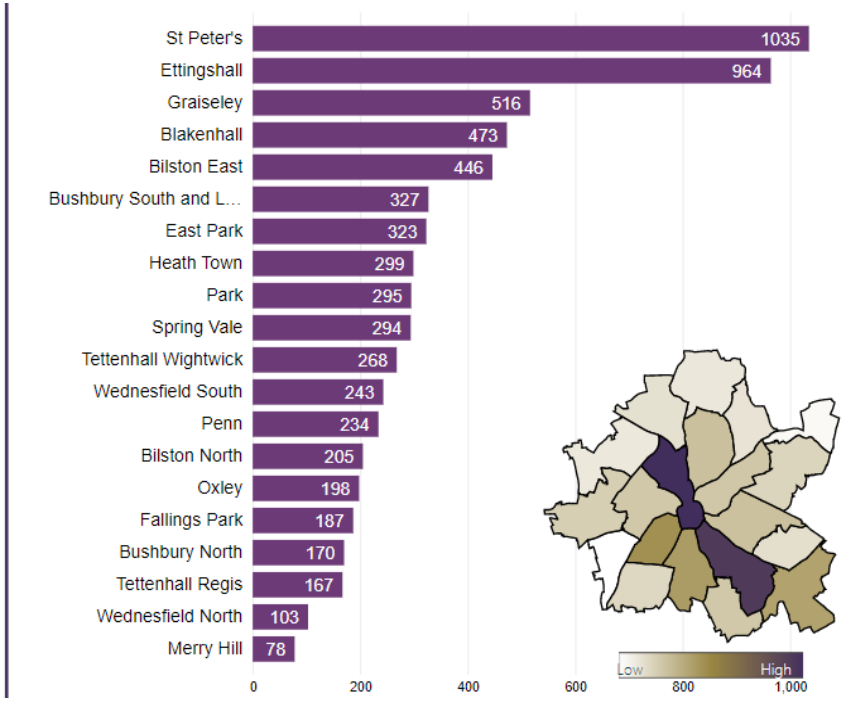
2020/21



2021/22

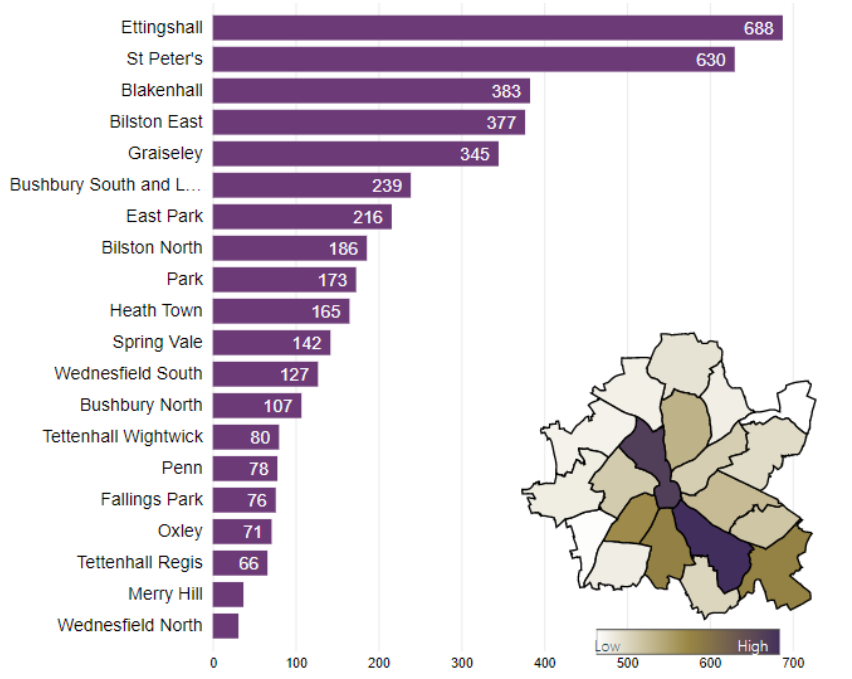


2022/23

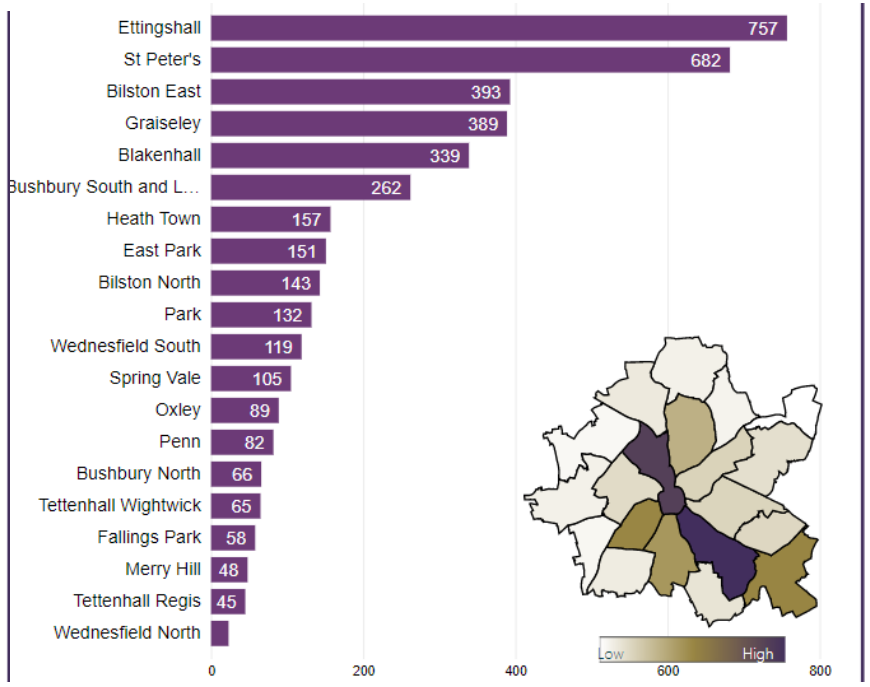


Fly tipping enquiries by ward – 3 year trend data (note around 15% are duplicated reports & a further 10% no fly tipping is found)

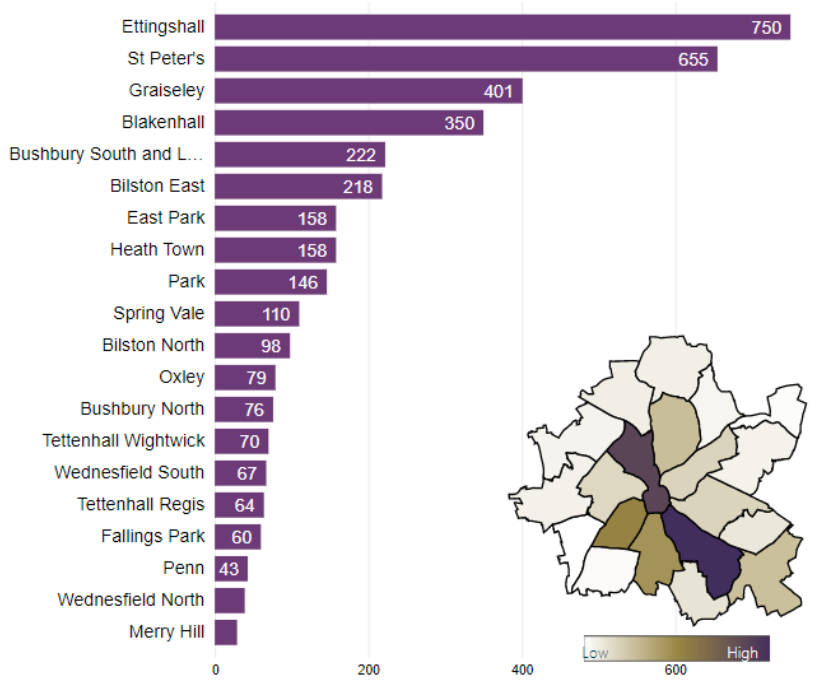
2020/21



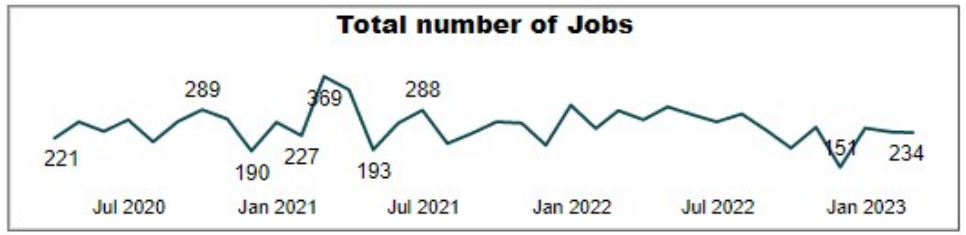
2021/22

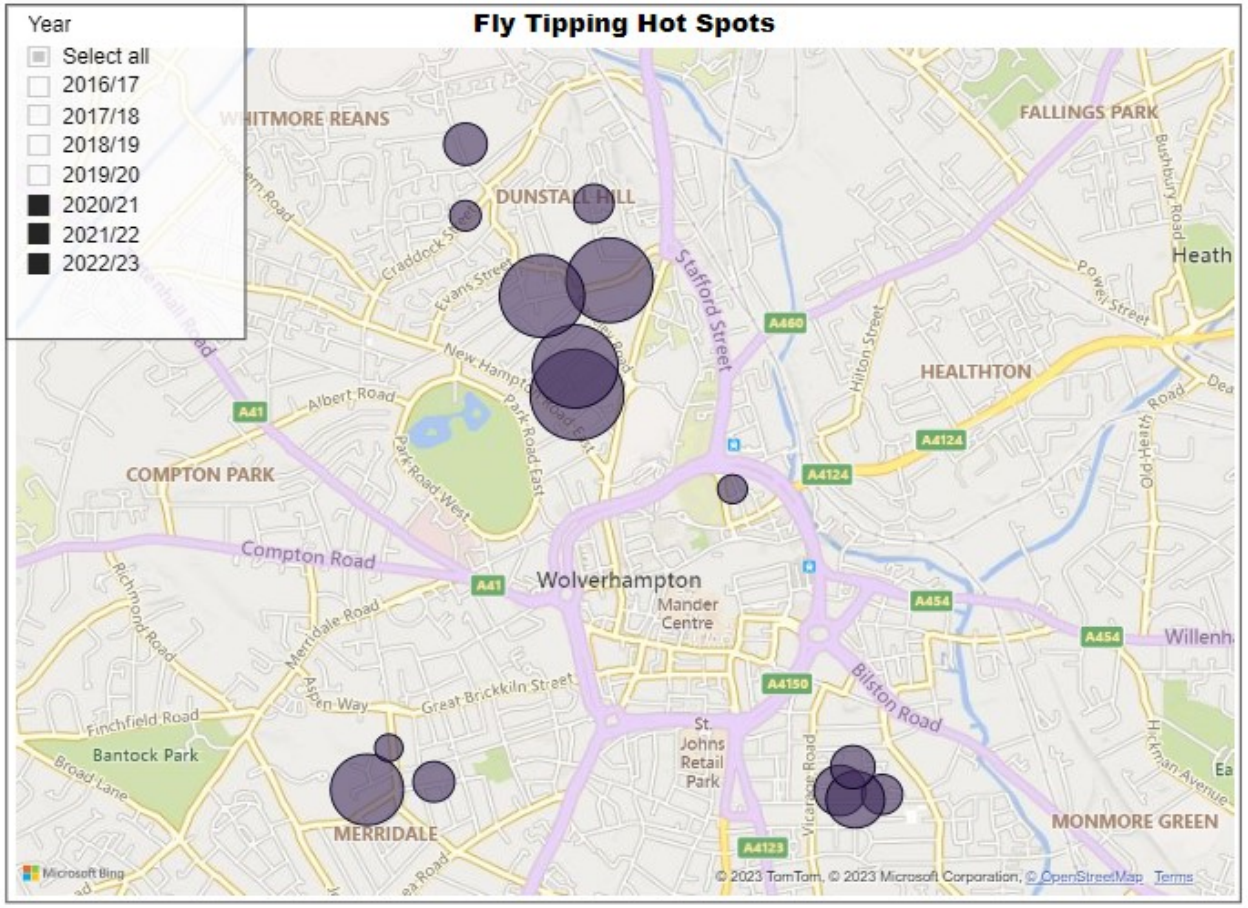


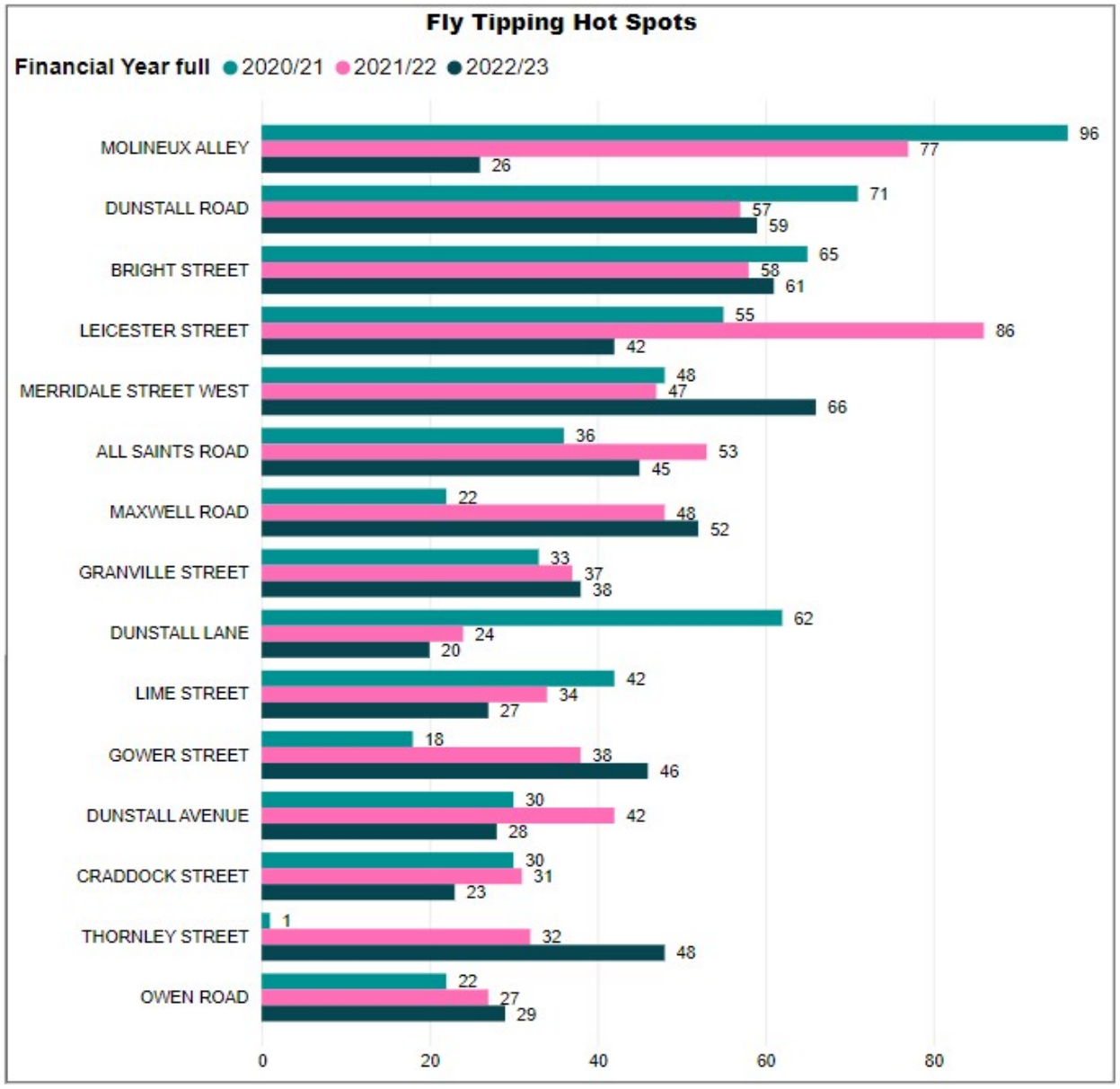
2022/23



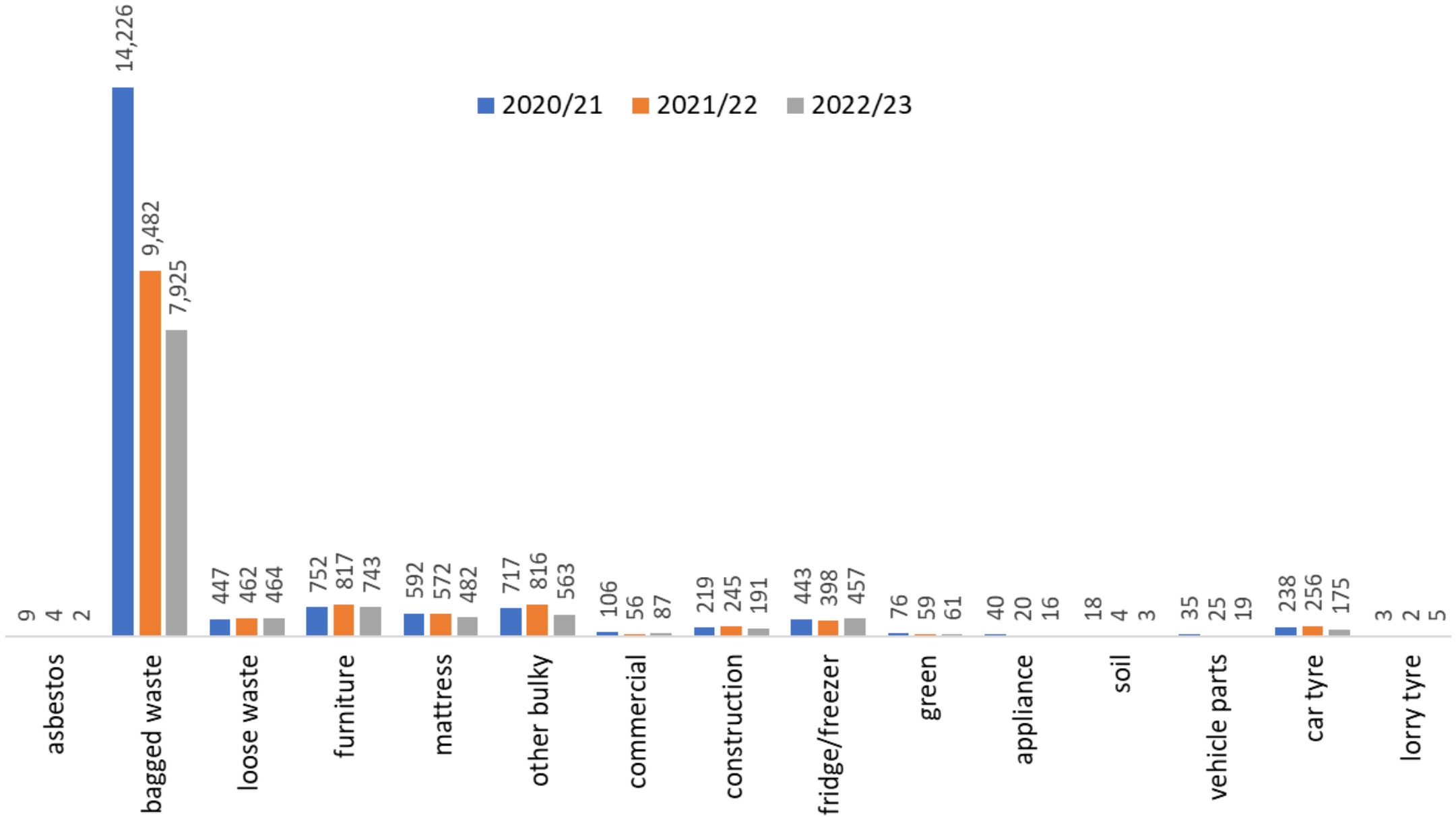
Environmental Maintenance - Fly tipping hot spots (trend data)



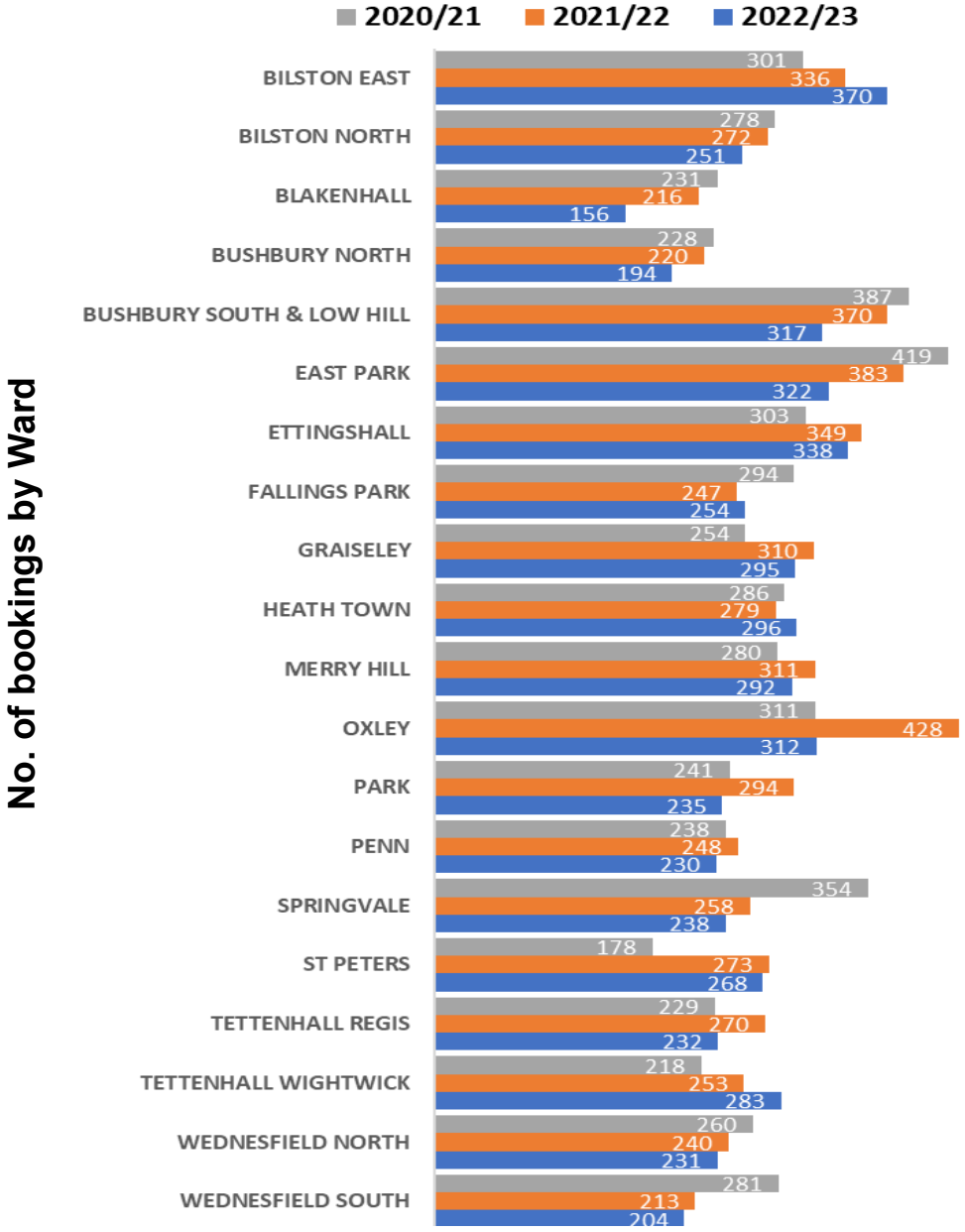


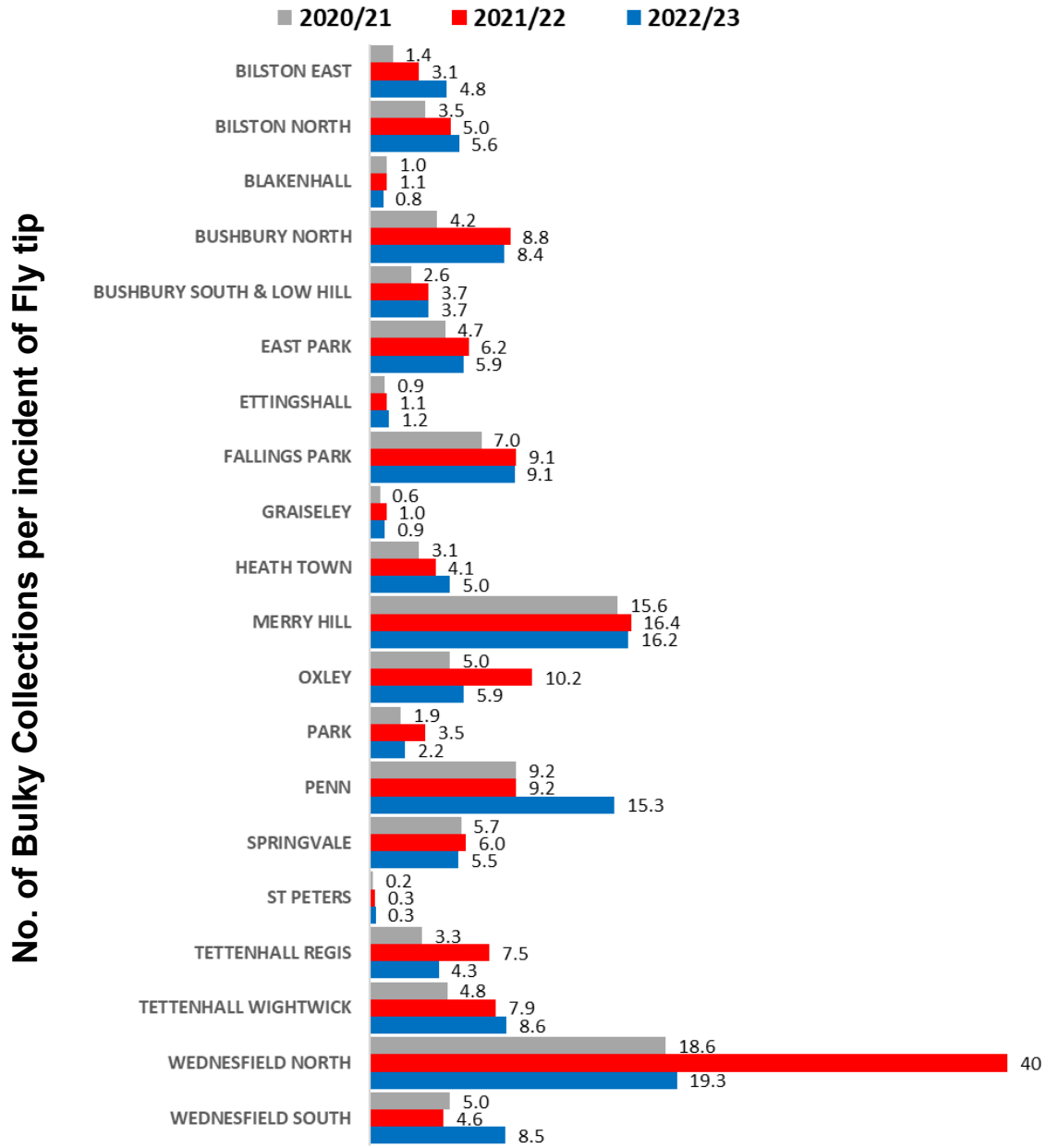


Environmental Maintenance - Fly tipping items collected (trend data)



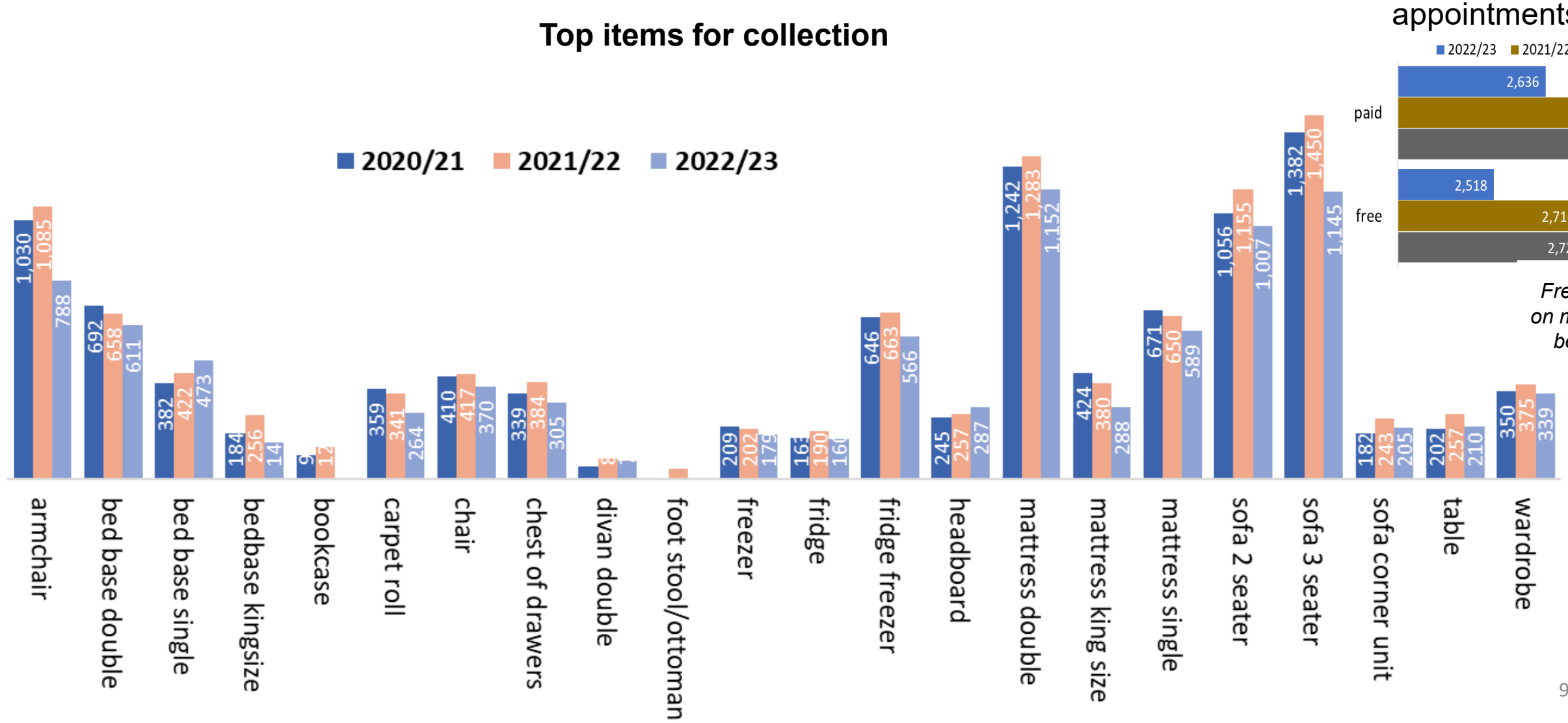
Bulky Household Collection Service (3 year trend data)



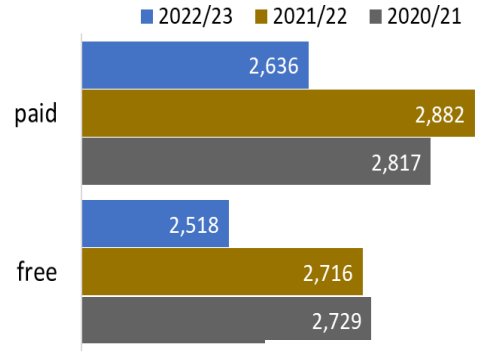


Bulky Household Collection Service (3 year trend data)

Top items for collection



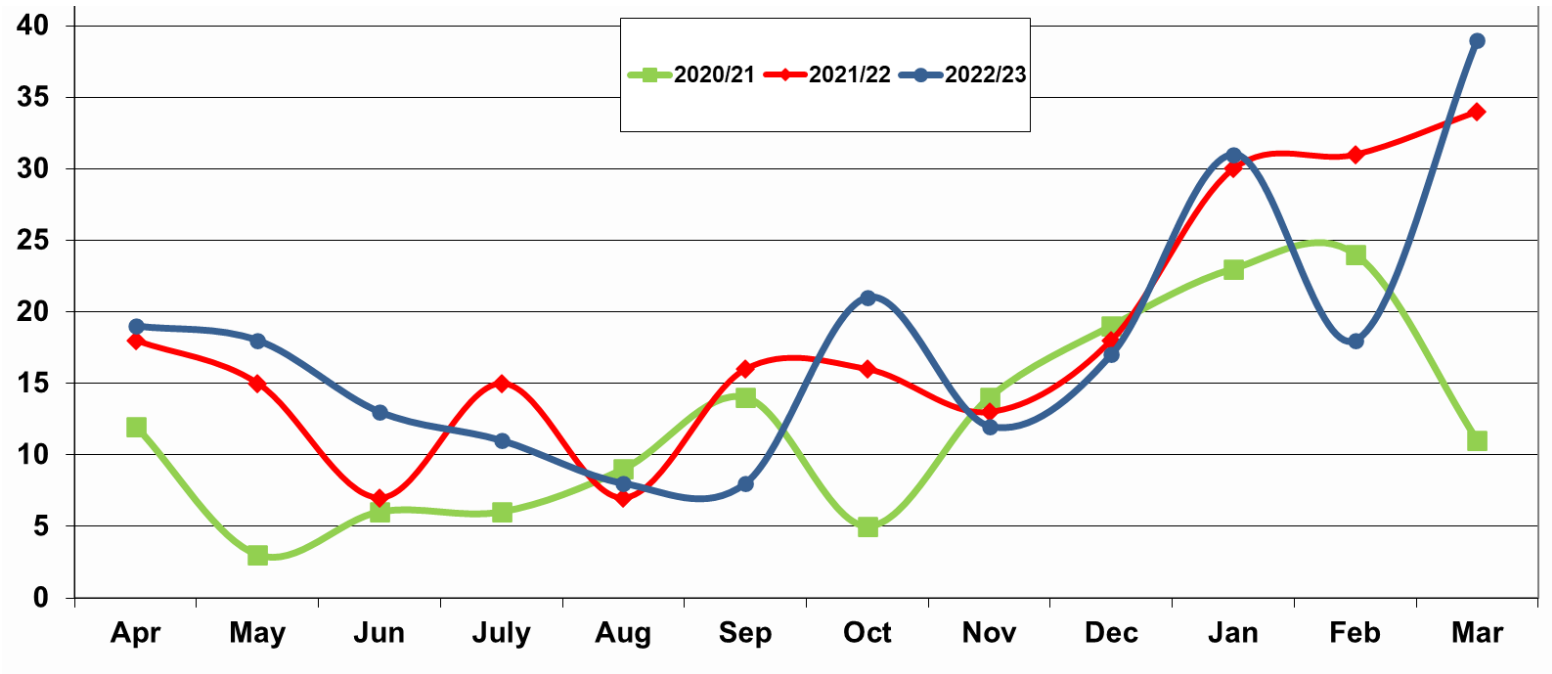
No. of paid/free appointments



Free when on maximum benefits

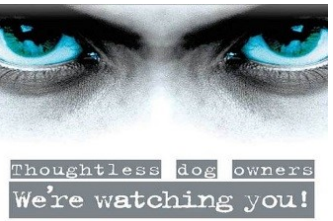
Environmental Maintenance – Dog fouling trend data

Reported incidents of Dog fouling trend data



Dog fouling incidents by Ward

Ward	2020/21	2021/22	2022/23
Penn	11	11	43
Park	9	9	24
Fallings Park	4	4	15
Bilston East	7	7	12
Spring Vale	12	12	11
Bilston North	4	4	11
Bushbury South and Low Hill	13	13	10
Heath Town	15	15	10
Tettenhall Regis	5	5	10
Bushbury North	10	10	9
Wednesfield South	12	12	9
St Peter's	1	1	8
Ettingshall	5	5	7
Blakenhall	1	1	6
Wednesfield North	8	8	6
Oxley	4	4	6
Graiseley	2	2	5
Tettenhall Wightwick	7	7	5
East Park	5	5	5
Merry Hill	4	4	3



Environmental Maintenance – Syringes collected 3 year trend data

Number of Incidents by Ward

Ward	2020/21	2021/22	2022/23
St Peter's	15	43	57
Park	13	10	14
Graiseley	5	11	4
Blakenhall	0	1	4
Heath Town	3	0	2
Tettenhall Regis	2	0	2
Fallings Park	1	3	1
Wednesfield South	1	2	1
Bilston East	2	1	1
Bushbury South and Low Hill	1	1	1
Oxley	0	0	1
Ettingshall	0	2	1
Bilston North	2	4	0
Bushbury North	0	1	0
Penn	0	1	0
Tettenhall Wightwick	0	1	0
East Park	1	0	0
Wednesfield North	1	0	0
Merry Hill	0	0	0
Spring Vale	0	0	0

Number of Syringes removed by Ward

Ward	2020/21	2021/22	2022/23
St Peter's	132	119	431
Park	14	56	39
Tettenhall Regis	1	0	3
Graiseley	14	9	2
Fallings Park	0	3	1
Blakenhall	0	1	1
Heath Town	12	0	1
Ettingshall	0	0	1
Bilston North	0	6	0
Wednesfield South	1	4	0
Bushbury North	0	2	0
Bilston East	0	1	0
Penn	0	1	0
Bushbury South and Low Hill	0	1	0
East Park	0	0	0
Merry Hill	0	0	0
Oxley	0	0	0
Spring Vale	0	0	0
Tettenhall Wightwick	0	0	0
Wednesfield North	0	0	0

Key message: To tackle this issue there is a combination of proactive work between the council, police and other partners, including targeting known hot spots and other locations of drug activity and cutting back vegetation, and the continuation of a needle exchange service available at a number of local community pharmacies. Syringes are now colour coded for each pharmacy and at the request of Public Health Street Cleaning Teams are now recording the colour as well as the number of syringes. This will enable Public Health to monitor the demographic of users and work with pharmacies to tackle discarded syringes in public open spaces.

Environmental Maintenance – Tree Maintenance and Pest Control 3 year trend data

Pest Control appointments

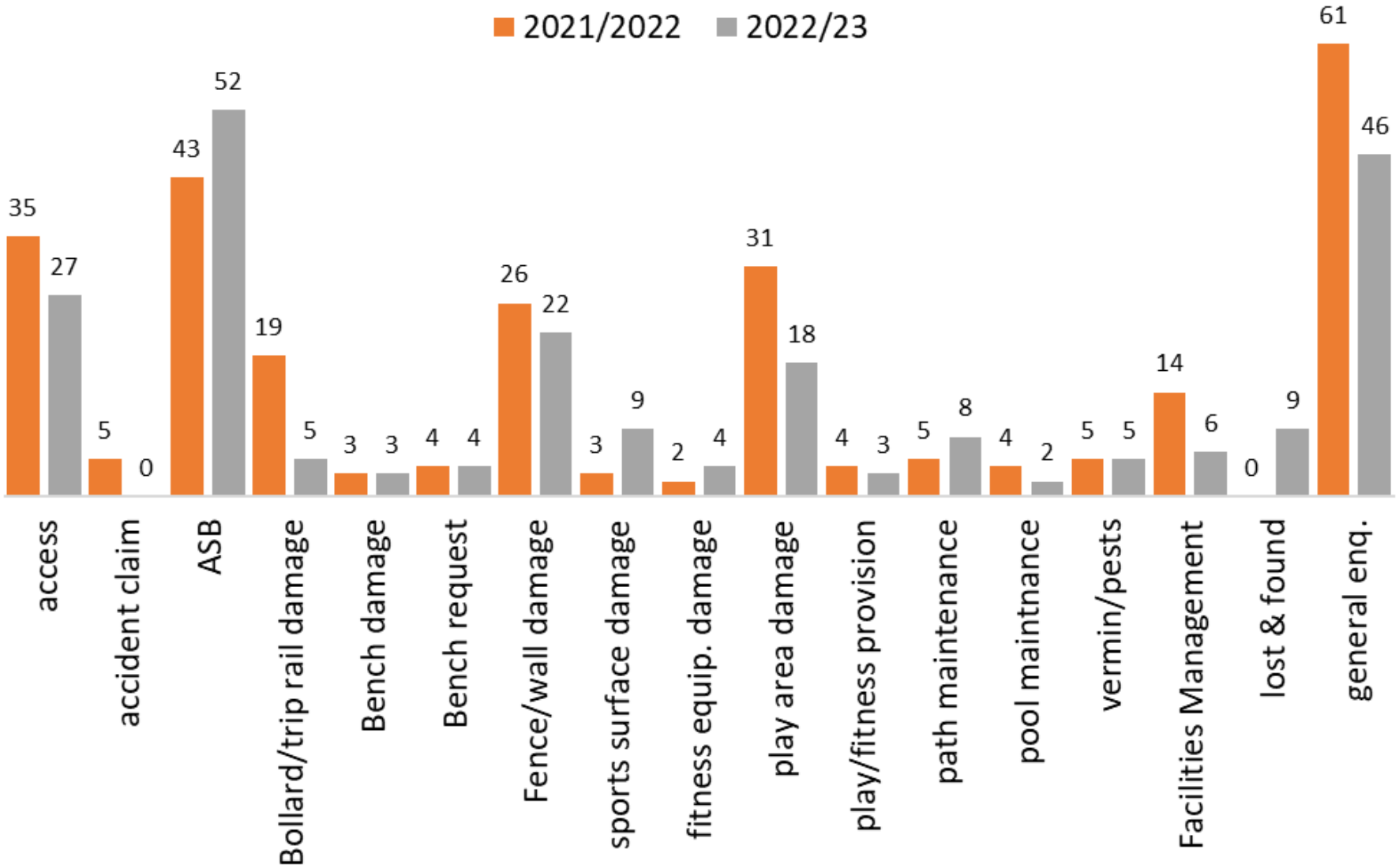
Pest treatments undertaken	2020/21	2021/22	2022/23
Commercial	47	158	112
Domestic 50% discount	133	265	214
Domestic Paid	470	697	681
Pest numbers treated:			
Cockroaches	25	20	39
Bedbugs	67	112	101
Fleas	35	49	35
Rats	288	464	474
Mice	88	188	154
Wasps	126	239	89
Ants	21	47	3

Tree maintenance enquiries

	2020/21	2021/22	2022/23
E - emergency	196	310	141
P - priority	303	284	209
R - routine	514	518	603
fallen trees (INCL. IN 'E')	108	215	84

Response categories explained:-
Emergency – A report that a tree has/is about to fall onto public land, the highway or adjoining private property.
Priority – A report that a council tree is touching a building or causing non life threatening damage or obscuring traffic signals / warning signs.
Routine – a request to remove form a council tree low branches, overhanging a building, blocking a street light or obscuring a street sign

Parks enquiries: 2 year trend data



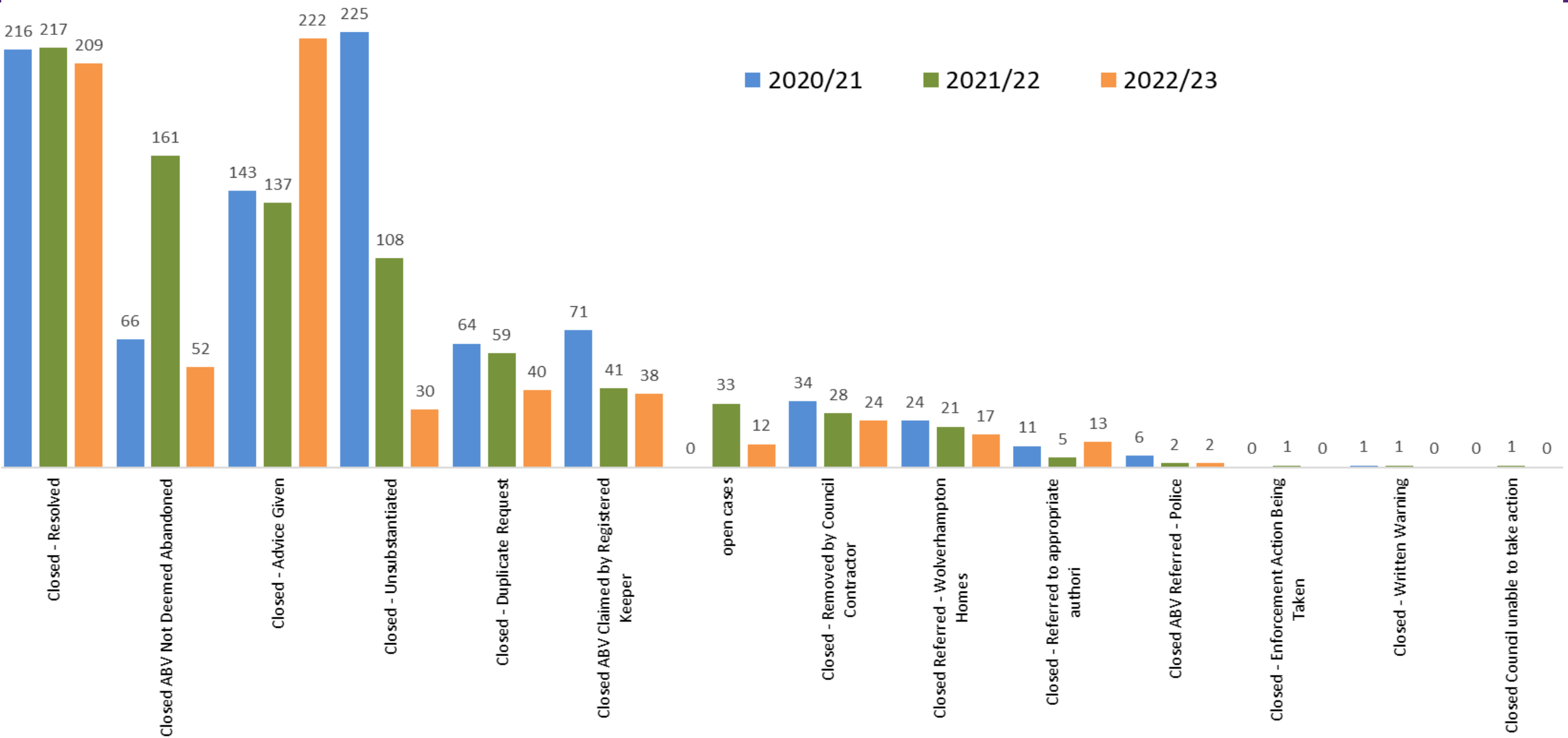
Environmental Maintenance – Waste Disposal

Waste removal by cleansing, grounds maintenance & arbor operations along the adopted highway and in our parks/green open spaces

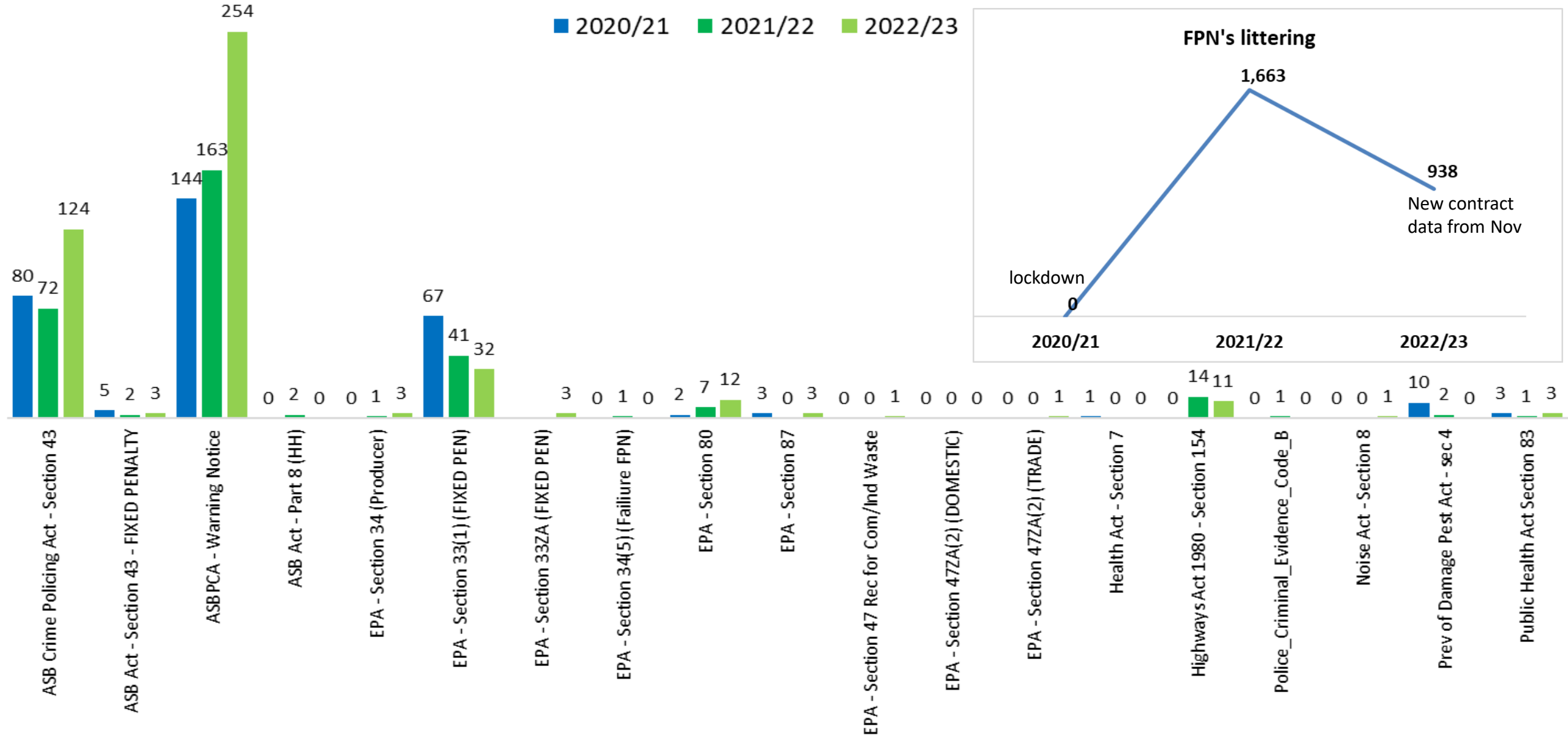
tonnages

Waste type	2020/21	2021/22	2022/23
Sideloader	1,170.33	1,229.43	1,282.89
Channel Sweeper	1,390.43	1,249.10	1,323.70
Precinct sweeper	868.12	1,551.32	1,541.68
Mixed street cleaning waste	384.21	333.12	245.66
Gully Tanker	276.38	419.60	598.04
Direct Works	29.62	22.68	24.36
Arbor	70.15	107.24	145.22
Grounds Waste	1,016.90	683.38	985.53
TOTAL recycled %	**30.86%**	**36.70%**	**34.73%**
Total tonnage	**5,206.14**	**5,595.87**	**6,147.08**
tonnage recycled	1,606.72	2,053.73	2,135.00
tonnage not recycled	3,599.42	3,542.14	4,012.08

Environmental Crime - Abandoned Vehicles



Environmental Crime - Enforcement



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