



<b>Report for:</b>	<b>SPAE Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>6 September 2017</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 1 Performance</b>
Contact:	Councillor Janice Marshall, Portfolio Holder for Environmental Services and Sustainability  Craig Thorpe, Group Manager, Environmental Services
Purpose of report:	1.To report on Quarter 1 performance
Recommendations	1.That the report be noted
Corporate objectives:	To provide a clean, safe and green environment
Implications:	<u>Financial</u>  None as a result of this report
'Value For Money Implications'	<u>Value for Money</u>  None as a result of this report.
Risk Implications	None as result of this report
Equalities Implications	N/A
Health and Safety Implications	None as a result of this report
Consultees:	Officers within Environmental Services

Background papers:	Waste Tonnages and CSG Performance – Appendix 1 Corvu Report - Sickness – Appendix 2 Corvu Report – Performance – Appendix 3 Operational Risk Register – Appendix 4
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	This report has been produced to provide an update to Members on performance against key objectives and an overview of progress on a number of ongoing projects
Glossary of acronyms and any other abbreviations used in this report:	CSG – Clean, Safe and Green

## **Environmental Services Overview and Scrutiny Quarter 3 – Performance Review**

### **Introduction**

- **Environmental Services consists of the following:**

#### **1.1 Refuse and Recycling – Domestic and Commercial Waste Collections.**

- Providing scheduled collections of waste and recycling materials from over 62,000 domestic properties and 800 commercial waste customers
- Collection of over 5000 “paid for” bulky collections per annum upon request
- **Waste Transfer Site – ISO 14001 compliant**
  - Storage and bulking of over 24,000 tonnes of recycling materials for onward processing
  - Separation, storage and disposal of hazardous waste including asbestos, dead animals, paints and flammables.
- **Clean, Safe and Green (CSG)**
  - Scheduled grass cutting on behalf of Herts County, Housing Landlord and on Dacorum owned land
  - Maintenance of hedges, shrub beds and some roundabouts
  - Maintenance of parks and open spaces including play equipment
  - Maintenance of sports pitches
  - Weed spraying
  - Clearance of fly tips
  - Removal of graffiti

- Removal and disposal of road kill
- Management of Trees on behalf of Herts County, Housing, Dacorum owned land, parks and open spaces and woodlands
- Management of Rights of Way and Countryside access
- **Educational Awareness**
  - Initiating campaigns to promote the waste hierarchy through school talks and other initiatives. Also undertakes anti littering campaigns with local residents and businesses.
- **Fleet Services (VRS)**
  - Servicing and maintenance of all the Councils fleet of vehicles to ensure legal compliance with Road Transport Law and effective running of front line services.
- **Resources**
  - Recording and producing of key performance data such tonnages, reports from public and sickness figures which are shown as part of this report.

#### **Service Updates:**

- **Waste Services**
  - Completed refresher training to 3 x staff on loading shovels.
  - Completed refresher training to 2 x staff on forklift truck.
  - Successfully completed Bank Holiday 'catch up' waste collections on 3 x occasions including the Easter holiday period.
  - Completed Induction Training for approx. 80 agency staff.
  - Reduced the sickness level.

#### **Environmental Awareness:**

- Rachel Hall hired as our new Recycling Advisor – previously worked on multiple other private and public sector recycling projects.
- Launched our School Recycling Audit and Improvement Project. (Aim: to help schools improve their recycling rates and help them to achieve the Recycling and Litter Eco-Schools awards. 70 sites being visited in total by Rachel before the end of the academic year.
- School and youth group talks and workshops to primary schools / cub groups: 6 visits in Q1. 14 in total for 2017.
- The new monthly school e-newsletter has now been launched (SEED: Supporting Environmental Education in Dacorum) to replace the quarterly PDF (Waste Wire) that was being emailed to schools and has had two editions go out so far.
- TV screens have been installed in Cupid Green for both the Refuse and Recycling crew as well as the Clean, Safe and Green building – the staff newsletter 'The Cupid Round Up' is now displayed as digital slides instead of paper format.

- Additional Garden Waste Subscription Service has sold 130 green bins, 591 subscriptions to date. (£32,800 generated so far in 2017)
- Using Bartec analysis targeted letters were sent out to around 40 residents who left out excess garden waste on more than five occasions in the past 12 months – advised them one bin only and suggested AGWSS, HWRC and composting.
- Communication has gone out to residents in the local paper, DBC website and as text messages regarding all bank holiday collection changes
- Real Nappy Week took place in April and there have been 41 applications in Quarter 1.
- The Compost Giveaway for residents took place on 14 May with 10 tonnes being given away in 2 hours and around 165 cars turning up
- The Love Food Hate Waste challenge took place throughout June with 55 individual participants, (around 110 participants taking part in total with families and couples included)
- Caddy engagement; as part of Waste Aware (WA) we have been rolling out various food waste messages on social media and encouraging residents to use their caddies correctly and to take the Food Waste Pledge - if they take the pledge on the WA website then they receive a free roll of caddy liners.
- Hosted an information stall along with Waste Aware at the Hertfordshire County Show
- Ongoing ad-hoc communication created and published on; social media, Dacorum Digest, Digital Digest, local paper and DBC website

- **Clean, Safe and Green**

- Summer grass cutting most teams are over 50% through the third cut of the areas on the summer rota.
- Training, all CSG staff completed 1<sup>st</sup> aid training and a further 6 completed PA1 and PA6 weed spraying licences.
- Vacancies are out for advertising and are due to close early July. We are looking to recruiting to Team Leader Trees and Woodlands, Lead Gardener and Operatives posts.
- New bed at entrance to Maylands is looking good and is very striking.
- Phoenix roundabout is looking excellent.
- Have also completed planting out of all summer bedding including Walled Garden and displays are looking good, hot dry weather has been a challenge with watering.
- Three of our four Green Flags site were judged this year and we get the result anytime.
- Robert Cassidy has also had signage made up for Tring Memorial Garden to remember the fallen from that area at the battle of Passchendaele 31st July -6<sup>th</sup> November 1917 (See attached).
- Heath Park is also looking good and is popular.
- CSG staff are on site now at the Water Gardens full time looking after those areas which have been handed over including grass cutting.

- Sickness days lost**

Environmental Services	Apr 17	May 17	June 17
Long Term Sickness (days lost)	111	97	141
Short Term Sickness (days lost)	29	42.5	60.5
<b>Total Sickness (days lost)</b>	<b>140</b>	<b>139.5</b>	<b>201.5</b>

Department	HCount	Apr 17	May 17	June 17
Environmental Services Total	195	128	133.5	189
Operational Services + GM	5	0	0	0
Clean Safe & Green Management	4	0	0	0
Area Teams	82	77	68	100
Refuse & Recycling Supervisors	4	0	3	10
Refuse & Recollection Crews	78	51	62.5	8
Depot Services	4	0	0	10
Trees & Woodlands	8	0	0	1
Vehicle Repairs	3	0	0	0
Resources	4	0	0	0
Waste Development (S)	3	0	0	0

<u>Department</u>	<u>Headcount</u>	<u>Spells started</u>	<u>Days lost</u>	<u>DLPE</u>	<u>Absence Rate (%)</u>	<u>Highest reason 1</u>	<u>Highest reason 2</u>	<u>Highest reason 3</u>
Clean Safe & Green Management	85	15	245	2.86	5.06	Stress/Anxiety - Personal Issues (64 days)	Musculoskeletal - Back (60 days)	Genitourinary (26 days)
Refuse & Recycling	86	25	205	2.37	4.20	Depression/Psychological Illness (111 days)	Stress/Anxiety (33 days)	Musculoskeletal - Ankle/Foot (19 days)
Trees & Woodlands	8	1	1	0.13	0.22	Musculoskeletal - Back (1 days)		
Operational Services – Vehicle Repairs	3	0	0	0	0			

- Return to work compliance:**

Department	Apr 17	May 17	June 17	Total over 12 months	Avg days to complete
Environmental Services	77.8%	75.0%	90.5%	86.7%	3.5