



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	21 November 2017
PART:	1
If Part II, reason:	

Title of report:	Quarter 2 Performance
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 2 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	None as a result of this report

Implications	
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 Management (Vehicle Repair Shop)**
 - 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**
 - Assisted with the organisation of the Armed Forces Day in the District.
 - Carried out Asbestos Awareness Training to key staff.
 - Successfully filled two LGV 2 driver / loader vacancies.
 - Completed First Aid refresher training for two staff.
 - Carried out Agency induction training.
 - Two staff successfully completed their LGV 2 driver training.
 - Carried out a successful ISO 14000 external surveillance audit.
 - Assisted in the organisation of the Tour of Britain cycle race.
 - Carried out induction day for new staff.
 - Welcomed the High Sherriff of Hertfordshire to the Cupid Green site to see CCTV unit.
 - Commissioned annual asbestos survey for the Cupid Green site.
- **Environmental Awareness**
 - Campaigns run on social media through Q2; Plastic Free July, Love Parks Week, Parks Herts, Zero Waste Week, Recycle Week.
 - Love Parks Week (14 – 23 July). Took photos and videos of residents with whiteboard saying why they love their local park; shared images and a video

of this on social media and on council TV screens. Video received over 4440 views and was also shared by Keep Britain Tidy.

- Recycle Week (25 Sept – 1 Oct). We held a social media campaign throughout the week, held 3 x information stalls giving out leaflets and freebies (2 at supermarkets, 1 in town centre) and a 'social media takeover' afternoon where we were live to answer residents recycling questions.
- Community Champion Awards. Winners; the Friends of Halsey Field and David Drew. Highly commended; North Chiltern Path Maintenance Volunteers and David Davies. The Mayor delivered the awards at a ceremony held on 5 October.
- Additional Garden Waste Subscription Service has sold 142 green bins, 619 subscriptions to date. (£34,500 generated so far in 2017)
- School Recycling Audit and Improvement Project: all 70 schools visited and data typed up, suggestion packs to be created and delivered to each school.
- School and youth group talks and workshops to primary schools / cub groups: 2 visits in Q2. 8 in total for 2017-18.
- Fly tip project funding bid successful. Will be rolling out a fly-tipping information leaflet to all households and improving signage at bin areas. Circulated vehicle crushing video and press release on social media.
- Ongoing ad-hoc communication created and published on; social media, Dacorum Digest, Digital Digest, local paper and DBC website as well as newsletters; primary school newsletter: SEED: Supporting Environmental Education in Dacorum and Cupid staff; the Cupid Round Up

- **Clean, Safe and Green**

- Appointed to Lead Gardener role Watergardens.
- Trees and Woodlands contract advertised and 9 submissions received, currently being evaluated.
- New signage and notice board placed at Tring Memorial Garden in remembrance of 100 years since battle of Passchendaele.
- Supported community action days in both Grovehill and Woodhall Farm.
- 21st July - attended Green Flag awards event and received four flags.
- Prepared, supported and cleaned up after Tour of Britain bike event/race.
- Completed winter/spring bulb order and design for planting.
- Appointed to role of Trees and Woodlands team leader - Internal candidate.

- **Sickness days lost**

Environmental Services	July-17	Aug-17	Sept-17
Long Term Sickness (days lost)	149	154	131
Short Term Sickness (days lost)	57	35	75
Total Sickness (days lost)	206	189	206

Days lost per FTE	1.07	0.99	1.05
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Sickness days lost due to sickness:

Department	Head Count	Jul-17	Aug-17	Sep-17
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Environmental Services Total	197	206	189	206
Operational Services + GM	4	0	0	0
Clean Safe & Green Management	4	0	20	0
Area Teams	79	69	71	130
Refuse & Recycling	4	14	23	1
Refuse & Recollection Crews	83	83	77	74
Depot Services	4	21	14	0
Trees & Woodlands	8	2	2	1
Vehicle Repairs	4	0	0	0
Resources	4	0	0	0
Waste Development (S)	3	0	0	0

Return to work compliance:

Department	July 17	Aug 17	Sept 17	Total over 12 months	Avg days to complete
Environmental Services	80.6% (54/57)	86.1% (62/72)	87.7% (57/65)	83.1% (674/811)	4.71

Report Name Analysis of Reasons
Absence

Group Reason	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	% of 12 Month total	Avg Length	RTW % last 3 months
Gastrointestinal	1	2	3	5	3	6	25.60	2.19	58.8% (10/17)
Musculoskeletal	0	3	4	3	4	11	21.43	7.04	73.3% (11/15)
Mental Health Issue	2	1	2	2	2	2	11.31	11.47	70.0% (7/10)
Eye/Oral	1	0	1	0	0	2	9.52	1.56	100.0% (5/5)
Unclassified	0	0	0	0	0	0	7.74	2.04	n/a
Cough/Cold/Flu	0	0	0	0	0	3	6.55	2.45	100.0% (4/4)
Neurological	0	0	2	1	1	1	5.36	2.67	66.7% (2/3)
Respiratory	0	0	0	0	0	2	3.57	3.33	100.0% (3/3)
Surgery	0	1	0	1	0	1	2.98	8.60	50.0% (1/2)
Other	1	1	1	0	0	1	2.38	4.50	n/a

Vehicle Accidents

19 Vehicle Accidents

Personal Accidents

4 Cuts

1 Fracture

3 Muscular Skeletal

1 Other

0 HAV