



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	20th March 2018
PART:	1
If Part II, reason:	

Title of report:	Quarter 3 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 3 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

	<p>Corvu Report - Sickness – Appendix 2</p> <p>Corvu Report – Performance – Appendix 3</p> <p>Operational Risk Register – Appendix 4</p> <p>HWP Annual report 20106-2017 – Appendix 5</p>
<p>Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i></p>	<p>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</p>
<p>Glossary of acronyms and any other abbreviations used in this report:</p>	<p>CSG – Clean, Safe and Green</p>

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**
 - 3 office based staff attended refresher training for First Aid at work to maintain their certification.
 - 4 office based staff undertook full First Aid at Work to bring the level of qualified First Aiders at Cupid Green to 7.
 - Supplied periodic DCPC training to our LGV drivers.
 - Secured and installed a new vehicle wash.
 - Successfully completed revised collection for the Christmas / New Year period which included Saturday working on 3 x occasions and severe weather disruption
- **Environmental Awareness**
 - The Mayor delivered the Community Champion Awards at a ceremony held on 5 October. Winners: The Friends of Halsey Field and David Drew. Highly commended; North Chiltern Path Maintenance Volunteers and David Davies.
 - The month-long '2017 Winter Love Food Waste Challenge' took place Nov – Dec. Gave away a blender as a prize to a randomly selected participant.
 - Created the 2017-18 Waste Collection Calendars and had these delivered to each household and uploaded onto the website.
 - Service communications went out around garden waste collections being suspended, severe weather and bank holiday collections.
 - Ran a #Green Christmas social media and web campaign.

- Nearly 50% through the flats recycling surveying.
- Been nominated for a Keep Britain Tidy award for this year's 'Love Parks Week' campaign.
- Won the Best Partnership award for Fly Tipping Group
- School and youth group talks and workshops to primary schools / cub groups: 2 visits in Q3. 10 in total for 2017-18.
- Been working on producing the fly-tipping information leaflet, which is now in complete and will be sent to all households in Q4.
- 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**

- Trees and Woodlands contract awarded to Arbo Care and Glendale.
- All area teams switched over to winter working as of the end of October.
- Completed annual internal small plant audit for all teams, and machinery is now having annual services.
- Completed all front line staff appraisals.
- CSG teams dealt with adverse weather over Decembers and distributed over 10 ton of grit.
- Completed recruitment of Environmental Operative to fill 7 vacancies on CSG.
- Also recruited to role of Snr Supervisor as well as Supervisor for CSG.
- Completed recruitment of Tree Officer due to start in March
- Completed planting of spring bulbs and well as recycled planting of last season bulbs with machine.

- **Personnel**

- **Sickness days lost**

Environmental Services	Oct 17	Nov 17	Dec 17
Long Term Sickness (days lost)	52.5	46.5	42
Short Term Sickness (days lost)	140	104	130
Total Sickness (days lost)	192.5	150.5	172

Days lost per FTE	1.01	0.81	0.91
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Department	Head Count	Oct 17	Nov 17	Dec 17
Environmental Services Total	188	192.5	150.5	172
Operational Services + GM	4	0	1	0
Clean Safe & Green Management	3	0	0	0
Area Teams	75	142	100	74
Refuse & Recycling	4	0	1	0
Refuse & Recollection Crews	80	45	46.5	89
Depot Services	4	0	1	0

Trees & Woodlands	7	2	2	1
Vehicle Repairs	4	0	0	0
Resources	4	0	0	2
Waste Development (S)	3	1	0	0

Return to work compliance:

Department	Oct 17	Nov 17	Dec 17	Total over 12 months	Average days to complete
Environmental Services	81.5	86.2	80.00	77.7%	4.88