



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	19 June 2018
PART:	1
If Part II, reason:	

Title of report:	Quarter 4 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 4 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
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 other related campaigns with local residents, businesses and Partners.
- **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**
 - Completed revised collections from the Bank holidays
 - Carried out induction training to new staff
 - Managed the Christmas tree recycling event
 - Carried out annual refresher training to all 80+ frontline staff
 - Carried out annual Appraisals to all 80+ waste staff
 - Provided freighters to Flamstead and Markyate for bulky items
 - Installed new vehicle wash
 - Steve rewarded with certificate from CEO Sally Marshall for only having 1 day off in 7 years on the front line.
 - Recommenced green waste collections
 - Successfully caught up after industrial action

Environmental Awareness

- Held a Christmas Tree Recycling day on 7 January with around 4000 trees being recycled – our busiest year yet.
- Completed the ‘Green 2018’ social media and web campaign throughout January to encourage people to start incorporating more eco-friendly New Year resolutions into their routines.
- Received a ‘Network Award Finalist’ certificate after being nominated for a Keep Britain Tidy award for 2017’s ‘Love Parks Week’ campaign
- Additional Garden Waste Subscription Service: 642 subscriptions in total so far and 70 additional bins (620 subscriptions last year so already beating this)
- Great British Spring Clean – the national litter picking campaign took place throughout mid Feb – March and has now come to an end. Despite adverse weather affecting litter picks throughout the month, we still had over 700 volunteer litter pickers (30 groups) take part, collecting around 200 bags of rubbish and an additional 200 bags of recyclable litter.
- Fly-tipping campaign launched in mid-March with a fly tipping installation, photoshoot and information stall being held in the town centre which was attended by Sir Mike Penning MP, Police and Crime Commissioner David Lloyd, Chief Constable Charlie Hall and Dacorum’s Mayor, alongside other representatives from the Hertfordshire Fly Tipping Group. Other campaign initiatives took place including social media roll out, poster circulation, Horizons adverts, press releases, TV adverts in town, franking machine.
- Fly tipping information leaflet was circulated to all households in March.
- Ongoing communications through website, SMS and social media around bad weather, bank holidays, Easter excess recycling and industrial action.
- Flats recycling surveying now completed. Data analysis stage now beginning.
- Compost giveaway event held and proved as popular as ever with 10 tonne being collected in less than an hour

• Clean, Safe and Green

- Watergardens apprentice commenced employment alongside a Work experience student from Collet school currently working in the Watergardens.
- Affinity water project started renovation works on the River Gade, making it more environmentally friendly.
- Started the summer grass cutting rota’s winter works completed.
- All small plant serviced and awaiting delivery of 3 new ride on mowers.
- 6 operatives completed training in Forestry chipper.
- New Supervisor recruited – Laurence Coleman
- New Tree Officer started 9th April. Darren Hemmings
- 9 summer temps commenced on 3rd April.
- 25 x conservation volunteer days completed over the winter period, including hazel coppicing, pond clearance, tree thinning and litter collection. 5 x more days in the programme for spring period.
- Final number of snow / wind damage tree incidents over the winter was almost 250.

- **Personnel**

- **Sickness days**

Environmental Services	Jan 18	Feb 18	Mar 18
Long Term Sickness (days lost)	233	144	142
Short Term Sickness (days lost)	80	54	69
Total Sickness (days lost)	313	198	211

Days lost per FTE	1.21	0.76	0.74
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Sickness days lost:

Department	H Count	Jan 18	Feb 18	Mar 18
Environmental Services Total	199	193	189	191
Operational Services + GM	8	8	8	8
Clean Safe & Green Management	4	4	4	4
Area Teams	82	79	78	79
Refuse & Recycling	4	4	4	4
Refuse & Recollection Crews	79	81	79	79
Depot Services	4	4	4	4
Trees & Woodlands	6	5	5	5
Vehicle Repairs	5	5	4	5
Resources	4	4	4	4
Waste Development (S)	3	3	3	3

Return to work compliance:

Department	Jan 18	Feb 18	Mar 18	Total over 12 months	Average days to complete
Environmental Services	78	75.9	80.6	349	4.88

