



AGENDA ITEM: 7

SUMMARY

Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	8 September 2015
PART:	1
If Part II, reason:	

Title of report:	Quarter 4 Performance – Environmental Services
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 – Appendix 1 Corvu Report – Appendix 2 Operational Risk Register – 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, Sage and Green HAV – Hand, Arm Vibration TOB – Tour of Britain

Environmental Services Overview and Scrutiny Quarter 1 – Performance Review

Introduction

1. 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

2. 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.

3. 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

4. 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.

5. Vehicle Repair Shop (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.

6. Performance Indicators

- Setting and monitoring of performance indicators including tonnages, reports form public and sickness figures which are shown as part of this report.

7. Waste Services Key service update

- Tonnages of recyclables in graph form collected can be seen **Appendix 1**
- Corvu performance can be seen in **Appendix 2**

8. Environmental Services Projects

April

- To celebrate Real Nappy Week, we organised a Nappucino afternoon at Hemel Sportspace Café with mothers and to-be-parents to discuss the benefits of using real nappies and saving money through our £50 real nappy reward scheme and free nappy starter kit worth over £100. A Real Nappy Advisor was on hand to give advice and carry out demonstrations. During the week we had a nappy information display board and real nappy cashback offer leaflets at Hemel Sportspace.

8.2 May

- To celebrate National Compost Week, we gave away ten tonnes of free compost to keen gardeners made from the contents of the green wheeled bin containing garden waste. The compost was provided by D Williams and Co, the company responsible for turning the contents of the green wheeled bin into nutrient-rich compost.

8.3 June

- We have made it even easier for households with a food caddy to recycle food waste. After extensive trials at the composting facility, residents can now dispose of food waste in plastic carrier bags, as well as compostable liners and newspapers. Residents were supportive of the change, because when we announced the news on social media, on Facebook we received 80 likes and 91 shares.
- To celebrate National Recycle Week (22 - 28 June) we've been out and about encouraging people to expand their recycling routine to include items from every part of their home. Shoppers in Sainsbury's store in Woodhall Farm and Tesco store in Jarman Park have

been taking part in demonstrations and competitions to test what items can be placed in the mixed recycling bin and the refuse bin from different rooms in the house. Those who gave the right answers won recycled merchandise, including bottle opener key rings, mini wheeled bins and reusable bags. Shoppers also held up pledge card with "I'm recycling right for Herts" for our social media to encourage others too.

9. Clean, Safe and Green

- Held official opening of Walled Garden summer flower display. The Mayor very kindly attended to cut the ribbon.
- Teams also did a great job preparing the Borough for the Women TOB cycle event. We received lots of good feedback on how the Park and route looked.
- Completed a bedding display in Tring as part of the 700year celebration being held in Tring. It generated loads of interest and has gone down very well with the residents of Tring.
- We also had three of our Green flag parks judged this year and have received green flags for them and kept the fourth.
- We also completed the harvesting timber from Chipper field Common and now have a stock of timber which we are using to make our own benches.
- Wild flower displays are again proving popular this year and two more locations (Woodhall Farm and Canal Fields) have been added

10. Personnel and Sickness Levels

- **Sickness:**
- CSG – Quarterly total = 324.5 days against a budget of 303.3 days
- Refuse – Quarterly total = 359.5 days against a budget of 337.5 days
- Over budget by 43.2 days for the quarter
- Long term sickness cases have ended for the quarter at 4 for Refuse and 3 for CSG.

Q1

Total Days: 304.50

Reason for Absence	Actual No.Occasions	No.Employees	No.Days FTE	% (FTE)	No.Days Ind FTE	% (Ind. FTE)	No. Days LT	% (FTE LT)
<u>ANXIETY/STRESS/DEPRESSION/OTHER PSYCHIATRIC ILLNESSES</u>	1	1	44.00	14.45	0.00	0.00	0.00	0.00
<u>AWAITING SELF CERTIFICATION FORM</u>	1	1	0.50	0.16	0.00	0.00	0.00	0.00
<u>BACK PROBLEMS</u>	5	5	24.00	7.88	73.00	23.97	0.00	0.00
<u>CHEST & RESPIRATORY PROBLEMS - (EXCLUDE NOSE & THROAT PROBLEMS,ASTHMA,COLD,COUGH,FLU)</u>	1	1	26.00	8.54	0.00	0.00	0.00	0.00
<u>COLD, COUGH, FLU - INFLUENZA</u>	3	3	12.00	3.94	0.00	0.00	0.00	0.00
<u>EAR, NOSE, THROAT (ENT)</u>	1	1	2.00	0.66	0.00	0.00	0.00	0.00
<u>EYE PROBLEMS</u>	1	1	2.00	0.66	0.00	0.00	0.00	0.00
<u>GASTROINTESTINAL PROBLEMS (E.G. ABDOMINAL PAIN, GASTROENTERITIS, VOMITING, DIARRHOEA) - EXCLUDE DENTAL & ORAL PROBLEMS</u>	13	11	24.50	8.05	0.00	0.00	0.00	0.00
<u>HEADACHE / MIGRAINE</u>	1	1	1.00	0.33	0.00	0.00	0.00	0.00
<u>HEART, CARDIAC & CIRCULATORY PROBLEMS</u>	2	2	109.00	35.80	0.00	0.00	61.00	20.03
<u>HOSPITAL / MEDICAL APPOINTMENT</u>	7	5	5.50	1.81	0.00	0.00	0.00	0.00
<u>INJURY, FRACTURE</u>	2	2	33.00	10.84	0.00	0.00	0.00	0.00

SKIN DISORDERS	1	1	21.00	6.90	0.00	0.00	0.00	0.00
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Q1

Total Days: 357.00

Staff from one section	REFUSE & RECOLLECTION CREWS
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Reason for Absence	Actual No.Occasions	No.Employees	No.Days FTE	% (FTE)	No.Days Ind FTE	% (Ind. FTE)	No. Days LT	% (FTE LT)
<u>ANXIETY/STRESS/DEPRESSION/OTHER PSYCHIATRIC ILLNESSES</u>	6	4	44.00	12.32	0.00	0.00	0.00	0.00
<u>BACK PROBLEMS</u>	1	1	2.00	0.56	0.00	0.00	0.00	0.00
<u>COLD, COUGH, FLU - INFLUENZA</u>	4	4	5.00	1.40	0.00	0.00	0.00	0.00
<u>DENTAL AND ORAL PROBLEMS</u>	1	1	1.00	0.28	0.00	0.00	0.00	0.00
<u>EAR, NOSE, THROAT (ENT)</u>	3	3	7.00	1.96	0.00	0.00	0.00	0.00
<u>GASTROINTESTINAL PROBLEMS (E.G. ABDOMINAL PAIN, GASTROENTERITIS, VOMITING, DIARRHOEA) - EXCLUDE DENTAL & ORAL PROBLEMS</u>	15	14	68.00	19.05	0.00	0.00	0.00	0.00
<u>HEADACHE / MIGRAINE</u>	3	3	6.00	1.68	0.00	0.00	0.00	0.00
<u>HEART, CARDIAC & CIRCULATORY PROBLEMS</u>	1	1	59.00	16.53	0.00	0.00	59.00	16.53
<u>INJURY, FRACTURE</u>	5	5	141.00	39.50	2.00	0.56	61.00	17.09
<u>OTHER MUSCULOSKELETAL PROBLEMS - (EXCLUDE BACK PROBLEMS - INCLUDE NECK PROBLEMS)</u>	3	2	19.00	5.32	0.00	0.00	0.00	0.00
<u>SKIN DISORDERS</u>	1	1	5.00	1.40	0.00	0.00	0.00	0.00

11. Restricted Duties

- Both the Refuse and Recycling service and the Clean, Safe and Green service currently have employees that are, for one reason or another are restricted to only performing a limited range of duties required as advised by Occupational Health. Refuse and Recycling staff that fall into this category have been referred back to Occupation Health for a further advice. It is the intention to undertake a similar exercise on Clean, Safe and Green service in the future
- Operative on the Clean, Safe and Green service are subject to Hand Arm Vibration (HAV). The service has been assessing operatives on an individual basis to ascertain if any restrictions, in terms of usage of small plant, apply. This information is required by the Health and Safety Executive.