



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

Title of report:	Quarter 1 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 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 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**

- Successfully completed collections as per schedules for Bank Holiday working
- Successfully completed collections as per schedules from Industrial action taken by Frontline Staff
- Carried out Site Inductions to around 80 temporary Agency staff to enable them to attend our work place assignments
- Held PAT (Portable Appliance Testing) course to several staff so as we can undertake this ourselves instead of using an external contractor
- Held successful compost giveaway to the public in May at Cupid Green Depot
- Worked with others to provide Armed Forces Event
- Carried out essential building works to main building

- **Environmental Awareness**

- The Food Waste Trial at flats has been and launched for three months throughout Quarter 2. 1600 properties throughout Berkhamsted, Grovehill and Leverstock Green are being used as the trial sample. Flats are receiving communal brown-lidded food waste wheelie bins, kitchen caddies, liners, an informative guide and a caddy sticker. As well as letters and posters. A web-page has been set up which provides information and FAQs about the trial: www.dacorum.gov.uk/foodwastetrial
- Early indications show that approximately just less than one tonne of food waste is being collected each week
- Flats co-mingled recycling surveying is now complete. Equipment needed is being procured so that comingled recycling can be provided to the newer flats with a view to beginning the rollout in October.
- Clothes swap events were successful in April – one in Forum, one in St Albans DC – 80 people attended, 550 items brought – 60% swapped – 10 sacks donated to charity at the end and 1 sack recycled.

- Real Nappy Week promotion on social media and in the Dacorum Digest at the end of April was very successful and in this quarter we have had 67 applications for real nappy starter packs (more than double our usual average of 30!)
 - The annual compost giveaway was successful with 10 tonnes being given away in 2 hours in May.
 - Both the Environmental Awareness Officer, Holly Butterworth and the Recycling Advisor, Rachel Hall have left and replacements have been hired and are being trained – Amir Fogel (EAO) and Claudia Jones (RA).
- **Clean, Safe and Green**
 - Summer bedding has been completed within all areas.
 - Grass cutting is progressing well after a challenging start to the season.
 - Recruitment of the new operative to service the dog bins has gone well and we now have someone in post. Are now reviewing standard of dog bins. Parish bins are now being emptied free of charge.
 - Preparations for the splash park are going well and new staff are settling in well.
 - The new play area in Gadebridge has opened and being well used.

Personnel

Environmental Services	April 18	May 18	June 18
Long Term Sickness (days lost)	118	149	140
Short Term Sickness (days lost)	55	49.5	44
Total Sickness (days lost)	173	198.5	184

Days lost per FTE	0.87	1.00	0.92
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Sickness days lost due to sickness:

Department	HCount	Apr 18	May 18	June 18
Environmental Services Total	200	25	18	22
Operational Services + GM	4	25	18	22
Clean Safe & Green Management	4	13	6	10
Area Teams	87	13	6	10
Refuse & Recycling	4	10	12	12
Refuse & Recollection Crews	79	9	12	11
Depot Services	4	1	0	1
Trees & Woodlands	6	1	0	0
Vehicle Repairs	5	0	0	0
Resources	4	0	0	0
Waste Development (S)	3	0	0	0

Return to work compliance:

Department	Apr 18	May 18	June 18	Total over 12 months	Average days to complete
Environmental Services	78	75.9	80.6	349	4.88

Total Working Days Lost per Month

