

|                         |   |
|-------------------------|---|
| <b>Report for:</b>      | <b>SPAE Overview &amp; Scrutiny Committee</b> |
| <b>Date of meeting:</b> | <b>12 March 2019</b>                          |
| <b>PART:</b>            | <b>1</b>                                      |
| If Part II, reason:     |   |

|                                |   |
|--------------------------------|---|
| <b>Title of report:</b>        | <b>Quarter 3 Performance</b>  |
| Contact:                       | Councillor Janice Marshall, Portfolio Holder for Environmental Services and Sustainability<br><br>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><br><br>None as a result of this report   |
| 'Value For Money Implications' | <u>Value for Money</u><br><br>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<br><br>Corvu Report - Sickness – Appendix 2<br><br>Corvu Report – Performance – Appendix 3            |
| Historical background          | This report has been produced to provide an update to Members on performance against key objectives and an  |

|  |  |
|--|--|
| <i>(please give a brief background to this report to enable it to be considered in the right context).</i> | 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**
  - Undertook continuing competency exam for WAMITAB site license.
  - Undertook successful ISO14001 – 2015 external re-certification.
  - Provided Train the Trainor training for 6 staff in Manual Handling and Reverse Assist.
- **Environmental Awareness**
  - Flats Improvement Project has begun and is going well with 3/5 blocks completed so far. The roll out of Block 4 (Hemel town centre, Maylands, Old Town) will be throughout January.
  - Food Waste Trial came to an end and the analysis report was put together and has now been approved at cabinet.
  - Anti-litter signs are now up on the A41 focusing on slip-roads and lay-bys; this news was shared through a press release and social media posts
  - Ran and completed the Love Food Hate Waste challenge in November – 72 participants in total with an average of £31.65 saved over the course of the month. Also had food waste tips shared on social media throughout 2 weeks at the end of November.
  - Delivered a month long ‘Green Christmas’ campaign with tips on reducing the amount of waste. Tonnage figures show that general waste this festive period was down over 12% and food waste was down 9% compared to last year, proving that residents are ‘reducing, reusing and recycling’
  - Hosted an information stall at the Councillor Marketplace
  - Delivered a presentation on recycling to a group of Street Champions
  - Waste Collection Calendars were designed and sent out to residents, as well as featuring in the Dacorum Digest and on our website.
  - There were 752 subscriptions for the Additional Garden Waste Service in 2018. The subscription link was removed in November and reopened in January. Increased subscription price from £50 to £55.
  - The Hertfordshire Fly Tipping Group, of which we are a part of, were nominated and came runners up at the LARAC Awards for the Best Communications Campaign.

- **Clean, Safe and Green**

- Completed training for all staff covering generic topics including- Manual Handling, Reversing Assistant, HAVs, Spill Kit training, WBV and Noise Control and Awareness, Sharps, General Health and Safety.
- Completed A41 litter pick and cleared over 7 tonnes on litter over a 10 day period.
- Completed Tier Two HAVs screening forms and awaiting feedback from OH.
- Completed all staff appraisals
- Area team are working round on the winter rota focusing on cutting back, deep cleaning and leaf clearance which is now completed.

## Personnel

| Environmental Services            | Oct 18     | Nov 18       | Dec 18        |
|-----------------------------------|------------|--------------|---------------|
| Long Term Sickness (days lost)    | 135        | 203          | 172.5         |
| Short Term Sickness (days lost)   | 69         | 98.5         | 55            |
| <b>Total Sickness (days lost)</b> | <b>204</b> | <b>301.5</b> | <b>227.50</b> |

|                   |      |      |      |
|-------------------|------|------|------|
| Days lost per FTE | 1.07 | 1.55 | 1.18 |
|-------------------|------|------|------|

### Sickness days lost due to sickness:

| Department                    | H Count | Oct 18 | Nov 18 | Dec18 |
|-------------------------------|---------|--------|--------|-------|
| Environmental Services Total  | 193     | 24     | 34     | 23    |
| Operational Services + GM     | 5       | 23     | 34     | 22    |
| Clean Safe & Green Management | 4       | 12     | 14     | 6     |
| Area Teams                    | 83      | 11     | 14     | 5     |
| Refuse & Recycling            | 4       | 15     | 19     | 14    |
| Refuse & Recollection Crews   | 75      | 13     | 17     | 13    |
| Depot Services                | 4       | 0      | 0      | 1     |
| Trees & Woodlands             | 5       | 0      | 1      | 0     |
| Vehicle Repairs               | 6       | 1      | 0      | 1     |
| Resources                     | 4       | 0      | 0      | 1     |
| Waste Development (S)         | 3       | 0      | 0      | 0     |

### Return to work compliance:

| Department             | Oct 18 | Nov 18 | Dec 18 | Total over 12 months | Average days to complete |
|------------------------|--------|--------|--------|----------------------|--------------------------|
| Environmental Services | 91.7%  | 95.8%  | 82.8%  | 79.4%                | 3.97%                    |

## Total Working Days Lost per Month

