



AGENDA ITEM: 6

SUMMARY

Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	10 November 2015
PART:	1
If Part II, reason:	

Title of report:	Quarter 2 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 2 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	Waste Tonnages – Appendix 1

papers:	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, Safe and Green

Environmental Services Overview and Scrutiny Quarter 2 – 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 from public and sickness figures which are shown as part of this report.

7. Waste Services

- Carried out members induction to site/ cupid green
- Carried out induction for St Albans staff
- Carried out FirstCare Training to supervisors
- Visited alternative waste disposal point in Ardlie Oxfordshire
- Hosted Mayors visit to Cupid Green
- Carried out bank holiday working on Saturday 5 September.
- Carried out interviews for LGV 2 driver / loaders

8. Environmental Services Projects

- This year's Clean, Safe and Green Community Champion Award are Friends of Chipperfield Common (from the group category) and John Savage from Tring (from the individual category). John Savage is the secretary for the Chiltern Society Rights of Way Group and regularly patrols footpaths encouraging good behaviour to others. Leading by example, John single-handedly collects over 1000 sacks of litter on his countryside walks each year.
- Friends of Chipperfield Common are a dedicated group of around 40 members engage with the public over management of the Common. By carrying out activities such as hedge laying, path cutting and pond clearance they have helped to ensure Chipperfield Common has retained its coveted Green Flag Award.
- Our Highly Commended runners up were Berkhamsted based litter picker Colin Garrett, The Boxmoor Trust who are devoted to maintaining the beauty of their Trust lands and Boho Boxmoor, a Facebook community promoting healthy discussion and action on local issues. The Mayor of Dacorum, Cllr Gbola Adeleke, presented trophies and certificates to the winners and the highly commended at an awards reception on Thursday 17 September. This is the seventh year that our Awards have recognised members of the community who go above and beyond, taking great pride in their area and helping to keep the borough clean, safe and green. For more information, visit: www.dacorum.gov.uk/csgawards

The 'Recycle for Dacorum' Project Team have been shortlisted for Best Team of the Year at the fifth annual LARAC (Local Authority Recycling Advisory Committee) Celebration Awards to be held in October.

9. Clean, Safe and Green

- Set up team and equipment for new Town Centre Team.
- Attended Green Flags Awards. Retained three existing flags and one new flag awarded for Bunkers Park.
- Completed Landscape works at Summer Court.

10. Personnel

- Melanie Parr started on 7 September 2015 as an Environmental Awareness Officer - replaced Camille McCawley
- Jenny Carrington-Dunn recruited and started 05 October 2015 as Unit Administrator - replaced Jenny Canty
- Interviews for Waste Site Operative took place – Sean Clingham successful candidate, starts - 1 November 2015
- Interviews for 6 permanent LGV Drivers took place – due to start early November
3 permanent Environmental Operatives recruited in September 2015 – Ryan Dean, Malcolm Franklin and Robert Woods
- Another successful year with 8 Temporary Seasonal Environmental Operatives – leave 09 October 2015
- FirstCare introduced on 1 August to monitor and manage absence

11. Sickness: Days Lost due to sickness

Days Lost due to sickness	HCount	Jun-15	Jul-15	Aug-15	Sep-15	12 Month total
Environmental Services	197	222	233	316.5	404.25	3180.25

Departmental split - Days Lost	HCount	Jun-15	Jul-15	Aug-15	Sep-15	12 Month total
Area Teams	88	94	108.5	171	202	1270
Refuse & Recollection Crews	75	102	92.5	80.75	124.75	1449
Depot Services	3	0	0	0.75	9.5	85.25
Trees & Woodlands	9	0	8	23	22	97.5
Vehicle Repairs	3	22	23	21	22	130
Resources	3	0	0	20	5	26
Waste Development (S)	2	0	1	0	0	4

12. Return to work compliance

Department	Aug-15	Sep-15	Total over 12 months	Completed Late	Expired	Avg days to complete
Environmental Services	61.50% (8/13)	83.30% (20/24)	75.70% (28/37)	9	0	3.12
Operational Services	61.50% (8/13)	82.60% (19/23)	75.00% (27/36)	9	0	3.14
Area Teams	100.00% (2/2)	71.40% (10/14)	75.00% (12/16)	4	0	3.69
Refuse & Recollection Crews	55.60% (5/9)	100.00% (9/9)	77.80% (14/18)	4	0	2.44
Depot Services	100.00% (1/1)	0.00% (0/0)	100.00% (1/1)	0	0	1.07
Trees & Woodlands	0.00% (0/1)	0.00% (0/0)	0.00% (0/1)	1	0	9
Resources	0.00% (0/0)	100.00% (1/1)	100.00% (1/1)	0	0	2.25

13. Long term sickness cases have ended for the quarter at 4 for Refuse and 7 for CSG.