



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	16 June 2020
PART:	1
If Part II, reason:	

Title of report:	Quarter 4 Performance 2019/20
Contact:	Councillor Alan Anderson, Portfolio Holder for Environmental Services 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> The financial implications of coronavirus are being monitored and will be fed into the Q1 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	A range of measures have been implemented to safeguard the well-being of staff.
Consultees:	Officers within Environmental Services
Background papers:	
Historical background <i>(please give a brief</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.

<i>background to this report to enable it to be considered in the right context).</i>	However in light of the current situation this report is focusing mainly on how the service has performed during the period of the pandemic
Glossary of acronyms and any other abbreviations used in this report:	CSG – Clean, Safe and Green T's and W's – Trees and Woodlands

Environmental Services Overview and Scrutiny Quarter 4 – Performance Review

Introduction

Environmental Services consists of the following:

Refuse and Recycling – Domestic and Commercial Waste Collections.

- Providing scheduled collections of waste and recycling materials from over 64,000 domestic properties and 800 commercial waste customers
- Collection of over 5000 “paid for” bulky collections per annum upon request
- Clinical Waste collections
- Emptying of septic tanks and cess pits

- **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, light bulbs, electrical equipment and other 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.
- Produces all artwork and literature for corporate articles and designs for vehicles

- **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 complaints.

- **Service Updates**

- **Waste Services Operations**

In the middle of March over 80 staff in waste Services were asked to complete a Coronavirus Staff questionnaire. As a result 25 members of frontline staff were identified as “vulnerable” and were sent home for 12 weeks as per government guidelines. This figure included the Operations Manager (who was later diagnosed with Covid19) one of the Waste Supervisors and several other key administrative staff members.

The service then set about recruiting and training replacement staff from a number of employment agencies and implementing safe systems of work to ensure the safety of all staff working out of Cupid Green. In all 350 individuals have been trained on waste collections (This included staff from CSG that were used on front line collection rounds).

Safety measures implemented

- Staggered start times to assist in social distancing
- Reconfiguration of rest facilities.
- Installation of Perspex screen at the front hatch in the Supervisors office.
- Implemented a system that required drivers only to present themselves for vehicle keys
- Floor markings to show 2 meter spacing.
- Process which saw keys and folder disinfected daily.

- Crews issued with sanitiser, spray and cloths
- Issued staff with a weekly supply of tissues and a disposal bag to be kept in the vehicles.
- Break area cleaned and sanitised morning, and throughout the day ongoing.
- Members of staff permitted to meet collection vehicles on first point of collection to aide social distancing in vehicles
- Rural round consisting of driver and loaders split into two.
- Allow staff to leave once all rounds completed
- Drivers and loaders to cleaning and disinfecting their cabs daily and throughout the day.
- Backs of vehicles being jet washed daily
- All new starters and Agency to complete COVID survey.
- Any staff showing symptoms were sent home and a test arranged

During this pandemic the service has also encountered a number of members of staff showing symptoms and self-isolating, some, on more than one occasion.

The service has understandably seen an increase in missed bins due to the engagement of temporary staff and the difficulties of gaining access to roads due to an increase in parked cars.

For the same reason the service has seen an increase in tonnages being collected as more waste is produced at home. This, coupled with reduction of so many key members of the front line staff, has made this an incredibly difficult time.

On a positive note the general public have been extremely supportive and grateful of the continued provision of services with minimal disruption to them and we are currently displaying over 500 posters and thank you cards at the depot and in the collection vehicles.

- **Clean, Safe and Green**

The same process of the completion of a staff survey was used for the Clean, Safe and Green service which identified 20 members of staff as being vulnerable. These staff were sent home to self-isolate for 12 weeks. The service prioritised duties which were initially limited to emptying of litter and dog waste bins however after an initial period the service was able to continue to maintain the cutting of grass verges, sight lines and parks and open spaces.

Similar safety measure were put in place including the following;

- Splitting the workforce into 2 shifts with one starting at 6.30 am and the other at 7 am.

- Staff parking reconfigured to aid social distancing
- Key points in the CSG building reconfigured to prevent congestion
- Providing a disinfectant station which allowed staff to disinfect their vehicles daily. A disinfectant tank was also installed so staff can disinfect their litter pickers.
- Staff issued with a personal hand sanitiser and sanitisers also wall mounted at each doorway.
- Utilised 8 additional vehicles.
- Installed distancing markers and encourage staff to use them.
- Restricted staff to no more than two per vehicle and to keep the same pair working together the best we can. This was especially challenging due to operation needs
- Any staff showing symptoms were sent home and a test arranged
- Mental health advice has been given to staff requiring mental support.

Fleet Services

Fleet Services consists of a small team of 9 (including the Transport Manager). Again, following the completion of the Corona staff survey, 4 members of staff were identified as vulnerable and were sent home. This made the continued maintenance of vehicles challenging but legal compliance has been maintained

Trees and Woodlands and Parks and Open Spaces

The Trees and Woodlands Team have remained unaffected from a well-being point of view but have been encouraged to work remotely or at home to aid social distancing at Cupid Green. An increase in residents staying at home coupled with a few recent periods of high winds has seen an increase in queries from members of the public which has kept the team busier than normal.

Parks and play grounds have been largely out of bounds for much of quarter 4 and the team have spent their time replacing Heras fencing and padlocks and putting up social distancing advice in gateways to its parks and open spaces.

Environmental Awareness

- All of the interactional educational awareness events planned for 2020 have been put on hold due to the difficulties around social distancing with residents but we are hoping to reschedule these for later in the year.

The team has largely been disbanded to assist in administrative functions such as taking calls and operating the weighbridge at Cupid Green which has been effected by three out of a team of five being classified as vulnerable and therefore being sent home for a period of 12 weeks to date.

However the team has also been supporting the delivery of COVID-19 related messages, including collection service updates and requests, PPE litter, HWRCs closures, etc. and updating social media accordingly


The team also created and maintained the “Thank you” board for the key workers at Cupid Green Depot with all the messages left out for our staff.



Quarterly Performance Report - by Councillor

Mar-2020

Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG	Comments	Actions
Environmental Services						
Safe and Clean Environment - Maintain a clean and safe environment						
CSG01 - Percentage of dog fouling reports actioned within the set timescale of 7 days	98.75% 79 / 80 Target: 95	100% 54 / 54 Target: 95	100% 70 / 70 Target: 95	0 0 4	Updater Comments: Data added 08/06/20 One report took over 7 days to complete	No Info
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	79 Info Only	54 Info Only	70 Info Only		No Comments	No Info
CSG02 - Percentage of fly tips collected within the set timescale of 7 days	97.41% 339 / 348 Target: 95	98.4% 309 / 314 Target: 95	99.42% 345 / 347 Target: 95	0 0 4	Updater Comments: Data added 08/06/20 8 over 7 days to complete. 1 x passed to contractor for collection.	No Info
CSG02a - Number of fly tips collected within the set timescale of 7 days	339 Info Only	309 Info Only	345 Info Only		No Comments	No Info
CSG04a - % of litter area inspections graded A or B - Litter	No Data Info Only	100% Info Only	100% Info Only		No Comments	No Info
CSG05a - Number of Graffiti removed from Dacorum Structures within 7 days	27 Info Only	15 Info Only	34 Info Only		Updater Comments: Data added 08/06/20 2 reports over 7 days to complete.	No Info
WR01a - Justified Missed collections (Excluding Assisted Collections)	438 Bins Target: 750	667 Bins Target: 750	704 Bins Target: 750	0 0 4	Error: No comment option selected	No Info
WR03 - Number of justified missed assisted collections	86 Collections Target: 120	158 Collections Target: 120	78 Collections Target: 120	3 0 1	No Comments	No Info
WR05 - Dry recycling Collected	3944.27, Tonnes Target: 3600	3601.46, Tonnes Target: 3600	3896.26, Tonnes Target: 3600	0 1 3	No Comments	No Info
WR06 - Total tonnage of garden waste collected	706.65 Tonnes Info Only	1947.55 Tonnes Info Only	952.49 Tonnes Target: 400		No Comments	No Info

Indicator Name	Results Mar-2020	Last Months Results Dec-19	Last Years Results Mar-19	RAG 	Comments	Actions
WR07 - Tonnage of food waste.	1373.34 Tonnes Target: 1020	1271.15 Tonnes Target: 1020	1276.34 Tonnes Target: 1020		No Comments	No Info
WR08 - % change in commercial waste customers in the quarter	No Data Info Only	No Data Info Only	No Data Info Only		No Comments	No Info

End