

<b>Report for:</b>	<b>SPAE Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>23 September 2020</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 1 Performance 2020/21</b>
Contact:	Councillor John Birnie, Portfolio Holder for Environmental Services  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:	Corvu Report on Performance – Appendix
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

<p>Glossary of acronyms and any other abbreviations used in this report:</p>	<p>CSG – Clean, Safe and Green</p> <p>T's and W's – Trees and Woodlands</p> <p>Fleet Services</p>
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## **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
- Collection of cess waste from private dwellings
  
- **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**
  - Have continued to maintain a full waste collection service during the period of the pandemic. Specific difficulties have been;
    - Reduced number of full time staff
    - Increased numbers of agency and temporary staff leading to increased number of missed bins and a general dip in performance etc.
    - Difficulty in accessing a number of roads due to the increased numbers of cars parked in local streets as more residents work from home. This has led to significant increase in missed bins
    - Increase in waste collected for reason listed above
    - Social distancing of refuse staff – we have, wherever possible, ensured that no more than two members of staff travel together in a refuse vehicle. This has meant that crew members have been permitted to use their own vehicles to meet their colleagues at the first point of collection and to go home following completion of the round. Start times have also been staggered to avoid congestion.
- **Clean, Safe and Green**
  - All summer bedding was planted in the first quarter of the year
  - Berkhamsted hanging baskets were converted to troughs due to wear and tear on brackets
  - Gadebridge Park play area re-barked with 30 tonne of bark chippings.
  - A41 laybys framed bins have been replaced with new larger 3 bin frames.

- Again specific difficulties have been around ensuring social distancing of staff. When bearing in mind crews are, by and large made up of up to seven members of staff, reducing the numbers travelling in any one vehicle to two has meant sourcing additional vehicles through various means.
- In all services compliance to PHE guidance has been the focus of attention and services have been adapted to ensure that all updated guidance has been implemented.
- **Parks, Open Spaces, Trees and Woodlands**
  - Extended the watering period for newly planted trees due to the hot, dry weather
  - Progressing the survey project with Housing team for trees within tenanted property
  - Secured stock for street tree planting autumn 2020 and trees for wider DBC planting project. Fixed site access at Stubbings Wood, Tring following damage by 4x4 vehicles
  - Completed our woodland work programme, and continuing with woodland surveys to develop the coming winter work programme
  - Attended virtual Herts Tree Officers meeting and discussed new National Tree Strategy project
  - Attended webinar for tree canopy survey project
- **Fleet Services**
  - Fleet Services has been spending time on recalibrating all the on-board weighing systems on the vehicles to ensure that the fleet remains legal and compliant.
  - Tranman, the administrative/management system, has been overhauled, again to ensure that the fleet remains compliant and that there is a full service and maintenance record during the lifetime of the vehicle
  - Although MOT's timescales had been relaxed Fleet are now planning how vehicles are going to be presented for test bearing in mind the "knock on effect" of having the majority of the fleet requiring an annual test in such a short period of time. All other vehicle operators will be in a similar position and we are working with the DVSA to resolve this problem.
  - The banners on the sides of the refuse vehicles have all been changed to show a NHS message to help prevent a further spike in Covid.

- All members of staff have now returned to work however some have been redeployed onto alternative duties to ensure that they are able to social distance.
- Staff showing symptoms are required to book a Covid test and, if negative, they can return to work
- Shift times have been modified to ensure social distancing at the depot during busier times
- All staff are required to undertake a temperature check when attending work.

**End**