

<b>Report for:</b>	<b>SPAE Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>27<sup>th</sup> April 2021</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 3 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 3 performance
Recommendations	1.That the report be noted
Corporate objectives:	To provide a clean, safe and green environment and to increase recycling rates in the borough.
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 Performance Report – Appendix 1
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	CSG – Clean, Safe and Green

<p>acronyms and any other abbreviations used in this report:</p>	<p>T's and W's – Trees and Woodlands</p> <p>CPC – Driver Certificate of Professional Competence</p> <p>OSC – Overview and Scrutiny Committee</p>
--	--

## **Environmental Services Overview and Scrutiny Quarter 3 – 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 65,000 domestic properties and 800 commercial waste customers
- Collection of over 1000 “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

### **Environmental Projects**

- Initiate environmental and / or seasonal campaigns to promote the waste hierarchy through events, online challenges, social media, website etc.
- Plan and implement new service additions, such as recycling and food waste.
- Monitoring Waste Services, Clean, Safe & Green and social media data, including tonnages, contamination and fly tipping, and collating into reports.
- Supporting the waste hierarchy in schools through presentations, quarterly e-newsletters and projects.
- Organise anti-littering campaigns with local residents and businesses.
- Produce all artwork and literature for press releases, corporate articles, collection calendars and designs for vehicles
- Represent Dacorum Borough Council as a partnering member of the Hertfordshire Waste Partnership.

### **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**

- Record and produce key performance data such as waste tonnages
- Check and allocate all customer service requests including the bulky item service
- Deal with resident and Customer Service Unit enquiries
- Manage the weighbridge service
- General administration of services including the cesspool emptying requests, sharps box collections and the additional garden waste service.

### **Service Updates**

#### **Waste Services Operations**

- Carried out scheduled village collections to Markyate and Flamstead
- Carried out induction training to new agency staff
- Carried out improvements to COVID measures in the depot with daily monitoring
- Successfully delivered a near normal service during lockdown
- Selected Staff started LGV training and Site staff successfully updated Loading Shovel License
- Carried out Saturday working to cover the Christmas period collection changes.

#### **Clean, Safe and Green**

- Some projects have been put on hold due to staff levels being affected by the pandemic.
- Completed Winter planting of bulbs.
- Completed renovations of Windmill Road allotment.
- Started winter schedule – shrub and hedge maintenance, leaves, nameplate cleaning and litter picking.

### **Parks, Open Spaces, Trees and Woodlands**

- Draft Trees & Woodlands Policy 2020 – 25 being reviewed by Environmental Services management team
- Visits to DBC woodlands with contractors continuing. Woodland work programme to be finalised following this process.
- New Tree Triage process with Planning Department progressing, limited to consultation of tree preservation order and conservation area applications.
- Tree planting is continuing, larger tree being installed now, smaller trees later in the winter.
- Meetings have occurred with representatives of the Herts & Middlesex Badger Group concerning a sett close to a woodland path and hazardous trees.

### **Educational Awareness**

- 123 residents completed the Love Food Hate Waste challenge with daily email tips and tricks to reduce food waste. Excellent feedback received.
- Clothes Swap cancelled due to COVID-19.
- Completed food waste recycling roll out to flats excluding high streets.
- Lead the Waste Aware Green Christmas subgroup campaign, as well as promoted within DBC.
- Co-managed the launch of the new Waste Aware HERTS Reusable Nappies scheme.

### **Fleet Services**

- Despite reduced staffing levels during Covid 19 Fleet Services have successfully kept the fleet operational. Despite issues with manufacturers and suppliers, the team found solutions to keep things moving.
- Preparation ongoing for 14 new vehicles coming into service. Due for December/ January but some delays due to COVID-19

### **Update Summary**

4 members of staff have HGV driving tests now rescheduled for May.

Majority of plots at Windmill Road now allocated

Trees and Woodlands policy presented to SPAE OSC

Completed all tree planting schedule for 2020-2021

Clothes swap events rearranged for October 15<sup>th</sup> to 18<sup>th</sup>

Compost giveaway scheduled for Sunday May 16<sup>th</sup>

Half of the new refuse collection vehicles are now in service

**End**