

<b>Report for:</b>	<b>SPAE Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>15 June 2021</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 4 Performance 2020/21</b>
Contact:	Councillor Graham Barrett, 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 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:	
Historical background <i>(please give a brief background to this report to enable it to be considered in</i>	This report has been produced to provide an update to Members on performance against key objectives and give an overview of progress on a number of ongoing projects

<i>the right context).</i>	
Glossary of acronyms and any other abbreviations used in this report:	<p>CSG – Clean, Safe and Green</p> <p>T's and W's – Trees and Woodlands</p> <p>EPD – Elderly Persons Dwelling</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**

- Prepared for return to work of Clinically Extremely Vulnerable staff. This involved implementing reasonable adjustments to duties including lone working.
- Successful audits on COVID restrictions undertaken to depot to ensure we are maintaining a safe, secure, working environment.
- Wherever possible staff have been permitted to use their own vehicles to meet the refuse collection vehicle “out of the rounds”. This has reduced the time spent in the vehicles with colleagues. However this has not been possible with the more rural rounds and as a consequence this round has had to split into two meaning and additional vehicle and agency staff.
- The increase in residents working from home has continued to cause problems in accessing roads due to parked cars. This has resulted in an

increase in missed bins and the service needing to source smaller collection vehicles in order to be able to get into roads to undertake collections.

- Through the Herts Waste Partnership we have continued to work on a response to the governments Resource Waste Consultation on the proposed implementation of a Deposit Return Scheme, the Consistency agenda and End User Responsibility.

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

- Completed the winter schedules, taking into account bird nesting season.
- Started Asbestos Awareness training for the flytip clearance team. This is due to a large increase in flytipped Asbestos.
- Kylna Court – refurbishment completed.
- Recruitment commenced for 13 summer temps and 5 full time staff
- Pre height of season deep litter cleans completed –A5, remote lanes, Leighton Buzzard Road and A41.
- Deep Cleans completed including Hemel Hempstead town centre, Green End Lane, traffic islands, moss areas etc
- Three Cherry Trees Lane – litter/fly Tips, joint deep clean with enforcement although there are ongoing flytip/litter issues at this location. Work is progressing to improve this area
- Commenced verti drain works of football pitched with new equipment as part of the football improvement works.
- Covid again has had impact on services. Vehicles have been limited to one driver and one passenger per vehicle to ensure social distancing. This has meant the sourcing of additional vehicles.

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

- The new Trees & Woodlands Policy 2020 – 25 was presented to OSC
- Completed annual woodland safety work programme.
- Completed annual scheduled pruning and tree planting.
- Two dangerous trees near a badger sett have been felled in accordance with a Natural England licence, enabling a footpath to be reopened.

### **Educational Awareness**

- Held the 25<sup>th</sup> annual Christmas Tree recycling event in January with social distancing measures in place. We recycled just under 1000 trees.

- Participated in the first ever Food Waste Action Week in March. We shared tips for reducing food waste and asked residents to do the same for a competition, with three prizes for residents who shared their top tips.
- Garden waste collections restarted and we have been promoting the Additional Garden Waste Subscription Service with 992 subscribers by the end of March.
- Took over management of the Street Champions programme and are planning a relaunch including quarterly newsletters.
- Worked with Herts WasteAware preparing to launch the new reusable nappy scheme.
- Joined a new WasteAware subgroup to promote plastic free periods.

## Fleet Services

- Took delivery of new Mercedes 70/30 collection vehicles. All vehicles have a new environmental message on one side and a message supporting the NHS on the other.

Quarterly Indicators to Update		Mar-2021				
Indicator Name	Report To	Indicator Owner	Updater & Secondary updater	Results Mar-21	Last Quarters Results Dec-20	Last Years Results Mar-20
Mutiple updater link	Performance Measures					
TW03: Percentage of Trees and Woodlands works instructions completed in the required timescale	TEAM	Craig Thorpe	Shirley Hermitage Vacant	No Data 0/0 Info Only	100% 43/43 Info Only	No Data Info Only
TW04: Trees and Woodlands - Contractor Quality Performance	TEAM	Craig Thorpe	Shirley Hermitage Melanie Parr	0% Info Only	100% Info Only	No Data Info Only
CSG01: Percentage of dog fouling reports actioned within the set timescale of 7 days	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	99.06% 105/106 Target: 95	96.43% 81/84 Target: 95	98.75% 79/80 Target: 95
CSG02: Percentage of fly tips collected within the set timescale of 7 days	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	96.53% 417/432 Target: 95	95.11% 311/327 Target: 95	97.41% 339/348 Target: 95

CSG04a: % of litter area inspections graded A or B - Litter	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	No Data 0/0 Info Only	No Data 0/0 Info Only	No Data Info Only
CSG05: Graffiti Removal - Percentage removed from Dacorum Structures within 7 days	TEAM	Craig Thorpe	Shirley Hermitage Melanie Parr	96% 24/25 Target: 95	92% 23/25 Target: 95	93.1% 27/29 Target: 95
WR01a: Justified Missed collections (Excluding Assisted Collections)	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	810 Bins Target: 750	846 Bins Target: 750	438 Bins Target: 750
WR03: Number of justified missed assisted collections	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	155 Collections Target: 120	157 Collections Target: 120	86 Collections Target: 120
WR06: Total tonnage of garden waste collected	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Zoe Wiggins	1144.85 Tonnes Info Only	2204.09 Tonnes Info Only	706.65 Tonnes Info Only

WR07: Tonnage of food waste.	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	1493.69 Tonnes Target: 1020	1389.91 Tonnes Target: 1020	1373.34 Tonnes Target: 1020
WR05: Dry recycling Collected	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	4408.53, Tonnes Target: 3600	4172.38, Tonnes Target: 3600	3944.27, Tonnes Target: 3600
CSG01a: Number of dog fouling reports actioned within the set timescale of 7 days	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	105 Info Only	81 Info Only	79 Info Only
CSG02a: Number of fly tips collected within the set timescale of 7 days	CMT AND OSC-SPE	Craig Thorpe	Shirley Hermitage Melanie Parr	417 Info Only	311 Info Only	339 Info Only
CSG05a: Number of Graffiti removed from Dacorum Structures within 7 days	CMT	Craig Thorpe	Shirley Hermitage Melanie Parr	24 Info Only	23 Info Only	27 Info Only

DBC Outgoing Weights / Rocket Data					
2020-21	CoMingled Materials(Dry Recycling)		Food Waste		Garden Waste
Q1	4331.24	Q1	1382.96	Q1	4340.24
Q2	4114.08	Q2	1291.91	Q2	3870.62
Q3	4172.38	Q3	1389.91	Q3	2204.09
Q4	4480.53	Q4	1493.69	Q4	1144.85

**End**