

Report for:	SPAЕ Overview & Scrutiny Committee
Date of meeting:	22nd September 2021
PART:	1
If Part II, reason:	

Title of report:	Quarter 1 Performance 2020/21
Contact:	Councillor Graham Barrett, 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 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 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>CPC – Driver Certificate of Professional Competence</p> <p>EPD – Elderly Persons Dwelling</p>

Environmental Services Overview and Scrutiny Quarter 1 – 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
- 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 and sale
- 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

- Maintained collections during COVID lockdown restrictions despite staffing level issue with low availability of LGV drivers (nationwide issue)
- Sent four loaders for LGV training, two passed, 8 more to follow
- Undertook relevant vehicle familiarisation training to new fleet

Clean, Safe and Green

- Splash Park opened with COVID restrictions in place - online booking system implemented and event security team/covid advisors employed. Although numbers were reduced users reported feeling safe whilst using the facility.
- Summer bedding and baskets completed
- Grass cutting started - 3rd cut for standard grass round, 4th cut for specialist and priority rounds eg EPD's (Elderly Peoples Dwellings). Length of grass a challenge due to weather conditions of rain and warm weather.
- Football season extension completed and went well, although a challenge on resource due to staff shortages.
- A414 central reservation, cut the grass, hedge, litter picked and swept the gullies. These works require a permit and traffic management.

Parks, Open Spaces, Trees and Woodlands

- Whips (2 – 3yr old trees) planted (Gadebridge Park, Leys Road) - growing well, and establishing. One block in Keens Field has not established, possibly due to weather conditions and topography of the site (sloped, NW facing). Dead whips will be replaced this autumn / winter.
- Ash trees are rapidly being affected by Ash Dieback and seems tree removal is required much sooner than previously thought due to safety concerns about the resultant brittle timber. In consultation with HCC and Herts Highways about this.
- Oak Processionary Moth disease continues to be identified within the borough by Forestry Commission surveyors and is being tracked annually. Caterpillars of the moth can present a health hazard to the public. Presently, spraying is carried out to new moth nests by Forestry Commission contractors but DBC will soon need to fund additional spraying as this becomes mandatory.
- Work on developing the Arboretum Site at Gadebridge Park is progressing well with the first of Woodland planting being completed as well as a number of Specimen Trees planted. The Meadow area has also been defined and signage installed.
- Wildflower signs and solitary bee signs in place and bio diversity web page has been created.
- Canal fields play area tender out and new play area on the Moor installed in partnership with Berkhamsted town council.
- Miswell Lane Friends Group community painting project completed.
- Working with Legal and Planning pulling together the S106 agreement in regards adoption of the Open Spaces for LA1 (New development off the Link Road, over 350 properties).

- Work is continuing in partnership with the Environmental Agency and other stake holders in regards the River Gade improvements project.

Educational Awareness

- Joanna Boyd started in the team on an 8 month temporary contract to cover Shared Parental Leave. 5 virtual school talks and 7 face-to-face scout talks with litter picks have been held over the last two months.
- Held compost giveaway supported by Waste Services where we gave away 10 tonnes of compost to over 400 residents.
- Ordered 90 x 1100 litre recycling bins to increase capacity of the flats with the lowest recycling capacity.
- The Great British Spring Clean ran in May and June with over 1000 volunteers registered over 55 litter picking events, collecting 300 bags of rubbish and 202 bags of recycling.
- Street Champions registrations going well with 305 currently signed up around the borough. Ordered new high-vis waistcoats printed with “Dacorum Street Champions” and “Junior Street Champion” printed on the back.
- Took part in St Albans Sustfest with Herts WasteAware. The service hosted and supported 4 of the 7 WasteAware events (a market stall and 3x virtual events; food waste talk, plastic free periods and reusable nappy talks

Fleet Services

- Took delivery of; 10 x New Refuse Collection Vehicles (Mercedes Econic/ Geesink), 2 x Light Vehicles (Vauxhall), 26 x Handheld Power Tools for CSG

Quarterly Performance Report - by Group Manager			Reporting Period - June 2021	
Indicator Name	Indicator Owner	Updater & Secondary updater	Results Jun-21	Last Months Results Mar-21
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	Craig Thorpe	Shirley Hermitage Melanie Parr	91.42% 64/70 Target: 95	99.06% 105/106 Target: 95
CSG01a - Number of dog fouling reports actioned within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	64 Info Only	105 Info Only

CSG02 - Percentage of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	97.75% 391/400 Target: 95	96.53% 417/432 Target: 95
CSG02a - Number of fly tips collected within the set timescale of 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	391 Info Only	417 Info Only
CSG04a - % of litter area inspections graded A or B - Litter	Craig Thorpe	Shirley Hermitage Melanie Parr	No Data Info Only	No Data 0/0 Info Only
CSG05a - Number of Graffiti removed from Dacorum Structures within 7 days	Craig Thorpe	Shirley Hermitage Melanie Parr	23 Info Only	24 Info Only

WR01a - Justified Missed collections (Excluding Assisted Collections)	Craig Thorpe	Shirley Hermitage Melanie Parr	881 Bins Target: 750	810 Bins Target: 750
WR03 - Number of justified missed assisted collections	Craig Thorpe	Shirley Hermitage Melanie Parr	181 Collections Target: 120	155 Collections Target: 120
WR05 - Dry recycling Collected	Craig Thorpe	Shirley Hermitage Melanie Parr	4082.66, Tonnes Target: 3600	4408.53, Tonnes Target: 3600
WR06 - Total tonnage of garden waste collected	Craig Thorpe	Shirley Hermitage Zoe Wiggins	3822.36 Tonnes Info Only	1144.85 Tonnes Info Only
WR07 - Tonnage of food waste.	Craig Thorpe	Shirley Hermitage Melanie Parr	1314.44 Tonnes Target: 1020	1493.69 Tonnes Target: 1020
WR08 - % change in commercial waste customers in the quarter	Craig Thorpe	Shirley Hermitage Vacant	No Data Info Only	No Data Info Only

			DBC Outgoing Weights / Rocket Data		
2021-22	CoMingled Materials(Dry Recycling)		Food Waste		Garden Waste
Q1	4082.66	Q1	1341.53	Q1	3819.52
Q2		Q2		Q2	
Q3		Q3		Q3	
Q4		Q4		Q4	

End