

Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	20 October 2021
PART:	1
If Part II, reason:	

Title of report:	Quarter 2 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:	Corvu Performance Report – Appendix 1
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 on service related issues during quarter 2

<i>the right context).</i>	
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 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 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

- Successful visit from Environment Agency for compliance to Waste Site.
- Four loaders successfully trained as LGV 2 drivers.
- Carried out repairs to roadway by weighbridge.
- Agreed Christmas collection schedule.
- Carried out property survey with insurers.
- Continued to successfully collect all waste as scheduled.

Clean, Safe and Green

- Continued recruitment within CSG.
- Completed three temp to Perm Positions.
- Grass, hedges, sweeping and litter picking of A414 completed.
- Two operatives booked in for chainsaw course CS30, CS31.
- Three staff passed chemical licence Pa1/Pa6.
- Completed preparations for start of football season.
- 82 completed name plates were installed.
- Area team completed 5/6 cuts on their summer grass cutting schedule.

Parks, Open Spaces, Trees and Woodlands

- Trees & Woodlands team are progressing matters with our Legal team regarding the transfer of the Dundale public open space to the Borough Council. The positions of site boundaries need to be agreed by all parties prior to the legal transfer of the site to DBC.
- T&W met with HCC on a site in Berkhamsted to view the potential impact of Ash Dieback disease on the use of the public highway. A HCC wooded verge located along a main road heading into the town centre contains many Ash trees, some of which are displaying signs of Ash Dieback disease. HCC are assessing the scale of tree removal and the impact of a full road closure, and whether both affected and unaffected trees should be removed.
- T&W met with HCC about our existing Highway tree maintenance term contract. The costs of tree work and equipment associated with traffic management controls have risen significantly in recent years, and so aren't reflected in our current contract arrangement. HCC and DBC will liaise further about revising the existing contract or agreeing a new contract.
- Progressed Dundale public open space transfer boundary issues with our Legal team. Agreeing boundary positions to allow legal transfer of site to DBC.
- Met with HCC in Berkhamsted to view the potential impact of Ash Dieback disease on the use of the public highway.
- Shakespeare play held in Tring Memorial garden.
- Canal Fields new footpath built and bridge re-furbished.
- The tender for the Canal Fields Play Area is for the upgrade and installation of new equipment. The tender evaluation has now been completed and works are planned to commence this year and should be completed before next spring 2022.

Educational Awareness

- Attended a community day at Figtree Hill, encouraging residents to think outside the skip, giving ideas for ways to donate, sell or reuse items as well as being on hand to answer any recycling and refuse questions.
- Delivered 43 extra recycling bins to 40 flats to increase recycling capacity.

- Presented at two virtual events for Plastic Free July with Waste Aware, Plastic Free Periods and Plastic in our Bins.
- In August we delivered classroom food caddies to all primary schools, along with monster feature stickers for our Monsters on a Mission scheme. Launched the scheme in September with the class mission statement; Feed the teacher's pet to help save the planet. Classes can decorate their caddies with the monster features to make their "Teacher's Pet" monster and can submit photos to enter the competition. We sent a presentation to all schools to introduce the scheme along with other recycling resources.
- Zero Waste Week event. Had a stall in Hemel town centre with zero waste ideas and info on our campaigns. Worked with a local tailor to offer discounts on repairs and adjustments.
- Held a social media takeover for Recycle Week.
 - Instagram: +285% content interactions compared to previous day.
 - Facebook posts: 12927 reach, 13060 impressions, 70 total engagement.
 - Twitter posts: 36267 reach, 2196 impressions, 21 total engagement.
- Also held three stalls for Recycle Week, one in Hemel town centre, one in Berkhamsted town centre and one at Tesco, Hemel. The first two stalls were joint with the Climate Emergency team for the Great Big Green Week which took place during the same week.
- Joanna completed three recycling presentations at all school assemblies.
- We had 125 new Street Champions registrations. Total now 424 registered, with 211 active (have collected their kit).
- Facilitated 15 group litter picks (total of 99 refuse bags and 53 recycling bags reported).

Fleet Services

- We have had very few vehicle or plant replacements over the summer with COVID, Brexit etc all effecting manufacturer supply chains.
- the local Vauxhall dealer has pulled out of fleet business so will be moving to Ford product as and no other local Vauxhall dealers have with the appetite to supply.
- Supply dates on products have extended from 6-9 months to 12-24 lead times, some cannot give dates at all, which will be challenging.
- Workforce still not to full strength and endeavouring to recruit an additional technician, however even with reduced team, we have maintained essential front line service.

Resources & Administration:

- Total Waste Services service requests = 9360, this includes;
 - 562 bulky item service requests
 - 340 fly tips reports collected by CSG.

- Total Clean, Safe & Green service requests = 1483, this includes;
 - 359 for Trees & Woodlands (transferred to Ezytreev).

Requests for sharps box collections = 1383 and requests for 601 boxes to be delivered.

Administration staff manually weighed 1068 vehicles (e.g. outgoing food waste, garden waste and comingled recycling plus public weighs), others transactions are completed at the driver operated console.

End