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Strategic Planning and Environment Overview and Scrutiny Committee

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| Report for: | Strategic Planning and Environment Overview and Scrutiny Committee |
| Title of report: | Quarter 3 Performance |
| Date: | 11 th March 2022 |
| Report on behalf of: | Councillor Graham Barrett, Portfolio Holder for Environmental Services |
| Part: | I |
| If Part II, reason: | N/A |
| Appendices: | Appendix 1 – KPI's |
| Background papers: | |
| Glossary of acronyms and any other abbreviations used in this report: | CSG – Clean, Safe and Green |

Report Author / Responsible Officer

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| Corporate Priorities | A clean, safe and enjoyable environment |
| Wards affected | All |
| Purpose of the report: | To report on quarter 3 performance |
| Recommendation (s) to the decision maker (s): | That Members note the report |
| Period for post policy/project review: | Performance report is produced quarterly for review |

1 Introduction/Background:

Environmental Services consists of the following:

Refuse and Recycling – Domestic and Commercial Waste Collections.

- Providing scheduled collections of waste and recycling materials from over 65,400 domestic properties and 700 commercial waste customers
- Collection of over 1000 “paid for” bulky collections per annum upon request
- Collection of cess waste from private dwellings
- Clinical waste Collection

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.

1. 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

2. Waste Services

- A particularly difficult quarter for Waste Services due to loss of 200 days due to Covid related absence and a national shortage of drivers resulting in the loss of 5 fulltime and numerous agency LGV drivers. Despite this all services were maintained without significant disruption.
- Market supplement agreed and paid to LGV drivers. Subsequently all five drivers left requested to return. Four out of the five have now been re-employed

3. Clean Safe and Green

- Again a difficult quarter for Clean Safe and Green but thank fully grass cutting season had concluded. Service lost 90 days due to covid and was also carrying 14 vacancies that it was finding difficulty in recruiting to. Its LGV drivers were also being deployed on waste collections.
- Planted 80,300 bedding bulbs throughout the borough and created a new wildflower and bulb area in Bovingdon. Wildflower plug planting and bulb planting community event was held with Councillor Jan Maddern and local residents.
- Work started on play area in High street Green. Installation of new equipment and Canal Fields play area refurbishment contract awarded. Five Green Flag Parks awards retained.
- We have started work to create a memorial garden in Gadebridge Park in memory of residents who lost their lives during the COVID-19 pandemic. The focal point of the memorial will be a red-leaf Copper Beech tree, which was planted in October, surrounded by benches and wildflower planting to encourage a biodiverse, peaceful place for the community to reflect and remember loved ones. We have planted 240 square metres of wildflower turf and 24,000 bulbs including crocuses and tulips which will flower in the spring. Work to install a path and terrace around the tree will take place over the next few months.

4. Environmental Projects:

- Held a Zero Waste Day in Hemel Town centre as part of Zero Waste Week. Worked with local tailor Top Stitch offering 20% discounts on repairs and alterations. All slots were booked up.
- Ran a second hand September competition trying to normalise shopping second hand over buying new.
- Delivered 4 school presentations.

- Delivered 90 x 1100L bins to 53 blocks of flats to increase recycling capacity.
- Recycle Week and Great Big Green Week – joint stalls in Hemel and Berko with Sustainability team. Recycle Week only, Social media take over and stall at Tesco.
- Clothes swaps 15-16 Oct – 522 items brought, 444 taken 63 attendees.
- Working on sustainable periods , period poverty and reusable nappy sub groups with Herts Waste Aware.
- Monsters On a Mission competition – very high engagement in public vote (total of 2580 likes/reactions, 180 comments and 168 shares). The winning school, Yew tree in Hemel, will receive £250 worth of eco prizes for their school. We are also giving all schools who entered a bundle of waste and environment-related books for their school library.
- 236 active Street Champions (have received equipment). A further 214 registered, yet to collect their kit.
- Love Food Hate Waste challenge started on 1 Nov, 87 registered (up from 72 last year).

5. Resources and Administration

- Total Waste Services service requests = 8277 , this includes;
 - 480 bulky item service requests
 - 328 fly tips reports collected by CSG.
- Total Clean, Safe & Green service requests = 738 this includes;
 - 148 for Trees & Woodlands (transferred to Ezytreev).
 - Requests for sharps box collections = 1158 and requests for 618 boxes to be delivered.
 - Administration staff manually weighed 909 vehicles