



SPAE

Overview and Scrutiny Committee



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Report for:	SPAE Overview and Scrutiny Committee
Title of report:	Quarter 4 Performance
Date:	14 th June 2022
Report on behalf of:	Councillor Graham Barrett, Portfolio Holder for Environmental Services
Part:	I
If Part II, reason:	N/A
Appendices:	In Phase Q4 performance report
Background papers:	
Glossary of acronyms and any other abbreviations used in this report:	CSG – Clean, safe and Green CPC – Certificate of Professional Competence

Report Author / Responsible Officer

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Corporate Priorities	A clean, safe and enjoyable environment
Wards affected	ALL
Purpose of the report:	1. To report on quarter 3 performance
Recommendation (s) to the decision maker (s):	NA
Period for post policy/project review:	NA

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.

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

- The service has continued to suffer from Covid related absence and the national shortage drivers however it has continued to successfully provide a full service waste collection service. This has sometimes meant however that mechanical sweeper drivers have been redeployed onto waste services.

The service is carrying 7 vacancies for driver/loaders

- Over the past few months annual refresher training has been provided to approx. 110 frontline staff, including regular agencies plus a further approx. 50 agency staff to help us maintain our service levels. Driver CPC training has also been provided to over 30 LGV drivers
- Undertook ISO14001:2015 audit to depot. This identified some compliance problems which we are striving to rectify

Clean, Safe and Green

- Again annual refresher training was provided to over 80 members of the frontline staff. In addition CPC courses, working from height, Chainsaw, Spraying licences (chemical), Stump grinder, Tower licence and asbestos awareness training was provided to enable the service to provide the full range of duties.
- CSG assisted Tree contractors in the clear up following three storms in quick succession. Storm Eunice alone produced 230 reports of tree damage the backlog of which is still being cleared.
- Working alongside B.I.D on joint projects Marlowes CSG undertook a spring deep clean in March, targeting graffiti on all structures where possible as a one off clean up.
- A41 deep clean completed March and all traffic islands were swept before grass cutting operations recommenced in the first week of April.
- Splash park was recommissioned and opened in the first week in April, 2 weeks earlier than previous years

Parks, Open Spaces, Trees and Woodlands

- Planted 95 x standard trees (highway, housing and park locations) across the borough, planted 900 x whips (Gadebridge Park, Keens Field). We are supplying 60 new planted troughs as part of improvement to the Old Town and organised tree planting for Queens Green Canopy. Friends of Bunkers Park carried out hazel coppicing and planted a new copse and 17 x fruit trees. Friends of Chipperfield Common carried out the removal of invasive Holly and Laurel and cleared pathways of encroaching vegetation. We also attended Friends of Halsey Fields (HCC site) to meet volunteers, share good practice and promote future joint working

- We were re-awarded Green Flag x 2 (Bunkers Park, Chipperfield Common) with another 3 parks being “mystery judged” later in the year
- River Gade Project has been pushed back a year starting May 2023 and finishing June 2023 however Canal Field Play Area due to start works on site soon. A New Wild Flower area has been created in Gadebridge Park at the Queensway entrance and working in partnership with a local business in Kings Langley to create wild areas which they will sponsor.

Educational Awareness

- Our Christmas Tree recycling day was a big success! Over 6000 trees were collected and chipped by our teams. Seven scout groups and the local St Francis hospice were welcomed back after not being able to take part last year. We offered residents wood chippings to take away for their garden.
- We held a Nappy Natter event at the Forum on 21 February. 16 parents registered, only 8 showed up potentially due to stormy weather on the day. Stalk and the Bees Nappy library gave a fantastic talk and demonstration which the parents found very helpful. Attendees hired nappy kits and feedback was that the event was very useful.
- We held three successful clothes swap events over 25-26 March. We had 79 swappers in total, 676 items were brought and 556 items were taken. Leftover winter clothes have been saved for our next swaps in October, and the excess was distributed to local charities.
- Between 1 January and 31 March, we received 113 new Street Champion registrations, bringing the total registered to 628 as of 31 March.
- 324 individuals took part in the Great British Spring Clean, from 32 workplaces, families, scout groups and community groups. In total, 226 bags of rubbish and 174 bags of recycling were collected from across Dacorum.
- Between 1 January and 31 March, we gave 2 primary school talks, 1 secondary school talk and a Brownie pack talk combined with a recycling relay game.

Resources and Administration

- Total Waste Services service requests = 11,209 , this includes;
 - 478 bulky item service requests
 - 424 fly tips reports collected by CSG.
- Total Clean, Safe & Green service requests = 989, this includes;
 - 358 for Trees & Woodlands (transferred to Ezytreev).
- Requests for sharps box collections = 1174 and requests for 624 boxes to be delivered.
- Administration staff manually weighed 978 vehicles (e.g. outgoing food waste, garden waste and comingled recycling plus public weighs), others transactions are completed at the driver operated console.
- Quarterly DBC outgoing tonnages: Comingled = 3925t / Food = 1374t / Garden = 1111t (no service Jan & Feb)

End

