



AGENDA ITEM:

SUMMARY

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| Report for: | SPAE Overview & Scrutiny Committee |
| Date of meeting: | 15 March 2016 |
| PART: | 1 |
| If Part II, reason: | |

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| Title of report: | Quarter 3 Performance |
| Contact: | Councillor Janice Marshall, Portfolio Holder for Environmental Services and Sustainability Craig Thorpe, Group Manager, Environmental Services |
| Purpose of report: | 1.To report on Quarter 3 performance |
| Recommendations | 1.That the report be noted |
| Corporate objectives: | To provide a clean, safe and green environment |
| 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 |

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| Background papers: | Waste Tonnages – Appendix 1 Corvu Report – Appendix 2 Operational Risk Register – Appendix 3 |
| Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</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 |
| Glossary of acronyms and any other abbreviations used in this report: | CSG – Clean, Safe and Green |

Environmental Services Overview and Scrutiny Quarter 3 – Performance Review

Introduction

1. Environmental Services consists of the following:

1.1 Refuse and Recycling – Domestic and Commercial Waste Collections.

- Providing scheduled collections of waste and recycling materials to over 62,000 domestic properties and 800 commercial waste customers
- Collection of “paid for” bulky collections per annum upon request

2. 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 and flammables.

3. 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

4. Educational Awareness and resources

- Initiating campaigns to promote the waste hierarchy through school talks and other initiatives. Also undertakes anti littering campaigns with local residents and businesses.
- Setting and monitoring of performance indicators including tonnages, reports from public and sickness figures which are shown as part of this report.
- Recording, reporting and reconciliation of waste incomings and outgoings to provide recycling percentages

5. Vehicle Repair Shop (VRS)

- 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.

6. Waste Services

- Viridor (the Councils material outlet for comingled waste) confirmed that the Dacorum Recyclate received and sampled in November was the cleanest/contained the lowest contamination across all 29 Local Authorities, achieving 96.36% Input Recyclable Quality.
- 2016 Waste Collection Calendars were designed with recycling, refuse and garden waste being amalgamated onto the same calendar. These were distributed to 53,500 households.
- Social Media campaigns and competitions were run to engage with the public over recycling. Through Oct – Nov we put up 40 posts focussing on food waste and plastic recycling and received 121 clicks, 43 shares / retweets, 127 likes and 40 comments Throughout December we put up 55 posts on responsible Christmas purchasing and recycling as well as information around bank holiday collections; we received 645 clicks, 221 shares / retweets, 111 likes / favourites and 161 comments.
- Hosted a stall at five Neighbourhood Action Meetings, a Town and Parish Council Meeting and a 'Love your Community' day; engaging with local residents about recycling properly and the new food waste service, giving away food caddies, etc.
- Sent out a questionnaire to schools in order to gauge teacher engagement with the primary school newsletter that is circulated.

- During our 20th annual real Christmas tree recycling event we received 3300 trees to shred and gave several hundreds of bags of wood chippings away to residents as well as sending 11 tonnes to compost.
- Cupid Green Depot underwent an external audit and has been re-awarded the International Certificate of ISO 14001: Environmental Management System. This certification helps to provide assurance that environmental impact is being measured and improved throughout the organisation.
- Green waste collections were suspended at the beginning of December for 12 weeks.

7. Clean, Safe and Green

- Green flag submissions were completed for Bunkers/ Tring Memorial/ Chipper field/ Canal Fields
- Tree work at Canal Fields completed in partnership with network rail (Rob Cassidy was DBC project lead). 11 trees were removed that were a potential danger to the railway line. The stumps have been turned to seating and for play and are now a positive feature for this area.
- Heath park landscaping work done;
 - 15 trees were removed and six new trees were planted.
 - New resin-bonded paths, benches, bins and sign posts were put in.
 - 25,000 bulbs were hand-planted, (varieties that will specifically attract bees), these were then laid over with roughly 300m² of wildflower turf that blooms from early spring to summer.
 - 60,000 daffodils were machine-planted
 - 3,500 winter annuals planted and bulbs.
 - A low fence was installed around the wild flowers to act as protection against geese damage and is working well.
- Town centre team is doing well with general maintenance and daily cleaning and making good progress; their new scrubbing machine cleans as well as sweeps and a new electric vehicle is used to empty the bins as noiselessly as possible twice a day. The team starts work early in the morning, moving from Waterhouse Street through to the Old Town, operating seven days a week. They also deal with any graffiti, remove fly posters and tend to the garden areas.

8. Personnel

Recruitment:

6 new LGV driver/loaders recruited in waste services

Health and Wellbeing:

Flu Vaccine – 7 October 2015

Blood Pressure tests 13 October 2015

Sickness:

Long term sickness cases have ended for the quarter at 3 for CSG and 5 for Waste services.

Sickness Project to manage/identify long term and short term sickness cases to reduce sickness figures

9. Sickness: Days Lost due to sickness

| Department | HCount | Oct-15 | Nov-15 | Dec-15 | 12 Month total |
|--|--------|--------|--------|--------|----------------|
| Environmental Services | 189 | 360.5 | 290 | 237.75 | 3549.25 |
| Area Teams | 75 | 148 | 113.25 | 85 | 1431.75 |
| Refuse & Recycling - Refuse & Recollection Crews | 77 | 149.5 | 140.75 | 126.75 | 1611.25 |
| Depot Services | 4 | 22 | 15 | 0 | 120.25 |
| Trees & Woodlands | 9 | 16 | 0 | 3 | 82 |
| Vehicle Repairs | 3 | 22 | 21 | 23 | 196 |
| Resources | 4 | 1 | 0 | 0 | 27 |
| Waste Development (S) | 2 | 0 | 0 | 0 | 4 |

Comparing to Q2 and Q3 sickness:

| Department | HCount | 2015 Q3 | 2015 Q4 |
|------------------------|--------|---------|---------|
| Environmental Services | 189 | 950 | 888.25 |

Return to work compliance:

| Department | Oct-15 | Nov-15 | Dec-15 | Total over 12 months | Completed Late | Expired | Avg days to complete |
|------------------------|-------------------|-------------------|-------------------|----------------------|----------------|---------|----------------------|
| Environmental Services | 93.10% (27/29) | 88.90% (24/27) | 95.20% (20/21) | 86.20% (106/123) | 15 | 2 | 2.6 |