

Agenda Item 7



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Strategic Planning and Environment Overview and Scrutiny Committee

Report for:	Strategic Planning and Environmental Overview and Scrutiny Committee
Title of report:	Q2 Neighbourhood Operations Services Update
Date:	1 ST November 2023
Report on behalf of:	Councillor Robin Bromham , Portfolio Holder for Regulatory and Community
Part:	I
If Part II, reason:	N/A
Appendices:	
Background papers:	None
Glossary of acronyms and any other abbreviations used in this report:	NI = National Indicator CSG = Clean, Safe and Green Service

Report Author / Responsible Officer

Stefania Horne

Strategic Director, Neighbourhood Operations



Stefania.Horne@dacorum.gov.uk / 01442 228957 (ext. 2957)

Corporate Priorities	A clean, safe and enjoyable environment Ensuring efficient, effective and modern service delivery Climate and ecological emergency
Wards affected	All
Purpose of the report:	1. To provide Members with the performance report for quarter 2 and progress updates for Neighbourhood operations
Recommendation (s) to the decision maker (s):	1. For information only.
Period for post policy/project review:	

1 Introduction

- 1.1 This report presents the performance outturn for Neighbourhood operations during the second quarter (July to September) of the financial year 2023-24.
- 1.2 The performance report has a total of seven reported indicators. Two reflect a National Indicators; NI 191 for the kilograms of residual waste (non-recycled) produced by each household every year, and NI 192 for the percentage of household waste recycled. The other three are local indicators.
- 1.3 The report also outlines progress on key initiatives and projects.

2 Performance Indicators

WR02 Household Recycling Rate

- 2.1 This figure expresses the amount of materials collected for recycling and composting as a percentage of the total household waste stream. This figure mirrors the National Indicator NI 192. The provisional recycling rate for the second quarter is 57.1% which is an increase of 3.9% from quarter one and 12.1% increase from the proceeding year at 45%. There are seasonal variations in the household recycling rate, and in borough such as Dacorum the amount of green garden waste collected is a key influencing factor during the summer months. The number of residents joining the new subscription service continued to increase during this quarter resulting in the performance, in terms of volume collected, equalling the previous free service.

WR03 Kilograms per household of residual waste collected

- 2.2 This is a measure of the amount of non-recycled household waste collected by weight and mirrors the National Indicator NI 191. For second quarter the provisional average figure is 95.36 kg per household which is a 11.81 Kg per household decrease from quarter one and decrease of 15.55 kg per household from the proceeding year at 110.91 kg per household. The final figure is a cumulative total of the whole year. The provisional annual figure for this is 421 kg per household.

WR01 Reports of missed bins per 100,000 collected

- 2.3 This is a local measure of service performance for Waste Operations based on reports of bins not emptied on their allocated collection day. The figure for Q2 was averaging 127 which is a decrease of 206 year on year with 22/23 Qtr 2 reported at 333 missed bins.

CSG02 Percentage of Fly tips collected within the set timescale of 7 days

- 2.4 The Clean, Safe and Green (CSG) service carry out the fly tip removal operation. In quarter two, 486 fly tips were reported and 93% of these were cleared within the 7 day target, which is still below the target of 95% but a significant increase on quarter one where the service achieved 77%. The challenges for the service in increasing the percentage is getting precise locations of fly tips and then sometimes access issues in removing them.

CSG05 Graffiti Removal – Percentage removed from Dacorum Structures within 7 days

- 2.5 The Clean, Safe and Green (CSG) service carry out the council's graffiti removal operation. In quarter two, 57 reports of graffiti were received and the 95% target for removal was achieved. This is a 6% increase on quarter one where 89% was achieved.

ECP 09 – Number of High Risk Food Inspections achieved within the Quarter

- 2.6 The Number of High risk food hygiene inspections achieved within the quarter was 96.81% (Target 95%) The Team have continued to work hard toward improving this since the COVID -19 pandemic when the staff were diverted towards infection control work. This now back at target levels.

RS01 – Number of Public Space Protection Orders and Littering Fixed Penalties Served

- 2.7 The number of Public Space Protection Orders and Littering Fixed Penalties Served, the increase to 785 from 482 is due to filling vacancies that existed in Q1.

3 Key Projects and progress update

Route optimisation – depot transformation

- 3.1 The Waste Operations team have conducted a major exercise to revise all collection routes for residual waste, mixed dry recycling, food waste and garden waste. This has generated efficiencies that have been reflected in the current budget. This exercise has now been completed with minor route alterations being conducted.

Arboricultural contracts

- 3.2 Officers have now completed the preparatory work for the procurement of new contracts to cover general arboriculture works, woodland arboriculture works and tree planting . The new contracts should go live in spring 2024. Once in place, planning of work will be easier and allow officers to provide councillors with prior notice of upcoming works as used to happen and has been requested previously at this committee.

River Gade restoration

- 3.3 Environment Agency is working with Affinity Water and Dacorum Borough Council to help restore the River Gade at Gadebridge Park, a globally rare and valuable chalk stream. The project will provide multiple benefits, including improved habitats for wildlife, the protection of water resources for both people and the environment, and allowing local residents and visitors to get closer to the river and enjoy nature. The Environment Agency is in the final stages of producing their business plan and internal funding application to release the funding.

Partnership working

- 3.4 The Parks team have been working in partnership with the Natural History Museum. As part of this, a day was organised at Miswell Park in Tring with pupils from Goldfield Infant and Nursery School taking part in preparing and planting wildflower seed, wildflower turf and bug hunting.

CSG staff is working in partnership with Butterfly Conservation to increase our meadows and support invertebrate life. We are currently working on the long term management of Bunkers Park and Chipperfield Common with the aim to cover other sites as well at a later date.

We are also working very closely with Box Moor Trust at Bunkers Park. Our hazel coppice produce is used in their waterways management and their Belted Galloway cattle are hosted on our sites. We will continue to explore ways to work closely together and follow a joined up approach for the use of our adjacent sites.

We continue to support our friends groups and volunteers for the management of our sites as they add an incredible value to what we do.

Regulatory services

- 3.5 The regulatory service Team continues to support the Local Resilience Forum Working Groups for Covid-19 also attend District Outbreak Planning Meetings and Winter Planning Groups. We are also working very closely also with a number of regional networks that allow us to work more strategically, respond to policy changes and champion professional development, including our work with the Herts Waste partnership and specialist forums like the Herts tree forum.

A review of the Health and Safety Policy is in progress. Staff and services across the Council have been involved in the review and a report will be prepared in due course. Training in Health and Safety for elected members is planned for the 23rd November 2023.

The regulatory team continues to be proactive on enforcement. In the 1st quarter, the team served 14 waste crime fixed penalty notices, majority for fly-tipping and, through District Enforcement, served 785 Fixed Penalty Notices on those that chose to litter or breach the Councils Public Space Protections Orders

Alongside enforcement, partnership working is also strong to deter antisocial behaviour and work on prevention. Regulatory Services have chaired a multi departmental task force that have been working on improvements in Gadebridge Park and the Water Gardens working together with colleagues within the Council in CSG, district enforcement and police colleagues to organise patrols and increase visibility, engaging positively with the community.

3.6 Fly-tipping & Waste Crime

The Environmental Enforcement team investigate all reports of Fly-tipping and other waste crime within the borough, such as waste producer duty of care requirements, commercial waste complaints, illegal burning of waste and waste on private land.

Fly-tipping is defined as the deposit of controlled waste in or on any land not in accordance with an Environmental Permit or to keep or dispose in a manner likely to cause harm to environment or human health. Where controlled waste is deposited from a motor vehicle, the person who controls or is in a position to control the use of the vehicle can be held responsible. Persons committing offences for fly-tipping can be issued a Fixed Penalty Notice and/or be liable to prosecution - fine up to £50,000 and or up to 12 months imprisonment if found guilty (Magistrates) or an unlimited fine and up to 5 years (Crown).

The duty of care (Household Waste Duty of Care Regulations 2005) requires householders to take all reasonable measures available to them in the circumstances to ensure that they only transfer household waste produced on their property to an authorised person (outside of the council collection service). Householders can be issued a Fixed Penalty Notice and/or be liable to prosecution – fine up to £5,000.

Environmental Enforcement Officers rely on witnesses, physical evidence, interviews under caution, surveillance, CCTV, stop markers on vehicles, intelligence sharing & operations with Police to identify offenders. In comparison to the other 9 local authorities in Hertfordshire, Dacorum Borough Council continues to be at the forefront in the issuance of waste crime FPNs for 2022 -23 and in recent years. In the last 5 years of full data recording, Dacorum has issued almost a quarter (22.5%) of all recorded local authority FPNs (flytipping & duty of care only) in Hertfordshire.

In order to continue to work effectively and tackle fly tipping, there is a plan to strengthen cross departmental work between CSG, Housing, regulatory services, comms and businesses with a neighbourhood approach focusing not only on a more effective intervention and swift action but also on prevention and public awareness.

4 Options and alternatives considered

No options to consider, for information only.

5 Consultation

N/A

6 Financial and value for money implications:

N/A

7 Legal Implications

N/A

8 Risk implications:

N/A

9 Equalities, Community Impact and Human Rights:

N/A

10 Sustainability implications (including climate change, health and wellbeing, community safety)

N/A

11 Council infrastructure (including Health and Safety, HR/OD, assets and other resources)

N/A

12 Conclusions:

The Report to be noted by the Committee. This report presents the performance outturn for Neighbourhood operations during the second quarter which sees improvements in relation to flytips removal and missed bins. High food inspections are now at target level since the COVID 19 pandemic. The report also highlights progress on key projects and initiatives, with emphasis on partnership working.