

# Agenda Item 7



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## Strategic Planning and Environment Overview and Scrutiny Committee

<b>Report for:</b>	Strategic Planning and Environmental Overview and Scrutiny Committee
<b>Title of report:</b>	Q3 Neighbourhood Operations Services Update
<b>Report on behalf of:</b>	Councillor Robin Bromham , Portfolio Holder for Neighbourhood Operations
<b>Part:</b>	I
<b>If Part II, reason:</b>	N/A
<b>Appendices:</b>	
<b>Background papers:</b>	None
<b>Glossary of acronyms and any other abbreviations used in this report:</b>	NI = National Indicator CSG = Clean, Safe and Green Service

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<b>Corporate Priorities</b>	A clean, safe and enjoyable environment Ensuring efficient, effective and modern service delivery Climate and ecological emergency
<b>Wards affected</b>	All
<b>Purpose of the report:</b>	1. To provide Members with the performance report for quarter 3 and progress updates for Neighbourhood operations
<b>Recommendation (s) to the decision maker (s):</b>	1. For information only.
<b>Period for post policy/project review:</b>	

## 1 Introduction

- 1.1 This report presents the performance outcome for Neighbourhood operations during the third quarter (October to December) 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 The indicator measures the materials collected for recycling and composting as a percentage of the total household waste stream. This figure mirrors the National Indicator NI 192. The 'waste data flow' figures that provide quarter 3 recycling % are not available until March 2023, however the provisional recycling rate for the second quarter is 57.1% which is an increase of 3.9% from quarter one and an increase from the previous year, reporting at 53.90% for Q2.

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.

### 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. The 'waste data flow' figures that we provide DEFRA for quarter 3, amount in Kg per household, is not available until March 2024, however the 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 preceding 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 Q3 was averaging 103 which is similar year on year with 22/23 Q3 reported average at 104 missed bins, which is one of the lowest figures we had. As we have experienced a much better performance in terms of missed bins for Q2, we are expecting a yearly performance on missed bins that is largely improved.

The reports of bins not emptied on their allocated collection day has remained constant year on year, this is partly due to the small turnover of staff within the waste collection service ensuring a professional and knowledgeable workforce it maintained along with regular monitoring undertaken by the waste supervisors.

### 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 council's fly tip removal operation.

In Q3, 516 fly tips were reported and 505 (98%) of these were cleared within the 7 day target, which is a positive increase of 4% on Q2 when 486 fly tips were reported and 451 (93%) were cleared within the 7 day target. For comparison in Q3 last year, 350 fly tips were reported and 321 (92%) were cleared within the 7 day target.

The increase in performance is likely due to more efficient performance management/monitoring of this activity now in place, which includes weekly reports from the software Flare allowing CSG management to better monitor and manage resources accordingly. An internal change in the CSG supervisory structure has happened so that one supervisor is now responsible for fly-tip removal rather than it being the responsibility

of area supervisors. The service looking to digitise process in the future which streamline the whole process and hopefully further increase performance.

#### 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 Q3, 66 reports of graffiti were received and 62 (94%) were cleared within the 7 day target, which is a decrease of 1% in Q2 where 57 reports of graffiti were reported and 54 (95%) were cleared within the 7 day target. For comparison, Q3 last year, 136 reports of graffiti were received and 125 (92%) were cleared within the 7 day target.

The likely explanation in the reduced number of incidences of reported graffiti in Q3 this year compared to Q3 last year, is likely due to the Council being involved in a pilot with Hertfordshire Police whereby there was a major push on reporting graffiti in relation Operation Ideogram which is part of the National Government Prevent Scheme. This also coincided with the launch of the Council's new digital reporting app. As this involved a focus on reporting graffiti by multiple agencies it meant a higher number of reports. As these were dealt with promptly, the number of repeat incidences has reduced.

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

2.6 The performance of this measure in Quarter 3 is 92.54%. This is still a significant improvement from the same time last year (Quarter 3 2022/23) when performance was 58.7%. This improvement from last follows from the implementation of the post Covid Food Safety Recovery Plan.

#### 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 has decreased from 785 to 751 from Quarter 2 to Quarter 3. Fixed penalties are only offered where sufficient evidence to prosecute has been obtained. Persons who have received a fixed penalty offer can put forward representations to take into account any information that may be pertinent to the alleged offence.

### 3 Key Projects and progress update

#### Decarbonisation of Fleet by 2030 programme

3.1 The Decarbonisation of Fleet is part of the wider work in relation to the Climate Emergency Programme. Work for an option appraisal is needed relating to any infrastructure upgrade/development programme. A trial of electric HGV dustcart (Dennis) has taken place to identify vehicle suitable and range requirements that will form part of the alternative fleet provision alongside the need for modernisation.

#### Herts Waste Partnerships

3.2 Collaborative work continues with Herts Waste Partnerships relating to:

- Review of Simpler Recycling national guidance implications
- Manage bookings for clothes swap equipment / kits including co-ordinating events
- Attend and present and waste related conferences promoting the work of the HWP and seeking collaboration opportunities
- Provide updates and presentations to sector groups, Members and Hertfordshire audiences
- WasteAware website - monthly review of website statistics
- WasteAware website - arrange for promotion of events including those linked to 'national waste weeks'
- Highlight good and interesting practice within the HWP for Partnership wide dissemination (from Info exchange)
- Support the production of evidence-based context for WasteAware social media campaigns
- Respond to resident queries (into the WasteAware inbox) arising from HWP social media activity

3.3 Cupid Green –Waste Transfer site

During the week commencing 12 February the Environment Agency carried out a random inspection of Waste Transfer Site at Cupid Green depot. The site passed the inspection with the auditors stating that is one of the best run sites they have reviewed.

#### Arboricultural contracts

3.4 Officers have now completed the tender assessment for the Council's new arboricultural contracts. Four lots were let (2x general arboricultural lots, 1x woodland lot and 1x tree planting lot). These new arrangements, along with changes being made to the council's Tree Management Database, should allow works to be dealt with in a more efficient manner and allow better communication with councillors and residents. It is anticipated that the new contracts will go-live in May 2024.

#### River Gade restoration

3.5 The Environment Agency is working with Dacorum Borough Council and Affinity Water to 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. Representatives of the Environment Agency will be attending the committee to present a more detailed plan of the works and timelines. It is anticipated work will commence in Spring 2024.

#### Partnership working

3.6 The CSG and Parks team continue to work in partnership with local groups and the third sector. We are working with Sunnyside Rural Trust on a number of projects including planting schemes, providing litter picking equipment and undertaking a trial restoring older original nameplates from around the borough.

Officers and Sunnyside Rural Trust are also working on a Dacorum Borough entry to Anglia in Bloom (a subgroup of Britain in Bloom). The Anglia in Bloom launch event is in March 2024 and it will focus on the excellent work Sunnyside Rural Trust have been doing in delivering planting schemes on housing land. It will also give the Council an opportunity to showcase sites such as Gadebridge Park walled garden and the Water Gardens.

### Green Flag Award

3.7 We have made our annual entry to Green Flag Award – we current hold awards at Canal Fields, Tring Memorial Garden, Water Gardens, Chipperfield Common and Bunkers Park. This year, an additional entry has been made for Gadebridge Park

### Playground Tender

3.8 Tenders received and currently being evaluated. Projects will be delivered in two phases, one commencing in June and the second phase commencing in September. A discussion will take place with the successful contractor to see whether any of the programme can be accelerated but still avoiding school summer holidays. A programme of delivery will be provided at the meeting by which time bidders will have been informed of the outcome.

### Waste/dog bin mapping exercise

3.9 Clean Safe and Green have now completed an exercise to digitally map all general waste and dog bins in the boroughs. This will now form the basis of an exercise over the next 12 months to ensure we have the right bins in the right place.

### Verge Hardening Strategy

3.10 Officer will present an update with the outline principles to committee at the meeting.

### Regulatory services

3.10 Officers from Regulatory Service undertake a variety of service requests and dealt with 846 service requests in Q3, the vast majority of which are dealt with informally.

3.11 A company in Hemel Hempstead has been prosecuted for failing to keep an area of land free from waste and allowing bins to overflow regularly in Roydon Court, Hemel Hempstead.

On 22 November 2023, at St Albans Magistrates' Court, Salmicass Ltd pleaded guilty to the breach of Community Protection Notice between November 2022 and June 2023. Salmicass Ltd was ordered to pay a total of £8,280.55, which consisted of a £3,609.0 fine, £3,227.55 costs and a victim surcharge of £1,440.

3.12 The Environmental Crime Officers have been carrying out proactive inspections to ensure businesses had trade waste agreements in place following fly-tipping in the area. 40% of the businesses were unable to provide paperwork during the initial inspection to prove their duty of care. These businesses were provided a Notice to request the information within 14 days.

**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:**

In summary, there are positive trends in relation to performance in all areas, following modernisation initiatives that makes services more efficient. A number of positive initiatives are progressing including the implementation of the capital programme for play areas that will provide improvement of the quality of play offer in Dacorum.