



Strategic Planning and Environment Overview and Scrutiny Committee

Report for:	Strategic Planning and Environmental Overview and Scrutiny Committee
Title of report:	Q1 Neighbourhood Operations Services Update
Report on behalf of:	Councillor Robin Bromham, Portfolio Holder for Neighbourhood Operations
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

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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 4 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 first quarter (April to June) of the financial year 2024-25.

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 others 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. DEFRA will not be releasing quarter 1 until September. This figure mirrors the National Indicator NI 192. The provisional recycling rate for the fourth quarter is 51.7% which is an increase of 1.65% from quarter four from the preceding year at 50.05%.

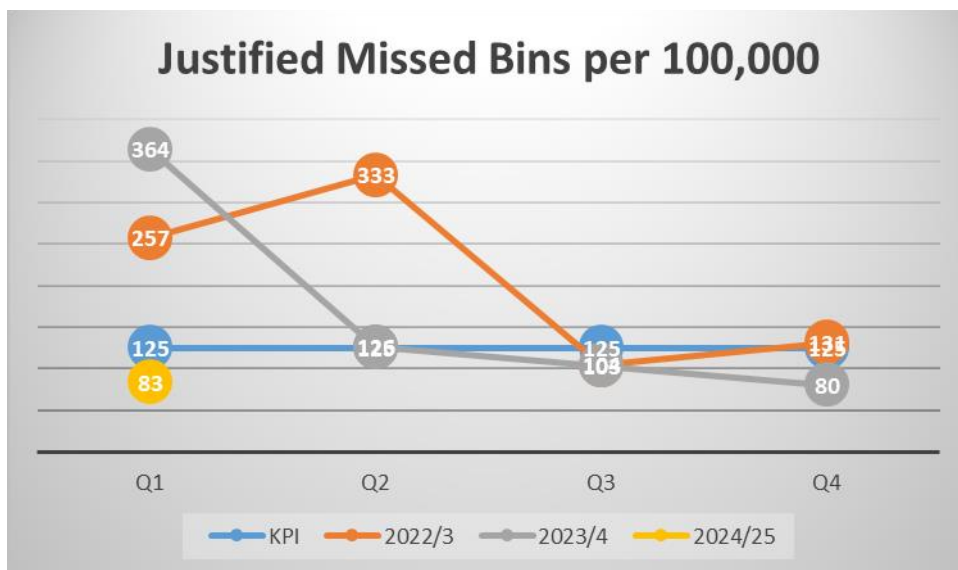
There are seasonal variations in the household recycling rate, and in boroughs such as Dacorum the amount of green garden waste collected is a key influencing factor during the green waste subscription months.

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 1, amount in Kg per household, is not available until September 2024, however the fourth quarter shows the provisional average figure is 105.88 kg per household which is a 4.12 Kg per household decrease from quarter four from the preceding year at 110.00 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 Q1 was averaging 83 which is an improvement year on year with 23/24 Q1 reported average at 364 missed bins, which is one of the lowest figures achieved by the service.



The reports of bins not emptied on their allocated collection day has reduced 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 a more proactive regular monitoring undertaken by the waste supervisors.

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

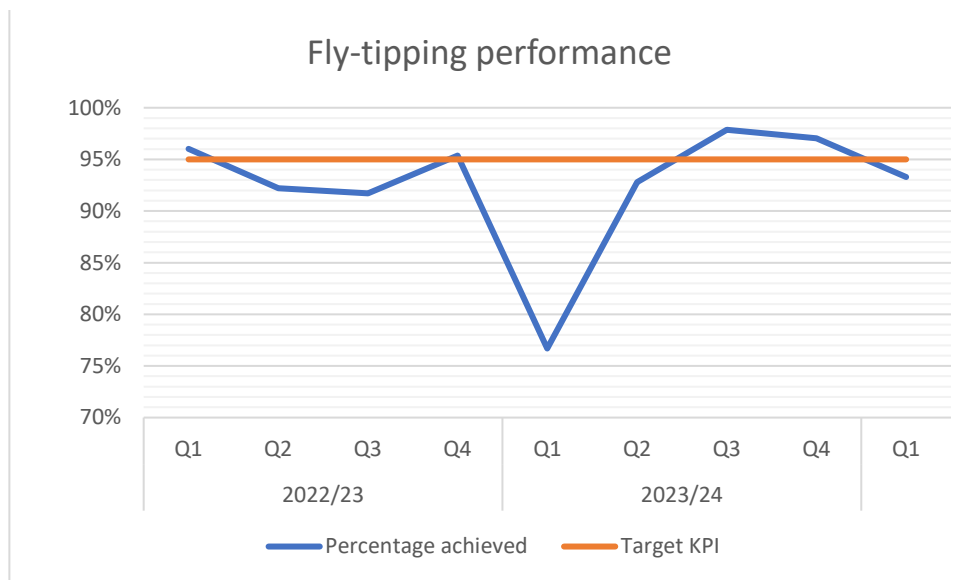
2.4 The Clean, Safe and Green (CSG) service carry out the Council’s fly tip removal operation.

In Q1, 476 fly tips were reported and 444 (93%) of these were cleared within the 7-day target, which is a small decrease of 4% on Q4 when 508 fly tips were reported and 493 (97%) were cleared within the 7-day target. For comparison in Q1 last year, 459 fly tips were reported and 352 (77%) were cleared within the 7-day target.

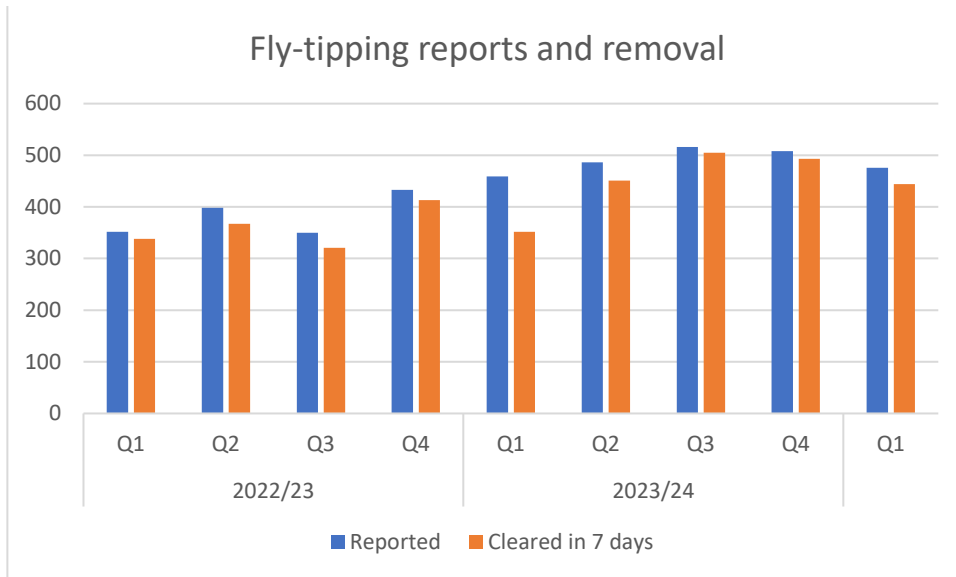
Some administrative issues have meant reports haven't been received and other issues have been around poor location detail when reported meaning finding and removing was took longer than expected.

Regular monthly performance meetings now in place to monitor performance and paper-based approach has been made digital. Further ongoing work as part of digital/CSG transformation that will in time make this process wholly automated and more efficient

The table below shows performance against the KPI target from Q1 2022/23 through to the current quarter – this will be updated quarterly going forward.



The table below shows numbers of fly-tips reported and the number removed within the 7-day target from Q1 2022/23 through to the current quarter – this will be updated quarterly going forward.



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.

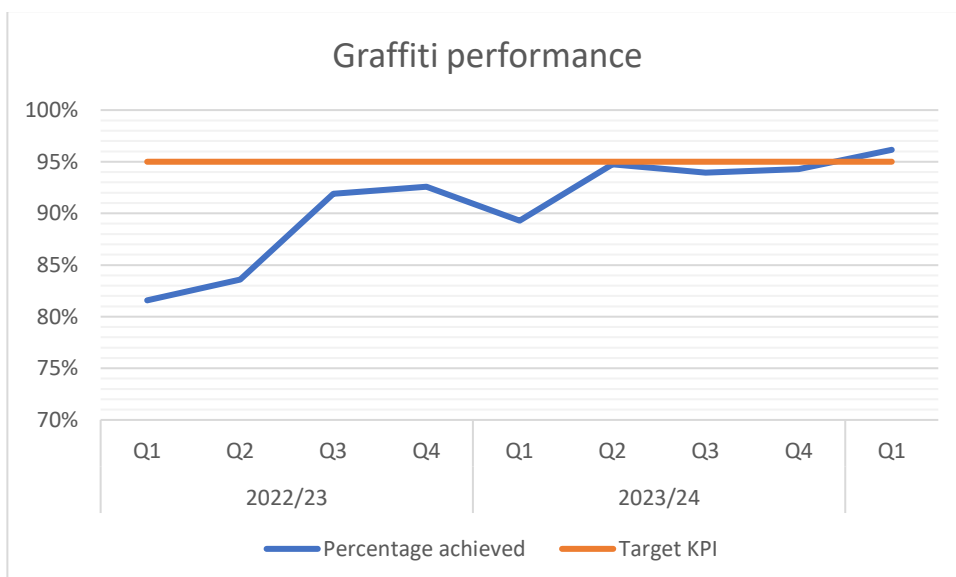
In Q1, 52 reports of graffiti were received and 50 (96%) were cleared within the 7-day target, which is an increase in performance from Q4 where 35 reports of graffiti were reported and 33 (94%) were cleared within the 7-day target. For comparison, Q1 last year, 28 reports of graffiti were received and 25 (89%) were cleared within the 7-day target.

Overall, there has been an increase in number of reported incidents in Q1 from Q4 but broadly in line with quarterly average in 2023/24.

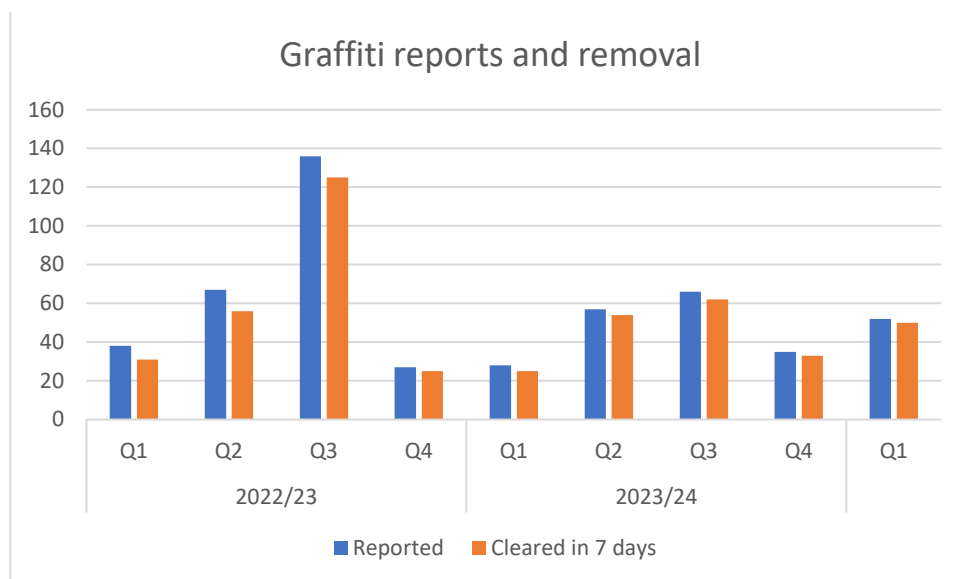
Target met for the first time in the last two years of reporting, which is credit to the hard work being done by the team.

Of the two not dealt with within the 7-day period, one was a major job and due to the size and weather conditions meant the job couldn't completed to meet the target and the other was due to poor locational information and staff member attending the wrong site.

The table below shows performance against the KPI target from Q1 2022/23 through to the current quarter – this will be updated quarterly going forward.



The table below shows numbers of graffiti incidences reported and the number removed within the 7-day target from Q1 2022/23 through to the current quarter – this will be updated quarterly going forward.



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

2.6 The percentage of high risk (A-D) food inspections/interventions achieved in Quarter 1 2024/25 was 89 % which is higher than the 86.57%1 in quarter 4 2023/24. The KPI considers what is due and what is done but does not account for premises that have ceased operating so the figures that are used to calculate this percentage include closed premises.

There were 4 closed premises in quarter 1, which could not be inspected. When these four premises are included as they were due, the number completed/unable to inspect due to closure is 61 of 64 so 95.3 %. The three outstanding are seasonal and not open and available for us to inspect currently.

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

2.7 The number of Fixed Penalties served in Q4 is a reduction on the last quarter. This is down to 401 from 482. There is currently a high-level review of environmental enforcement being undertaken in relation to the enforcement of environmental crime.

3 Key Projects and progress update

3.1 Environmental Services

Green Waste

Green Waste (Garden waste) paid subscriptions went live on 1st March 2024 and the current subscription rate is slightly higher at 33810 compared with the same period for the preceding year at 33087.

The 2024 data indicates that the subscription forecast would hopefully achieve the same outturn as 2023 at approx. 35,000.

Fleet

A new Workshop Supervisor has joined the fleet team and fleet services. Historically, the team vacancies were filled by agency staff and the whole team has now been appointed permanently, giving better resilience to the service.

Herts Waste Partnerships

Collaborative work continues with Herts Waste Partnerships relating to review the Simpler Recycling national guidance implications .

Simpler recycling initiatives have significant impacts on local governments. These initiatives require local authorities to collect a consistent set of recyclable materials, such as glass, metal, plastic, paper, and organic waste like food and garden waste. This consistency helps streamline recycling processes, reduce confusion among residents, and improve overall recycling rates.

Local governments will need to adapt their waste collection services, potentially investing in new infrastructure and vehicles to handle the different types of waste. Additionally, they must ensure that food waste is collected weekly, which may involve logistical changes and increased operational costs. Despite these challenges, the move towards simpler recycling is expected to enhance resource efficiency and support environmental sustainability. A presentation from HCC is scheduled in the autumn to discuss the details of these works and how the partnership is progressing in implementing government guidance.

3.2 Neighbourhood Management

Trees and Woodlands update

Following a procurement process, the council's DBCs new tree work contractors are Gristwood & Toms Ltd and John O'Connor Ltd.

Both contractors will be carrying out works on DBC land within urban areas, with John O'Connor also completing works within DBC woodlands. Gristwood & Toms will be progressing our tree planting programme. Both companies are highly regarded within the industry, both based with Hertfordshire, and can provide a range of additional services, such as pest control and grounds maintenance operations, should these be required.

The first batches of urban works were issued in August and will then be issued monthly thereafter. Woodland works and tree planting will be progressed over the autumn/winter period.

Work continues on an Ash Dieback strategy for the borough, and this will be progressed through Autumn and Winter.

River Gade restoration

The Environment Agency have now moved the River Gade restoration project into the delivery stage – and a project start-up meeting took place on 22 August. Officers will seek a more detailed programme from colleagues at the Environment Agency over delivery that can be presented/distributed at the meeting.

This project is a real flagship project for all involved enhancing the chalk stream habitat, which is a very rare habitat, and provide future protection to the river and habitat.

Green Flag Award and Anglia in Bloom

We have retained our long-standing five Green Flag Awards for Bunkers Park, Canal Fields, Chipperfield Common, Tring Memorial Garden and Jellicoe Water Gardens, and are pleased to have added Gadebridge Park to this list meaning we now have six Green Flag Awards in the borough. The Green Flag Award is the international quality mark for parks and green spaces, signifying their exceptional standards of cleanliness, safety, and community engagement

We have also made entries into Anglia in Bloom for Gadebridge Park, Tring Memorial Garden and Jellicoe Water Gardens

Playground Refurbishment Programme

The programme continues and new playgrounds have now been delivered at Apsley Lock, Croft Meadow, Flaunden, Tower Hill and Woodhall Farm – these have been very well received by the local community.

Works will commence on the refurbishment of the playground at Durrants Lane in September

Of the two sites where we had to go back to market, Miswell Lane and Warners End Upper Valley, both have now been approved for award and are working through the Council governance processes. Work at these sites is anticipated commencing in October.

SANG Delivery

We have appointed the Council as Suitable Alternative Natural Greenspace (SANG) Delivery officer. The officer will manage the delivery of the interventions already adopted for Bunkers Park and Chipperfield Park and working with colleagues to develop management and delivery plans for proposed SANG sites at Gadebridge Park and Margaret Lloyd Park/Marchmont Farm.

A more detailed plan for delivery of projects at Bunkers Park and Chipperfield Common will be brought as part of the next quarterly update.

Gadebridge Park Splash Park

The Splash Park opened in early May following some works to the surface; feedback has been very positive and footfall when the weather allows has been very high.

Working in conjunction with the communications team the Splash Park social media page has been reviewed and vastly improved with positive posts. Feedback has been well received with a vast increase of the page followers/comments.

Coronation Fields consultation

We currently have a live consultation for Coronation Fields – <https://letstalk.dacorum.gov.uk/coronation-fields>. This is to seek input from the local community to support the development of a masterplan for the site. The consultation went live on the 25 July and closes on 11 September. We are keen to get as much input and as many comments as possible.

3.3 Regulatory Services

Officers from Regulatory Service undertake a variety of service requests and dealt with 966 service requests in Q1 which is an increase on Q4 2023/24, the vast majority of these have been dealt with informally.

The Air Quality Action Plan is being drafted with the Air Quality Lead at Hertfordshire County Council and will be presented at Scrutiny in the Autumn.

A company has been successfully prosecuted following a fly-tipping offence in Dodds Lane, Hemel Hempstead in September 2023. Eco Clear Waste Management Ltd of Hunton Bridge, Kings Langley pleaded guilty to the unauthorised deposit of controlled waste and was ordered to pay over £13,000.

Dacorum Borough Council is part of the The Hertfordshire Fly Tipping Group (HFTG). This is a multi-agency taskforce including the borough, district and county councils as well as Hertfordshire Constabulary, Office of the Police and Crime Commissioner, Herts Fire and Rescue, the Environment Agency and the National Farmers' Union.

These organisations have come together to improve how Hertfordshire responds to fly-tipping. The HFTG is delivering improvements in enforcement capability across the county, as well as rolling out new technology to assist in identifying and prosecuting fly-tippers.

- 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:**