



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
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

Report Author / Responsible Officer

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Corporate Priorities	Clean, Safe and Green Service Improvement & Delivery Sustainable future
Wards affected	All
Purpose of the report:	1. To provide Members with the performance report for quarter 2 and progress updates for
Recommendation (s) to the decision maker (s):	1. For information only.

Introduction

- 1.1 This report presents the performance outturn for Neighbourhood operations during the second quarter (June to Sept) 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

Please see Appendix 1 for the performance indicators and their performance

3 Key Projects and progress update

3.1 Neighbourhood Management

- River Gade restoration/re-routing in Gadebridge Park has commenced. Officers are liaising daily with the Environment Agency who are managing the project. Main works are currently focused on the diversion of the river channel.
- The playground refurbishment project continues with works at Miswell Lane and Apsley Lock. The final project will then be delivered at Warners End Upper.
- Dacorum Council is supporting HCC with the initiative 'Your Tree Our Future' tree giveaway, which is happening on Saturday 7th December. The DBC collection point is Poppy Fields Cemetery with residents being able to collect their allocated trees from 10am – 1pm. 260 residents have been allocated 4,840 trees to collect. The 'Your Tree Our Future' project has given away over 324,000 trees to Hertfordshire residents since the initiative was launched, with the aim of giving away 1.8 million trees by 2030. More information about signing up for the 2025 giveaway can be found on the HCC website, searching for 'Your Tree Our Future'.
- Work is underway to develop a Suitable Alternative Natural Greenspace (SANG) delivery programme. The delivery is focusing on management plan implementation and improvements adopted for Bunkers Park and Chipperfield Park. The team is also working with colleagues to develop management and delivery plans for proposed SANG sites at Gadebridge Park and Margaret Lloyd Park/Marchmont Farm.
- Six of Dacorum Borough Council's car parks have retained their Park Mark accreditation for another two years after a recent inspection. This means all 26 of its managed car parks within the borough have now successfully achieved this recognition for high safety standards for customers and their vehicles.
The car park accredited this year are:
 - Durrants Hill car park
 - Cowper Road car park
 - Lower Kings Road car park
 - Bournside car park
 - High Street car park
 - Queensway car park

The Safer Parking Scheme sets a UK standard for car parks. It aims to reduce crime and improve safety for people and vehicles. Specially trained police assessors conduct a thorough evaluation of each car park. Only those that meet the strict criteria get a Park Mark.

- Urban tree works continue via our contractors, John O'Conner and Gristwood & Toms, with works order information now both being issued and updates received digitally through the Council's tree management system. This information will be used by the team in the near future to be able to provide updates to Ward Councillors of major works planned in their Wards.

3.2 Environmental Services

- Waste services continue to perform well and missed bin collections are at their lowest recorded level, at only 63 per 100,000. This is a significant improvement and a commitment to great customer service.
- A campaign to promote recycling took place in recycling week at the end of October. 11 posts were shared across DBC social media channels with a total reach of 19,193.
- The waste service is undergoing modernisation with a software that will allow crews to better respond to customer's needs including garden waste subscriptions and missed bins. The software will reduce paper handling and increase speed in resolving issues and it is part of the wider Council's corporate priority on making services more customer focused.

3.3 Regulatory Services

- The Air Quality Action Plan 2024-29 for Dacorum is in preparation in partnership with Hertfordshire County Council. DEFRA has recently reviewed criteria for the development of Air Quality Action Plans. The new plan will include the new requirements and will be published in the new year.
- KPI's are being achieved across all areas of service and investigations/prosecutions are continuing across all areas of the service. These relate to Health and Safety accident investigations, Food Safety and Fly tipping offences.

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: