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| Report for: | SPAE Overview & Scrutiny Committee |
| Date of meeting: | 7 June 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 4 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 - Sickness – Appendix 2 Corvu Report – Performance - 3 Operational Risk Register – Appendix 4 |
| 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 4 – 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 from over 62,000 domestic properties and 800 commercial waste customers
- Collection of over 5000 “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

- Initiating campaigns to promote the waste hierarchy through school talks and other initiatives. Also undertakes anti littering campaigns with local residents and businesses.

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. Performance Indicators

- Setting and monitoring of performance indicators including tonnages, reports from public and sickness figures which are shown as part of this report.

7. Waste Services

- Successful “pick-up” after Christmas
- Commenced work on projects such as:
 - Commercial waste charging mechanisms and anomalies
 - Bulky waste charges
 - Waste Haulage efficiencies
 - Round configuration and route optimisation
- Carried out refresher training to all frontline waste staff
- Installed digital radio system to vehicles and ops office
- Completed intake for current vacancies
- Refresher training for forklift truck for two staff

8. Waste Development

- Towards the end of February we applied ‘No food waste’ stickers on every household residual bin. We have seen an 85 tonne increase in food waste in the month of March (420.28t) when compared to March last year (335.20t) and 1 50 tonne increase on the previous month.
- In February, a team of 16 Environmental Operatives from the Clean Safe and Green team litter picked and collected 10.5 tonnes of litter and bulky rubbish from the A41 in six days. These items had been thrown from vehicles, fallen from insecure lorry loads or simply been dumped.
- The Clean Safe and Green Department encouraged 1,336 people from across the borough to take part in Keep Britain Tidy’s biggest ever clean-up of the country for Her Majesty The Queen’s 90th birthday in April. A total of 45 community groups, schools and youth groups took part and they collected 450

bags of litter and 112 recyclable litter (plastic bottles and cans). The most unusual litter pick has been with the Chiltern Canoe Club, who canoed and collected four bags of litter and a frying pan from the Bulbourne river and Grand Union Canal.

- With the UK throwing away 1.5 million tonnes of electrical equipment every year, we're piloting three new collection banks to make it easier to recycle unwanted or broken smaller electrical items such as toasters, irons and phones. We're encouraging residents to recycle their small electrical appliances at three new collection banks in the shopping areas of Adeyfield, Chaulden and Bennetts End. The three new banks will join two other small electrical appliance banks already in the borough - at Forge car park in Tring and Markyate Village Hall car park.
- In March, we worked alongside Hertfordshire Waste Partnership, to help 18 schools in Dacorum recycle 536 unwanted or broken electrical items in a county-wide initiative. Micklem School in Hemel Hempstead was one of 128 schools that took part in the Hertfordshire Waste Partnership's free collection service to recycle unwanted or broken electrical items. Overall there were 3,400 items registered for collection during the week of 14-18 March.

9. Clean, Safe and Green

- Started work on site at phoenix roundabout. Site has been cleared and plants are on order, we are just waiting service checks before we start ground shaping.
- Team has completed a number of housing landscapes improvements schemes across the Borough.
- Started works on improvements in Tring to stream and open space along Silk Mill Way after consultation with the local town Council.
- All area teams have now started with grass cutting across all areas.
- Spring bulbs and wild flower displays are looking good especially Heath Park and the Walled Garden.
- All staff have completed annually generic training and have been issued with certificates.
- New 'Reactec' system has been installed and is working. This is used for monitoring of Hand Arm Vibration.
- Weed spraying contract has started and first application has been completed
- Removed approximately 10 tons of litter from the A41.
- Continues work with mapping key areas of responsibility such as litter bins, flower beds and grass verges

10. Personnel

Recruitment:

3 loaders recruited in Waste Services

Sickness:

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

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

Return to Work Compliance for medical absences:

| Department | Jan-16 | Feb-16 | Mar-16 | Total over 12 months | Completed Late | Avg. days to complete |
|------------------------|-------------------|-------------------|-------------------|----------------------|----------------|-----------------------|
| Environmental Services | 93.50% (29/31) | 78.30% (18/23) | 92.90% (26/28) | 87.90% (152/173) | 9 | 2.88 |

On two occasions the Manager was either sick or on annual leave and therefore unable to complete the return to work. On two occasions the employees themselves were on annual leave and the remaining 5 were late due to “conflicting priorities”

11. Sickness: Days Lost

| Department | HCount | Jan-16 | Feb-16 | Mar-16 | Apr-16 |
|-------------------------------|--------|--------|--------|--------|--------|
| Environmental Services Total | 186 | 235.75 | 229.5 | 222.25 | 122.5 |
| Operational Services + GM | 4 | 4 | 0 | 0 | 0 |
| Clean Safe & Green Management | 4 | 2 | 3 | 0 | 1.5 |
| Area Teams | 75 | 128.75 | 120.5 | 104.75 | 78 |
| Refuse & Recycling | 4 | 0 | 0 | 0 | 0 |
| Refuse & Recollection Crews | 77 | 101 | 97 | 99 | 40 |
| Depot Services | 4 | 0 | 6 | 14 | 0 |
| Trees & Woodlands | 9 | 0 | 3 | 1 | 3 |
| Vehicle Repairs | 3 | 0 | 0 | 0 | 0 |
| Resources | 4 | 0 | 0 | 2 | 0 |
| Waste Development (S) | 2 | 0 | 0 | 1.5 | 0 |