



<b>Report for:</b>	<b>SPAE Overview &amp; Scrutiny Committee</b>
<b>Date of meeting:</b>	<b>13 September 2016</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Quarter 1 Performance</b>
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 1 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

Background papers:	Waste Tonnages and CSG Performance – Appendix 1 Corvu Report - Sickness – Appendix 2 Corvu Report – Performance – Appendix 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 1 – Performance Review**

### **Introduction**

- **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
- **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.
- **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
  
- **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.
  
- **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.
  
- **Performance Indicators**
  - Setting and monitoring of performance indicators including tonnages, reports from public and sickness figures which are shown as part of this report.
  
- **Waste Services**
  - Successful bank holiday working 2<sup>nd</sup> April / 7<sup>th</sup> May / 4<sup>th</sup> June.
  - Installed new entry barrier to Cupid Green Depot.
  - Assisted in HRM Queens visit to Berkhamsted.
  - Compost giveaway Sunday 8<sup>th</sup> May.
  - Carried out agency staff training.
  - Supported the LGV 2 driver training to two manual staff.
  - Successful external ISO140001 audit.
  - Repaired drainage in Depot.
  
- **Waste Development**
  - In April, over one hundred Dacorum brought their unwanted or broken electrical waste to our Electrical Reuse and Recycling event. We collected over five tonnes of electrical and electronic equipment in just five hours. The donated equipment was either professionally refurbished for reuse or broken down and recycled. The event also raised awareness in how to extend the life of electrical items along with the broader issues of reducing, reusing, repairing and recycling waste. The Electrical Reuse and Recycling Event is a joint working enterprise between Hertfordshire Waste Partnership and WEEE Stop (Waste Electrical and Electronic Equipment). In total there are ten events planned across Hertfordshire to help divert electrical waste from landfill.
  - In May, to celebrate International Compost Awareness Week, 10 tonnes of compost were given away for free in just one hour to keen gardeners from across the borough at our annual compost giveaway event. The Community

Payback teams were also on hand to help carry the compost bags to residents' cars. The compost given away was made from the contents of the Borough's green wheeled bins and kindly provided by D. Williams and Co., the company responsible for turning the contents of the garden waste bins into compost.

- In May a herd of Belted Galloway, a rare breed of Scottish cattle, had a special red ribbon-cutting ceremony and an audience of local families, Mike Penning MP, Councillors and BBC Three Counties radio when they were released into Bunkers Park, Nash Mills. Clean Safe and Green worked in partnership with Boxmoor Trust to move 10 cows from the Boxmoor Estate to Bunkers Park to help graze an area known as the Mattens - an area of three linked fields all surrounded with hedges and fences - during the summer months.
- In June we are offered householders who generate extra garden waste the opportunity to buy additional green-lidded bins and have them collected on their normal collection day, through a new Additional Garden Waste Subscription Service. Householders will have the opportunity to purchase an unlimited number of 240-litre green-lidded bins for £25 per bin. The additional bins, including any extra bins that residents may have previously purchased from us, can be emptied through the seasonal subscription service, which will normally cost £50 for every additional green-lidded bin. However, as the new service launch is mid-season, the 2016 charge has been reduced to £35 per additional bin. In total we have over 350 subscriptions.

- **Clean, Safe and Green**

- Sumer bedding has been completed and planted out.
- Walled garden is done and looks good.
- Completed landscape upgrade of Phoenix roundabout, looks great.
- Grass cutting area working is going well and teams are either starting or started forth cut of the season despite ideal growing conditions.
- Wild flowers on roundabouts and other sites have done very well and look good.

- **Personnel**

- **Recruitment:**

- 1 LGV driver/loaders recruited in waste services
- 1 Environmental Operative in CSG
- 9 Environment Operatives (summer temps – 6 month contract) in CSG

- **Sickness :**

- Long term sickness cases have ended for the quarter at 2 for CSG and 2 for Waste services.
- Sickness scrutiny group to manage and identify long term and short term sickness cases to reduce sickness figures

- This table below shows the sickness broken down into Short term and Long term:

<b>Environmental Services</b>	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>
Long Term Sickness (days lost)	78	74	86.5
Short Term Sickness (days lost)	44.5	24	33
<b>Total Sickness (days lost)</b>	<b>122.5</b>	<b>98</b>	<b>119.5</b>

Days lost per FTE	0.65	0.51	0.61
-------------------	------	------	------

- **Sickness days lost due to sickness:**

<b>Department</b>	<b>HCount</b>	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>
Environmental Services Total	196	122.5	98	119.5
Operational Services + GM	4	0	0	0
Clean Safe & Green Management	4	1.5	0	0
Area Teams	85	78	55	61
Refuse & Recycling	4	0	0	0
Refuse & Recollection Crews	77	40	43	55.5
Depot Services	4	0	0	0
Trees & Woodlands	9	3	0	2
Vehicle Repairs	3	0	0	0
Resources	4	0	0	0
Waste Development (S)	2	0	0	1

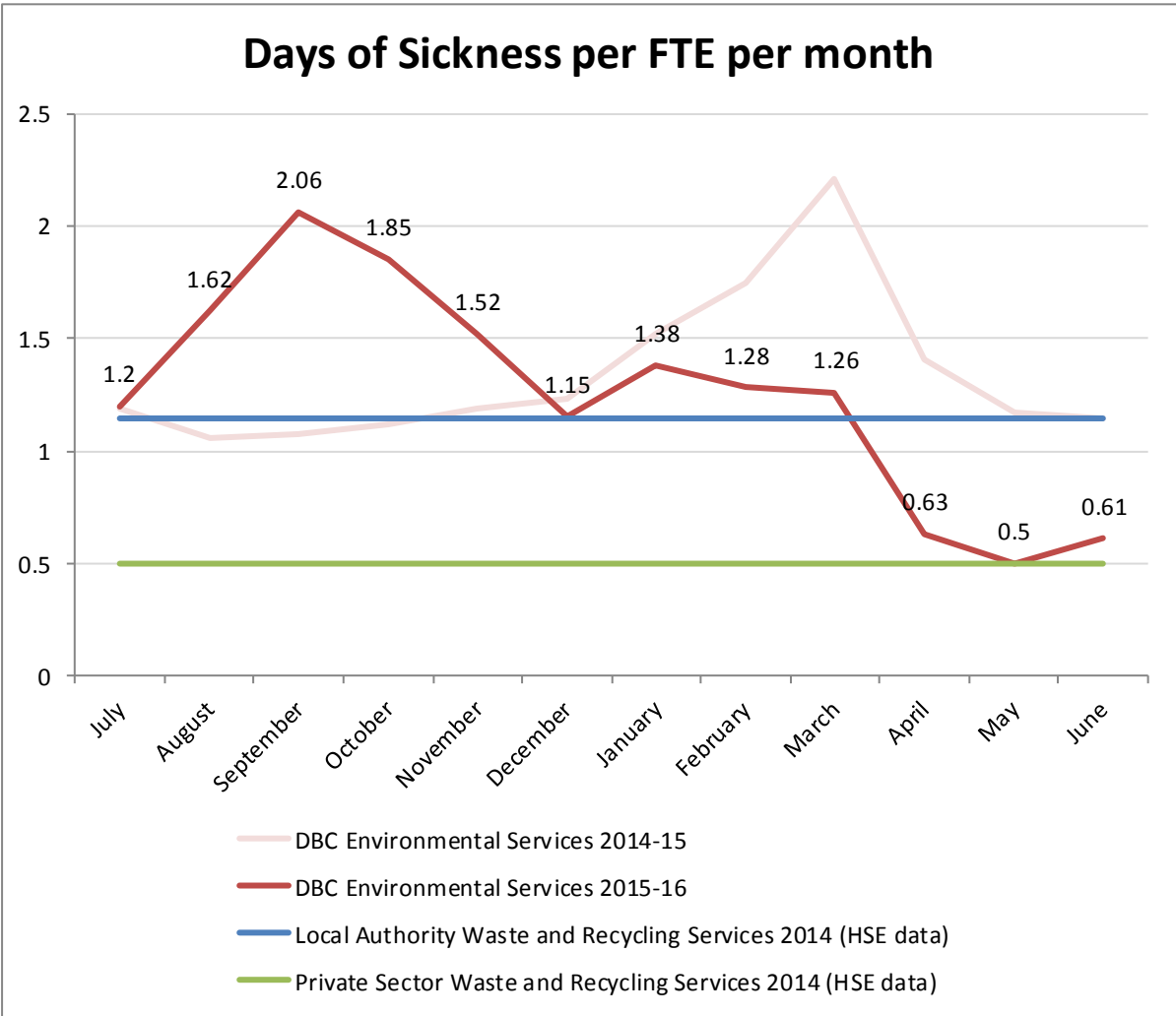
- **Return to work compliance:**

<b>Department</b>	<b>April 16</b>	<b>May 16</b>	<b>June 16</b>	<b>Total over 12 months</b>	<b>Avg days to complete</b>
Environmental Services	90.5% (19/21)	93.3% (14/15)	93.3% (14/15)	89.0% (195/219)	2.82

### Sickness Benchmarking Exercise

In Quarter 3 OSC meeting Members expressed a wish to see sickness benchmarking against neighbouring Authorities.

- Since the introduction of the corporate sickness management project which commenced in early 2016 there has been a significant improvement within Environmental Services.
- Although there are only a few months of data since the change, they indicate that sickness levels within the service have improved to significantly below the national average for local authority waste and recycling services (based on data from 2014). The time period is still too short to accurately analyse trends behind this drop.
- The drop in sickness mirrors a similar drop in the previous year, but from a lower initial level.



Sources:

- National survey of the burden of sickness absence in the waste and recycling industry, Prepared by the Health and Safety Laboratory for the Health and Safety Executive 2014.