



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	22 November 2016
PART:	1
If Part II, reason:	

Title of report:	Quarter 2 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 2 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 2 – 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**
 - Camera upgrade to Cupid Green Depot, ANPR and barrier installation to entrance gate.
 - Undertook 2 x loading staff training for loading shovel licence.
 - Undertook 3 x loading staff training to gain LGV 2 licence.
 - Completed Bank Holiday revised schedule to include Saturday working.
 - Mayor worked with a crew for a day.
 - Undertook sickness hearings for staff.

- **Waste Development**
 - In the summer we ran a Love Food Hate Waste Challenge where we asked residents to sign up to a four week test to help waste less food and save money. 45 enthusiastic participants (families and individuals) took part in the challenge by filling out a food waste diary every day so they could see what meals they were preparing and the amount of food that was being thrown away. The participants received regular motivating emails and for the second half of the challenge they were sent a goody bag with tips, tricks and tools to use to embed key behaviours to become an ultimate Food Champion. The results showed that 58 per cent of those that completed the challenge reported a reduction in their food waste with one participant halving the amount of food they would typically waste. On average the participants reported to have saved over £57 for the month by taking part in the Love Food Hate Waste Challenge.
 - This year's Community Champion Award winners are Boho Boxmoor – Friends of Boxmoor (from the group category) and 7 year old Harry Stevens (from the individual category). The highly commended were Vivienne Silk, Sandra Jackson, Boxmoor Trust Conservation Volunteers and Friends of Gadebridge Park.

The Awards, now in their eighth year, recognise members of the community who go above and beyond, taking great pride in their area and helping to keep the borough clean, safe and green. For more information visit www.dacorum.gov.uk/csgawards

- We celebrated National Recycle Week by encouraging residents to search for recyclable items around the house that tend to be forgotten, such as in the bathroom.

Shoppers at Sainsbury's store in Apsley and Tesco store in Jarman Park took part in 3D demonstrations and competitions to test what items can be placed in the recycling bin, refuse bin and the kerbside food caddy from different rooms in the house. Scores of residents held up pledge cards stating, "I recycle right for Herts" to show their enthusiasm for recycling.

- **Clean, Safe and Green**

- On September 8th the annual Chipperfield guided walk was held by Colin Chambers in the evening and 49 people attended.
- On September 25th, Friends of Chipperfield Common were joined by Herts Conservation Volunteers (under umbrella of Chiltern Society) held working day – 14 in all attended and made a good impression on overgrown Pill Pond, Windmill Lane. This was led by Colin.
- The new extension to the Skate Park at Canal Fields opened and has been well received. Unfortunately it has been subject to a lot of vandalism/graffiti.
- New play area Blackbird Moor has been completed.
- Green flag sites have all been retained.
- Proposed Byelaws were presented to CMT by Rob Cassidy and Barbara Lisgarten and was well received by CMT.
- CSG Team cleared the river in Gadebridge and finished the work the day before the heavy rains.
- Play area tenders out for Leverstock Green, The Moor, Long Marston parish council, Wilstone parish council.
- CSG also carried out a lot of work cleaning up after the heavy rains and helped stop the flooding of the EPD near the Fishery Inn by supplying sand bags.
- CSG area teams have started stripping out the summer bedding in preparation for bulb planting this November. Bulbs have been ordered for supply and planting by November.
- Hopefully area teams will be able to start doing some of the winter work soon and ease off on the grass cutting.

- **Sickness :**

- Long term sickness cases have ended for the quarter at 4 for CSG and 2 for Waste services.
- Sickness scrutiny group continues to manage and identify long term and short term sickness cases to reduce sickness figures. 10 cases have been reviewed during this quarter.
- This table below shows the sickness broken down into Short term and Long term In Environmental Services:

- There is an increase in Long Term Sickness in Q2 compared to Q1.

Environmental Services	July-16	Aug-16	Sept-16
Long Term Sickness (days lost)	159	166	114
Short Term Sickness (days lost)	53	71	52.5
Total Sickness (days lost)	212	237	166.5

Days lost per FTE	1.08	1.21	0.85
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- **Sickness days lost due to sickness:**

Department	HCount	Jul-16	Aug-16	Sep-16
Environmental Services Total	195	212	237	166.5
Operational Services + GM	4	0	0	0
Clean Safe & Green Management	4	0	0	0
Area Teams	86	106.5	137.5	89
Refuse & Recycling	4	0	0	0
Refuse & Recollection Crews	76	87.5	92	69.5
Depot Services	3	5	5	1
Trees & Woodlands	9	2	2.5	7
Vehicle Repairs	3	0	0	0
Resources	4	11	0	0
Waste Development (S)	2	0	0	0

- **Return to work compliance:**

Department	July 16	Aug 16	Sept 16	Total over 12 months	Avg days to complete
Environmental Services	100% (31/31)	95.8% (23/24)	89.3% (25/28)	92.8% (246/265)	2.70