



AGENDA ITEM: 7

SUMMARY

Report for:	SPAЕ Overview & Scrutiny Committee
Date of meeting:	9 June 2015
PART:	1
If Part II, reason:	

Title of report:	Quarter 4 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
Background papers:	Corvu Report – Appendix 1 CSG Projects – Appendix 2 Waste Tonnages – Appendix 3 Cleansing Standards – 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 give a members an update 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:	

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, rod kill, paints and flammables.

- Receipt and disposal of Housing waste

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 revised collections over Christmas / New Year period
- Successful Xmas tree recycling
- Routed green round collections in line with new service
- New loading shovel delivered
- New fork truck delivered
- Delivered leaflets for revised green waste collection
- Restarted green waste collections
- Visited recycling centre

- Visited AD plant
- Tonnages of recyclables collected can be seen in **Appendix 3**

8. Environmental Services Projects

8.1 January:

8.11 The popularity of Christmas tree recycling has grown again this year with a total of 2,692 trees being shredded, 642 more than last year. We had three chipping sites – Hemel Hempstead, Berkhamsted and in Tring. Any unclaimed chippings which are not bagged up for residents to use against weeds in their gardens are sent away for composting. This year we worked again in partnership with 1st Berkhamsted Scouts and 1st Tring Scouts groups who collected trees from residents' homes for a small donation and transported them to the shredding sites.

8.2 February:

8.21 Garden waste collection calendars were delivered successfully and the first collections after the two month break began in week commencing 16 February.

8.3 March:

8.31 We removed over eight tonnes of bulky rubbish and litter from along the A41 during a six day blitz. We had a team of up to 15 staff that picked-up litter from the slip roads, junctions and grass verges of the A41 gradually working their way from the junction with the M25 at Kings Langley through to Tring and back again – covering a total of 26 miles.

8.32 We joined other local authorities across England in March to launch the new 'We're watching you' dog fouling campaign run by Keep Britain Tidy. The tried and tested 'We're watching you' posters are visible after dark, and use innovative cutting edge materials. The poster was developed after research by Keep Britain Tidy showed that dog walkers are more responsible, and pick up after their dogs, when they think that they are being watched.

8.33 The research also showed that more dog fouling tends to occur when it's dark, as some dog owners feel that they can't be seen. The campaign targets irresponsible dog owners who do not pick up after their dogs. Clean Safe and Green and the Dog Warden have worked together to highlight hot spots of dog fouling and have installed the posters in those areas.

8.34 The Clean Safe and Green team encouraged local people to spring into action and take part in Keep Britain Tidy's Big Community Clean Up Day to welcome spring and celebrate summer being around the corner. In total over 420 people from faith groups, community groups, schools and individuals organised clear up events and picked up 108 bags of litter and 19 bags of recyclable litter such as plastic bottles and cans. Some groups also reported fly tipped material.

8.35 Environmental Services have produced a Trees and Woodlands Policy guidance document. The policy gives each tree, which Dacorum Borough Council has responsibility for, a 'Life' rating according to its condition and situation which will ensure that when people, trees and property come into conflict there are sound solutions to guide residents, elected members and employees.

9 Clean, Safe and Green

9.1 The 2015 – 2020 Dacorum Borough, Trees & Woodlands Policy was approved and adopted by Cabinet and has subsequently been placed on the Council's web page. The policy replaces the previous 36 individual policies with 10 new ones, has a stronger customer focus and recognises the relationship between people, their property and trees.

9.2 The Council's own tree maintenance team is now back up to full strength with the appointment of a new tree worker bringing the team back up to three people.

9.3 The Friends of Chipperfield, Bunkers Park and Dundale all completed their winter programmes bringing the total number of supervised volunteer project days to 10.

9.4 The Chipperfield Common management plan was reviewed and submitted to the Keep Britain Tidy group who manage the Green Flag awards, Chipperfield is going for its 8th award and has already received a most favourable inspection earlier this year. A new management plan for Bunkers Park has been written and it is hoped that an inspection will result in a new Green Flag award.

- Recent projects can be seen in **Appendix 2**
- Cleansing standards can be seen in **Appendix 4**

10 Personnel and Sickness Levels

10.1 Environmental Services:

10.2 Recruitment/Selection of 10 Temporary Environmental Operatives (6 month contract)

10.3 Junior Tree Surgeon recruited

10.4 Permanent Assistant Environmental Awareness Officer recruited

10.5 Recycling Officer and Admin Support posts extended

11.0 Sickness

11.1 Although sickness levels within frontline services can be expected to be higher than office based work, absence in Environmental services, and especially in the Waste Services, did increase in Quarter 4.

11.2 Historically the service has suffered from long term absence as a result of muscular skeletal injuries due to the physical nature of the roles and also short terms illness due to cough and colds being spread to team members however the service is now seeing a noticeable increase from front line workers citing anxiety, stress and depression as a reason for absence.