



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	14 March 2017
PART:	1
If Part II, reason:	

Title of report:	Environmental Services 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 3 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 3 – 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.
- **Resources**
 - Recording and producing of key performance data such tonnages, reports from public and sickness figures which are shown as part of this report.

Waste Services

- Supplied village collections to Markyate & Flamstead
- Undertook Continued competency Test for COTC
- Filled current vacancies
- Delivered Calendars to all residents of the Borough
- Commenced refresher training to 90 staff
- Installed container to Water Gardens for CSG use
- Suspended Green Waste Collections
- Completed successful catch up over Bank Holiday period
- **Waste Development**
 - In October two recycling site tours were carried out for the Mayor, Mayoress and Councillors. The sites visited were the Material Recycling Facility run by Viridor in Crayford, Kent and the Anaerobic Digestion Plant run by Agrivert in Chertsey, Surrey. The tour groups were given walks of the site with expert knowledge delivered from the hosts to help further the understanding of the recycling processes that take place at each of these sites.
 - In November we designed and delivered the new Waste Collection Calendars for 2016- 2017. These were delivered successfully as bin hangers on residents bins. Following its success in the summer, another Love Food Hate Waste challenge was launched. This time the challenge ran for two weeks instead of one month in order to compare the success rate. Participants were asked to fill in a food waste diary throughout the challenge but this time they received food waste reduction tips via email straight away. The challenge ran from 14-27 November and had 73 participants (including individuals and their

family members). To collect results, we used an online survey instead of sending participants documents to complete and return; this helped to raise the average return rates of the feedback questionnaire from 48% (first summer challenge) to 87%.

By the end of the challenge, 83% of participants reported a reduction in their food waste. On average, the participants reported to have saved nearly £40 a month by taking part in the Love Food Hate Waste Challenge. Upon comparing the results with the summer challenge, going forward we will keep the Love Food Hate Waste challenge as a month in length, whilst keeping the online survey element.

- Throughout December we ran a Green Christmas campaign on social media. Daily updates on Facebook and Twitter encouraged people to reduce, reuse and recycle. The tips and advice were tailored to be Christmas specific and also incorporated some 'Love Food Hate Waste' information. The campaign was rolled out onto Facebook and Twitter and included 62 posts; which reached 361,253 people, attracted 7,498 clicks, 101 comments and 143 likes.

- **Clean, Safe and Green**

- Have completed a long list of housing improvement works.
- Have cleared and prepared new bed at entrance of Maylands, will plant in the spring and also for Link road roundabout and Kings Langley.
- Also replanted the raised bed opposite the Forum with spring bulbs
- Have cleared and replanted the secret garden and installed new benches.
- Completed bulb planting in Canal Fields with Rotary club in Berkhamsted for "Polio awareness". Made the Gazette.
- Carried out the winter bulb planting.
- Updated management plans for Green flag.
- Team are working hard at the winter rota and are mainly focusing on leaf clearance and cutting back hedges.
- Play areas- Leverstock Green and The Moor are due to be refurbished January.

- **Sickness :**

- Long term sickness cases have ended for the quarter at 1 for CSG and 1 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.
- There is a decrease in Long Term Sickness in Q3 compared to Q2.

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

Environmental Services	Oct-16	Nov-16	Dec-16
Long Term Sickness (days lost)	56	35	31
Short Term Sickness (days lost)	96	59	41
Total Sickness (days lost)	152	94	72

Department	HCount	Oct-16	Nov-16	Dec-16
Environmental Services Total	183	32	22	18
Operational Services + GM	176	32	22	18
Clean Safe & Green Management	81	12	13	4
Area Teams	77	11	13	4
Refuse & Recycling	81	19	9	12
Depot Services	4	0	0	0
Trees & Woodlands	8	1	0	2
Vehicle Repairs	3	0	0	0
Resources	4	0	0	0
Waste Development (S)	2	0	0	0

- **Return to work compliance:**

Department	Oct 16	Nov 16	Dec 16	Total over 12 months	Avg days to complete
Environmental Services	87.9%	90%	65%	88.7%	3.11