



Report for:	SPAE Overview & Scrutiny Committee
Date of meeting:	20 June 2017
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:	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**

Training and Development

- Carried out a full 1 day refresher training to all frontline staff
- Undertook 1 – 2 – 1 appraisals to staff
- Carried out Agency inductions to 70 staff
- Carried out induction training to new starters
- Carried out refresher training to specific staff on loading shovel and fork truck
- Completed Annual Driver CPC training to all our LGV drivers

Operations

- Undertook trial of 360 degree CCTV on a refuse collection vehicle
- Re-started green waste collections in March
- Visited Courses Farm and Cattlegate Farm – Food and green waste disposal outlets

Depot:

- Installed new fire doors to depot

• **Waste Development**

- Christmas Tree Recycling Event: over 3000 Christmas trees recycled on Sunday 8 January in partnership with local Scout groups
- The Great British Spring Clean (national litter picking campaign) ran throughout March: 40 groups consisting of 1322 volunteers. 252 bags of rubbish and 132 bags for recycling collected. 5 schools visited with 889 children taught about litter and recycling.

- Press releases and promotion through DBC channels (social media, website and Digital Digest newsletter) which went out were: Christmas Tree Recycling promotion and wrap up, Additional Garden Waste Subscriptions promotion, A41 clear up, Great British Spring Clean promotion and wrap up
- Additional Garden Waste Subscription Service sold over 100 green bins and 500 subscriptions in Quarter 1 generating around £29,000.

- **Clean, Safe and Green**

- Cleaned all “Welcome to DBC” signage at all entrances to the Borough.
- Cleared moss in housing drying areas as per rota as well as cleaned around mini traffic islands.
- Completed a number of small scale landscape improvements to Housing areas.
- Planted replacement trees in community orchards in North end.
- Maylands entrance has now been landscaped and planted up.
- Reseeded wildflowers on roundabouts and road side areas.
- Replaced 30 bins with new enclosed type and have another 40 to be installed.
- Switched to Summer Rota.
- Attended to approximately 20 to 30 tree issues following Storm Doris. Half of these were privately owned.
- Completed last 30 installations of street nameplates for 2016/17
- Undertook 1 – 2 – 1 appraisals to all staff
- Recruited 3 new full timers and 6 summer temps.
- Litter picked the A41 in Feb and removed approximately 10 ton of litter and other items.
- Cleared Green lane as a one off where lorries are parking. Cleared 2 ton from this location.

- **Sickness days lost**

Environmental Services	Jan 17	Feb 17	Mar 17
Long Term Sickness (days lost)	90	110	107
Short Term Sickness (days lost)	57	37	29
Total Sickness (days lost)	147	147	136

Department	HCount	Jan-17	Feb 17	Mar 17
Environmental Services Total	193	147	147	136
Operational Services + GM	5	1	3	0
Clean Safe & Green Management	4	2	0	0
Area Teams	82	62	56	65
Refuse & Recycling Supervisors	4	0	0	10
Refuse & Recollection Crews	78	78	84	61
Depot Services	4	0	0	0
Trees & Woodlands	8	2	4	0
Vehicle Repairs	2	0	0	0
Resources	4	2	0	0
Waste Development (S)	2	0	0	0

Department	Head count	Spells started	Days lost	Hours lost	DLPE	Absence rate	Highest reason 1	Highest reason 2	Highest reason 3
Refuse & Recycling	85	54	256	0	3.01	5.40	Musculoskeletal - Back (53 days)	Depression/Psychological Illness (35 days)	Stress/Anxiety - Personal Issues (35 days)
Clean Safe & Green Management	80	29	194	0	2.41	4.32	Genitourinary (65 days)	Stress/Anxiety - Personal Issues (48 days)	Gastrointestinal (18 days)
Trees & Woodlands	8	2	6	0	0.75	1.36	Flu-like Symptoms (5 days)	Eye Problem (1 days)	
Operational Services - Vehicle Repairs	3	0	0	0	0.00	0.00			

- **Return to work compliance:**

Department	Jan 17	Feb 17	Mar 17	Total over 12 months	Avg days to complete
Environmental Services	85.2%	73.3%	87.5%	88.3%	3.27