

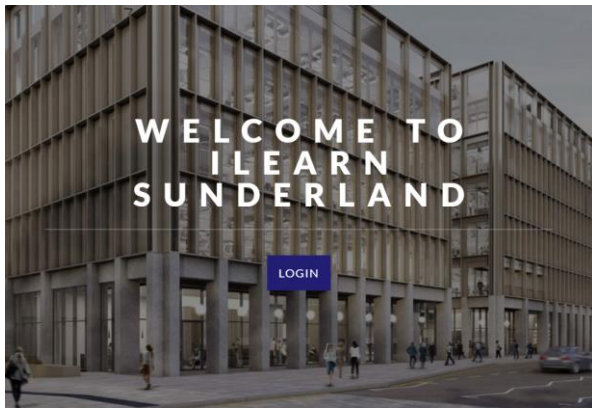
# **Sunderland City Council**

## **Economic & Prosperity Scrutiny Committee Update – Environmental Services**



# Local Services

- May 2023 - Roker & Seaburn beaches awarded Blue Flag.
- July 2023 - Roker, Barnes, Mowbray, Herrington Country Park and Hetton Lyons Park awarded Green Flag.
- August 2023 - Middle Hendon Project launched.
- Improved 41 fixed play sites, introducing 67 inclusive items of kit.
- Grant funded Gum Removal Program currently being delivered.
- Responses to Storms Babet & Ciaran - circa 780 tonnes of debris removed from promenades and beaches.
- Weed trial continued through 2023, enabling detailed consideration of the available options which will inform next steps.
- 42 events supported via direct resource.



THAT'S  
THE WAY  
WE DO  
THINGS.

Hi, how are  
you doing?

It's time for your annual appraisal conversation.

Colleague details

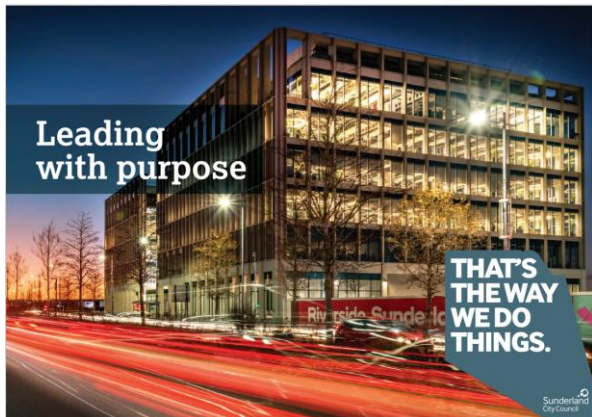
Name:

Job title:

Date:

Date of last appraisal:

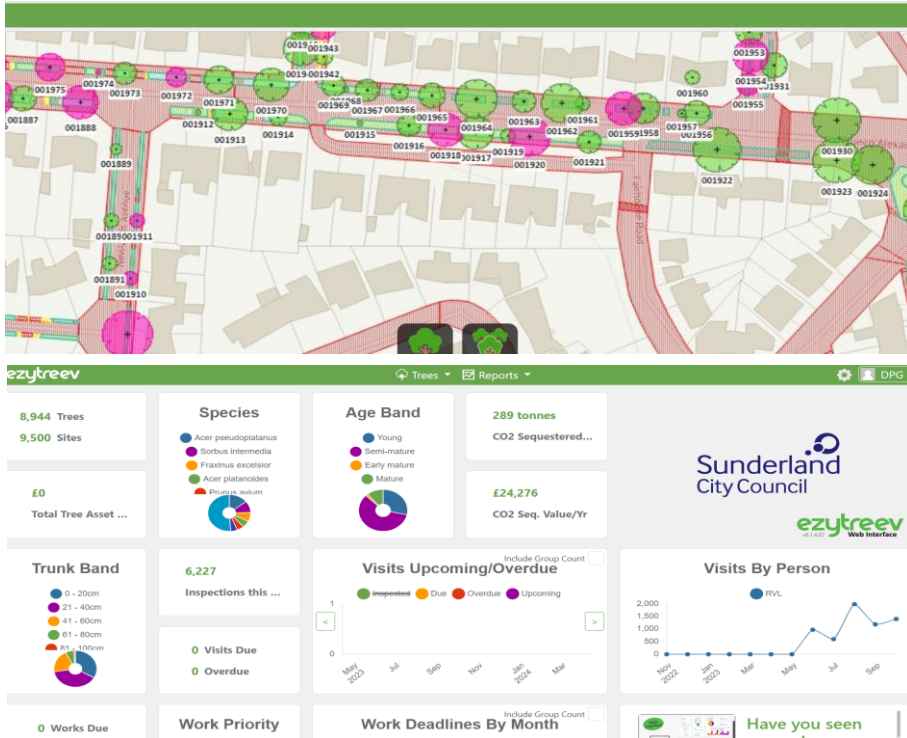
Appraising manager:



# Local Services

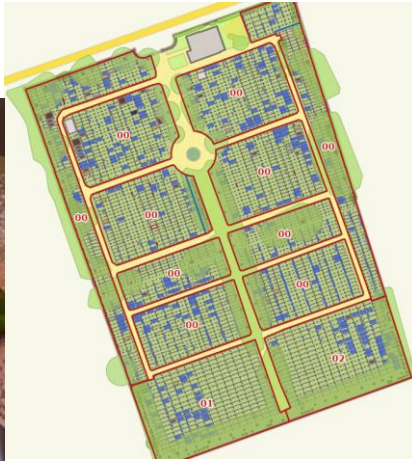
- So far this year Local Services have handled **14,507** requests for service, of which 94% were dealt with within service level expectations.
- **1,447** online training courses completed by LS staff.
- **92%** of staff have had an appraisal over last 12 months.
- 18 sessions of bespoke Manager Development were delivered between February and May 2023, to all Team Leaders, Officers and Managers.
- Local Services Managers & Officers Event held in November 2023 with guest speakers.
- 6 Apprentices have secured full time employment this year.
- Developed and rolled out an improved approach to recruitment – Assessment Centres.
- Continued drive to digitise areas of service to enhance performance.





# Local Services - Arbor

- July 2022 : Policy Adopted
- January 2023 : Tree planting contract implemented
- February 2023 : Tree work framework introduced
- March 2023 : Plantation maintenance programme started
- May 2023 : Tree inventory software implemented
- June 2023 : Tree survey activity commenced
- December 2023 : Customer facing request module will be rolled out



# Bereavement Services

- Extended memorial products range to include jewellery, urns, tubes and new internal plaques, in addition to trees and benches.
- New cremated remains vaults installed within Ryhope and Castletown cemetery
- Digital cemetery map completed in Easington Lane cemetery - contract awarded for remaining 9 cemeteries in November 2023
- Self-serve funeral director booking portal developed and in testing. Roll out scheduled for April 2024
- Cemetery Regulations implemented and ongoing.
- Memorial safety testing project underway - contractor status report pending.
- Memorial process for historical products implemented, releasing many products to new sponsors.
- Memorial services held on Mothering Sunday and Fathers Day at Sunderland Crematorium chapel. Christmas services planned each Sunday throughout December.



# Winter Maintenance Preparation

- Winter Service Policy Adopted – October 2023.
- Increased salt stocks to 12,500 tonnes split between 2 depots.
- Fleet enhanced.
- Routes scrutinised and reviewed.
- Risk Assessments & Safe Working Practices updated.
- Training delivered.
- Winter plan published.



# Waste Services

## Missed Bins:

- This year to date we have a **99.93%** bin clearance rate.

## Bulky Waste:

- **20,585** collections between April and October.

## Bin replacements:

- **15,983** bins delivered since April 2022.

## Side Waste:

- Incidents of side waste presentations have significantly reduced – from 4420 in Feb 23 to 296 in Oct 23.

## Garden Waste:

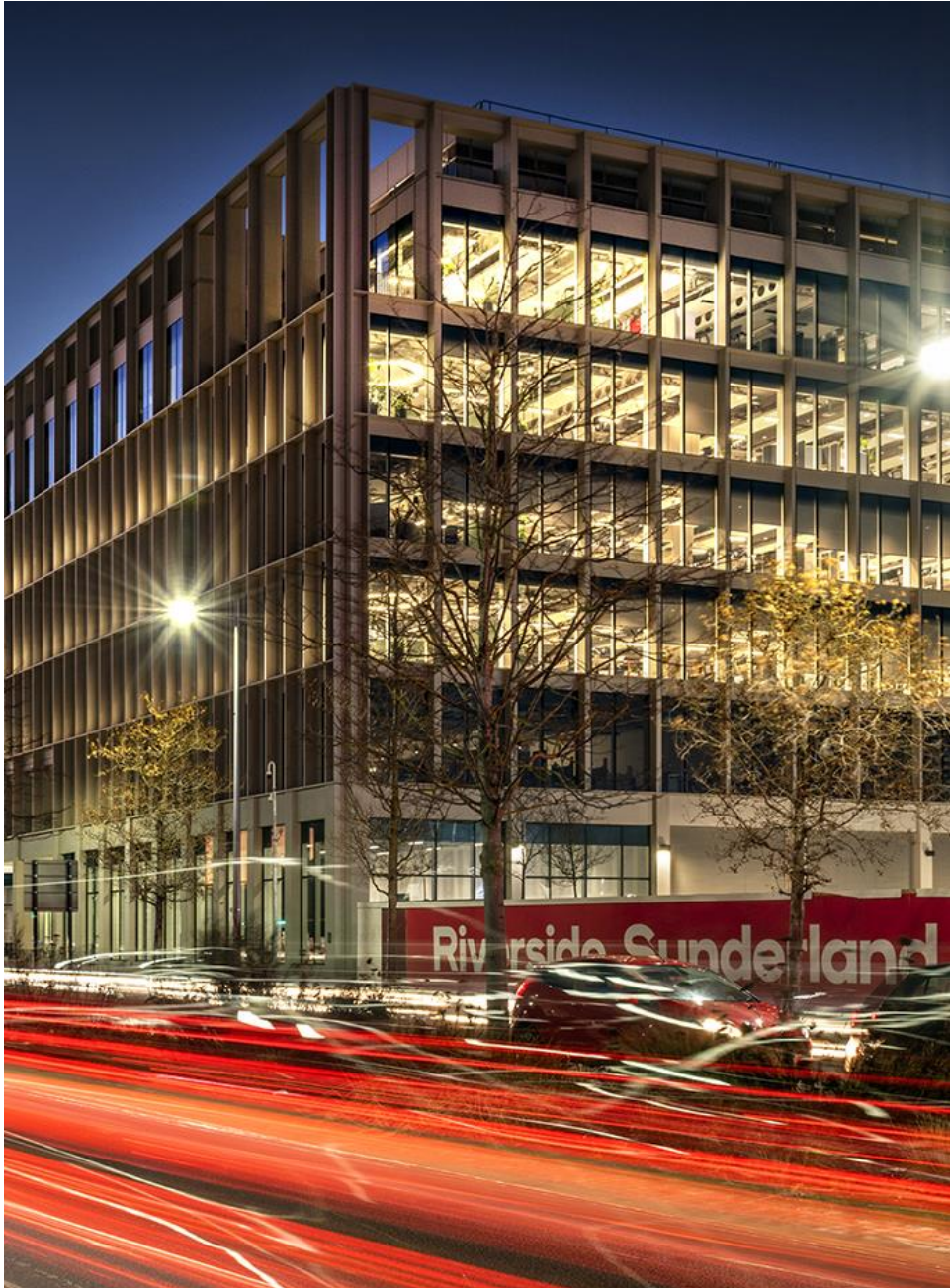
- In 2023 there were **29,433** subscriptions which is an increase of 248 on 2022.
- In 2023 we handled **9131** tonnes which is almost an 11% increase on 2022.

## Contamination:

- The current level of contamination is 13.17%.
- The top three contaminants are:
  - Back bags
  - Plastic bags
  - Food waste







# Waste Services

- New Head of Service appointed.
- New Waste & Recycling Manager appointed.
- Training Matrix Introduced.
- 2,248 face to face training courses delivered.
- 90.3% of staff have had an appraisal over last 12 months.
- Member visits to operational facilities

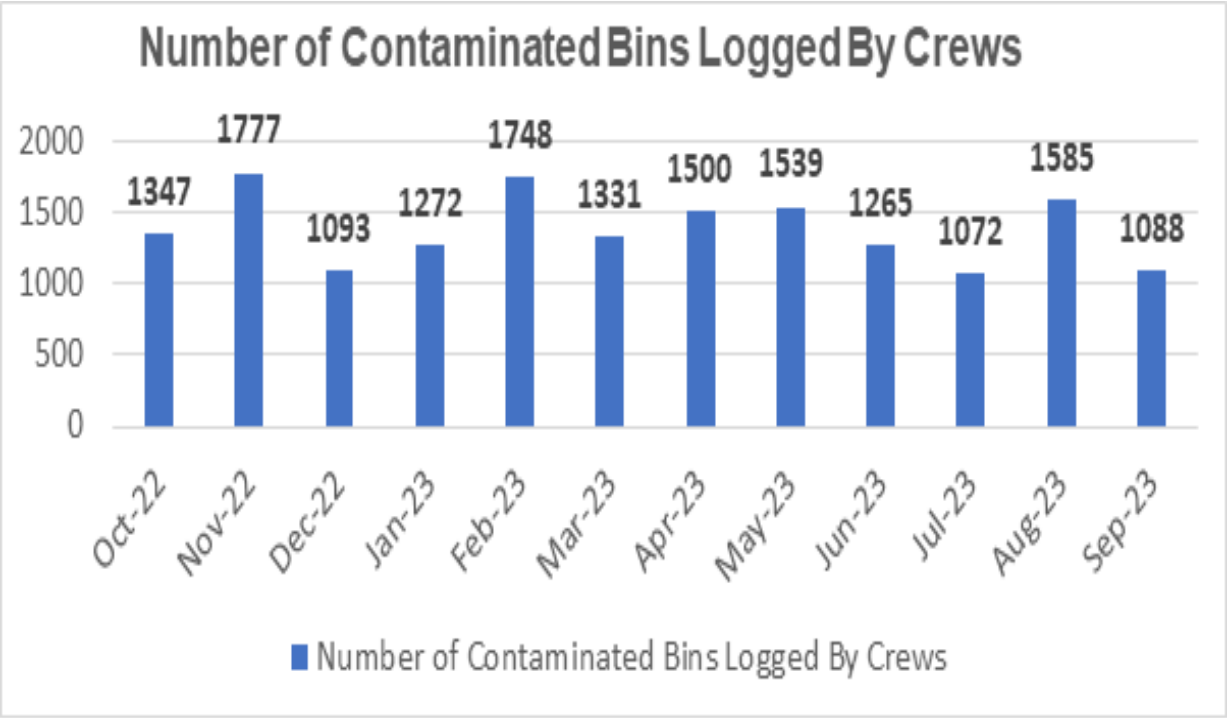




# Recycling and Education



Electoral Ward	Number of contaminated recycling bins for period October 2022 through September 2023
Hendon	1559
Millfield	1044
Hetton	994
Houghton	982
Ryhope	975
Copt Hill	912
Silksworth	880
Pallion	840
St Chads	826
Barnes	766
Shiney Row	735
Washington North	683
Washington South	675
Washington East	665
St Michaels	622
Sandhill	519
Washington West	507
Doxford	426
Washington Central	390
Redhill	368
Southwick	308
St Anne's	276
St Peter's	255
Castle	231
Fulwell	153



Month	Number of School Sessions	Number of School Participants	Number of Community Sessions	Number of Community Participants	Number of Specific Online Initiatives, Social Media Posts, Newsletters and	Number of Public Events	Number of Garden Programme Events	Number of Site Tours	Number of Site Tour Participants	Total Number of People Engaged (schools and Community Sessions)
January	2	50	0	0	1	0	0	0	0	50
February	3	120	1	25	1	0	0	0	0	145
March	3	245	2	30	4	2	0	0	0	275
April	3	206	1	9	2	0	0	0	0	197
May	3	150	2	32	1	0	0	1	2	184
June	3	661	3	57	2	2	0	1	15	733
July	2	19	2	52	4	0	0	3	48	119
August	0	0	2	63	5	1	0	0	0	63
September	5	516	0	0	1	1	0	0	0	516
October	4	223	0	0	7	1	0	0	0	223
TOTALS	28	2190	13	268	28	7	0	5	65	2505

# Recycling and Education



**The team are focusing on;**

- Reducing contamination.
- Eradicating side-waste.
- Supporting residents with recycling messages.
- Undertaking reviews of residents with additional medical waste bins.
- Undertaking reviews of residents receiving Assisted Collections.
- Supporting projects across the city to address mispresentation, fly-tipping and problem areas.
- Close liaison with Council Enforcement Team.
- Middle Hendon Project.



# HWRC Pallion and Campground



- Both sites continue to operate well.
- **186,773** bookings at Pallion from 1 January – 31 October 2023
- **50,149** bookings at Campground from 1 January – 31 October 2023
- Reuse site has prevented **100 tonnes** of perfectly good items from going to waste.
- Safety improvements undertaken for the reuse site and operational sites.

# Fleet Services

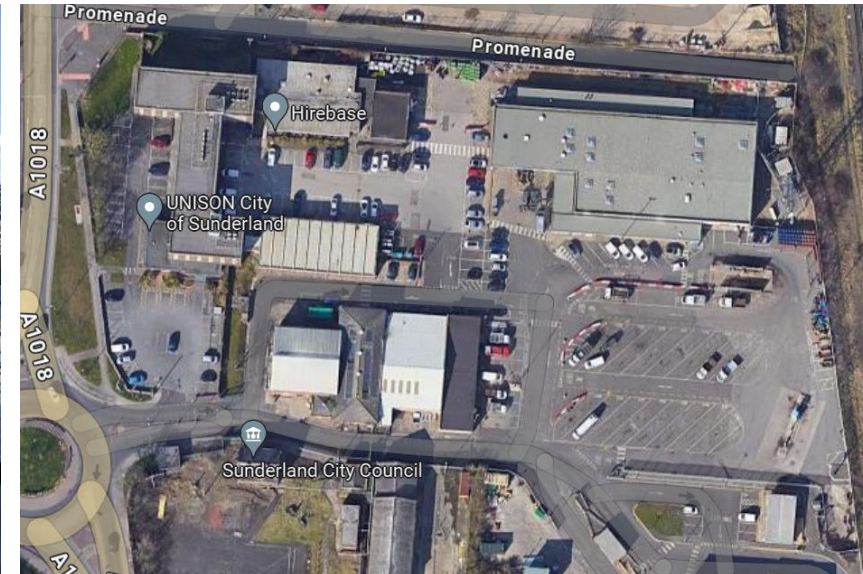


- The workshop has now moved completely to Parsons and started working full time from there in August 2023. The new workshop will give us far greater capacity and resilience for the future. The workshop staff have never stopped repairing equipment even whilst they carried out the move themselves.
- Taxi licensing is now working from the same office as transport, which is located next to the taxi testing facility.
- Paper based systems for the fitters are being phased out and the vehicle technicians now use tablets / phones for recording all work carried out. Mobile app is being rolled out allowing drivers to report.
- 1<sup>st</sup> electric sweeper received along with the replacement of a further 12 conventional sweepers. Now able to have over 20 mixed size vehicles in undercover to be able to work on them. 4 new RCV since last Scrutiny update have arrived.
- Currently have 4 apprentices in Fleet and looking to take on 3 more next year.
- 6 old gritters have been replaced with 6 new hired gritters for a trial period as these vehicles are only used for 6 months of the year so will save on storage and fitters time in relation to the maintenance and servicing of same.



# Depot Updates

- Investing in our depots which invests in our staff
- Parsons Depot now operational for Fleet, Local Services and Arbor teams
- Houghton Depot
- Crematorium
- Satellite depots



# **Sunderland City Council**

## **Thank you!**