

Environmental Services update

Economic Prosperity Scrutiny Committee

7th December 2021

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Covid Pandemic - Refuse impact

- ▶ Increase in refuse of all kinds
 - ▶ Bulky Waste requests up 53%
 - ▶ Side Waste increased
 - ▶ Home improvements and clear outs
- ▶ Staffing impact
 - ▶ Mini Buses
 - ▶ Extra crews
 - ▶ Additional vehicles - no cab sharing
 - ▶ Agency staff support - helped but created wider challenges
 - ▶ Reduced staff due to Covid
 - ▶ “Pingdemic” major impact
- ▶ HGV drivers - national and regional issue



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Covid Pandemic - Local Services impact

- ▶ Increase in footfall in parks and open spaces, reduction in other areas
 - ▶ Increase in litter
 - ▶ Increase in reporting and complaints - litter, trees etc
- ▶ Staffing impact
 - ▶ Redeployment to respond to changing footfall
 - ▶ Staff transportation
 - ▶ Agency staff support and additional short term arrangements
 - ▶ Reduced staff due to Covid
 - ▶ Reduced “external” support from Community Payback and volunteers
 - ▶ Availability of equipment - mechanical brushes, hotwash etc

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Covid Pandemic - Neighbourhood Enforcement impact

- ▶ Increase in Service requests
 - ▶ Anti Social Behaviour
 - ▶ Dumping of waste - flytipping
- ▶ Staffing impact
 - ▶ Reduced staff due to Covid
 - ▶ Review of policy and procedures - introduction of written communication to replace face to face home visits/interviews
 - ▶ Training - use of new IT applications (MICROSOFT TEAMS)

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Refuse

- ▶ New operational structure developed and being introduced
 - ▶ Increased capacity for operational management (Team Leaders) to support crews
 - ▶ Removed reliance on Agency staff and created permanent Council staff
 - ▶ 2 Enforcement Officers - to help with education and enforcement activity
 - ▶ 2 Bin Delivery operatives
- ▶ Trade Waste
 - ▶ Created additional Trade round to ease domestic collections and enable wider service provision and growth
 - ▶ Creation of permanent weekend trade round
- ▶ Bulky Waste review
 - ▶ Created new Zonal arrangements - went “live” on 5th July
 - ▶ Improved efficiency of collections
 - ▶ Demand still high

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Refuse

- ▶ Garden Waste
 - ▶ Created a 5th Garden Waste round to support extending service and demands
- ▶ Fleet - Refuse Collection Vehicles (RCV's) & Bulky Waste vehicles
 - ▶ Pilot Electric RCV now in operation and being tested daily
 - ▶ Delivered training programme for HGV drivers to be trained
 - ▶ Working towards electric RCV transition by 2030
 - ▶ Depots now evolving with new EV infrastructure
 - ▶ Ageing fleet- RCV Replacement programme - 24 new RCV's ordered (£4.2m)
 - ▶ 3 vehicles in Bulky Waste fleet
 - ▶ Needed to hire additional vehicle and put on weekend crews to keep up with demand
 - ▶ New Bulky Waste vehicle ordered - 1 year lead in a specialist requirements

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Winter Maintenance

- ▶ Strategic Winter Maintenance Plan - Cabinet approved on 14th September 2021
- ▶ Grit Bin Policy - Cabinet approved by Cabinet on 14th September 2021
- ▶ Operational Winter Maintenance Plan - in place and covers things such as:
 - ▶ legal requirements around drivers working hours
 - ▶ gritting routes
 - ▶ Grit Bin locations
 - ▶ Winter rotas for Managers
 - ▶ Drivers and Transport Fitters
- ▶ 15 Gritters are available through the winter for treatments

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Winter Maintenance

- ▶ Salt
 - ▶ Provision across 3 sites - Houghton and two in Pallion
 - ▶ 20,000 tonnes is target capacity and 19,000 tonnes now in situ
 - ▶ National issue due to HGV drivers transporting salt to LA's
 - ▶ Sunderland ordered early and received deliveries, other still waiting and receiving their salt
- ▶ HGV drivers
 - ▶ Lost several experienced drivers
 - ▶ More inexperienced drivers on winter rotas - additional training provided in advance of winter period (training on gritters, driving gritters round routes etc..)
 - ▶ Highways HGV drivers available if weather turns poor
 - ▶ "Growing our own" HGV drivers - x14 staff have volunteered for HGV driver training
- ▶ Winter Maintenance Fitters
 - ▶ Limited skilled fitters available and putting pressure on service to deliver 24/7 fitter support through winter periods

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Pallion Household Waste & Recycling Centre

- ▶ HWRC at Pallion is targeted for end of January 2022 opening
 - ▶ Delays due to material and supply chain problems
 - ▶ Re-use Centre will open later in 2022 as this has been hit with steel and other material issues
 - ▶ Existing HWRC at Beach Street will close when Pallion complete
- ▶ SUEZ will be the service provider at Pallion
- ▶ Booking system will continue to operate



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Maintenance of trees, grass and plants

- ▶ Arboriculture
 - ▶ Additional resources
 - ▶ Tree Management Strategy
- ▶ Grounds Maintenance
 - ▶ Grass cutting schedules maintained
 - ▶ Discussion with Gentoo as to responsibilities/new ways of working
 - ▶ Weedkilling and Biodiversity
 - ▶ Plantation review pilot

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Local Services Future Plans

- ▶ Increased Resources
- ▶ Weedkilling and Biodiversity
 - ▶ Wildflower areas
 - ▶ Tree planting including community orchards
- ▶ Parks and open spaces Capital Improvement Programme
- ▶ Process and Reporting
- ▶ Play Areas
- ▶ Improved customer journey - “Report It”
- ▶ Bin Review
- ▶ City Centre team

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Fly tipping and Neighbourhood Enforcement

Action	Apr19-Mar20	Apr20-Mar21	Apr21-Oct21
Requests for Service	6012	8349	4070
Fixed Penalty Notices	384	329(suspended for 3 months)	288
S46 Notice (mis-presentation of household waste)	179	970	435
S47 Notice (mis-presentation of commercial waste)	36	47	43
S34 Notice (businesses required to produce documentation)	12	25	16
Written Warnings	127	3429	2706
Community Protection Warning	113	313	113
Community Protection Notice	16	66	32
Vehicle Seizures	1	3	2
Injunction	2	5	0
Closure Orders	0	2	6

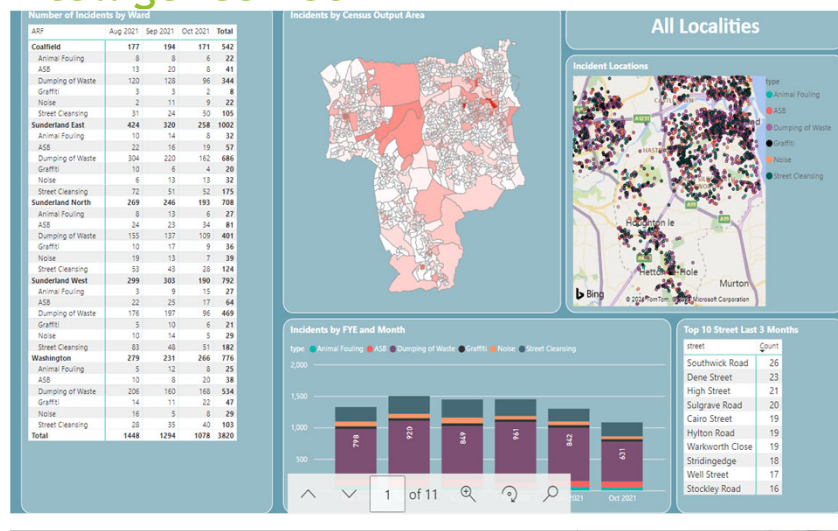
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Fly-tipping & Neighbourhood Enforcement

- Enforcement Activity
 - Fine level review (maximum levels set)
 - Review of delegated powers - generic
 - Better use of social media
 - Introduction of hot spot mapping - proactive rather than reactive
 - PSPO review and implementation
 - Launched new environmental crime campaign
 - Streamlined customer journey - "Report It"
- Future Plans
 - Additional resources - staffing and technology
 - Wider remit

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Intelligence Led



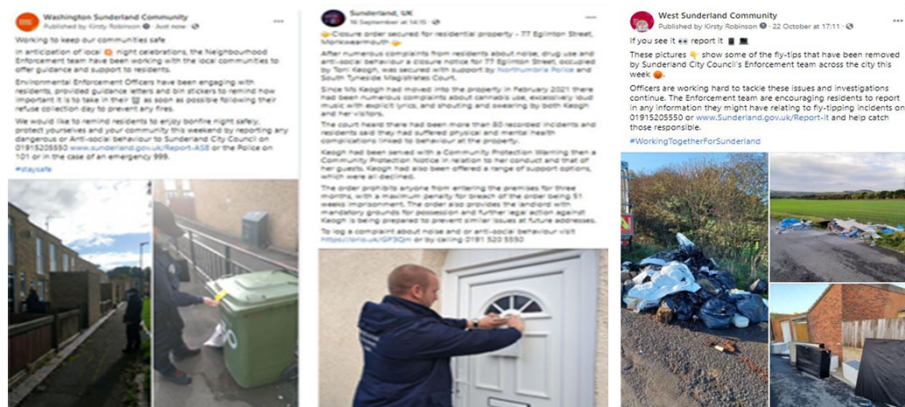
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Launch of Enviro Campaign



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Better Use Of Social Media



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Resident Feedback

- ▶ The two Council Operatives who removed the waste could not be better representatives of the Council'
- ▶ 'Michael has always been prompt in replying to my emails, taking effective action when needed, and ultimately, I feel safe and relaxed in my home again!'
- ▶ 'Georgia - Thanks yet again. It's a refreshing change to have someone like you in this council, well done and keep up the good work'
- ▶ '*Hi John, Pleasure seeing you out and about this morning. Really pleased how the streets are looking – Thank You*'
- ▶ 'Thank you very much, I am a grateful member of the community.'
- ▶ " That's a horrible job you have to do and we really appreciate what you are doing Thank you! "