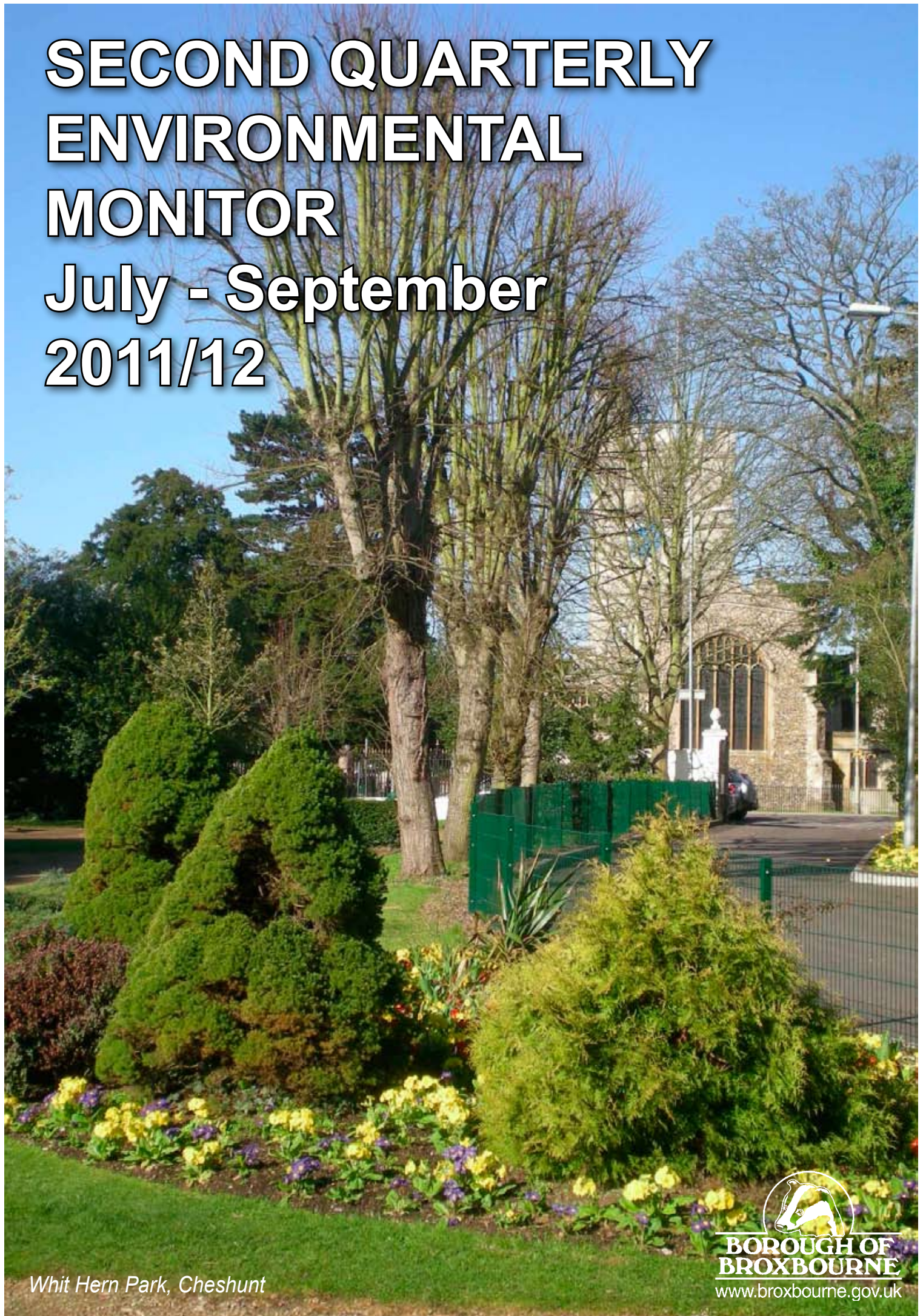


SECOND QUARTERLY ENVIRONMENTAL MONITOR

July - September
2011/12



Whit Hern Park, Cheshunt

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Comment or feedback on any Council service is welcomed. Please contact the Helpline on telephone number **(01992) 785577**.

SECOND QUARTERLY ENVIRONMENTAL MONITOR - IMPACT ON THE COMMUNITY

Refuse and Recycling

The recycling rate of 45.7 per cent achieved by the local community during the second quarter is a record. This was mainly due to the continued use of the Green Waste Plus service by residents for their green waste, food and cardboard.

In August a new method of collecting plastic bottles and cans was introduced borough-wide. The change to the service resulted in increased community engagement and recycling tonnages being collected from the kerbside.



Collections using the new recycling vehicle

Street Cleansing

A customer survey of the revised cleansing schedules is underway to assess improvements in the cleanliness of roads. The results will be reported in the next monitor.

Community engagement

This quarter there were eight new recruits to the adopt-a-street scheme. The total number of residents involved is 151. Residents are asked to take more responsibility for keeping the area immediately outside their house clean and attractive. See inside for more details.

Street Scene and Environmental Enforcement

Flytipping incidents decreased again compared to the same period last year.

Litter enforcement increased with 806 fixed penalty notices issues compared to 87 for the same period in 2010/11. Street arisings decreased by 123 tonnes (11.4 per cent) indicating reductions in street sweepings, litter and flytips within the Borough.

Highway Verges

The number of customer contacts decreased by 2 per cent this quarter when compared to the same period in 2010/11. There has been a consistent improvement in residents satisfaction with the grounds maintenance service.

Operations focused on grass cutting in response to continued grass growth. By the end of September cut 11 was well underway.

Road Adoptions

Three roads were adopted this quarter in the Canada Fields development, Vancouver Road, Winnipeg Way and Ottawa Court.

Parks and Open Spaces

This quarter the Borough achieved its highest ever placing in the Anglia in Bloom competition for the East of England region. Broxbourne was awarded a Silver Gilt award in the Small City category. In addition, the community at Rose Court, Cheshunt received the Best Communal Garden prize.

Flag-raising ceremonies were held during July and August to celebrate retention of the Green Flag award. In addition, the Friends of Wormley's Open Spaces group celebrated retention of the Green Community award for the Top



The award winning Rose Court communal garden

Twenty three community events were held in the borough parks this quarter and were attended by a total of nearly 5,000 people. Events ranged from music and sports activities to 'school-grown' vegetable displays and a 'Celebrating our Community' event.

Pest Control

Wasp treatments rose with a record 160 cases dealt with in July.

SECOND QUARTERLY ENVIRONMENTAL MONITOR

RECYCLING AND REFUSE

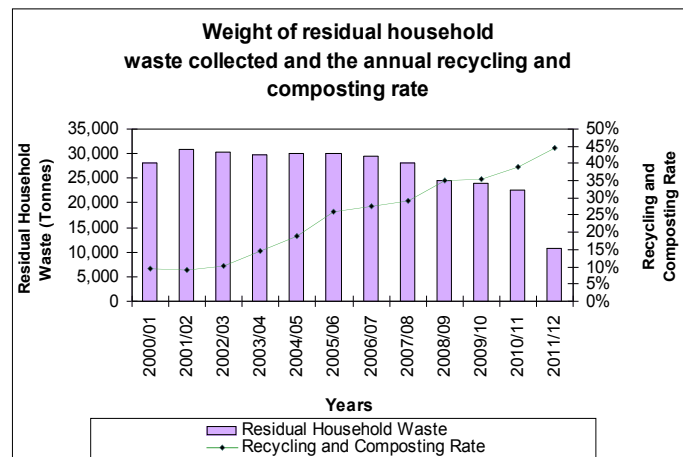
Recycling rate record broken again!

In quarter two a recycling rate of 45.7 per cent was achieved, an increase of 4.4 per cent on the same period last year, the highest ever quarterly recycling rate achieved in Broxbourne.

The increase in the recycling rate is the result of a significant increase in the amount of green waste collected and a reduction in the amount of waste thrown away. This is primarily due to the Green Waste Plus service which has diverted food and cardboard from the residual waste stream into the composting stream.

The new kerbside recycling scheme with plastics now collected alongside cans in black kerbside boxes was introduced. Early indications suggest it has helped to increase the amount of paper, plastics and cans collected.

The graph and table demonstrate the improvement in waste management and the year on year decline in the amount of waste thrown away.



Type of household waste material collection *	Jul – Sep 10/11 (tonnes)	Jul – Sep 11/12 (tonnes)	Difference (tonnes)	% Change compared with 10/11	Comparison
Kerbside collection of paper, glass, cans and plastics **	1,112	1,129	+17	+ 1.5%	☹
Kerbside collection of green waste, food and cardboard	2,175	2,836	+ 661	+ 30.4%	☺
Neighbourhood recycling centre collection	584	455	- 129	- 22.1%	☹
Textiles, Tesco and WEEE	79	80	+ 1	+ 1.3%	☹
Household refuse rounds collection	4,525	4,379	-146	- 3.2%	☺
Street arisings and litter clearance ***	1,081	958	- 123	- 11.4%	☺
Total household waste collected (tonnes)	9,556	9,837	+ 281	+ 2.9%	☹
Households ****	38,581	38,870	+289	+0.7%	
Residual waste per household (NI 191)	145 kg	137 kg	- 8 kg	- 5.5%	☺
Recycling and composting rate (NI 192)	41.3 %	45.7 %		+ 4.4%	☺

* As defined in DEFRA's published guidance on best value performance indicators 2005/06

** Can NRC tonnages are currently included with the kerbside figures.

*** Street arising include fly tips, street sweepings, litter collection, bulky waste collections and clinical household waste collections

**** Mid year 2010 and 2011 ONS population respectively

Please note that all figures in this report are unaudited and may be subject to change

Trends are summarised below:

- a) The 45.7 per cent recycling and composting rate and the 137 kg of residual waste per household in quarter two 2011/12 represent an improvement on the 41.3 per cent and 145kg figures recorded for quarter two 2010/11.
- b) Green waste tonnages in quarter two increased by 661 tonnes (30.4 per cent) compared to the same period last year. This is the result of the Green Waste Plus service that was introduced in August 2010 as well as favourable growing conditions.
- c) Household refuse round collection tonnages decreased by 146 tonnes (3.2 per cent). This reduction, combined with the increase in Green Waste Plus, is the main factor behind the increase in the overall recycling and composting rate.
- d) Kerbside collections of dry recyclables (paper, glass, cans and plastic bottles) increased by 17 tonnes (1.5 per cent).
- e) Neighbourhood recycling centre tonnages decreased by 129 tonnes (22.1 per cent), possibly as a result of more residents using the kerbside services.
- f) Overall dry recycling is down on the same period last year, potentially as a result of the economic downturn with residents buying less. This is a trend seen across Hertfordshire. On a positive note, paper, plastics and cans tonnages have increased when compared to quarter one 2011/12. This may be due to an improving economic climate or may be the result of the introduction of the new kerbside scheme with the publicity reminding residents of the services available.
- g) Overall paper tonnages (kerbside and NRC) decreased by 88 tonnes (11.1 per cent) compared to the same period last year but increased by 49 tonnes compared to quarter one 2011/12.
- h) Glass, plastics, cans and cardboard have all seen a decrease when compared to the same period in 2010/11; glass decreased by 1 tonne (0.2 per cent), plastics decreased by 11.8 tonnes (6 per cent), cans by 8 tonnes (9 per cent) and cardboard by 4 tonnes (3 per cent).
- i) However, plastics and cans both increased compared to quarter one 2011/12; plastics by 29.6 tonnes and cans by 14.9 tonnes.
- j) Street arisings decreased by 123 tonnes (11.4 per cent).

Comparisons with other Hertfordshire Councils

The table below shows the actual recycling rate of all Hertfordshire district councils for 2010/11 and for quarter one 2011/12, alongside projected rates for quarter two 2011/12. In quarter two Broxbourne has moved up one place to eighth, moving above Watford.

Authority	Recycling rate (%)			
	2010/11 Annual Rate	Qtr 1 - 2011/12	Qtr 2 - 2011/12	Improvement on Qtr 2 - 2010/11
1 Three Rivers	51.1	56.9	65.2	11.8
2 Welwyn Hat.	36	54.1	53.5	17.7
3 North Herts	50.3	52.5	52.7	0.3
4 East Herts	48.2	50.5	52.2	1.4
5 St Albans	50.5	52.8	50.9	-0.9
6 Dacorum	47.7	47.7	50.7	0.9
7 Hertsmere	42.5	51.1	47.5	7.4
8 Broxbourne	39.1	43.5	45.7	4.0
9 Stevenage	39.1	42.1	44.1	6.1
10 Watford	40.3	44.5	43.6	2.1
County Average	44.5	49.6	50.6	5.1

Comparison of residual waste collected by area

One of the main factors that influences the community's recycling rate is the amount of waste thrown away by each household. The amount varies between areas as highlighted by the table below:

General area	Collection Day	Total Properties	Av. weight (kg) per prop per week			Comparison with Q1
			2010/11	Quarter 1 2011/12	Quarter 2 2011/12	
Broxbourne Goffs Oak	Thursday	7,642	7.3	6.9	7.2	0.3
West Cheshunt Broxbourne	Wednesday	7,728	8.2	8.0	8.3	0.3
Cheshunt Tumford Wormley	Tuesday	8,793	9.5	8.7	9.0	0.3
Hoddesdon	Friday	7,331	10.5	10.3	9.0	-1.3
Waltham Cross South Cheshunt	Monday	7,209	11.1	10.8	10.1	-0.7
TOTALS		38,703	9.3	8.9	8.7	-0.2

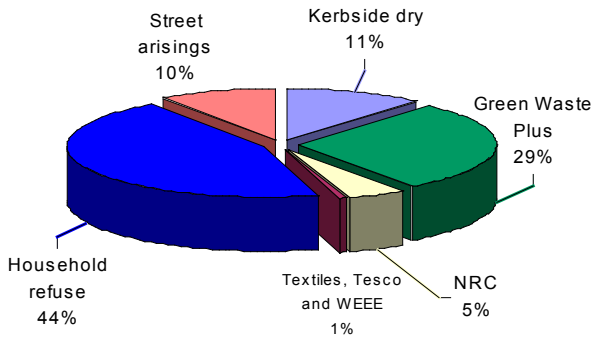
The less waste thrown away per household, the higher the recycling rate is likely to be. The table indicates that residents in Broxbourne and Goffs Oak throw away the least amount of waste compared to residents in Waltham Cross and South Cheshunt.

Overall residents reduced their waste by 0.2 kg per household when comparing quarter two with quarter one.

Total household waste

The following pie chart shows each waste element as a proportion of all household waste collected. The household refuse (i.e. domestic rubbish) from the collection rounds is the main element at 44 per cent for quarter two 2011/12, a 2 per cent decrease on quarter one. The Green Waste Plus service makes up 29 per cent of the total waste collected.

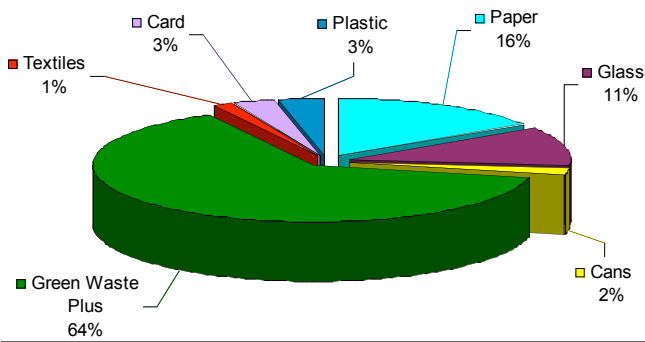
Collections of waste - Quarter Two 2011/12



Recycling

The graph below shows each recycling material as a proportion of the total collected in quarter two 2011/12. Green Waste Plus represents the most significant recycled material at 64 per cent of the total, an increase of 2 per cent in comparison to quarter one 2011/12. Paper remains the second most recycled material at 16 per cent followed by glass at 11 per cent.

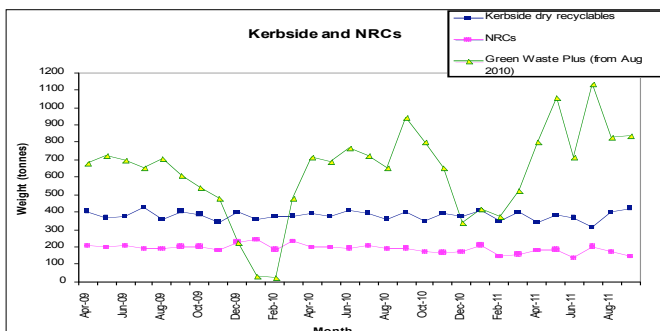
Material recycled, composted and reused - Quarter Two 2011/12



Neighbourhood recycling centres (NRCs)

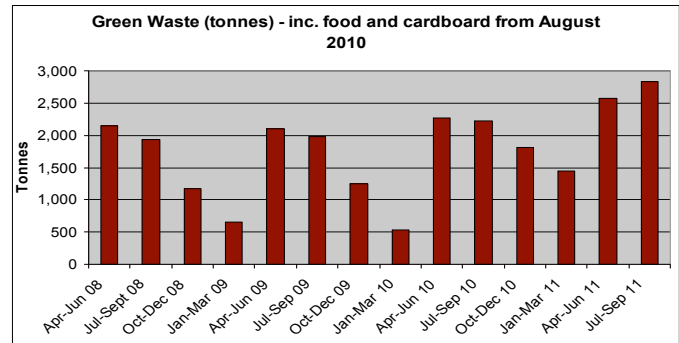
The 25 NRCs in the Borough contributed 4.6 per cent (455 tonnes) to quarter two's recycling rate, a 27 tonne reduction when compared to quarter one. This reduction in NRC tonnages corresponds with the introduction of changes to the kerbside service and subsequent increase in kerbside tonnages.

The graph below shows the trend for kerbside dry, NRC and green waste collection tonnages. Kerbside dry recyclables and NRCs have seen a slight reduction over the last year. There is a greater variance in green waste tonnages reflecting the seasonal trends.



Green Waste Plus (garden waste, food and cardboard)

Green Waste Plus tonnages increased by 661 tonnes (30.4 per cent) when comparing quarter two 2010/11 and 2011/12. This also represents an increase of 262 tonnes on quarter one 2011/12. This is primarily due to the introduction of food waste and cardboard collections although weather variations will have also played a part with quarter two being relatively wet and warm. The seasonal trend for garden waste over the last two years can be seen in the below graph. The highest quantity of green waste is collected in quarter one and gradually declines until quarter four.



Please do not contaminate your green bin

The green waste, food and cardboard collected in Broxbourne is processed at an in-vessel composting facility before being spread on local farmland to fertilise crops. As the compost is spread on farmland and supports the food chain it is important that the material delivered to the composting facility is of a high quality and only contains green waste, food and cardboard. If other items are found in the waste it could affect the quality of the land and damage the local environment.

Issues are currently being experienced with the amount of plastics and other non-compostable material amongst the green waste. Bins containing non-compostable material may not be emptied.

What can go in your green wheeled bin?

✓ Yes please:

- ✓ Grass and hedge cuttings and fallen leaves*
- ✓ Vegetable peelings*
- ✓ Cardboard
- ✓ Shredded paper
- ✓ Tea and coffee waste*
- ✓ All types of meat and fish - cooked and uncooked
- ✓ Dairy products

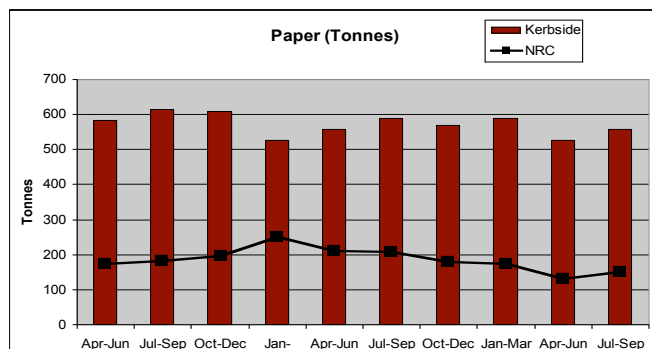
✗ No thanks:

- ✗ Plastic bottles
- ✗ Plastic bags
- ✗ Food tins and drinks cans
- ✗ Glass
- ✗ Pet waste
- ✗ Nappies
- ✗ Oil
- ✗ Soil/rubble
- ✗ Milk/juice cartons
- ✗ Washing powder boxes
- ✗ Catalogues and glossy magazines
- ✗ Sticky tape on cardboard boxes

Further information on what can and cannot go in your green bin is available at www.broxbourne.gov.uk/greenwastepius or call the helpline on 01992 785577.

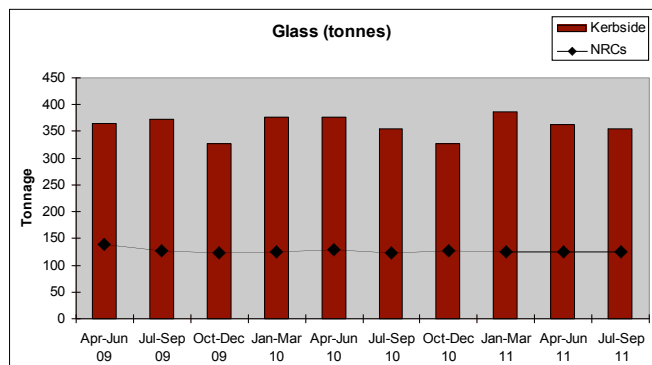
Paper (kerbside and NRCs)

Paper tonnages decreased by 88 tonnes (11.1 per cent) between quarter two 2011/12 and the same period last year. Overall paper tonnages continue to decline as a result of the economic downturn with residents buying fewer papers and magazines and receiving fewer free papers and junk mail due to reduced advertising. However, tonnages have increased by 49 tonnes when compared to quarter one.



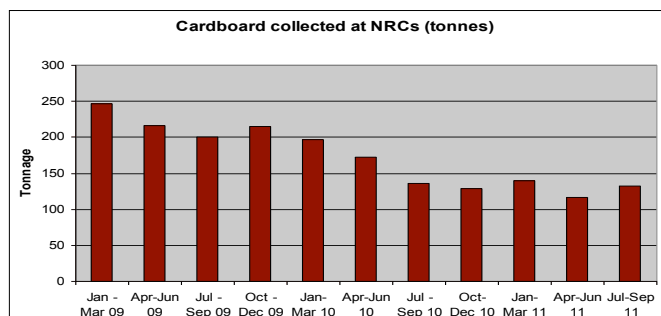
Glass (kerbside and NRC)

Glass tonnages decreased by 1 tonne (0.2 per cent) when comparing quarter two 2011/12 with the same period last year.



Cardboard

Cardboard tonnages decreased by 4 tonnes (3 per cent) when comparing quarter two 2011/12 with the same period last year. There has been a continual downward trend in cardboard tonnages since its peak in early 2009 and the Green Waste Plus scheme has resulted in further reductions.



Kerbside recycling scheme

Changes to the way plastics and cans are collected were introduced in August 2011. New black kerbside boxes were delivered to all residents on the kerbside scheme by the end of July with collections from the new box taking place from the first scheduled collection day in August. The new collection method is expected to make the service more efficient and reduce collection costs. Previously two vehicles collected recycling from each road; one for paper, cans and glass and the other for plastics. By moving away from the plastic sack and combining plastics and cans, one vehicle can collect all four materials.

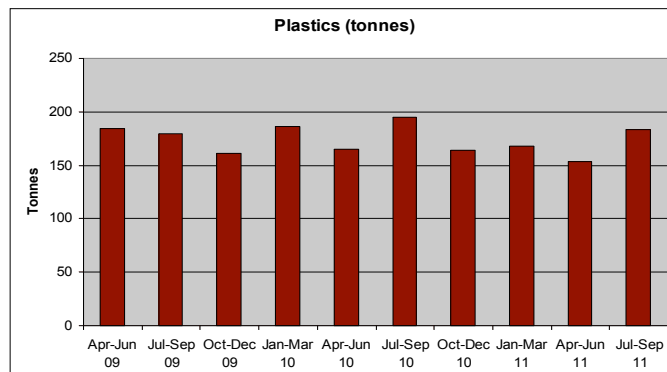
The change in service will also allow more flats to have kerbside recycling services. A pilot has been in operation since 2009 with selected flats in Cheshunt having access to new recycling facilities. Following the success of the pilot the scheme is being expanded to a further 130 blocks of flats (serving approximately 1,300 flats) during 2011. The facilities will provide residents with a secure area for recycling newspapers and magazines, mixed glass and plastic bottles and cans. To express their interest in the new service email recycling@broxbourne.gov.uk or call the helpline on 01992 785577. Managing agents are also asked to put forward suitable locations. Each block of flats put forward will be assessed for available space and suitability for collections.

Mixed plastics and cans

As a result of the above changes to the kerbside service, tonnages are now received for mixed plastic bottles and cans. In quarter two 2011/12, 185 tonnes were collected compared to 55 tonnes in quarter one.

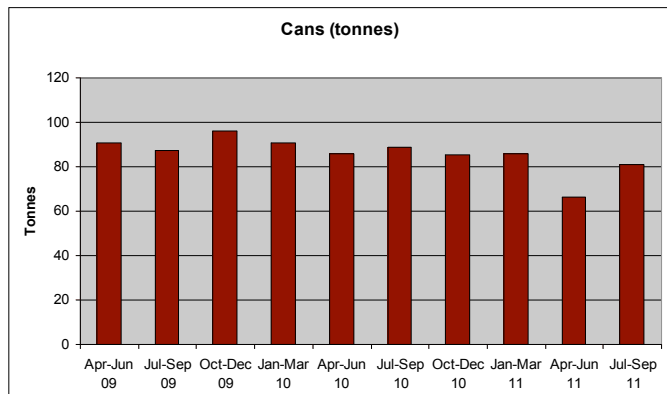
Plastic bottles

Plastic bottle tonnages decreased by 11.8 tonnes (6 per cent) between quarter two 2011/12 and the same period last year. However, this is an increase of 29.6 tonnes on quarter one this year and is the highest amount collected since quarter two 2010/11.



Cans

Can tonnages decreased by 8 tonnes (9 per cent) when comparing quarter two 2011/12 with the same period last year.



Composter Sales Offer

Broxbourne, as part of the Hertfordshire Waste Partnership offer residents discounted composters to recycle their garden waste and some kitchen waste (egg and cereal boxes, tea bags, vegetable peelings, salad leaves and fruit scraps). Currently residents can purchase discounted composters at www.herts.getcomposting.com or by calling 0844 571 4444. Prices start from £20.49 (including delivery) for a 220 litre compost bin and for a limited period residents can buy one discounted composter and get a second one half price.

The table below shows the number of composters bought across Hertfordshire in 2010/11 and the total for quarter one and two 2011/12:

	Number of Households	TOTAL 2010/11	Qtr 1 2011/12	Qtr 2 2011/12
1 St Albans	57620	179	38	176
2 North Herts	55178	155	56	47
3 Three Rivers	36111	87	48	33
4 East Herts	57936	164	42	29
5 Dacorum	60604	177	48	22
6 Welwyn Hatfield	45419	94	33	20
7 Broxbourne	38664	111	23	15
8 Hertsmere	40847	72	15	9
9 Watford	36283	65	12	6
10 Stevenage	35231	48	12	4

STREET CLEANSING

Performance Indicators

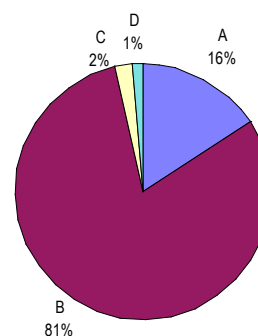
Local authorities are no longer required to submit their NI 195 returns, but the following table details the Council's own targets for 2011/12 and the results for the first tranche, April to July 2011. The figures represent the proportion of inspections where the standards of cleanliness was unacceptable.

All Land Uses	Litter	Detritus	Graffiti	Fly posting
2011/12 Target	<8%	<10%	<1%	0%
2011/12 Tranche One Result	8%	10%	2%	0%

Random inspections of the borough

The Council carried out 216 random cleaning inspections this quarter of which just under four per cent were given a grade below an acceptable standard.

RANDOM INSPECTIONS FOR JUL-SEP 2011



Any inspection recording a 'C' or 'D' grade is cleansed within 24 hours if the street is not scheduled for cleansing within seven days of the inspection. Of the three per cent graded 'C' (five locations) or 'D' (three locations), five locations were scheduled to be cleaned within seven days of the inspection. One location, Lieutenant Ellis Way, requires traffic management in order to safely access and litter pick, while instructions were issued to clean the remaining locations, a residential road and a residential footpath.

Monitoring the street cleaning service

Average rework levels for the quarter were 7.5 per cent. This represents a significant increase when compared to the same quarter last year (3.23 per cent) and the annual average for 2010/11 (5.6 per cent).

Months	Percentage Reworks
Jul – Sep 2010	3.2%
Jul – Sep 2011	7.5%



Manual litter picking between parked cars

A survey, on completion of three to four complete rounds of the revised cleansing schedules, is underway to assess improvements in customer perception of

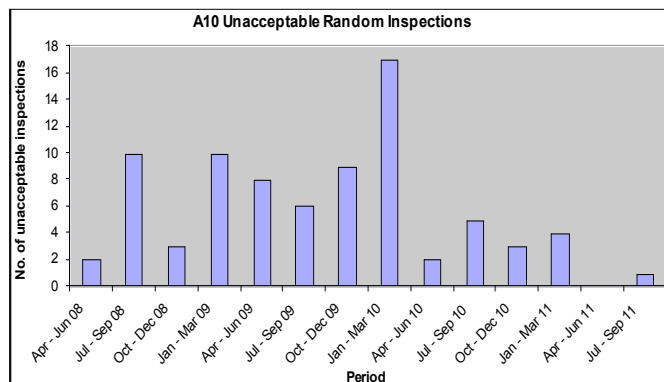
cleanliness. The results will be reported in the next monitor.

Cleaning the A10 dual carriageway areas

The table below details additional litter picking carried out this quarter on sections which require traffic management (TM) measures.

Date	Section
July 2011	Southern section - BP garage to M25 Hoddesdon Link Road & Turnford Link Road
August 2011	Lieutenant Ellis Way, nearside verges & central reservation Northern section – Brookfield to Hoddesdon, nearside verges & central reservation
September 2011	Northern section – Hoddesdon to northern boundary, nearside verges & central reservation Hoddesdon Link Road & Turnford Link Road incl top roundabouts and slip roads Lieutenant Ellis Way, nearside verges & central reservation

The chart below details the number of unacceptable A10 random inspections, grade C/D, for each quarter. The second quarter saw one for Lieutenant Ellis Way.



Lieutenant Ellis Way following cleansing

Removing graffiti

Ten locations were targeted this quarter, four of which were from Borough of Broxbourne structures/

street furniture. The remaining locations were private property, three private residential properties, one private commercial property and two from an HCC structure.

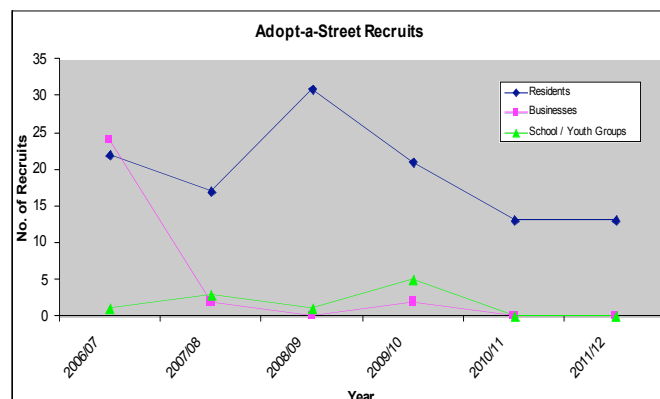
Repairing litter bins

Between July and September the Council replaced four damaged litterbins and reset one at existing locations. Annual figures can be seen in the table below.

	Reset	Replace	New	Remove	Resite	Repair	Total
2009/10	4	21	5	11	2	5	48
2010/11	5	8	4	13	4	0	34
2011/12 YTD	4	8	0	4	0	0	16

Engaging the community to adopt-a-street

The Council's adopt-a-street programme aims to encourage the community to engage in caring for the local environment. There were eight new recruits this quarter; one in Turnford, two in Hoddesdon and five in Cheshunt. The graph below indicates the trends in the number of recruits since 2002/03.



There are currently 151 individual volunteers actively participating in the adopt-a-street scheme, together with schools and local businesses. For more information about the scheme, or to join, residents, businesses and schools can telephone the Council on 01992 785577 or visit the 'Street Care and Cleaning' section of the Environment and Planning heading of the Council's website www.broxbourne.gov.uk.

Street Markets

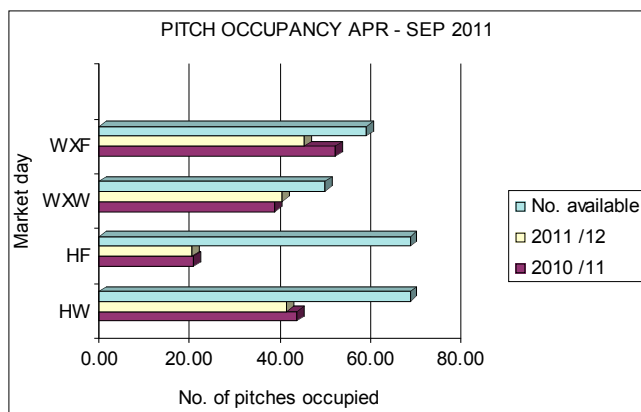
Pitch occupancy was down 5 per cent (1.95 pitches) overall across the four weekly markets for the period April to September 2011. Average pitch occupancy was down 1.7 per cent (0.36 pitches) at Hoddesdon Friday (HF) market; and down 12.9 per cent (6.73 pitches) at Waltham Cross Friday (WCF) market. These figures do not take account of the royal wedding bank holiday which resulted in no Friday markets being held on 29 April. Average pitch occupancy was also down 5.6 per cent (2.45 pitches) at Hoddesdon Wednesday (HW)

market; however it increased 4.5 per cent (1.73 pitches) at the Waltham Cross Wednesday (WXW) market.



Waltham Cross Market

The average occupancy figures for the first half of the year are detailed in the graph below.



STREETSCENE AND ENVIRONMENTAL ENFORCEMENT

Abandoned Vehicles

A total of 67 vehicles were inspected compared with 88 for the same period in 2010/11. Of these, no vehicles were removed for destruction by the Council.

Actions taken	2010/11	2011/12 YTD	July - Sept 10	July - Sept 11
Vehicles inspected	373	182	88	67
24 hour notices issued	29	23	7	5
Vehicles removed for destruction	5	1	0	1

Untaxed Vehicles

The untaxed vehicle service, in partnership with the DVLA, started in July 2008. This quarter 19 untaxed vehicles were removed, 6 of which were destroyed.

Actions Taken	2010/11	2011/12 YTD	July - Sept 10	July - Sept 11
Untaxed vehicles removed	216	47	51	19
Claimed and Released	160	38	35	13
Total Destroyed	56	9	16	6

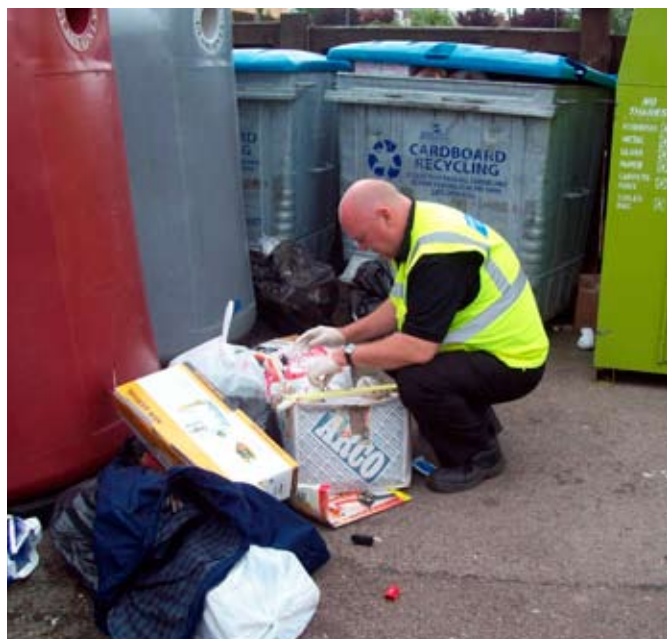
Verge Parking

Period	Number of cars stickered
2009/10	436
2010/11	244
2011/12 YTD	114
July - Sept 10	84
July - Sept 11	46

Flytipping Incidents

The number of flytipping incidents recorded during this quarter was 197 compared with 226 in the same quarter last year. Seven fixed penalty notices were issued for minor cases of fly-tipping

Period	Number of recorded flytipping incidents	Number of prosecutions
2009/10	2674	5
2010/11	844	15
2011/12 YTD	375	1
July - Sept 10	226	1
July - Sept 11	197	0

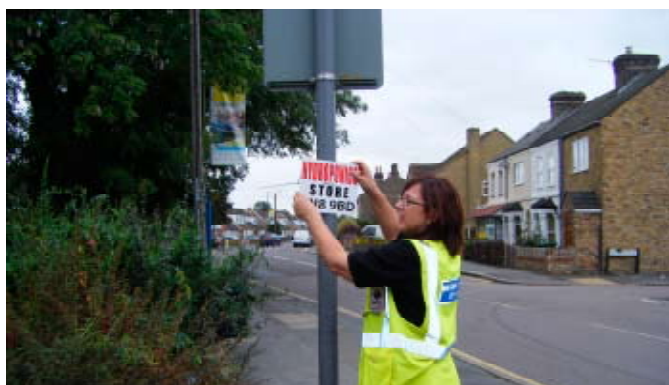


A Field Force Officer investigating a fly tipping incident.

Fly-posting

There were 25 incidents of fly-posting this quarter. This compares with 9 incidents and 31 posters removed in the same period 2010/11.

Period	Number of Incidents	Number of posters removed	Number of prosecutions
2009/10	37	77	0
2010/11	42	124	0
2011/12 YTD	25	66	0
July – Sept 10	9	31	0
July – Sept 11	25	66	0



A Field Force Officer removing fly-posters in the Borough

Fixed Penalty Notices

A total of 806 fixed penalty notices were issued during this quarter compared with 87 notices for the same period last year. The large increase in fixed penalty notices both this quarter and annually results from increased enforcement activity by XFOR officers. They focus upon a number of high risk locations including town centres, parks, major roads and areas around take-away shops.

Period	Dog fouling	Litter	Total number issued
2009/10	4	301	305
2010/11	6	1198	1204
2011/12 YTD	5	1436	1441
July– Sept 10	-	87	87
July – Sept 11	2	804	806

The Council is reviewing the way XFOR operate in order to ensure their approach is fair, reasonable and proportionate at all times.

Rear of Shops and open space enforcement

Between July and Sept 2011, 95 seven day warning letters were sent out to shopkeepers and landowners compared with 52 in the same quarter 2010/11.

Period	Number of notices issued
2009/10	164
2010/11	254
2011/12 YTD	154
July – Sept 10	52
July – Sept 11	95

Most shopkeepers and landowners comply with the Council's initial warning notices by clearing their land without the need to issue formal notices.



Untidy private land detrimental to the environment can be enforced by our officers

PUBLIC CONVENIENCES

There are seven public conveniences in the Borough. Four are located within parks and open spaces at Old Highway and Barclay Park in Hoddesdon, Deaconsfield recreation ground in Broxbourne and Cedars Park in Waltham Cross. The remaining three are situated at Hoddesdon Tower Centre, Turners Hill in Cheshunt and on the High Street at Waltham Cross. The Borough's public conveniences are currently cleansed at least twice a day and are regularly inspected.

Specialist Hygiene Services (SHS) maintain the public convenience and maintenance contract which commenced in April 2009. The new contract to commence in March 2012 is a joint tender with Welwyn and Hatfield Council. SHS did not submit a tender for the new contract.

The target number of closure days for all conveniences is 40 days per quarter. One closure day may account for the ladies, gents or disabled toilet being closed and not necessarily the whole site. Since April 2011 the target number of closure days permitted has been met with 2 closure days due to minor maintenance and vandalism. This means the facilities are more likely to be open for the community when needed.

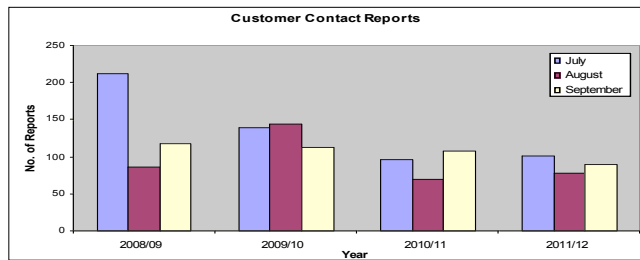
HIGHWAYS AND GROUNDS MAINTENANCE

Calendar of main Ground Maintenance operations

Operation	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Grass cutting		Grass cutting season										
Shrub bed maintenance	Winter maintenance		Summer maintenance						Winter maintenance			
Hedge maintenance	Winter maintenance						Summer maintenance			Winter maintenance		

Customer Contacts

Customer contacts decreased by 2 per cent during this quarter compared to the same period last year. The number of contacts this quarter is the lowest since figures were first recorded in 2003.



Grass Cutting

Standard grass cutting started in early March and by the end of September, ten cuts across the Borough were complete with cut 11 well underway. Fine grass received its 23rd cut and some rough verges were cut where improvements in visibility were required.

Details of standard grass cutting progress for 2011 are available online at <http://www3.broxbourne.gov.uk/BoBStreetInfo/default.aspx>.

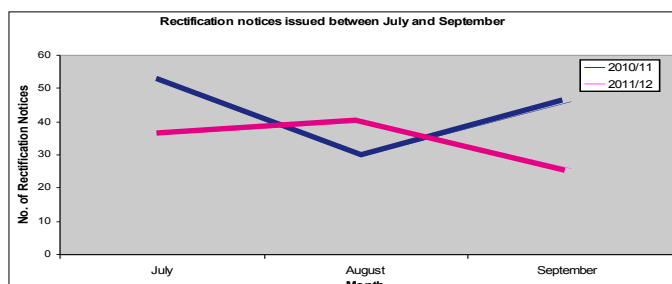
Hedge maintenance

The majority of the borough's hedgerows (89 per cent) were pruned during the quarter.

Information on grass cutting dates, grounds maintenance standards and inspection grades used by the Council are These can be found at: http://www.broxbourne.gov.uk/environment_and_planning/grounds_maintenance.aspx

Formal Notices and Rectifications

This quarter, rectification notices decreased in July and September when compared to last year's numbers; however there was an increase in rectification notices concerning shrub pruning. Three default notices were issued this quarter compared to none for this period last year. These related to a missed boxed standard grass cut and two incomplete rectifications.



Bedding and Hanging Baskets

The summer bedding, planters and barrier baskets installed in May continued to provide vibrant colour throughout the second quarter due to the warm spell of weather experienced in September. The baskets will be displayed again next summer in the build-up to the Borough hosting the London 2012 Olympics white water canoeing event.



Barrier baskets on Eleanor Cross Road

ROAD ADOPTIONS AND OPEN SPACES

Recently adopted roads

Three roads were adopted this quarter in Canada Fields (Vancouver Road, Winnipeg Way & Ottawa Court).



Newly adopted road Winnipeg Way leading onto Ottawa Court

The present position

The table below shows the number of roads in the borough at the various stages of construction, which are intended for adoption by this Council.

Stage	Q3 2010/ 11	Q4 2010/ 11	Q1 2011/ 12	Q2 2011/ 12
Roads under construction and not ready for adoption	5	5	5	5
Roads completed	12	12	12	12
Roads completed	16	13	6	3
Roads completed	1	4	4	4
Total number of roads not adopted	34	34	27	24
Adoptions in the period	0	0	7	3

* with the S.38 agreement not signed and houses occupied

** with the S.38 agreement signed and currently under the 12 month maintenance period and houses occupied

*** with S.38 agreement signed and the 12 month maintenance period passed and remedial works are still outstanding and the houses are occupied

Progress with adoptions

This section describes the progress being made with the adoption of the roads listed.

(a) Sites which are now on maintenance prior to adoption

The roads at the following developments will be adopted once the relevant maintenance period has expired subject to satisfactory completion of any remedial works and supply of 'as built' plans and other relevant documentation.

- i. Harmonds Wood Close, Priest Osiers, Thunderfield Close, off Cock Lane, Hoddesdon: Leach Homes. Occupied 2008. Development at this site commenced in 2007 with all roads now complete. Maintenance period has expired & remedial works complete. Developer currently compiling documentation to allow imminent adoption.
- ii. Hickman Close, Broxbourne: TaylorWimpey. Occupied 1999. The developer has completed the remedial works and the road has been put on maintenance. Still awaiting various paperwork and commuted sum monies to allow adoption. Developer had offered to pay the £9900 Commuted Sum over 8 years.
- iii. Dairyglen Avenue and Cohen Close, Cheshunt: TaylorWimpey. Occupied 1998. Developer still progressing land transfer of pump station to Thames Water to allow S.104 adoption with Thames Water which will then allow S.38 adoption.

(b) Sites not yet on maintenance

- iv. Dells Wood Close, Hoddesdon: Aldwyck Housing Association: Occupied 1998. The remedial works undertaken were not to the required HCC standard and the sewers have not yet been adopted by Thames Water. The Council is still attempting to make contact with Aldwyck Housing to rectify outstanding works.

PARKS AND OPEN SPACES

Broxbourne Council provides over 700 acres of open space.



Cheshunt Park pond, August 2011

Progress with key activities

Grass cutting remained as the main focus due to continued strong growth. By the end of September, fine grass cuts in the parks had been completed at least 14 times, with standard grass cuts eight times. The summer shrub pruning programme was completed and seasonal flower beds were weeded and deadheaded to maintain attractive and colourful displays for the community.

Works in the arboricultural programme continued around the borough and emergency works were carried out to dead, diseased or damaged trees at various locations.

In the borough's cemeteries, fine grass was cut for the 13th time this season and standard grass for the 11th time. Summer pruning and spade edging was completed in September while maintenance on seasonal bedding and pathways continued throughout the quarter.

Sports pitches were in good condition for the start of the new football season at the beginning of September and continue to be line-marked weekly. Works continued on repairs to play areas as identified on the annual playground inspection.

Dog waste bins were replaced at Park Lane, Waltham Cross and St David's Drive, Hoddesdon, and a bin at Bakerscroft was added to the dog waste collection contract. The total number of dog bins in the borough is now 255.

A total of 49 rectification notices were issued this quarter: 40 for maintenance of parks and nine for cemeteries. This represents a decrease when compared to the same period last year, when 48 were issued for parks maintenance, 13 for the cemeteries and four for allotments.

Three default notices were issued this quarter, a decrease compared to the eight issued for quarter two in 2010/11. Of these, one was issued for parks maintenance and two for cemeteries.

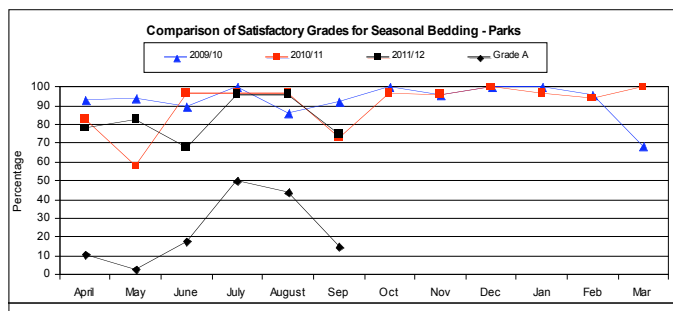
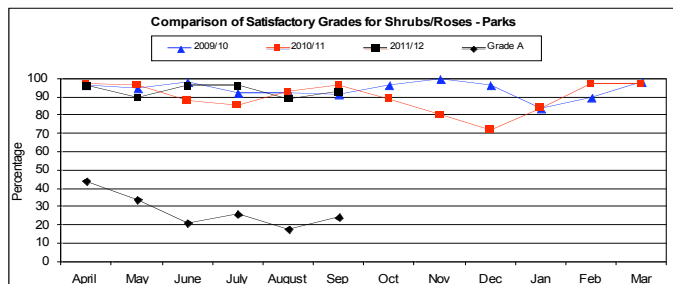
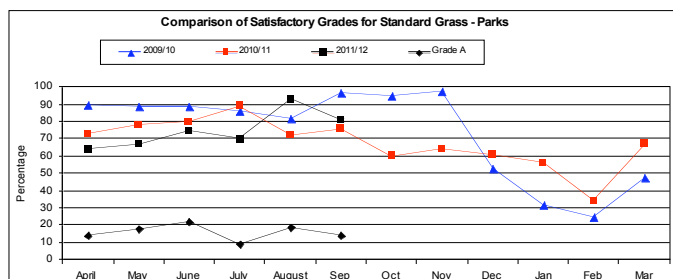
Awards

Cheshunt Country Park, Cedars Park, and Cheshunt Cemetery all retained the Green Flag award, the national standard for the country's parks and open spaces. Old Highway Park was unsuccessful in its first application. The Top Field/Cozens Grove open space retained its Green Community award, the national standard for voluntary or community managed open spaces.

Capital Works

There were no capital works carried out in the parks and open spaces this quarter.

Comparison of satisfactory grades for standard grass cutting, shrubs and roses, and seasonal bedding



Allotments

Two of the 15 sites in the Borough are fully occupied, with a total of 97 per cent of plots taken. Maintenance works this quarter included the strimming of vacant plots for new tenants.

	Number of plots	Plots taken	Plots vacant	% taken
July to September 2011	838	813.5	24.5	97

Cemeteries

Fewer interments took place this quarter when compared to the same period in 2010.

	2nd Qtr 2010/11	2nd Qtr 2011/12	YTD 2010/11	YTD 2011/12
Total Interments Cheshunt	62	57	119	127
Total Interments Hoddesdon	34	24	78	56
Total Both Cemeteries Resident	77	64	169	154
Total Both Cemeteries Non-resident	19	17	28	29
Overall Total Both Cemeteries	96	81	197	183

Park events and activities

Twenty-three events were held in the Borough's parks this quarter and were attended by a total of nearly 5,000 people. Events and activities were wide-ranging including: art workshops; sports events; health, nature and history walks; brass bands; an archaeological dig; a Let's Go Play event; a 'Vegfest' with Cheshunt Extended Schools' Consortium; and a very popular 'Celebrating our Community' event.



Vegfest at Cedars Park, September 2011

Details of all park events are listed on the Council website www.broxbourne.gov.uk and in the Children and Families publication which is available from all Council facilities and one stop shops.

Broxbourne in Bloom 2011

The Borough entered into the regional Anglia in Bloom competition and received Silver Gilt in the Small City category. This is Broxbourne's highest ever achievement in the competition, which is supported by 'The Royal Horticultural Society'.

This year's final judging of Broxbourne in Bloom entries took place throughout July and, as usual, a high standard of horticultural displays were on show. The community at Rose Court, Cheshunt received the award for 'The Best Communal Garden'.

Wednesday Volunteers

The volunteer group has continued to work on conservation tasks to improve the Borough's open spaces. Tasks this quarter included coppicing trees at Barclay Park, building a new pathway and creating a new deadwood habitat at Baas Hill Common, and clearing the ecological area at Monks Close, Broxbourne.

For further details on volunteering opportunities please contact the Council's park managers by emailing leisure@broxbourne.gov.uk or telephone 01992 785508.

Friends Groups

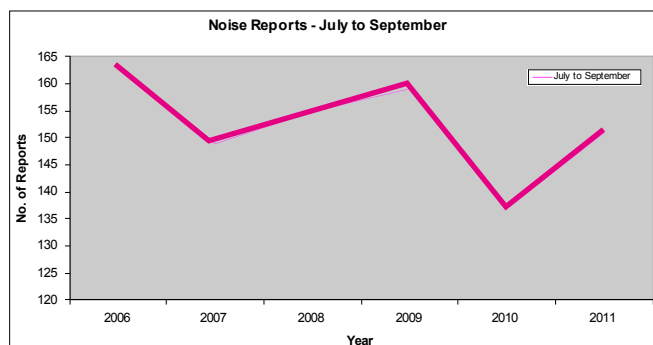
Meetings were held in August between Council representatives and 'Friends' groups at Barclay Park and Wormley to discuss current issues and ideas for improvements. 24 people attended at Barclay Park and nine at Wormley. More than 50 volunteers worked with the Friends of Barclay Park to clear loose timber and fly-tipping from the area around the lake, donating 186

NOISE MONITOR

Noise trends

The Council received a total of 151 reports alleging noise nuisance in the second quarter this year, an increase of 10 per cent when compared to the same period in 2010. The graph below however shows the general overall decreasing trend over previous years.

Noise reports July to September	2009	2010	2011
Total noise reports received	159	137	151
Cases closed	181	205	159



Outcomes of cases

The number of cases closed includes ongoing cases from previous quarters. This quarter a significant proportion of cases were able to be resolved informally with no formal action taken.

Outcomes of closed cases July to September	2009	2010	2011
Nuisance ceased unlikely to recur	30	8	17
Diary sheet not returned	84	8	0
Formal action taken	0	1	0
Not actionable	27	17	48
Referred to other services	4	10	11
Resolved informally	36	161	83
Total	181	205	159

Noise complaints by Ward

The ward breakdown (as follows) shows that music accounted for the largest number of complaints. Reports of barking dogs and people noise were also significant, with the three main categories constituting 63 per cent of all reports. Hoddesdon Town was the noisiest ward this quarter followed by Waltham Cross, a trend also seen in quarter one of this year.

	Music	Barking Dogs	People Noise	Other	Party	Unidentified	Vehicle Noise	Plant (Mobile)	Other Animals	Total
Hoddesdon Town	9	3	4	3	1	1	2	-	4	27
Waltham Cross	9	3	3	1	1	1	1	1	-	20
Cheshunt Central	8	2	1	2	2	1	2	1	-	19
Wormley & Turnford	4	4	3	1	-	2	-	2	-	16
Goffs Oak	-	4	1	2	1	1	-	4	-	13
Cheshunt North	1	7	-	1	-	-	-	-	-	9
Flamstead End	3	1	-	2	-	2	-	-	1	9
Rye Park	2	4	2	-	-	1	-	-	-	9
Bury Green	1	4	1	-	1	-	-	-	-	7
Hoddesdon North	1	2	-	-	3	-	-	-	-	6
Rosedale	2	2	-	-	1	-	-	-	1	6
Theobalds	2	1	-	1	-	1	1	-	-	6
Broxbourne	-	1	-	-	1	-	2	-	-	4
Total	42	38	15	13	11	10	8	8	6	151

Other includes: Alarms, Bells, DIY, Intruder Alarms, Machinery and Wind Chimes

AIR QUALITY IN THE BOROUGH

Diffusion Tubes

The Council continues to measure levels of Nitrogen Dioxide (NO₂) across the Borough using diffusion tubes in 18 representative locations. Listed below are the monthly results covering quarter one and quarter two (September results yet to be received) for NO₂.

Address	Apr	May	June	July	Aug	Average
Molesworth, Hodds	18	10	17	13	15	15
Colthurst Gardens, Hodds	41	15	18	15	15	21
Winford Drive	26	11	17	12	16	16
High Road Wormley	55	26	39	37	37	39
Great Stockwood Road	24	13	15	14	14	16
Mylne Close	37	15	16	14	16	20
The Chase	22	--	12	11	15	15
Jones Road	28	19	34	21	25	25
Turners Hill, Cheshunt	25	24	26	30	35	28
Great Camb Road	63	--	--	55	47	55
Winston Churchill Way, WX	60	34	37	39	49	44
Wickes Car Park, WX	41	23	27	23	28	28
Sturlas Way, WX	34	34	32	36	46	36
High Street, WX	63	59	69	61	66	64
Eleanor Cross Road, WX	80	49	49	47	44	54
Teresa Gardens	31	23	24	20	28	25
Parkside, WX	65	40	30	33	31	40
Arlington Crescent	71	55	8	62	58	51

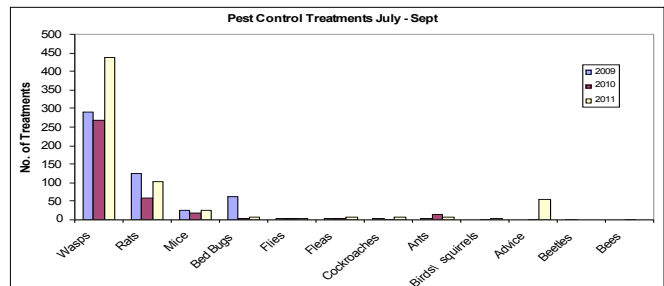
The highest levels of NO₂ are generally found at sites in Waltham Cross due to the proximity of reading stations to the M25 and other major roads. The target for sites is an annual mean of 40ug/m³ of NO₂, a level which some of the above sites are exceeding for 2011/12 thus far. This is a matter for concern however readings can be distorted by severe traffic delays hence the emphasis on targets being set on an annual basis.

Radiation Monitoring

Radiation levels monitored over the last 3 quarters of 2011 in Broxbourne show no significant variation. The quantities detected are below the national average therefore radiation is not a cause for concern within Broxbourne.

PEST CONTROL

There was a total of 704 treatments carried out over the period, an increase of 254 when compared to the same period last year.



The main reason for this increase was a surge in wasp, rat and mice treatments between July and September. Wasp treatments increased the most with 441 treatments in total, an increase of 177 treatments when compared to last year. Rat and mice treatments also increased, by 41 and 19 treatments respectively. The graph below highlights the pest control treatments during quarter two for this year and the two previous years.

CLIMATE CHANGE AND SUSTAINABLE ENERGY

During this quarter, the Council has started developing proposals for sustainable energy production at a variety of Council buildings. Plans have been developed at Hoddesdon Business Park, Grundy Park and John Warner sports centres. The proposals for the Hoddesdon Business Park include the installation of two arrays of 50 kWp Photovoltaic (PV) panels which will generate electricity. Any surpluses generated through the scheme can be sold to the National Grid.

In general, installations of cavity wall insulation, double glazing and gas heating systems have decreased in comparison to last years levels. During the quarter the number of cavity wall installations decreased to 140 from the 146 installed in quarter two 2010. The number of double glazing installations also reduced to 159 from the 249 installed in the same period in 2010/11. Numbers of alterations to or replacement gas heating systems decreased to 159 in comparison to 240 in the same period last year.

Type of Installation	July to Sept 2010	July to Sept 2011
Cavity wall insulation	146	140
Double glazing	249	159
Gas heating systems	240	159
Total	635	458

To the end of September 2011, Broxbourne has the highest uptake on energy grants from the Herts. and Essex Energy Partnership.



Christmas Recycling and Refuse Collections

All collections over the festive period remain the same, except Monday 26 December



Residents with a Monday collection will be contacted early in December with their revised collection dates - which will either be on a Tuesday or a Wednesday

Please visit www.broxbourne.gov.uk for more information

GREEN WASTE PLUS COLLECTED ALL YEAR ROUND

Please continue to put your green bin out as normal

Why not use your green bin to recycle your left over turkey and your Christmas tree?





**BOROUGH OF
BROXBOURNE**

www.broxbourne.gov.uk