

FIRST QUARTERLY ENVIRONMENTAL MONITOR 2011/12

The New River



**BOROUGH OF
BROXBOURNE**

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

FIRST QUARTERLY ENVIRONMENTAL MONITOR - IMPACT ON THE COMMUNITY

Refuse and Recycling

During this quarter the local community achieved a recycling rate of 43.2 per cent, an increase of 2.4 per cent on the same period last year. This is the highest ever quarterly recycling rate achieved in Broxbourne.

The increase in the recycling rate is a 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 borough wide introduction of the Green Waste Plus Service which has allowed residents the opportunity to recycle food waste and cardboard alongside their green waste. The continued reduction in street arisings from litter bins, fly tips and street sweepings is encouraging as it indicates cleaner conditions across the Borough.



Collections using the new recycling vehicle

During this quarter preparations were made for the borough wide introduction of the new method of collecting plastic bottles and cans. New black kerbside boxes were delivered in July. Collections of plastics and cans from the new box started in August 2011.

Street Cleansing

Cleansing frequencies were reviewed and an area-based programme of cleansing was introduced so streets are cleaned after their refuse and recycling collections. It is anticipated this will improve the overall appearance and cleanliness of streets. A survey is planned for later in the year to assess customer satisfaction and identify any specific issues with the service.

Five post-mounted cigarette bins were installed at Ware Road shops, Hoddesdon, Hoddesdon town centre and Cheshunt town centre. It is anticipated they will assist to reduce the amount of cigarette butts and chewing gum on the streets by providing an easy and identifiable disposal point for smokers.

Community Engagement

The community 'adopt-a-street' scheme has seen five new residents sign up to pick up litter in their street and local area. This helps to keep the Borough tidy in between scheduled cleanses while creating a cleaner, more pleasant living environment for the local community.

The Council now aims to build an adopt-a-street scheme by encouraging a wider sense of civic pride amongst the entire community by asking residents to take more responsibility for keeping the area immediately outside their house clean and attractive. The Council is inviting volunteers in a street or a particular stretch of a street to prove what can be achieved by working together. See inside for more details.

Street Scene and Environmental Enforcement

The number of flytipping incidents has followed the trend of recent years and decreased again when compared to quarter one 2010/11.

Litter enforcement has increased this quarter with 635 fixed penalty notices issued compared to 84 for the same period last year. The strengthened enforcement campaign continues to have an overall positive impact. A customer survey is planned for later in the year to gauge public opinions.

Street arisings reduced by 37 tonnes when compared to quarter one last year, confirming there was less littering and flytipping in borough.

Highway Verges

The number of customer contacts has remained below the five year average during the first quarter, indicating a consistent improvement in residents satisfaction with the grounds maintenance service. Warm and dry weather during the first two months of the quarter assisted the service provider to maintain good standards overall, despite falling behind schedule in places. Additional cutting of grass verges commenced in May on the dual carriageways in Dinant Link Road and Charlton Way, Hoddesdon; and the Great Cambridge Road, Turnford. The additional cuts have noticeably improved the grass cutting finish and the appearance of those high profile areas.

The summer bedding, including hanging and barrier baskets were installed this quarter. They have provided a vibrant and colourful display in town centres. 220 barrier baskets were put up in June, the highest number put up by the Council in any one season. The majority of these are in Waltham Cross along Eleanor Cross Road in preparation for the Borough hosting the London 2012 white water canoeing events next summer. The colours of the displays were chosen to reflect the London 2012 look and feel theme. Over 100 hanging baskets were also put up in the town centres.



Barrier basket displays on Eleanor Cross Road, Waltham Cross

Parks and Open Spaces

Cheshunt Park, Cedars Park and Cheshunt Cemetery were recognised as being amongst the best green spaces in the country as each retained its highly distinguished Green Flag status. The Friends of Wormley Open Spaces celebrated retention of the Green Flag Community Award for Top Field and Cozens Grove.

The Pitfield open space play area was refurbished this quarter. The new playground for children under the age of eight has a dinosaur theme and was funded through the government's 'Playbuilder' scheme. This follows the recent popular refurbishment at Station Road recreation ground in Broxbourne.

27 events were held in the Borough's parks this quarter, attracting over 2,000 people. Events were targeted at a variety of age groups throughout the community and ranged from art workshops to history, nature and health walks.

Road Adoptions and Open Spaces

Seven roads were adopted this quarter compared with none for the whole of 2010/11.

Environmental Panel

Forty one residents attended the environmental panel meeting in July 2011 at the Borough offices to comment on a number of key environmental topics concerning the community including: the London 2012 look and feel plan; events and volunteering in the borough's parks; restoring civic pride in the borough; improving communications; and recycling for schools and businesses. If you wish to comment on the Council's plans to improve key frontline environmental services then please come along to the next panel meeting on Wednesday 30 November 2011 at 7pm in the Council Chamber, Bishops College.

REFUSE AND RECYCLING

Quarter one recycling rate reaches a record high

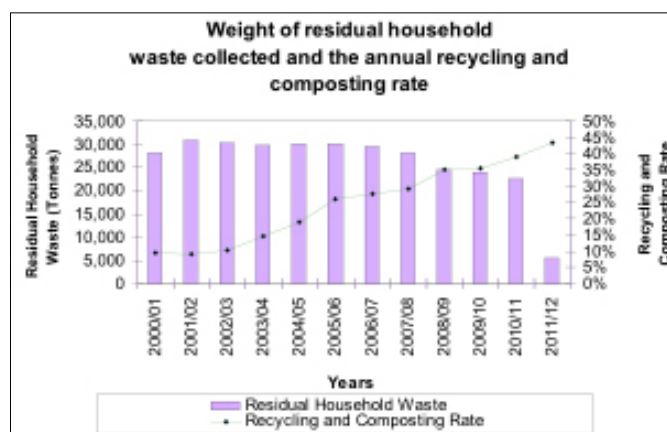
The local community achieved a recycling rate of 43.2 per cent in quarter 1 of 2011/12, an increase of 2.4 per cent on the same period last year. This represents the highest ever quarterly recycling rate achieved in Broxbourne. Although encouraging, the recycling rate tends to peak in quarter one and steadily declines over the remainder of the year therefore the overall recycling rate for 2011/12 is expected to be closer to 40 per cent.

The rise in the recycling rate is the result of a significant increase in the amount of garden waste and food waste collected and a reduction in the amount of rubbish thrown away. This is primarily due to the introduction of the Green Waste plus service which has diverted food and cardboard from the residual waste stream into the composting stream. The continued reduction in street arisings from litter bins, fly tips and street sweepings is encouraging and has helped increase the recycling rate.

The economic downturn is however having an impact on dry recyclables with paper, cans, glass, plastics and

cardboard all suffering a reduction when compared to last year, limiting the rise in the recycling rate. This is due to residents generating less recyclables rather than throwing recyclables away, as shown by the reduction in the overall amount of waste being produced.

The graph and table (below) demonstrate the improvement in the Council's waste management performance indicators as a result of the year on year decline in the amount of waste thrown away. The table also compares waste management performance between quarter one 2010/11 and 2011/12:



Type of household waste material collection *	Apr – Jun 10/11 (tonnes)	Apr – Jun 11/12 (tonnes)	Difference (tonnes)	% Change compared with 10/11
Kerbside collection of paper, glass, cans and plastics **	1,108	1,052	-56	-5.1%
Kerbside collection of green waste, food and cardboard	2,250	2,574	+324	+14.4%
Neighbourhood recycling centre collection	587	482	-105	-17.9%
Textiles, Tesco and WEEE	50	51	+1	+2%
Household refuse rounds collection	4,782	4,479	-303	-6.3%
Street arisings and litter clearance ***	1,017	980	-37	-3.6%
Total household waste collected (tonnes)	9,794	9,618	-176	-1.8%
Households ****	38,581	38,870	+289	+0.7%
Residual waste per household (NI 191)	150 kg	140 kg	-10kg	-6.7%
Recycling and composting rate (NI 192)	40.8%	43.2%		+2.4%

* 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 2009 and 2010 ONS population respectively

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

Trends are summarised below:

- The 43.2 per cent recycling and composting rate and the 140 kg of residual waste per household represent an improvement on the 40.8 per cent and 150kg figures recorded for the same period in 2010/11.
- Green waste tonnages in quarter one increased by 324 tonnes (14.4 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.
- Household refuse round collection tonnages decreased by 303 tonnes (6.3 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) decreased by 56 tonnes (5.1 per cent).
- e) Neighbourhood recycling centre tonnages decreased by 105 tonnes (17.6 per cent). This is due to a reduction in the amount of paper and cardboard collected as a result of the economic downturn and Green Waste Plus service.
- f) The reduction in dry recycling is a continuing trend which is having a negative impact on the recycling rate. This is thought to be the result of the economic downturn with residents buying less and is a trend seen across Hertfordshire.
- g) Overall paper tonnages (kerbside and NRC) decreased by 108 tonnes (14.1 per cent).
- h) Glass has seen an increase of 2 tonnes (0.5 per cent) when comparing quarter one 2010/11 with the same period last year.
- i) Glass, plastics, cans and cardboard have all seen a decrease; glass decreased by 18 tonnes (3.6 per cent), plastics decreased by 11 tonnes (6.7 per cent), cans by 20 tonnes (23.3 per cent) and cardboard by 58 tonnes (33.7 per cent).
- j) Street arisings decreased by 37 tonnes (3.6 per cent).

Comparisons with other Hertfordshire Councils

The table below shows the actual recycling rate performance of all Hertfordshire district councils for 2010/11 and the estimated recycling rate for quarter one 2011/12. Broxbourne has dropped one place from eighth to ninth as a result of increased performance in Welwyn and Hatfield. Welwyn and Hatfield's significant improvement in performance is the result of the introduction of alternate weekly collections (residual waste collected one week with green waste, food and cardboard collected on the other). Stevenage also introduced alternate weekly collections at a similar time to Welwyn Hatfield but their performance has remained behind Broxbourne.

In terms of improved performance Broxbourne was the fourth in quarter one behind Welwyn Hatfield, Hertsmere and Three Rivers. Welwyn Hatfield introduced alternate weekly collections with Hertsmere introducing glass collections and Three Rivers introducing weekly organics collections. Any improvement in performance is particularly satisfying considering that a number of authorities recorded a decline in performance during the quarter

Authority	Recycling rate (%)		
	2010/11 Annual Rate	Qtr 1 - 2011/12	Improvement on Qtr 1 - 2010/11
1 Three Rivers	51.1	57.1	2.7
2 St Albans	50.5	53.7	-0.5
3 North Herts	50.3	52.6	-0.1
4 Welwyn Hat.	36	52.1	14
5 Hertsmere	42.5	51.3	5.8
6 East Herts	48.2	50.4	-2.5
7 Dacorum	47.7	47.9	-2.4
8 Watford	40.3	44.7	1.0
9 Broxbourne	39.1	43.7	2.4
10 Stevenage	39.1	41.6	1.8

The amount of dry recyclables collected is an area which arguably adds most value to the environmental sustainability agenda and therefore it is important that the community improves its performance in this area. When comparing the amount of dry recyclables (paper, glass, cans and plastics) collected per household, Broxbourne has dropped two places from fifth to seventh. This is primarily the result of the economic downturn and new services introduced in Hertsmere and Three Rivers.

Authority	Av. Dry Recycling - KG per household	
	2010/11	Qtr 1 2011/12
1 St Albans	47.0	48.7
2 Hertsmere	37.3	48.2
3 Three Rivers	45.1	45.8
4 East Herts	44.5	44.7
5 North Herts	46.3	43.6
6 Dacorum	45.6	43.6
7 Broxbourne	44.6	42.4
8 Welwyn Hat.	30.2	38.1
9 Watford	36.9	37.8
10 Stevenage	36.2	36.3

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 property. The amount varies between areas as highlighted by the table below:

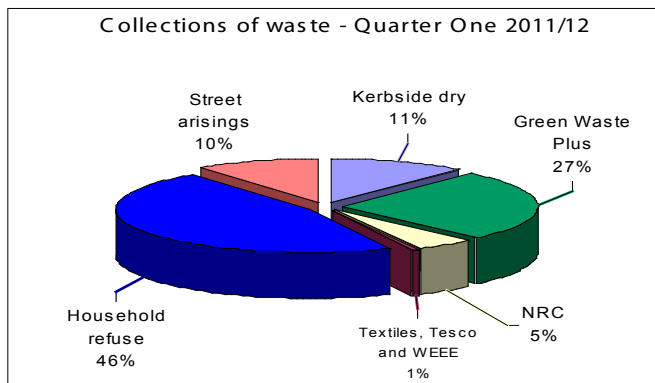
General area	Collection Day	Av. weight (kg) per prop per week 2010/11	Total Q1 weight (kg)	Total Properties Collected Per Week	Av. weight (kg) per prop per week Q1 2011/12
Broxbourne Goffs Oak	Thursday	7.3	684,852	7,642	6.9
West Cheshunt Broxbourne	Wednesday	8.2	800,392	7,728	8.0
Cheshunt Turnford Wormley	Tuesday	9.5	994,112	8,793	8.7
Hoddesdon	Friday	10.5	985,972	7,331	10.3
Waltham Cross South Cheshunt	Monday	11.1	1,013,672	7,209	10.8
TOTALS		9.3	4,479,000	38,704	8.9

The less waste thrown away per property, 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 Hoddesdon, Waltham Cross and South Cheshunt. These areas need targeted communications and further support to help residents reduce their waste by either recycling more or reducing the amount of waste they produce in the first place.

Progress will be monitored in 2011/12.

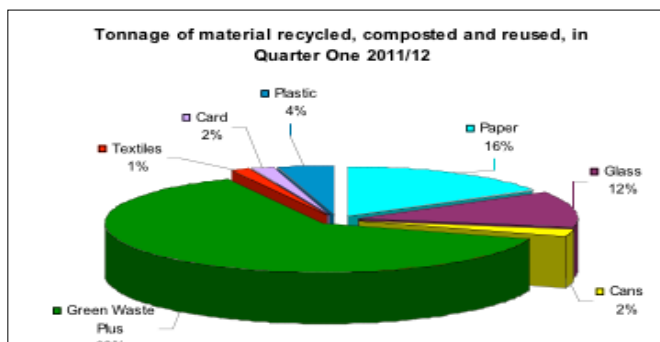
Total household waste

The pie chart below 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 46 per cent for quarter one 2011/12. This is a decrease of 4 per cent on the total figure for 2010/11. The Green Waste Plus service makes up 27 per cent of the total waste collected, an increase of 7 per cent when compared to 2010/11.



RECYCLING

The graph below shows each recycling material as a proportion of the total collected in quarter one 2011/12. Green waste plus is the most significant at 62 per cent of the total, an increase of 9 per cent on the 2010/11 total. Paper remains the second most recycled material at 16 per cent followed by glass at 12 per cent, although both these materials are down on the 2010/11 total by 6 per cent and 2 per cent respectively.

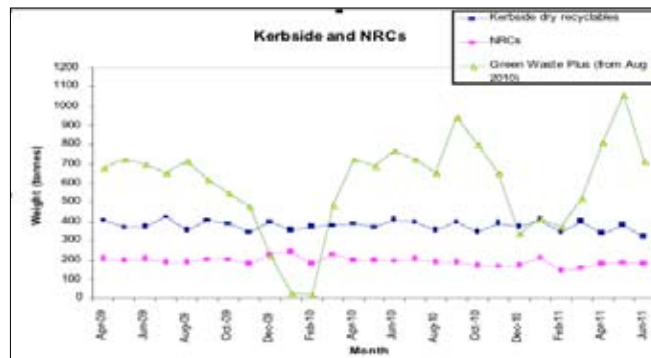


Neighbourhood recycling centres (NRCs)

The 27 NRCs in the Borough contributed 5 per cent (482 tonnes) to quarter one's recycling rate, a 105 tonne reduction when compared to last year. The main reason for the decrease is an 80 tonne reduction in the amount of paper collected at NRCs. This is concerning although can in part be explained by the economic downturn with residents buying fewer papers and magazines and receiving fewer free papers and junk mail due to reduced advertising. This trend is seen across Hertfordshire.

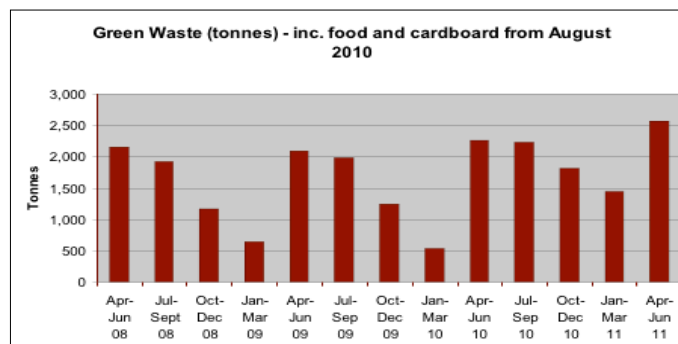
Despite a reduction in usage at NRCs they still remain a key part of the recycling infrastructure. Although, as part of the review of the medium term recycling plan their usage and suitability will be assessed in 2011/12 to ensure the network is fit for purpose.

The graph below shows the trend in dry recyclables collected at the kerbside and from NRCs and in Green Waste Plus collections. 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.



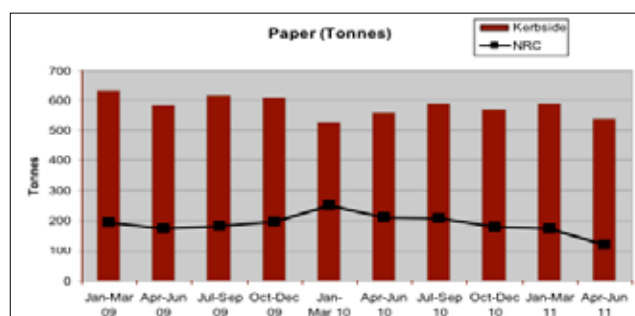
Green Waste Plus (garden waste, food and cardboard)

Green Waste Plus tonnages increased by 324 tonnes (14.4 per cent) when compared with the same period in 2011/12. This is primarily due to the introduction of food waste and cardboard collections although weather variations will have also played a part. The seasonal trend for garden waste over the last two years can be seen in the graph below. The highest quantity of green waste is collected in quarter one and gradually declines until quarter four.



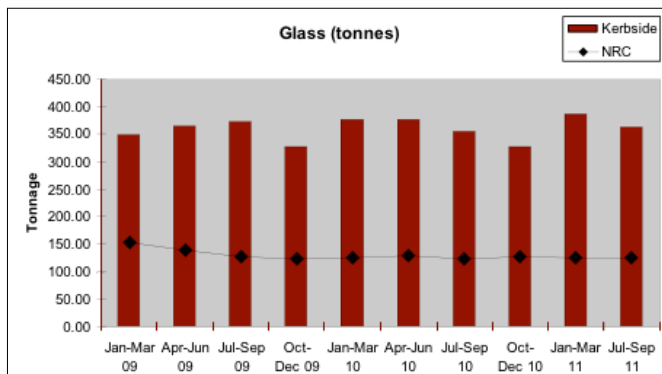
Paper (kerbside and NRCs)

Paper tonnages decreased by 108 tonnes (14.1 per cent) compared with the same period last year. This is concerning although can in part be explained by the economic downturn with residents buying fewer papers and magazines and receiving fewer free papers and junk mail due to reduced advertising. This trend is seen across Hertfordshire.



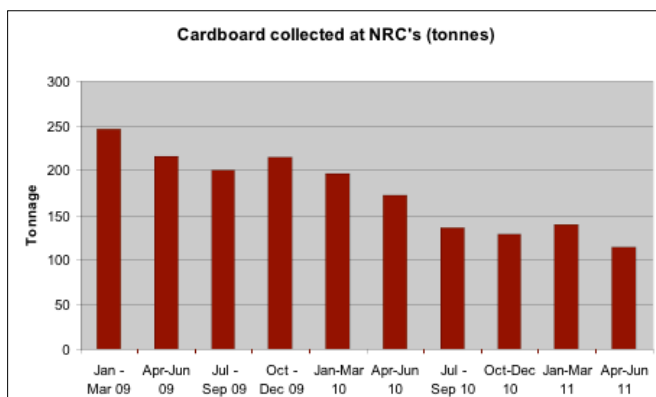
Glass (kerbside and NRCs)

Glass tonnages decreased by 18 tonnes (3.6 per cent) when comparing quarter one 2011/12 with the same period last year.



Cardboard

Cardboard tonnages decreased by 58 tonnes (33.7 per cent) when comparing quarter one 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.



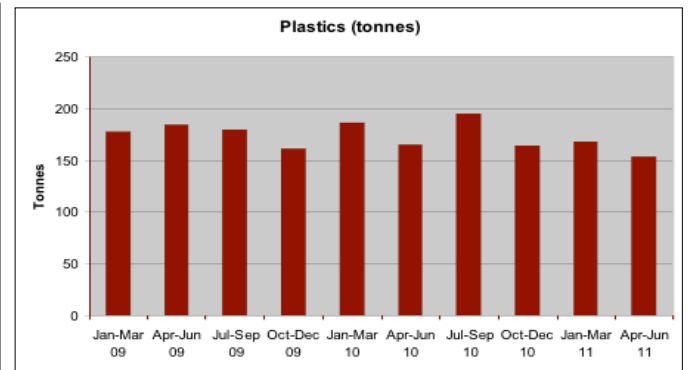
Mixed plastics and cans

From November 2010 a kerbside pilot was introduced to collect plastics on the same vehicle as paper, cans and glass. In order to improve the capacity of the collection vehicles, plastics are collected mixed with cans. In quarter one 2011/12, 55 tonnes of plastics and cans were collected.

Due to the success of the pilot the scheme was rolled out borough wide in August 2011. More information on the changes to kerbside recycling are included later in this article.

Plastic bottles

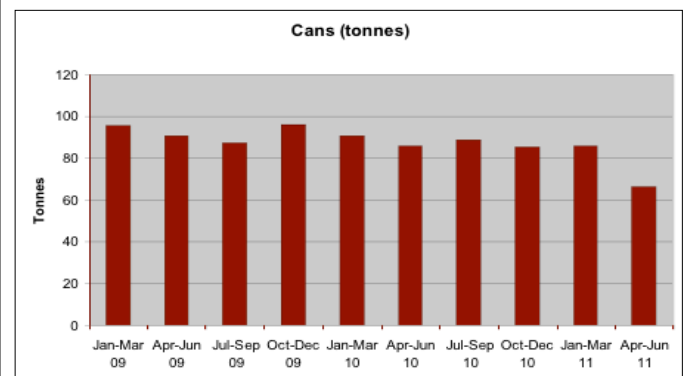
Plastic bottle tonnages decreased by 11 tonnes (6.7 per cent) between quarter one 2011/12 and the same period last year. This reduction is primarily due to the new kerbside recycling service which has introduced the combination of plastics and cans.



Based on 60 per cent of the material collected on the pilot being plastics, the total amount of plastics collected increased by 33 tonnes, 22 tonnes more than the same period last year.

Cans

Can tonnages decreased by 20 tonnes (23.3 per cent) when comparing quarter one 2011/12 with the same period last year. As with plastics, some cans have been diverted to a new material stream as part of the new kerbside recycling service. When including the cans from the pilot the can tonnage increases by 22 tonnes, two tonnes more than the same period last year.



Kerbside recycling scheme

As reported in the previous environmental monitor, 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. The collection from the new box took place on the first scheduled collection day in August. Residents also received a net to secure the plastics and cans in the box, a sticker showing what should go in the box and an information sheet detailing how the scheme works.



Delivery of the new kerbside box

The new collection method is expected to make the service more efficient, reduce collection costs and carbon emissions. 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. This follows a successful pilot that has been in operation since 2009 with selected flats in Cheshunt having access to new recycling facilities. Since it was introduced participating flats recycled more than 10 tonnes of material. If these facilities were provided to all flats in the borough currently without a recycling service it is estimated that 470 tonnes of additional material could be recycled each year.

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.

If residents living in flats think that their block would benefit from recycling facilities they are encouraged to express their interest in the new service by emailing recycling@broxbourne.gov.uk or by calling 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 and, if suitable, new recycling facilities will be installed.

The photograph below shows typical recycling units proposed for flats.



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) in their garden. Composting is a more environmentally sustainable way of disposing of

your garden and some kitchen waste, but also provides a nutrient rich compost to use in your garden.

Currently residents can purchase discounted composters by going online 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 2011/12:

	TOTAL 2010/11	Qtr 1 2011/12
1 North Hertfordshire	155	56
2 Dacorum	177	48
3 Three Rivers	87	48
4 East Hertfordshire	164	42
5 St Albans	179	38
6 Welwyn Hatfield	94	33
7 Broxbourne	111	23
8 Hertsmere	72	15
9 Watford	65	12
10 Stevenage	48	12

STREET CLEANSING

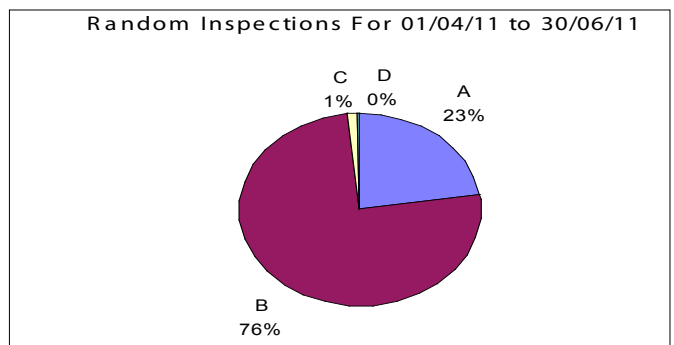
The quality of the local environment reflects how people feel about where they live. Keeping the Borough clean in a way that offers value for money is a key priority for the Council.

Performance Indicators

The national indicator NI 195 covers the four elements, litter (a), detritus (b), graffiti (c) and flyposting (d) as separate elements. NI 195 inspections for the first period, April to July 2011 are underway and on schedule to be completed by 31st July 2011. The results for the first tranche will be reported in the second quarter.

Random inspections of the borough

The Council carried out 216 random cleaning inspections this quarter of which just under two per cent were given a grade below an acceptable standard. Unlike the N195 survey, these are generally drive-through inspections of the whole length of randomly selected streets and an overall grading is given covering litter, detritus, graffiti and flyposting. The following graph highlights the inspection results.



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 one per cent graded 'C' (three locations) or 'D' (one location), one residential road was scheduled to be cleaned within seven days of the inspection, and a residential footpath scheduled to be cleaned on the day of the inspection was reworked for failure by the service provider to clean to an adequate standard. Instructions were issued to clean the remaining locations, two residential roads.

Monitoring the street cleaning contractor

Average rework levels for the quarter were 8.80 per cent. This represents a significant increase when compared to the same quarter last year (2.85 per cent) and the annual average for 2010/11 (5.56 per cent).

Months	Percentage Reworks
Apr – Jun 2010	2.85%
Apr – Jun 2011	8.80%

The increase can be attributed to a more focused inspection regime which has been implemented since October 2010. The rework rate was expected to increase as a result of the new inspection programme but with the aim of a continual reduction as standards improve.

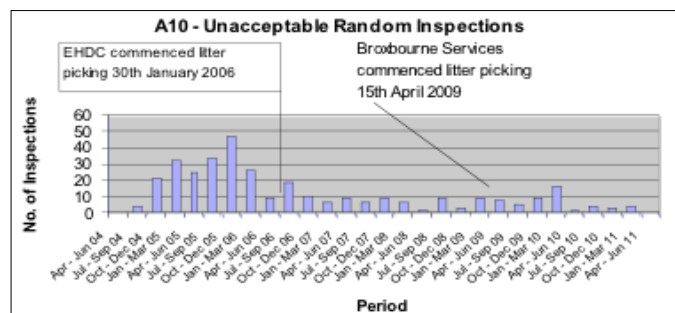
Area based cleansing commenced in April 2011. Cleansing schedules were reviewed and revised and whilst some frequencies were amended, the majority of residential roads maintained their existing cleansing frequency although the day was altered to ensure that roads were always cleaned after the designated refuse and recycling collection. For example, roads in Waltham Cross are cleaned on Tuesdays at their appropriate cleansing frequencies as refuse and recycling collections are on Monday. Initial indications are positive and a survey is planned for early October to assess improvements in customer satisfaction of the cleanliness of their roads and identify any specific issues they still have.

Cleaning the A10 dual carriageway areas

The table opposite details additional litter picking carried out this quarter on sections which require traffic management measures.

Date	Section
April 2011	Northern section - northern boundary to Brookfield Hoddesdon Link Road & Tumford Link Road Lieutenant Ellis Way
May 2011	Southern section - BP garage to M25 Lieutenant Ellis Way
June 2011	Northern section – n/bound verge Brookfield to Hoddesdon slip road Northern section – s/bound verge Hoddesdon slip road to Brookfield Northern section - central reservation Brookfield to Hoddesdon slip road Northern section – n/bound verge - Hoddesdon on-slip to northern boundary Northern section – s/bound verge - northern boundary to Hoddesdon on - slip Northern section - central reservation Hoddesdon on slip to northern boundary Hoddesdon Link Road & Tumford Link Road Lieutenant Ellis Way

The chart below details the number of unacceptable A10 random inspections results, grade C/D, for each quarter. There were none for the period April to June 2011.



Intense cleaning of streets obstructed by parked cars

A special cleansing team assisted with area based cleansing between 11 April and 3 June. The work programme for the first quarter continued with the weekly and fortnightly visits to 34 hot spot roads in Waltham Cross, weekly graffiti removal and adhoc visits to problematic locations around the Borough. There was also a strong focus on increased cleaning of the A10 this quarter.



Before

After

Removing graffiti

From 30 April 2009 a special street cleansing team commenced the removal of non-offensive graffiti as part of their weekly work programme. 10 locations were targeted this quarter, three of which were from the Council's structures/street furniture. The remaining locations were private property; six private residential properties and one from a highway structure.

Repairing litter bins

Between April and June the Council replaced four damaged litter bins, reset three at existing locations and removed four from redundant locations.

	Reset	Replace	New	Remove	Re-site	Repair	Total
2009/10	4	21	5	11	2	5	48
2010/11	5	8	4	13	4	0	34
2011/12	3	4	0	4	0	0	11



Smartbin installed at the Old Pond, Cheshunt

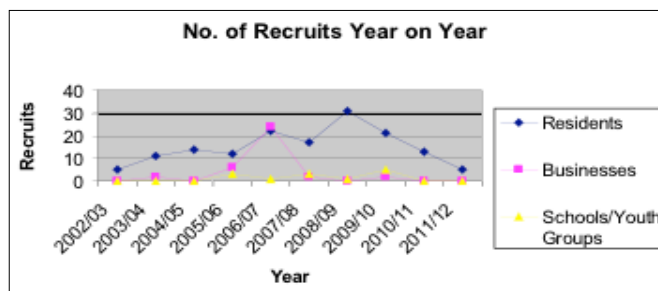
In addition, five Smartbins, post mounted cigarette and chewing gum bins, were installed at Ware Road shops, Hoddesdon, Hoddesdon town centre and Cheshunt town centre.

Engaging the community to adopt-a-street and strengthened civic pride

The Council's adopt-a-street scheme aims to encourage the community to engage in caring for the local environment. This quarter saw five new recruits; one in Turnford and four in Cheshunt.

The graph below indicates the trends in the number of recruits since 2002/03. The number of new recruits is

falling and the Council is keen to work with the community to reverse this trend in 2011/12.



There are currently 144 individual volunteers actively participating in the adopt-a-street scheme, together with schools and local businesses. The scheme aims to encourage volunteers to pick up litter in their street, outside their shop or on the 'litter trail' from their school between the scheduled cleanses carried out by the Council.

The Council now aims to build an adopt-a-street scheme by encouraging a wider sense of civic pride amongst the entire community by asking residents to take more responsibility for keeping the area immediately outside their house clean and attractive. The Council is inviting volunteers in a street or a particular stretch of a street to prove what can be achieved by working together.

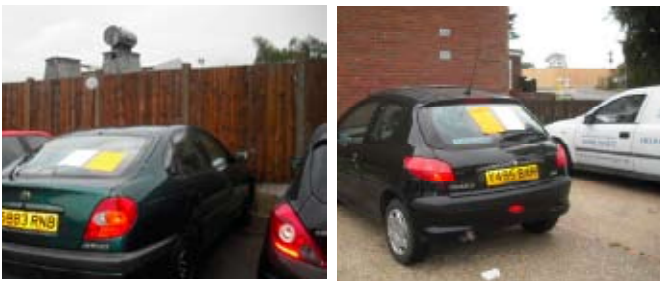
For more information or to join, residents, businesses and schools can telephone the Council on 01992 785577 or visit the 'Street Care and Cleaning' section of the Environment and Planning heading of the Council's website www.broxbourne.gov.uk.

STREETSCENE AND ENVIRONMENTAL ENFORCEMENT

Abandoned Vehicles

A total of 94 vehicles were inspected, a slight decrease compared with 104 for the same period in 2010/11. Of these, no vehicles were removed for destruction by the Council.

	2008/09	2009/10	2010/11	April -June 10	April -June 11
Number of vehicles inspected	559	489	373	104	94
Number of 24 hour notices issued	49	24	29	11	18
Number of vehicles removed for destruction	26	19	5	3	0



The vehicle's above were stickered as abandoned by Field Force Officers.

Untaxed Vehicles

The untaxed vehicle service, in partnership with the DVLA, started in July 2008. This quarter 28 untaxed vehicles were removed, 3 of which were destroyed.

Actions Taken	08/09	09/10	2010/ 11	April – June 10	April – June 11
1 Number of untaxed vehicles removed from the highway	233	239	216	49	28
2 Claimed and Released	140	123	160	30	25
3 Total Destroyed	81	116	56	19	3

Flytipping Incidents

The number of flytipping incidents recorded during this quarter decreased to 178 compared with 208 in the same quarter last year. 30 fixed penalty notices were issued for minor cases of fly-tipping with one case leading to prosecution.

Period	Number of recorded flytipping incidents	Number of prosecutions
2008/09	3143	10
2009/10	2674	5
2010/11	844	15
April - June 10	208	6
April - June 11	178	1

Fly-posting

There were no incidents of fly-posting this quarter. This compares with 13 incidents and 31 posters removed in the same period 2010/11.

Period	Number of Incidents	Number of posters removed	Number of prosecutions
2008/09	38	75	1
2009/10	37	77	0
2010/11	42	124	0
April – June 10	13	31	0
April – June 11	0	0	0

Verge Parking

Verge and pavement parking reports result from customer contacts and inspections by Council officers with targeted stickered of vehicles in known problem locations. Vehicles causing an obstruction are passed to the Police.

Period	Number of cars stickered
2008/09	89
2009/10	436
2010/11	244
April – June 10	96
April – June 11	68

Fixed Penalty Notices

A total of 635 fixed penalty notices were issued during this quarter compared with 84 notices for the same period last year. The significant increase in fixed penalty notices both this quarter and annually is due to additional enforcement officers from a private company called XFOR engaged by the Council on a trial basis. During this quarter alone they have issued 601 fixed penalty notices to persons seen littering while they are also authorised to issue fixed penalty notices for fly posting, spraying graffiti and residents failing to clean up after their dogs. They focus upon a number of high risk locations including town centres, parks, major roads and areas around take-away shops. The table below shows the number of notices issued by all officers

Period	Dog fouling	Litter	Total number issued
2008/09	4	121	125
2009/10	4	301	304
2010/11	6	1198	1204
April - June 10	-	84	84
April - June 11	3	632	635

Rear of Shops and open space enforcement

Between April and June 2011, 59 warning letters were sent out to shopkeepers and landowners compared with 39 in the same quarter 2010/11.

Period	Number of notices issued
2008/09	108
2009/10	164
2010/11	254
April – June 10	39
April – June 11	59

The target level of unacceptable rear of shop inspections is 3 per cent. Most shopkeepers and landowners comply with the Council's initial warnings by clearing their land without the need to issue formal notices.

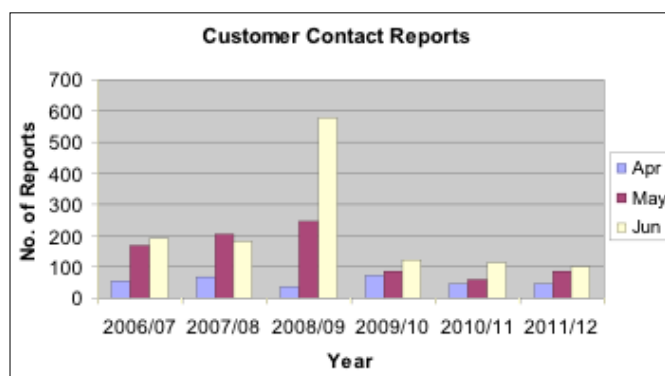
HIGHWAY VERGES

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 increased by 5 per cent during this quarter compared to the same period last year, mainly due to contacts received in May concerning grass cutting. However the number of contacts this quarter is still below the five year average.



Grass Cutting

Standard grass cutting commenced in early March, with the first cut taking approximately 21 days to complete. Due to the dry period during April and May grass cutting standards were able to be maintained to a good standard generally, despite falling behind schedule in places. June's wet weather caused rapid growth which provided a greater challenge. Additional cutting of grass verges commenced in May on the dual carriageways in Dinant Link Road, Charlton Way, Hoddesdon; and the Great Cambridge Road in Turnford. The additional cuts have significantly improved the grass finish and the appearance of these areas. As in previous years details of standard grass cutting progress for 2011 are available online at <http://www3.broxbourne.gov.uk/BoBStreetInfo/default.aspx>.

Inspections grades for key locations

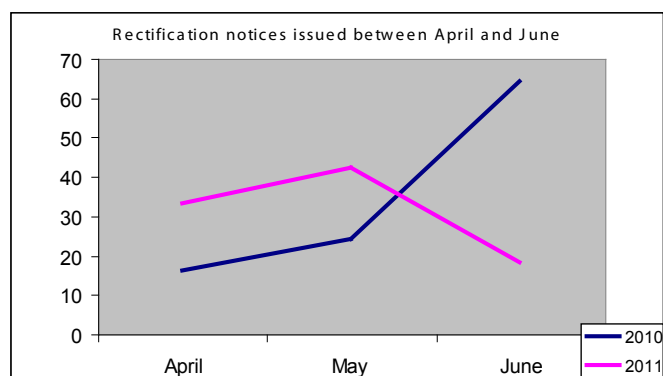
Regular inspections are carried out across the borough, at key locations to provide a representative view of grounds maintenance standards. Grade A meets all required standards of quality, through to Grade D which indicates excess growth and/or a poor quality of work.

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

Formal Notices and Rectifications

Rectification notices are issued as necessary where maintenance of verges, shrub beds, hedges etc are below the expected standard. Broxbourne Services have consistently kept customer contacts below the five year average since being awarded the contract and as such rectification notices have also been below previous years.

This quarter rectification notices increased in April and May when compared to last years numbers. A significant decrease was however experienced in June possibly as a result of new collaborative methods of supervising and monitoring the works, put in place in June 2011.



Bedding and Hanging Baskets

The summer bedding, planters and barrier baskets were installed by Plantscape Ltd in June and are looking vibrant throughout the borough. The displays are a trial run for next summer in the build-up to the Borough hosting the London 2012 white water canoeing event. 220 barrier baskets were put up this year, the most put up by the Council in any one season.



Barrier baskets in Hoddesdon and Eleanor Cross Road, Waltham Cross

If you notice any overgrown hedges, shrub beds or grass verges that you feel could do with improving please report them to the helpline on 01992 785555 or email environment@broxbourne.gov.uk.

ROAD ADOPTIONS AND OPEN SPACES

Recently adopted roads

Seven roads were adopted this quarter compared with none in the same period in 2010/11. These were Plomer Avenue, Christian Close, Gosse Close, Ellis Close, Cathrow Mews, Boreham Mews and Auber Close - Hoddesdon

Progress with adoptions

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

Stage	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	Q1 2011/12
Roads under construction and not ready for adoption	8	8	5	5	5
Roads completed with the S.38 agreement not signed	15	15	12	12	12
Roads completed with the S.38 agreement signed: currently under the 12 month maintenance period	10	10	16	13	6
Roads completed with S.38 agreement signed: 12 month maintenance period passed: remedial works still outstanding	1	1	1	4	4
Total number of roads not adopted	34	34	34	34	27
Adoptions in the period	0	0	0	0	7

The progress being made with sites on maintenance prior to adoption can be seen below.

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.

- a) 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.
- b) 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.
- c) 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. Developer currently compiling documentation to allow adoption.

- d) Vancouver Road, Winnipeg Way, Ottawa Court; Canada Fields, Cheshunt: Fairview Homes. Occupied 2004 - Adoption imminent once HCC's Structures Department issue Certificate of Completion for bridge over the New River.



Recently adopted road, Christian Close, Hoddesdon

PARKS AND OPEN SPACES

Broxbourne Council provides over 700 acres of open space in the Borough of Broxbourne for the enjoyment of its residents and visitors. Most of the Borough's parks are venues for events, sporting activities and community festivals.



A Heron at Barclay Park, Hoddesdon

Progress with key activities

Variable weather conditions affected grass growth this spring as slow growth throughout a warm, dry May sped up during a sunny and wet June. Despite falling behind schedule at the cemeteries in early June, the overall appearance of standard grass had reached a satisfactory level at all open space by the end of the quarter. Herbicide treatment was effective in restricting weed growth in shrub beds and summer bedding established well to provide bright, colourful displays.

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

Basal growth was removed at Broxbourne High Road and Bell Lane, and epicormic growth was removed from trees in Hoddesdon High Street and Conduit Lane as part of the Hoddesdon Action Plan. Approximately 82 per cent of epicormic growth in the borough has now been removed. Survey works took place at Flamstead End, Cedars Park, Wormley and Turnford.

Acquisition of a free-standing columbarium at each of the cemeteries has provided 16 compartments for cremated remains at Cheshunt and 12 at Hoddesdon.



Columbarium at Cheshunt Cemetery

Cheshunt Park Golf Course was particularly busy over the Easter and Spring Bank Holiday periods. This year's St George's Day Open was held on Thursday 21 April and attracted 14 competitors.

Sports pitches were renovated in May and are now being prepared for the start of the new season in September. Works have continued on repairs to play areas as identified on the annual playground inspection.

Green Flag inspections took place and were successful at Cedars Park and Cheshunt Park. Old Highway recreation ground was unsuccessful. Cheshunt Cemetery was fast tracked this year, not requiring an inspection, and retained its Green Flag status. Wormley Top Field also succeeded in retaining the Green Flag Community Award.



A hanging basket in Cedars Park, Cheshunt

A total of 76 rectification notices were issued this quarter; 64 for maintenance of parks and 12 for cemeteries. This represents a small increase when compared to the same period last year, when 51 were issued for parks maintenance, 16 for the cemeteries, two for Cheshunt Park Golf Course and one for allotments.

14 default notices were issued this quarter, an increase compared to the five issued for quarter one in 2010/11. Of these, 13 were issued for parks maintenance and one for cemeteries.

Capital Works

Stage two refurbishment works were carried out to the under-eights' play area at Pitfield Open Space. The play area has a dinosaur theme and new equipment includes swings, a slide, stepping stones and a seesaw. The improvements were made through the government's 'Playbuilder' scheme.

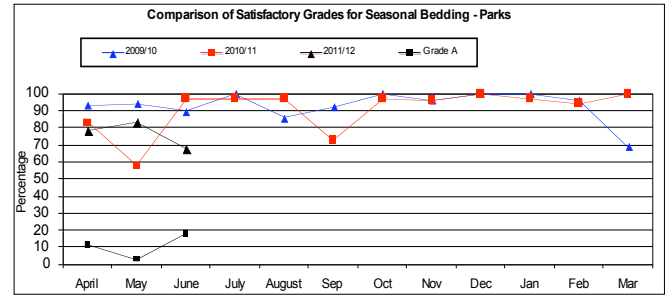
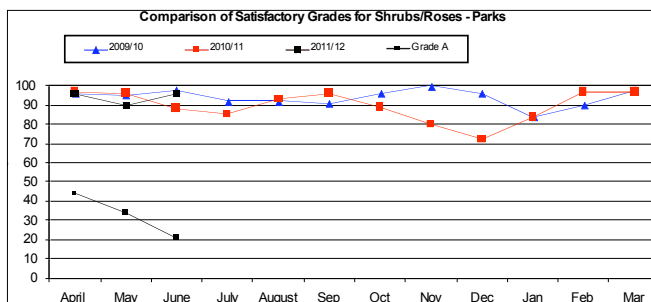
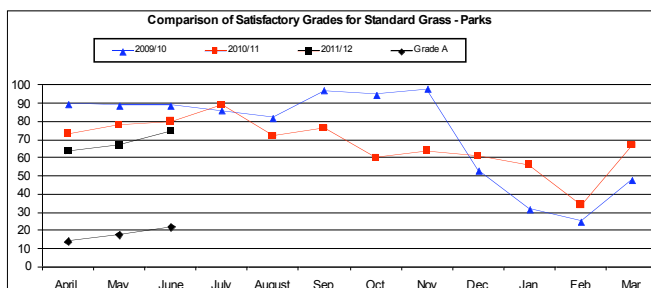


Pitfield – refurbished play area

Weather

Following an exceptionally warm, sunny and dry start to this quarter, June provided some relief with above average rainfall figures and slightly cooler temperatures. Despite this it remained relatively sunny.

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



Allotments

Five of the 15 sites in the Borough are fully occupied, with a total of 98 per cent of plots taken. Maintenance works this quarter include path cutting and strimming of vacant plots at Trinity Lane South. Five tenants also assisted with the spreading of Type 1 granular material to widen the access path.

	Number of plots	Plots taken	Plots vacant	% taken
April to June 2011	838	822.5	15.5	98

Cemeteries

This quarter, the number of interments at Cheshunt increased by 23 per cent; 14 per cent of which were for non-residents. The number of interments at Hoddesdon decreased by 38 per cent.

	1st Qtr 2010/11	1st Qtr 2011/12
Total Interments Cheshunt	57	70
Total Interments Hoddesdon	44	32
Total Both Cemeteries Resident	92	90
Total Both Cemeteries Non-resident	9	12
Overall Total Both Cemeteries	101	102

Park events and activities

27 events were held in parks this quarter and were attended by a total of 2,235 people. Events and activities were wide-ranging including art workshops; Easter egg and dinosaur hunts; history, nature and health walks; Let's Go Play days; pond dipping; and magic shows.

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.

Wednesday Volunteers

The volunteer group has continued to work on conservation tasks to improve the Borough's open spaces. Tasks this quarter included unblocking the stream and building a weir at Broxbourne Civic Hall, and creating a new woodland path at Baas Hill Common.



Tidying Baas Hill Common

The Wednesday Volunteer Group meets between 10am and 3pm to assist with conservation projects. All equipment is supplied and no further experience is necessary. For further details on volunteering opportunities in your local park, please contact the Council's park managers by emailing leisure@broxbourne.gov.uk or telephone 01992 785508.

Friends of the Parks

Friends of Wormley Open Spaces and 1st Wormley Scouts spent three evenings in May removing weed, mulching the newly planted hedgerow and clearing litter from Wormley Top Field.



Volunteers working at Wormley Top Field

CLIMATE CHANGE

The Council has recently published its greenhouse gas emissions on the internet as required by the Department of Energy and Climate Change. This report is the replacement for National Indicator 185 and is imposed on all organisations, both private and public.

The information collected covers a greater range than was previously reported and includes emissions from water consumption, waste production and staff commuting, as well as all gas, electricity and fuel usage by the organisation.

The total emissions for the financial year 2010-2011 for Broxbourne Council totalled 4,481 tonnes. This figure will be used as the Council's footprint for all forthcoming years.

Method of Emissions Production	Tonnage
Gas	902
Fleet fuel	826
Purchased electricity	2228
Business travel	38
Staff commuting	460
Other	27

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 Industrial Centre, Impresa Park, Grundy Park and John Warner sports centres.

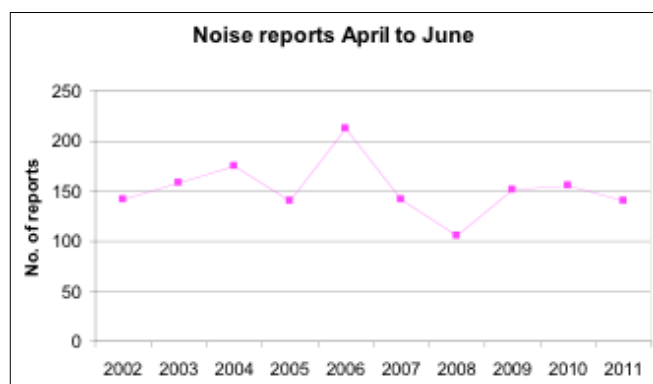
The proposals for the Hoddesdon Industrial Centre and Impresa Park include the installation of two arrays of 50 kWp Photovoltaic (PV) panels which will generate electricity. Any surpluses generated through the scheme can be sold to the National Grid.

During the first quarter the number of cavity wall installations increased to 140 from 72 when compared to quarter one last year. A small increase has also been noticed in the number of double glazing installations with 259 being installed this year compared to 235 in 2010/11. Numbers of alterations to or replacement gas heating systems decreased to 170 this year compared to 302 in the same period last year.

NOISE MONITOR

Noise trends April to June

The Council received 140 reports alleging noise nuisance during April to June 2011. This represents a small decrease from 155 during the same period in 2010 and 151 in the corresponding quarter in 2009.



Noise complaints by Ward and type

During the quarter Hoddesdon Town, Waltham Cross and Wormley and Turnford shared the top spot for noise complaints. Music and barking dogs accounted for the largest number of noise complaints.

	Music	Barking Dogs	People Noise	Party	Unidentified	Other	Alarm	DIY	Plant (Mobile)	Vehicle Noise	Total
Hoddesdon Town	8	3	1	2	1	1	1	1	-	-	18
Waltham Cross	4	2	3	2	2	1	2	1	-	1	18
Wormley & Turnford	8	4	1	3	1	-	-	-	1	-	18
Cheshunt North	4	2	1	1	1	2	2	-	-	-	13
Bury Green	5	1	1	1	1	-	1	-	1	-	12
Hoddesdon North	3	2	2	1	1	1	1	1	-	1	12
Rye Park	2	3	2	2	-	1	-	-	-	-	10
Cheshunt Central	2	1	3	-	2	-	-	-	-	-	8
Broxbourne	2	4	-	-	-	-	-	-	-	1	7
Theobalds	1	-	1	1	1	1	-	-	2	-	7
Flamstead End	-	4	2	-	-	-	-	-	-	-	6
Goffs Oak	-	2	-	-	1	1	-	1	-	1	6
Rosedale	3	1	-	1	-	-	-	-	-	-	5
Total	42	29	17	14	11	9	6	4	4	4	140

AIR QUALITY IN THE BOROUGH

The Council continues to monitor air quality in the Borough by measuring levels of nitrogen dioxide using diffusion tubes in 18 locations. These tubes are placed at various sites and collected by the Council before being sent to a laboratory for analysis. The environmental research group at Kings College, London, approves and assembles all data, which is then displayed on the Herts. and Beds Air Quality website for public information.

The target is an annual mean not exceeding 40ug/m3 of nitrogen dioxide. Several monitoring points close to busy roads have shown elevated readings. This is a matter for concern however readings can be distorted by severe traffic delays hence the emphasis on an annual mean.

The following table details the location of diffusion tubes within the Borough, results for April and an average covering quarter 4 of 2010/11. Results for May and June are outstanding and will be reported in the second quarterly monitor.

Nitrogen Dioxide Tube Results

Address	Average monthly figures from Q4 2010/11	Apr
Turners Hill Cheshunt	59	25
Winford Drive Hoddesdon	29	26
Arlington Crescent Waltham Cross	87	71
Molesworth Hoddesdon	28	18
Great Cambridge Road Cheshunt	73	63
Teresa Gardens Waltham Cross	42	31
High Street Waltham Cross	90	63
High Road Wormley	66	55
10 Colthurst Gardens	31	41
Parkside Waltham Cross	61	65
20 Milne Close Cheshunt	32	37

Continues overleaf

Address	Average monthly figures from Q4 2010/11	Apr
10 Great Stockwood Road	27	24
1 The Chase Goff's Oak	34	22
36 Eleanor Cross Road Waltham Cross	73	80
Sturlas Way Waltham Cross	58	34
Wickes Car Park	51	41
Winston Churchill Way	64	60
Jones Road	35	28

The highest readings are generally received from sites in Waltham Cross. This is expected as a high level of nitrogen dioxide is likely to come from the M25 motorway and other major roads. It is also possible that small amounts are blown in from north east London and continental Europe.

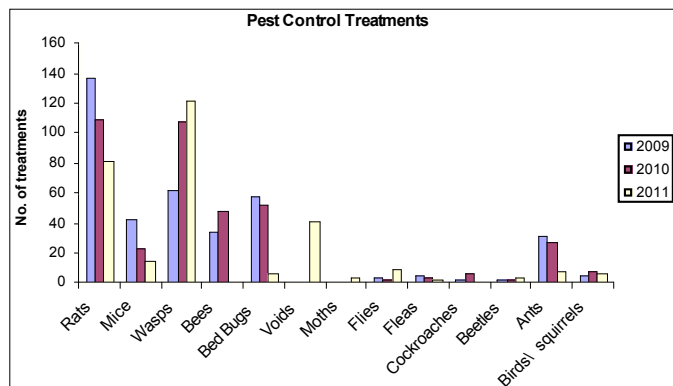
Due to long term patterns of high nitrogen dioxide at Eleanor Cross Road because of a busy junction and stop-start traffic, the Government has required the Council to undertake a detailed assessment of air quality issues in that area. In the event of the assessment concluding that remedial measures are required then it is possible that a new air quality management area will be declared. This would require an action plan involving the Council and partner organisations to take measures to improve local air quality.

PEST CONTROL

In general, treatments of pests have reduced this quarter when compared to the same period in previous years. Treatments for rats have reduced consistently in line with the experience of Environmental Health Officers who investigate rat complaints where enforcement action is required.

An surge however has been experienced in wasp treatments with a total of 122 treatments being carried out between April and June this year. This is an increase of 13% over the same period in 2010/2011 and is the highest total for the first period of the last four years.

The graph below looks at pest control treatments carried out between April and June for the current year and for the same periods since 2008.





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