

# SECOND QUARTERLY ENVIRONMENTAL MONITOR 2012/13



*Cedars Park maze  
July 2012*

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

# SECOND QUARTERLY MONITOR IMPACTS ON THE COMMUNITY 2012/13

## Recycling and Refuse

The community achieved a recycling and composting rate of 44.5 per cent in quarter two 2012/13, 1.2 per cent lower than the same period last year. This reduction is the result of an increase in the amount of waste thrown away and a reduction in the amount recycled. It may be that this reduction is only for one quarter however it will be concerning if this trend continues. As a result residents are encouraged to reduce what they throw away and recycle as much as possible using the services provided.

Due to changing standards for quality of compost, residents are being encouraged to recycle cardboard at their local Neighbourhood Recycling Centre and not in the green wheeled bin. Recycling cardboard in this way has a number of environmental benefits, will ensure good quality compost is produced and allow residents to recycle a wider range of cardboard. More information can be found in the monitor or at the Council website at [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk).



*Recycling cardboard at a Neighbourhood Recycling Centre*

## Street Cleansing

Inspections of street cleansing performance have highlighted a reduction in the amount of litter in streets around the borough. This indicates improvement in the levels of cleanliness compared to 2011/12.

Rework levels for the quarter increased slightly compared to last year. This is due to a focus on rectifying problem locations during the period rather than declining standards in the cleanliness of streets.

For the third consecutive quarter since the introduction of a dedicated cleansing team for the A10, there have been no unacceptable inspections. This highlights improving standards of cleanliness and the success of the change in methodology.

## Community Engagement

The Council's adopt-a-street programme aims to encourage the community to engage in caring for the local environment. This quarter saw 3 new recruits; one in Cheshunt, one in Broxbourne and one in Hoddesdon.

There are currently 166 individual volunteers actively participating in the adopt-a-street scheme, together with schools and local businesses. Details on how to join are included inside the monitor.

## Environmental Enforcement

The number of flytipping incidents increased marginally for the first time in the last couple of years. The minor increase has not resulted in a deterioration in the local environment and continued enforcement action against offenders should help to keep the number of incidents down.

The number of cars stickered for verge parking has risen as a result of increased officer action. Cars are stickered to reduce the damage to verges and to ensure there are fewer pedestrian footways blocked by parked cars.

Although the Council's litter enforcement contractor, XFOR, issued a reduced number of fixed penalty notices compared to last year, their work contributes to improving the cleanliness of the areas they patrol, including town centres.

## Grass Verges

Wet weather conditions made grounds maintenance challenging during the quarter. Despite this, grass cutting progressed well as weather conditions improved and the summer shrub and hedge maintenance programme started, with flower displays adding attractive colour to the town centres.

## Parks and Open Spaces

The results of the Broxbourne in Bloom 2012 Competition were announced at Broxbourne Civic Hall on Wednesday 12 September. All attending were commended for their efforts to make local areas more attractive. Winners received certificates and trophies recognising their efforts; a full list of winning entries can be found on the Council website.

Volunteer groups were busy improving the boroughs open spaces. As part of the new 'Jubilee Walk' at Barclay Park, volunteers and Councillors planted over 400 bulbs.



*Volunteers planting bulbs on the Jubilee Walk, Barclay Park*

## Pest Control

Treatments have decreased by 79 per cent when compared to the same period last year. This is largely due to the wet and cold summer reducing wasp populations, resulting in a 92 per cent decrease in the number of wasp treatments and thus reducing residents need for work to be completed as a result of a wasps nest.

# RECYCLING AND REFUSE

## Recycling rate

In quarter two 2012/13 the community achieved a recycling and composting rate of 44.5 per cent, 1.2 per cent lower than the same period last year.

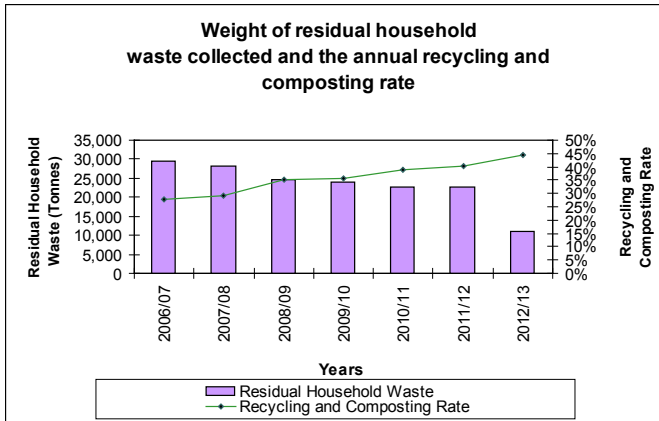


Table 1: Overview of recycling and refuse performance

Type of household waste material collection *	Jul - Sep 11/12 (tonnes)	Jul - Sep 12/13 (tonnes)	% Change compared with 2011/12	Comparison
Kerbside collection of paper, glass, cans and plastics	1,129	1,075	- 4.8%	☹️
Kerbside collection of green waste, food and cardboard	2,836	2,778	- 2%	☹️
Neighbourhood recycling centre (NRC) collection	455	426	- 6.4%	☹️
Textiles and WEEE	80	70	- 12.5%	☹️
Household refuse rounds collection	4,379	4,404	+0.6%	☹️
Street arisings and litter clearance **	958	1,018	+6.3%	☹️
<b>Total household waste collected (tonnes)</b>	<b>9,837</b>	<b>9,771</b>	<b>-0.7%</b>	😊
Households ***	38,870	39,400	+1.4%	-
Residual waste per household (NI 191)	137 kg	138 kg	+0.7%	☹️
Recycling and composting rate (NI 192)	45.7 %	44.5%	-1.2%	☹️

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

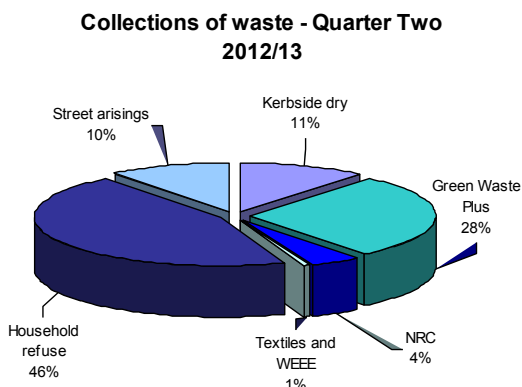
\*\* Street arising include fly tips, street sweepings, litter collection and bulky waste collections.

\*\*\* Dwelling stock figures provided by Waste Data Flow

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

## Total household waste

The pie chart below shows each waste element as a proportion of all household waste collected for quarter two 2012/13.

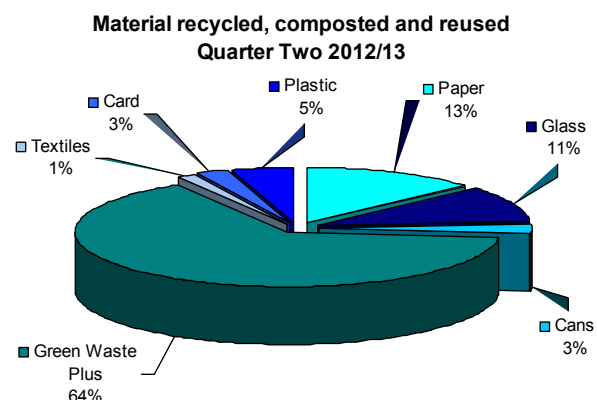


## Quarterly Trends Dry Recycling

- Paper tonnages decreased by 137 tonnes (19.4 per cent) between quarter two 2012/13 and the same period last year. The decline in paper is replicated across Hertfordshire as more people are reading the news online and receiving documents via e-mail.
- Glass tonnages increased by 27.4 tonnes (5.7 per cent) when compared to the same period last year.
- Cardboard tonnages increased by 11 tonnes (10.1 per cent) when comparing quarter two 2012/13 with the same period last year.
- In quarter two 310 tonnes of mixed plastics and cans were collected compared to 265 tonnes in the same period in 2011/12.

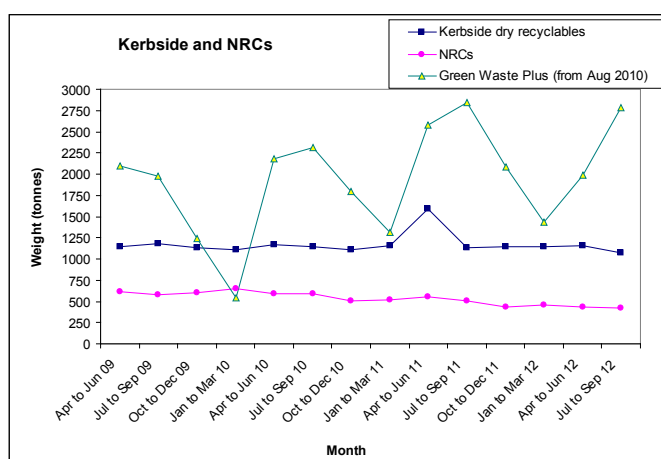
## Recycling

The graph below shows each recycling material as a proportion of the total collected in quarter one 2012/13.



## Neighbourhood recycling centres (NRCs)

The 25 NRCs in the Borough contributed 4.4 per cent (426 tonnes) to the quarterly recycling rate, a 29 tonne reduction when compared to the same period in 2011/12. Overall usage of NRCs is on a downward trend but despite this they still remain a key part of the recycling infrastructure, and may play an important role in dealing with future issues faced in the recycling service. The graph below shows the trend for kerbside dry, NRC and green waste collection tonnages.



## Comparisons with other Hertfordshire Councils

The table below shows the projected recycling rates of all Hertfordshire district councils for 2011/12. Broxbourne has remained in eighth place although there is very little difference between the bottom three Councils. These are provisional rates and may be subject to change.

Authority	Qtr 2 - 2012/13 (%)	2011/12 Annual Rate (%)
1 Three Rivers	65.1	60.5
2 North Herts	51.0	49.5
3 East Herts	50.1	48.4
4 Welwyn Hat.	49.7	49.9
5 Dacorum	47.8	46.7
6 St Albans	47.5	48.3
7 Hertsmere	46.4	46.7
8 Broxbourne	44.5	40.4
9 Watford	43.4	41.2
10 Stevenage	39.1	40
<b>County Average</b>	<b>48.5</b>	<b>47.2</b>

## It's not hard to recycle card!

Residents of Broxbourne are being encouraged to recycle their cardboard at one of the network of Neighbourhood Recycling Centres (NRCs) across the borough rather than composting it in the green wheeled bin.

Standards for compost have become tighter to ensure that the compost produced is of the highest quality. High volumes of coloured cardboard are affecting the success of the composting process. Recycling less cardboard in the green wheeled bin ensures that garden waste can be turned into high

quality compost for a variety of uses, helping the environment.

In addition, by taking more cardboard to be recycled at one of the 23 sites in the borough, residents will benefit as:

- it will be turned into new cardboard, which uses up to 99 per cent less water, up to 50 per cent less energy, and produces only 10 per cent of the by-products than when making cardboard with new materials. This makes recycling it in this way more environmentally friendly.
- cardboard is a valuable material, so recycling it instead of composting it generates more income. This extra income will help to pay for Council services.
- more types of cardboard can be recycled when compared to composting it in the green wheeled bin. For example coloured cardboard and waxed washing powder boxes can be taken to NRC's, but not put in your green wheeled bin.

NRCs are located across the borough so can be easily visited whilst going about your normal business. At the NRC's residents can recycle all types of cardboard including brown cardboard, grey cardboard (e.g. cereal boxes), egg boxes and brown envelopes. The centres also have banks for other recyclables such as paper, glass, cans and plastic.



Recycling cardboard at an NRC

For more information on the location of the recycling centres, please visit [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk).

## 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](http://www.herts.getcomposting.com) or by calling 0844 571 4444. Prices start from £21 (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.

# STREET CLEANSING

## Summary

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.

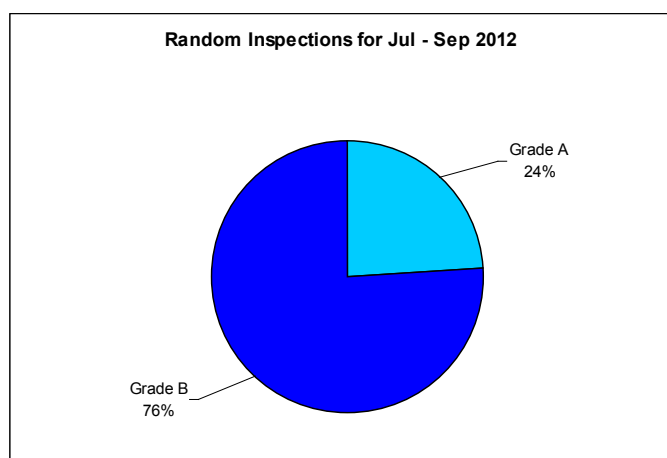
## Performance Indicators

Whilst local authorities are no longer required to submit their NI 195 returns to central government, many continue to use the methodology to carry out inspections for the four elements, litter (a), detritus (b), graffiti (c) and flyposting (d). The first tranche, 150 x 50 metre inspections, were completed by the end of August 2012. The table below details the Council's results for 2011/12, own targets for 2012/13 and the results for the first tranche for 2012/13

All Land Users	Litter	Detritus	Graffiti	Fly posting
2011/12 Results	5%	5%	2%	0%
2012/13 Target	<7%	<7%	<1%	0%
2012/13	3%	9%	2%	0%

## Random inspections of the borough

The Council carried out 59 random cleaning inspections this quarter of which all were either 'A' or 'B' grades which indicates an acceptable standard of cleanliness. 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.

## Monitoring the street cleaning contractor

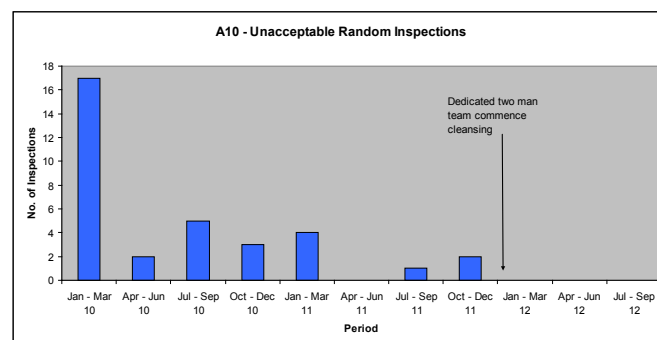
Average rework levels for the quarter were 6.6 per cent. This represents a slight increase in comparison to the same quarter last year (5.3 per cent) and the annual average for 2011/12 (5.75 per cent). The increase is likely to be attributed to the reduced number of inspections carried out this quarter which tended to focus on problematic locations.

Period	Percentage Reworks
Jul - Sep 2011	5.3%
Jul - Sep 2012	6.6%

## Cleaning the A10 dual carriageway areas

Daily litter picking of the various sections of the A10 from Monday to Friday commenced on 5 December 2011 via a dedicated two-man team. Since this time there has been no need for traffic management (TM) measures to be booked by Broxbourne. However, programmed traffic management by Herts County Council for grass cutting in July and September was utilised in order to litter pick Lieutenant Ellis Way, Winston Churchill Way, and the Hoddesdon and Turnford link roads.

The chart below details the number of unacceptable A10 random inspections, grade C/D, for each quarter. Since December 2011 there have been no random inspections below a 'B' grade which is a direct outcome of the dedicated two man team.



## Removing graffiti

Only one location was targeted this quarter, with graffiti removed from the Hoddesdon Clock Tower in September.

## Repairing litter bins

Between July and September the Council replaced 12 litterbins at existing sites, some due to the condition of the bin and in other instances replacing the existing litter bin with a new style litter bin to facilitate disposal of cigarette waste. A further 7 old/damaged bins were removed from redundant sites and one was installed at a new location by the bus stop outside The Jolly Bricklayers Public House on Flamstead End Road, Cheshunt.

	Reset	Re- place	New	Re- move	Re site	Re- pair	Total
2009 /10	4	21	5	11	2	5	48
2010 /11	5	8	4	13	4	0	34
2011 /12	5	25	4	12	0	0	46
2012 /13	1	24	2	27	0	0	54

## 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. This quarter saw 3 new recruits; one in Cheshunt, one in Broxbourne and one in Hoddesdon.

There are currently 166 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. 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](http://www.broxbourne.gov.uk).

## MARKETS

Pitch occupancy was down 4 per cent (1.44 pitches) overall across the four weekly markets for the period April to September 2012.

The only market day to see an increase in average pitch occupancy was Hoddesdon Friday, up 4 per cent (0.76 pitches) over the period. Average pitch occupancy was down at Waltham Cross Friday market by 1.3 per cent (0.61 pitches). These figures do not take account of both Friday markets being cancelled on 8th June due to adverse weather conditions which obviously had an impact on average attendance for the first half of the year.

Hoddesdon Wednesday market saw the largest decrease in pitch occupancy across the four market days with a reduction of 10 per cent (4.21 pitches). Pitch occupancy at Waltham Cross Wednesday market reduced by 4.2 per cent (1.71 pitches).

## STREETSCENE AND ENVIRONMENTAL ENFORCEMENT

### Flytipping Incidents

There were 200 flytipping incidents recorded this quarter compared to 197 for the same quarter last year, with an increase in commercial flytipping. One prosecution resulting in a £500 fine was issued this quarter and 30 fixed penalty notices were issued for less serious cases of fly-tipping.



*A flytip in Bulls Cross Ride – evidence was found and a prosecution case is being compiled*

Period	Number of recorded flytipping incidents	Number of prosecutions
2010/11	844	15
2011/12	821	1
2012/13 YTD	331	2
July - Sept 11	197	0
July - Sept 12	200	1

### Fixed Penalty Notices

A total of 782 fixed penalty notices were issued this quarter compared to 806 for the same quarter last year. The extended trial with XFOR is due to expire in October and will be reviewed with a recommendation to continue to 2014.

Period	Dog fouling	Litter	Total number issued
2010/11	6	1198	1204
2011/12	8	2325	2333
2012/13 YTD	4	1512	1516
July – Sept 11	2	804	806
July – Sept 12	3	779	782

## Abandoned Vehicles

	2010 /11	2011 /12	2012 /13 YTD	July -Sept 11	April- June 12
Vehicles inspected	373	340	134	67	62
24 hour notices issued	29	28	33	5	1
Vehicles removed for destruction	5	9	4	1	1



An abandoned vehicle in Wavell Close, Cheshunt – after being stickered by the Council it was removed

## Rear of Shops and open space enforcement

Period	Number of notices issued
2010/11	254
2011/12	228
2012/13 YTD	129
July – Sept 11	95
July – Sept 12	57

## Untaxed Vehicles

Actions Taken	2010 /11	2011 /12	2012 /13 YTD	July- Sept 11	July- Sept 12
Untaxed vehicles removed	288	89	26	19	18
Claimed and Released	160	67	16	13	10
Total Destroyed	56	22	10	6	8

## Fly-posting

Period	Number of Incidents	Number of posters removed	Number of prosecutions
2010/11	42	124	0
2011/12	29	103	0
2012/13 YTD	26	67	0
July - Sept 11	25	66	0
July - Sept 12	11	27	0

## Verge Parking

Period	Number of cars stickered
2010/11	244
2011/12	147
2012/13 YTD	102
July - Sept 11	46
July - Sept 12	74

## PUBLIC CONVENIENCES

There are seven public conveniences in the Borough. Five are located within parks and open spaces; Old Highway and Barclay Park in Hoddesdon, Deaconsfield recreation ground in Broxbourne, Station Road recreational ground and Cedars Park in Waltham Cross. The remaining two are situated at Turners Hill in Cheshunt and on the High Street at Waltham Cross.

The public conveniences are currently cleansed at least twice a day and are regularly inspected. Servest were the successful company to take over the new contract which commenced in April 2012, part of a joint tender with Welwyn and Hatfield Council.

The previous contractors had been with the Council for 30 years and since the new company 'Servest' started the contract there have been maintenance issues and some problems with ordering of stock. Efforts are being made to improve communication.

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 2012 the target number of closure days permitted has risen due to vandalism and some minor maintenance.

## Community Toilet Scheme

In August the public toilets in Hoddesdon town centre closed as a result of the Tower Centre re-

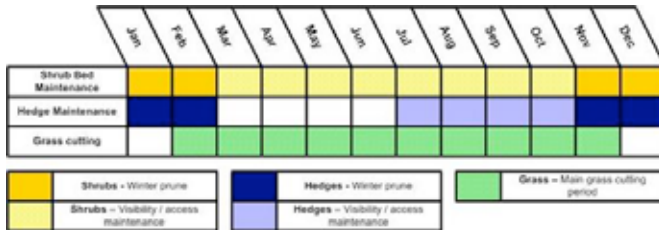


development. To reduce the inconvenience to visitors of the town centre the Council has introduced a community toilet scheme that allows members of the public to use the toilet facilities in approved local businesses during their opening hours. The service is free for users and goods or services do not need to be purchased from the establishment. There are four outlets giving visitors a choice of facilities through the High Street. Participating outlets are in the scheme are:

- Café Nero
- The Bell Inn
- The Public Library
- Brewery Bites

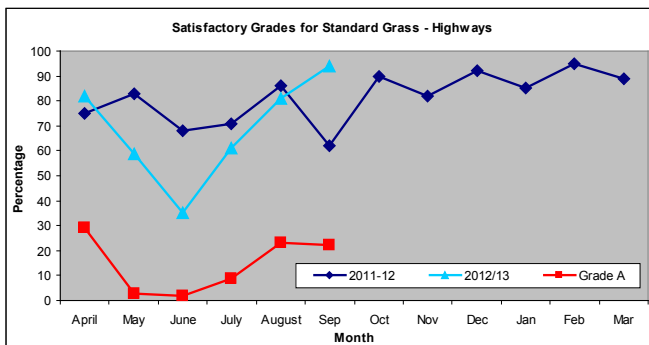
## GRASS VERGES

### Calendar of main Ground Maintenance operations



### Grass Cutting

Grass cutting operations were suspended on several days in July due to the continuing heavy rainfall. These non-cutting days, combined with vigorous growth due to warm, wet conditions, resulted in long grass in many parts of the borough. Drier conditions and increased focus on grass cutting during August and the slower rate of growth in September allowed a significant improvement to be made in the appearance of grass at the end of this quarter.



### Borders and Hedge Maintenance

The summer shrub and hedge maintenance programme started in July. At the end of the quarter, 78 per cent of shrub beds had been pruned back from pathways and windows to maintain access

and sightlines, and 60 per cent of shrub beds had been applied with herbicide to restrict weed growth. Similar works were completed to 59 per cent of the borough's hedges.

### Bedding Displays

Summer bedding, planters and barrier baskets flowered well throughout the quarter.

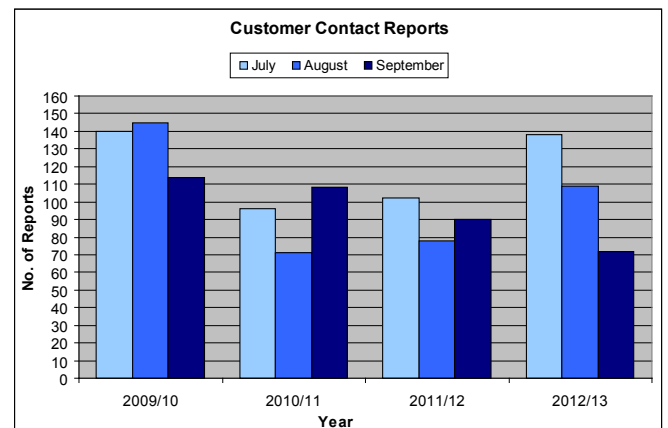


Barrier baskets in Waltham Cross

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](http://www.broxbourne.gov.uk/environment_and_planning/grounds_maintenance.aspx)

### Customer Contacts

The total number of customer contacts increased by 18 per cent during this quarter compared to the same period last year. This may be due to the wet conditions and subsequent increased growth early in the quarter.



### Formal Notices and Rectifications

The number of rectification notices issued increased by 53 when compared to last year's numbers, again as a result of the weather conditions early in the quarter. There was however no change in the number of default notices issued.

## ROAD ADOPTIONS AND OPEN SPACES

### Recently adopted roads

One road was adopted this quarter (Hickman Close, Broxbourne).

### 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 the Council.

Stage	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2012/13
Roads under construction and not ready for adoption	5	5	5	5
Roads completed*	12	12	12	12
Roads completed**	0	0	0	0
Roads completed***	4	4	3	2
Total number of roads not adopted	21	21	20	19
Adoptions in the period	3	0	1	1

\* 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



Hickman Close, Broxbourne, adopted this quarter

## PARKS AND OPEN SPACES

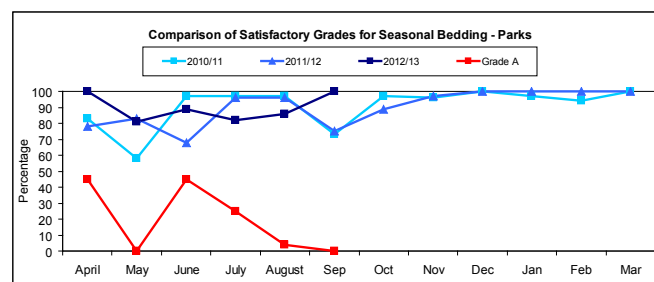
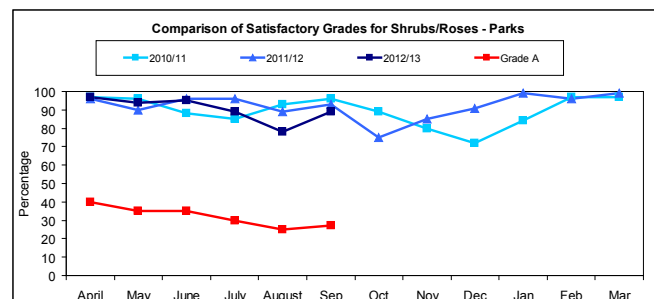
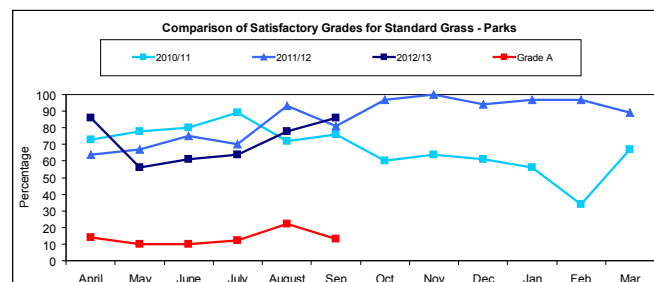
### Progress with key activities in Quarter 2

- Improved weather conditions in August enabled grass cutting operations to catch up. Strong plant growth was seen in shrubs and hedges, along with weeds in beds that had not been treated with herbicide during the wet spring months.
- Summer maintenance continued to shrubs and hedges throughout September, to be followed by the start of the winter works programme, whilst traditional summer annuals and wild flowers provided colourful displays in the parks.
- Cheshunt Park Golf Course recovered well from waterlogged ground conditions which caused partial closure of the course on two occasions at the beginning of July.
- A total of 76 rectification notices were issued in the quarter; 66 for park maintenance and 10 for cemetery maintenance. Fourteen default notices were issued; 11 for parks and three for cemeteries.

### Weather

Weather over the period began cool, wet and cloudy with the wettest July since 1950. Throughout the remainder of quarter two conditions were warmer and drier.

### Comparison of satisfactory grades



## Allotments

Two of the 15 sites in the Borough are fully occupied and a total of 95 per cent of plots are occupied. Maintenance works this quarter include the strimming of vacant plots for new tenants.

	Number of plots	Plots taken	Plots vacant	% taken
July - Sept 2012	838	797	41	95

## Cemeteries

Although a small increase this quarter, interment numbers continue to fall year on year in line with national statistics, indicating an annual decrease in mortality rates.

	2nd Qtr 2011/12	2nd Qtr 2012-13	Year to date 2011/12	year to date 2012/13
Total Interments Cheshunt	57	67	127	120
Total Interments Hoddesdon	24	17	56	43
Total Both Cemeteries Resident	64	64	154	124
Total Both Cemeteries Non-resident	17	20	29	39
Overall Total Both Cemeteries	81	84	183	163

## Community Engagement

Twenty-three events were held in the borough parks this quarter, attracting over 6,000 people. Activities catered for all age groups and consisted of:

- national play/community days
- archaeological digs
- Urbathlon sports
- Celebrating our Community
- art and music workshops
- health walks
- music concerts

Details of all park events are listed on the Council website at [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk) and in the Children and Families publication which is available from all Council facilities and one stop shops.

## Volunteer Works

Volunteer groups have continued to work on conservation tasks to improve the borough's open spaces. At Barclay Park this quarter, the park's 'Friends group' joined with other volunteers, Councillors and 20 managers from Barclays Bank to plant nearly 400 bulbs as part of the new Jubilee Walk. Restoration works to the park lake were also completed. Members of the Wednesday Volunteer Group were kept busy clearing scrub from the lower meadow at Baas Hill Common.

For further details on volunteering opportunities, please contact the Councils park managers by e-mailing [leisure@broxbourne.gov.uk](mailto:leisure@broxbourne.gov.uk) or telephone 01992 785508.

## Green Flag

Cheshunt Park, Cheshunt Cemetery and Cedars Park celebrated their renewed Green Flag status with flag-raising ceremonies. Wormley Top Field was also successful in retaining its Green Flag Community Award.

## Broxbourne in Bloom

The results of the Broxbourne in Bloom 2012 Competition were announced at Broxbourne Civic Hall on Wednesday 12 September.

A tea party was held with the Deputy Mayor for children representing Andrews Lane, Bonneygrove, Brookland Infants, Sheredes Primary and Woodside Schools. After tea, the children met the cast of this year's pantomime and were presented with certificates of achievement and prizes. The overall winner, achieving gold standard, was Brookland Infant School.



*Brookland Infant and Junior School: winner of Best School Grounds.*

The awards and presentations for individual entries into Broxbourne in Bloom 2012 were also made on Wednesday 15 September at the Civic Hall, at an evening ceremony with the Deputy Mayor. Winners were presented with prizes, certificates and trophies for their efforts; full details can be found on the Council website in the Community and Living section.

## CLIMATE CHANGE

The Council has recently published its Greenhouse Gas emissions for the financial year 2011-2012. 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 2011-2012 for Broxbourne Council totalled 4,914 tonnes. The breakdown can be seen below:

Method of Emissions Production	Tonnage	% of Total
Gas	889	18
Fleet fuel	882	18
Purchased electricity	2176	44
Business travel	28	1
Staff commuting	436	9
Other	500	10

## AIR QUALITY

### Customer Contacts

During July to September 2012, a total of 40 complaints were received in relation to air quality. Out of the total, 28 were related to domestic bonfires and 12 concerned commercial bonfires.

### Diffusion Tubes

The Council continues to measure levels of Nitrogen Dioxide (NO<sub>2</sub>) across the Borough using diffusion tubes in 18 representative locations. Listed below are the monthly results covering July 2012 to September 2012 for NO<sub>2</sub>.

Address	July	Aug	Sep	Ave
High Street, WX	91	130	17	79
Arlington Crescent, WX	74	121	16	70
Winston Churchill Way	62	92	41	65
Jones Road	*	*	62	62
Eleanor Cross Road, WX	61	87	31	60
Great Camb Road	*	94	25	59
Sturlas Way, WX	43	80	38	54
Parkside, WX	47	81	31	53
High Road Wormley	54	73	15	47
Wickes Car Park, WX	40	64	25	43
Teresa Gardens	36	53	17	35
Winford Drive	21	41	41	34
Turners Hill, Cheshunt	50	*	14	32
Colthurst Gardens, Hodds	24	38	*	31
Molesworth, Hodds	25	39	27	30

Address	July	Aug	Sep	Ave
Mylne Close	24	32	20	25
The Chase	19	*	31	25
Gt Stockwood Road	21	32	28	24

\* No readings recorded, this is due to the tubes either being removed by members of the public or being blown away by the wind.

The average mean for the three months are respectively low compared to the previous months, however this may be due to the results for September that appear to very low at some locations and as such may have affected the average. There were no recorded meteorological reasons for these low results.

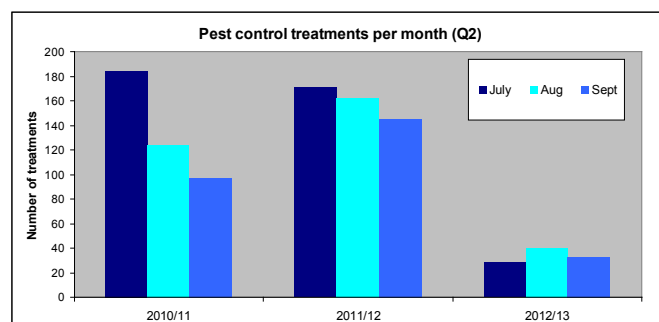
Waltham Cross generally continues to have the highest levels of NO<sub>2</sub>. This is due to the close proximity of the diffusion tubes to the M25 and other major arterial roads. The target for sites is an annual mean of 40ug/m<sup>3</sup> of NO<sub>2</sub>. This has been exceeded at some of the above locations although levels are a significant distance away from being deemed harmful.

## PEST CONTROL

### Pest control trends

There were a total of 101 pest control treatments completed in the first quarter of 2012/13. This is a decrease of 377 (79 per cent) and 304 (75 per cent) when compared to 2011/12 and 2010/11 respectively.

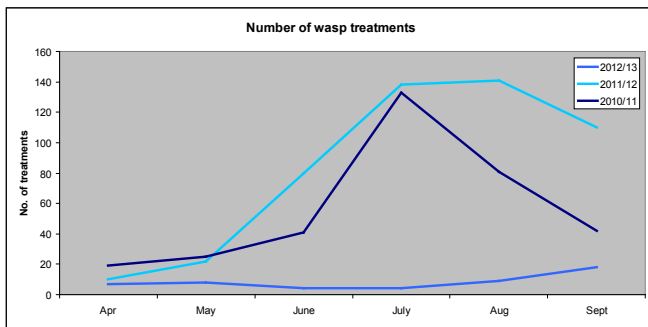
Year	July	Aug	Sep	Q2 Total
2010/11	184	124	97	405
2011/12	171	162	145	478
2012/13	28	40	33	101



### Types of pest control treatment

In general the different types of pest control treatment have remained at similar levels to previous years. There has however been a significant decrease in the number of wasp treatments during quarter 2 when compared to the

same period in previous years. The comparative decrease has been apparent for the whole of 2012/13 however is more pronounced between July and September.

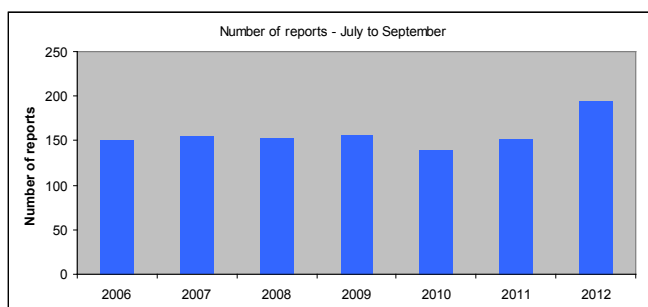


## NOISE MONITOR

### Noise trends - July to September

The Council received a total of 195 reports alleging noise nuisance in the second quarter this year, the highest number of noise reports in this period when compared with the last 6 years. This represents an increase of 29 per cent and 42 per cent when compared to 2011 and 2010 respectively. The Hoddesdon “Hum” stories in the local press prompted 6 reports of humming noise during the quarter - to date none have been corroborated.

Quarter 2 (April to September)			
	2010	2011	2012
Total number of reports	137	151	195



### Noise complaints by ward and type

The ward breakdown shows that music accounted for a significant number of the noise reports (32 per cent). Goff's Oak was the noisiest ward, closely followed by Cheshunt South & Theobalds, Waltham Cross and Rosedale & Bury Green

Music accounted for 32 per cent of excessive noise reports, with barking dogs constituting 19 per cent. This follows the trend seen in recent years where these types of noise complaint make up the majority of total reports.

	Music	Barking Dogs	Party	Other / Unidentified *	Vehicle Noise	Alarm	People Noise	Hum	Construction noise	Other Animals	Plant (Mobile)	Total
Goff's Oak	6	6	1	1	7	1	1	0	2	2	1	28
Cheshunt South & Theobalds	11	4	4	4	0	0	0	1	0	0	2	26
Waltham Cross	12	6	2	2	1	0	2	0	1	0	0	26
Rosedale & Bury Green	14	3	2	3	0	2	0	0	0	1	0	25
Hoddesdon North	8	2	4	2	0	0	0	1	1	0	1	19
Broxbourne & Hoddesdon South	0	5	0	2	3	3	2	0	0	0	1	16
Wormley & Turnford	4	2	4	1	2	1	1	0	0	0	0	15
Flamstead End	4	5	1	2	0	1	1	0	0	0	0	14
Cheshunt North	3	1	5	0	2	1	1	0	0	0	0	13
Hoddesdon Town & Rye Park	1	1	0	3	1	0	0	4	1	2	0	13
<b>Total</b>	<b>63</b>	<b>35</b>	<b>23</b>	<b>20</b>	<b>16</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>195</b>

\* Other / Unidentified includes DIY, fireworks, low frequency noise, machinery and TV / radio.

# Christmas recycling and refuse collections

Christmas Day, Boxing Day and New Year's Day all fall midweek, so changes have been made to the recycling and refuse collection schedule.

**Please see the table below for details.**

<i>Normal collection date</i>	<i>Christmas collection date</i>
<i>Monday 24 December 2012</i>	<i>Monday 24 December 2012</i>
<i>Tuesday 25 December 2012</i>	<i>Thursday 27 December or Friday 28 December</i>
<i>Wednesday 26 December 2012</i>	<i>Saturday 29 December 2012</i>
<i>Thursday 27 December 2012</i>	<i>Thursday 27 December 2012</i>
<i>Friday 28 December 2012</i>	<i>Friday 28 December 2012</i>
<i>Monday 31 December 2012</i>	<i>Monday 31 December 2012</i>
<i>Tuesday 1 January 2013</i>	<i>Wednesday 2 January or Thursday 3 January</i>
<i>Wednesday 2 January 2013</i>	<i>Wednesday 2 January 2013</i>
<i>Thursday 3 January 2013</i>	<i>Thursday 3 January 2013</i>
<i>Friday 4 January 2012</i>	<i>Friday 4 January 2012</i>

All residents with a revised Christmas collection can find their specific collection day at [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk). Please put out your recycling and refuse as normal by **7am**, but because of the volume of material generated at this time of year collections may be a bit later than normal