

# Environmental monitor

## Quarter one 2013/14

This document provides an overview of service performance within the Borough of Broxbourne.



*The New River*

# Environmental monitor – Quarter one 2013/14

## Highlights

### Recycling and refuse (page 2)

The community achieved a recycling and composting rate of 38.4 per cent in quarter one 2013/14, an increase of 2 per cent compared to the first quarter in 2012/13. The recycling rate continues to be affected by contamination and large quantities of coloured cardboard in the green wheeled bin.



### Street cleansing (page 3)

Monitoring the street cleansing service throughout the first quarter has indicated an improvement in the cleanliness of the borough with regards to levels of detritus. Five new volunteers joined the adopt-a-street scheme to pick litter in their local area.

### Environmental enforcement (page 4)

Enforcement action remained at a similar level to the same period last year. Incidents of fly-tipping and the number of fixed penalty notices issued by the Council both increased by 8 per cent and 4 per cent respectively. This was balanced by a decrease in the number of abandoned and untaxed vehicles, incidents of verge parking and open space enforcement.

### Green spaces (page 5)

Levels of satisfactory grades for grass cutting, hedges and seasonal bedding remained similar to the same period in 2012/13. Decreases in satisfactory levels of shrub bed maintenance were experienced due to wet weather impacting upon herbicide application.

### Community engagement (pages 5 and 6)

Nine events were held in the first quarter of 2013/14, attracting over 5,500 people. The best attended of these events was the annual St Georges Day event at Grundy Park.

### Stray dog collections (page 7)

Sixty-one per cent of dogs collected were returned to their owners this quarter.

### Pest control (page 7)

The number of treatment requests to be carried out by the Council reduced by 25 per cent compared to the same period last year.

### Noise reports (page 7)

The total number of reports of noise nuisance reduced by 11 per cent this quarter compared to the 2012/13.

### Carbon and energy management (page 7)

The Council promotes the Governments Green Deal energy efficiency improvement scheme to encourage take up by residents, landlords businesses.

## Recycling and refuse

The Council carries out weekly refuse collections from over 39,000 households. Recycling collections alternate between paper, cans, glass and plastic bottles one week and green waste, food waste and cardboard the following week. A network of neighbourhood recycling centres is also maintained to assist residents to recycle their waste.

The community achieved a recycling and composting rate of 38.4 per cent in quarter one, an increase of 2 per cent when compared to the same period in 2012/13. Actual tonnages of recycling collected increased by 1 per cent (30 tonnes) and there was an 8 per cent decrease in the total amount of waste thrown away.

Ongoing issues remain with contamination (e.g. plastics and clothes) and large quantities of non-compostable coloured cardboard in the green wheeled bin. Standards for composting have become tighter to ensure that the compost produced is of the highest quality. As a result, 16 per cent (403 tonnes) of the 2,568 tonnes of green waste, food waste and cardboard collected this quarter was rejected at the disposal site and sent to landfill.

To reduce this problem, residents are encouraged to take their cardboard to NRCs rather than recycling it in the green bin. Recycling cardboard in this way also has a number of environmental benefits as it will be made into new cardboard, using less water and energy than when making cardboard with new materials.

| Description  | Apr - Jun<br>2012/13<br>(tonnes) | Apr - Jun<br>2013/14<br>(tonnes) | Change<br>(tonnes) | %<br>change | Comment   |
|--|----------------------------------|----------------------------------|--------------------|-------------|---|
| <b>Recycling</b>                                       |                                  |                                  |                    |             |   |
| Kerbside collection of paper, glass, cans and plastics | 1,162                            | 1,024                            | -138               | -12%        | Tonnages of each material collected (paper, glass, cans and plastics) decreased compared to the first quarter in 2012/13. |
| Kerbside collection of green waste, food and cardboard | 1,986                            | 2,165                            | 179                | 9%          |   |
| Neighbourhood recycling centres (including WEEE)       | 435                              | 422                              | -13                | -3%         | The decrease in tonnages at NRCs this quarter continues the downward trend seen at the sites in recent years.             |
| <b>Total recycling</b>                                 | <b>3,582</b>                     | <b>3,612</b>                     | <b>30</b>          | <b>1%</b>   |   |
| <b>Waste</b>   |                                  |                                  |                    |             |   |
| Household refuse collections                           | 4,538                            | 4,427                            | -111               | -2%         |   |
| Street arisings* and litter clearance                  | 1,147                            | 953                              | -194               | -17%        | The Council has been trialling methods of reducing street arisings.   |
| Contamination rejected from green waste                | 620                              | 403                              | -217               | -35%        |   |
| <b>Total waste</b>                                     | <b>6,305</b>                     | <b>5,783</b>                     | <b>-522</b>        | <b>-8%</b>  |   |
| <b>Performance indicators</b>                          |                                  |                                  |                    |             |   |
| Total household waste (recycling and waste combined)   | 9,887                            | 9,395                            | -492               | -5%         |   |
| Residual waste per household (kg)                      | 160                              | 146                              | -14                | -9%         |   |
| <b>Recycling and composting rate (%)</b>               | <b>36.2</b>                      | <b>38.4</b>                      | <b>2%</b>          | <b>-</b>    | <b>Recycling rates are usually highest in quarters one and two due to the high level of green waste collected.</b>        |

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

## Street cleansing

Broxbourne Council is responsible for maintaining a clean, tidy and pleasant environment for its residents. The street cleansing service includes the scheduled cleansing of residential roads, footpaths and the A10, daily town centre cleansing, graffiti removal and weed control. The Council also has an 'Adopt-a-Street' programme which encourages residents, businesses and schools to pick up litter in their local area between the Council's scheduled cleanses. For more information about the scheme please call **01992 785577** or visit the 'Street cleaning service' section of the Council's website at **[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)**.



| Description                                  | Target | Annual 2012/13 | 2013/14 Year to date | Change | Comment  |
|--|--------|----------------|----------------------|--------|--|
| <b>NI 195 - unacceptable inspections (%)</b> |        |                |                      |        |  |
| Litter                                       | <7     | 3              | 5                    | 2      | These random inspections measure the cleanliness of selected areas at a given time. Over the course of the year, as a wider variety of areas are inspected, the figures will reflect the cleanliness of the whole Borough. |
| Detritus                                     | <7     | 11             | 5                    | -6     |  |
| Graffiti                                     | <1     | 1              | 0                    | -1     |  |
| Fly-posting                                  | 0      | 0              | 0                    | 0      |  |

| Description                            | Apr - Jun 2012/13 | Apr - Jun 2013/14 | Change | Comment  |
|--|-------------------|-------------------|--------|--|
| <b>Monitoring (random inspections)</b> |                   |                   |        |  |
| Unacceptable inspections (%)           | 1                 | 1                 | 0      | These random inspections take place once roads receive their scheduled cleanse. Any inspected roads that are graded as unacceptable are cleansed within 24 hours if the street is not scheduled to be cleansed in the next seven days. |

| Description                | Annual 2012/13 | Apr - Jun 2013/14 | Change | % change | Comment |
|----------------------------|----------------|-------------------|--------|----------|---------|
| <b>Adopt-a-street</b>      |                |                   |        |          |         |
| Total number of volunteers | 168            | 173               | 5      | 3%       |         |

## Environmental enforcement

Enforcement action is taken by the Council covering a series of envirocrimes, such as fly-tipping, littering and failing to clear up after dogs, which can impact upon the environment in a negative manner.

| Description                                     | Apr – Jun 2012/13 | Apr - Jun 2013/14 | Change | % change | Comment  |
|---|-------------------|-------------------|--------|----------|--|
| <b>Fly-tipping</b>                              |                   |                   |        |          |  |
| Number of incidents                             | 131               | 141               | 10     | 8%       | Of the 141 incidents, one prosecution was made.  |
| <b>Fixed penalty notices (FPNs)</b>             |                   |                   |        |          |  |
| Number of notices issued                        | 700               | 728               | 28     | 4%       | Two FPNs were issued for dog fouling this quarter; the remaining 726 were issued for littering offences. |
| <b>Abandoned vehicles</b>                       |                   |                   |        |          |  |
| Number of vehicles inspected                    | 69                | 82                | 13     | 19%      |  |
| Number of notices issued                        | 32                | 17                | -15    | -47%     | One vehicle was removed for destruction this quarter.  |
| <b>Untaxed vehicles</b>                         |                   |                   |        |          |  |
| Number of vehicles removed                      | 8                 | 10                | 2      | 25%      |  |
| Vehicles claimed and released                   | 6                 | 7                 | 1      | 17%      |  |
| Vehicles destroyed                              | 2                 | 3                 | 1      | 50%      |  |
| <b>Verge parking</b>                            |                   |                   |        |          |  |
| Number of reports                               | 21                | 16                | -5     | -24%     |  |
| <b>Rear of shops and open space enforcement</b> |                   |                   |        |          |  |
| Number of notices issued                        | 72                | 53                | -19    | -26%     |  |



Above: Waste fly-tipped in a recycling bank at an NRC. Evidence was found and a fixed penalty notice issued.



Above: Verge parking in Churchgate, Cheshunt. A notice was placed on the vehicle to inform the owner they should not park in this location.

## Green spaces

The Council is responsible for maintaining the grass, shrub beds and hedges on the public highway and the maintenance and management of over 290 hectares of parks and open spaces, including 41 playgrounds, 24 sports pitches, seven public parks, two cemeteries, four churchyards and an 18 hole golf course.

In quarter one the focus was on grass cutting. The first cut of 2013 commenced on 5 March and by the end of the first quarter five cuts of highway verges had been completed with the 4th and 5th cuts nearing completion in the parks and cemeteries respectively. End of season maintenance for football pitches was undertaken in May and seasonal bedding was renewed in May / June.

Information on the annual programme of grounds maintenance works can be found on the Council's website, [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk).

| Description   | Apr – Jun<br>2012/13 | Apr – Jun<br>2013/14 | Change | Comment   |
|---|----------------------|----------------------|--------|---|
| <b>Highway verges – satisfactory inspections (%)</b>        |                      |                      |        |   |
| Grass cutting   | 59                   | 57                   | -2     |   |
| Borders and shrubs  | 85                   | 70                   | -15    | Cool, wet weather in March limited herbicide application, in turn causing difficulties with weed management in quarter one. |
| Hedge maintenance   | 98                   | 100                  | 2      |   |
| <b>Parks and open spaces – satisfactory inspections (%)</b> |                      |                      |        |   |
| Grass cutting   | 68                   | 70                   | 2      |   |
| Shrubs and roses  | 95                   | 87                   | -8     |   |
| Seasonal bedding  | 90                   | 94                   | 4      |   |
| <b>Cemeteries</b>   |                      |                      |        |   |
| Satisfactory grass cutting inspections (%)                  | 58                   | 61                   | 3      |   |
| Number of interments  | 79                   | 87                   | 8      |   |
| Description   | Annual 2012/13       | Apr – Jun<br>2013/14 | Change | Comment   |
| <b>Allotments</b>   |                      |                      |        |   |
| Occupation rate (%)   | 97                   | 97                   | 0      |   |

## Community engagement

The Council holds events for the public throughout the year within its parks and open spaces. Volunteer groups are also active at the sites, assisting with improvement works.

### Events and activities

A total of nine events were held in the open spaces during the first quarter, attended by over 5,500 people. Activities catered for all age groups and included art workshops, national play days, health walks, and the popular St George's Day event at Grundy Park, which attracted 4,700 people. Details of all park events are listed on the Council's website at [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk).

### Volunteer works

Volunteer groups have continued to carry out tasks to help improve the Borough's open spaces. During the first quarter the following works took place at Barclay Park:

- Installation of new signage by Countryside Management Services (CMS) volunteers to provide

visitors with information about the park's history and environment.

- Planting of the new Jubilee Walk.
- 550 marginal aquatics planted in the wet meadow.

Beavers from the 3rd Hoddesdon pack helped remove overgrown vegetation from the boundary between Ogard Road and Old Highway Park to remove safety concerns and ease maintenance. The group also collected litter from the park and play areas (see below).



As part of the HLF/Big Lottery project, a significant increase in volunteering was seen at Cedars Park including the formation of the Junior Rangers club. At the monthly meetings children and families have the opportunity to take part in a range of natural play activities including scavenger and bug hunts, making potions and playing bocce.

Employees from News International completed a number of tasks over three teambuilding days during May and June. Works completed included repairing the willow tunnel, thinning and transplanting the reeds from the pond, planting wildflowers in the entrance to the new car park and sprucing up the rose arch and walkway.

In addition to this, the Cheshunt branch of the East Herts LD Day Service are undertaking volunteer opportunities on a weekly basis and are undertaking a number of tasks to benefit the wildlife and features in Cedars Park.

At Cheshunt Park, the Wednesday group completed work in preparing the new grazing area for the long horned cattle. This included hedge row restoration, planting, and the installation of approximately 700 meters of fencing.

For further details on volunteering opportunities and Friends Groups, please contact the Councils park managers by emailing [leisure@broxbourne.gov.uk](mailto:leisure@broxbourne.gov.uk).

## Stray dog collections

The Council has a responsibility to collect stray dogs reported to the Council and where possible these are returned to their owners. Dogs that are unclaimed after seven days are made available for re-homing. Further information on how to report stray or missing dogs is available on the Council website at [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk).

| Collection and return data    | Apr – Jun<br>2012/13 | Apr – Jun<br>2013/14 | Change | %<br>change |
|-------------------------------|----------------------|----------------------|--------|-------------|
| Stray dogs collected          | 29                   | 31                   | 2      | 7%          |
| Stray dogs returned to owners | 17 (59%)             | 19 (61%)             | 2      | 2%          |
| Stray dogs re-homed           | 11 (38%)             | 12 (39%)             | 1      | 1%          |

*Note: Unfortunately one dog had to be put down for medical reasons during Apr – Jun 2012/13.*

## Pest control

The Council's environmental health team operates a chargeable pest control service for residents and businesses covering treatments for a range of pests including wasps, mice and rats. For more information please contact **01992 785577** or e-mail [helpline@broxbourne.gov.uk](mailto:helpline@broxbourne.gov.uk).

| Description          | Apr - Jun<br>2012/13 | Apr - Jun<br>2013/14 | Change | %<br>change |
|----------------------|----------------------|----------------------|--------|-------------|
| Number of treatments | 162                  | 121                  | -41    | -25%        |

## Noise

The Council investigates reports of excessive noise and takes formal action where required to resolve consistent noise nuisance.

| Description       | Apr - Jun<br>2012/13 | Apr - Jun<br>2013/14 | Change | %<br>change | Comment   |
|-------------------|----------------------|----------------------|--------|-------------|---|
| Number of reports | 148                  | 131                  | -17    | -11%        | Music (38 reports) and barking dogs (29 reports) accounted for 51 per cent of all reports made. |

## Carbon and energy management

The Council promotes energy efficiency improvements and related funding opportunities from third parties to encourage take up of these programmes by residents and landlords. In addition internal energy usage is monitored at all Council run locations to ensure cost efficiency and reduced impact upon the environment.

## The Green Deal

The Green Deal is a Government scheme to support households and businesses to improve the efficiency of their properties with no initial upfront cost. It is based on the principle that many energy efficiency measures have the potential to pay for themselves through reduced energy bills. Take up of the scheme also encourages reduced energy consumption in the UK, reduced greenhouse gas emissions, support for those who are struggling to pay their bills and creation of new jobs. Energy saving improvements includes loft or cavity wall insulation, heating, draught-proofing, double glazing and renewable energy technologies. For more information on this scheme please visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk).



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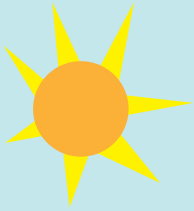
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