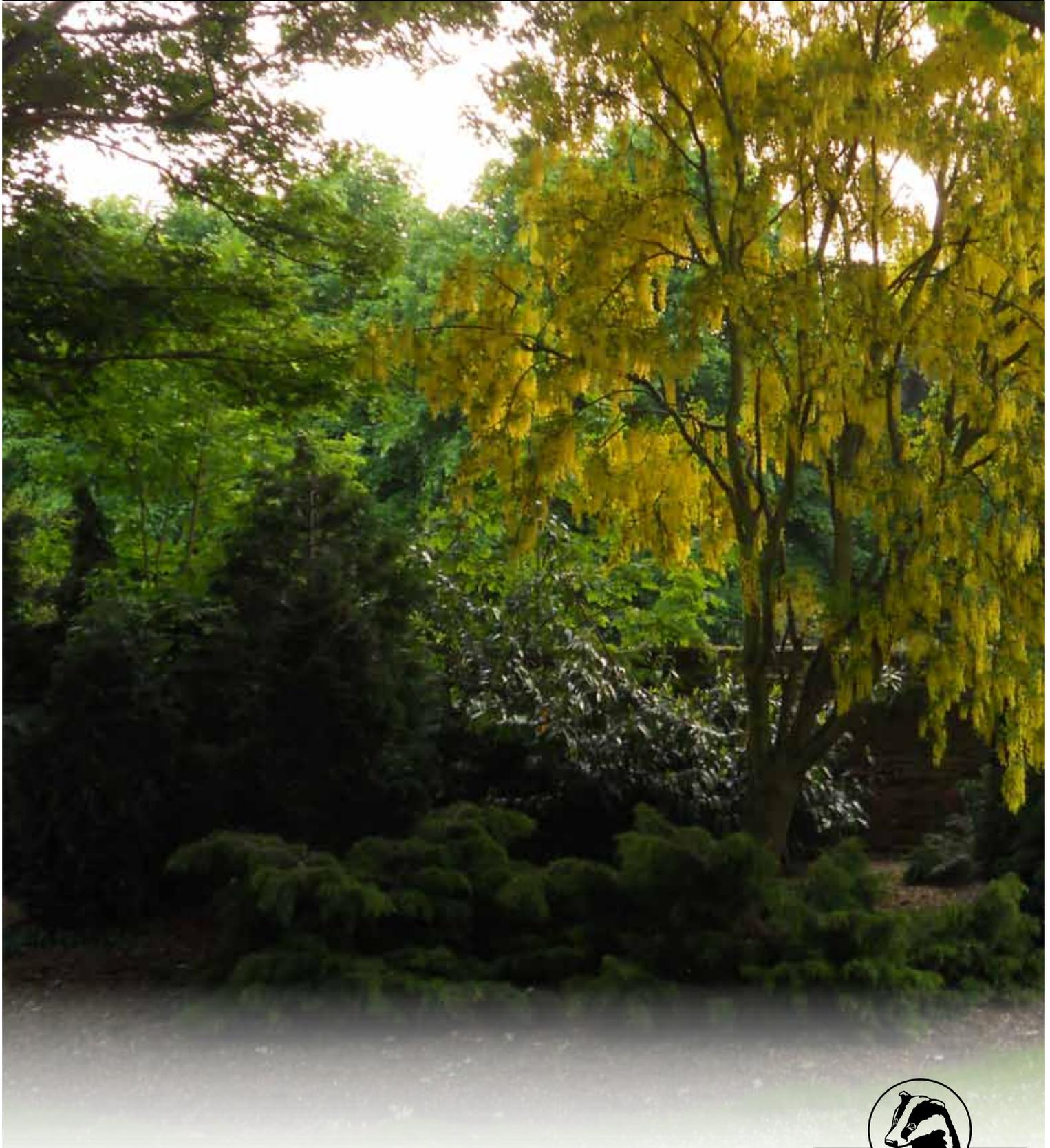


Environmental monitor

Quarter two 2013/14

An overview of environmental service performance within the Borough of Broxbourne.



Cedars Park

Environmental monitor – Quarter two 2013/14

Highlights

Recycling and refuse (page 2)

The community achieved a recycling and composting rate of 35 per cent in quarter two 2013/14, a decrease of five per cent compared to the second quarter in 2012/13. The recycling rate continues to be significantly affected by contamination and large quantities of non-compostable cardboard in the green waste stream.

Street cleansing (page 3)

Inspections during quarters one and two have indicated an improvement in the cleanliness of the borough with regard to levels of detritus (grit or dead vegetation).

Environmental enforcement (page 4)

Incidents of fly-tipping and the number of fixed penalty notices issued by the Council both decreased significantly, by 35 per cent and 63 per cent respectively. Numbers of abandoned and untaxed vehicles increased over the period as a result of increased patrols by the DVLA.

Green spaces (page 5)

Levels of satisfactory grades for grass cutting, hedges and seasonal bedding decreased compared to the same period in 2012/13. Prolonged wet weather in August and September made grass cutting conditions difficult.

Community engagement (pages 5 and 6)

12 events were held during the quarter, attracting over 6,000 people. Events included three 'Lets Go Play' events and a 'Celebrating Our Community' day.

Stray dog collections (page 6)

60 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 increased significantly as a result of an increase in demand for wasp nest treatments.

Noise reports (page 7)

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

Carbon and energy management (page 7)

The Council continues to promote the Government's Green Deal energy efficiency improvement scheme to encourage take up by residents, landlords businesses.



Let's Go Play Veg Fest event, Cedars Park, July 2013

Recycling and refuse

The community achieved a recycling and composting rate of 35 per cent in quarter two, a decrease of 5.3 per cent when compared to the same period in 2012/13. Actual tonnages of recycling collected decreased by 17.6 per cent (691 tonnes) and there was a 3.6 per cent increase in the total amount of waste thrown away. The reduction in recycling and increase in waste is primarily due to material being rejected from the composting facility and having to be sent to landfill. Contamination (e.g. plastics and clothes) and large quantities of non-compostable coloured cardboard in the green wheeled bin resulted in 716 tonnes of material being rejected. This reduced the recycling rate by 7.7 per cent (from 42.7 per cent to 35 per cent).

Description	Jul - Sep 2012/13 (tonnes)	Jul - Sep 2013/14 (tonnes)	Change (tonnes)	% change	Comment
Recycling					
Kerbside collection of paper, glass, cans and plastics	1,075	1,044	-31	-3%	Tonnages of glass increased by 11 per cent compared to the same period in the previous year. Despite this, tonnages of other materials decreased resulting in the overall three per cent (31 tonne) decrease.
Kerbside collection of green waste, food and cardboard	2,417	1,786	-631	-26%	The decrease in tonnages is partially as a result of increased contamination in the green waste.
Neighbourhood recycling centres (including WEEE)	432	404	-28	-7%	
Total recycling	3,924	3,233	-691	-18%	
Waste					
Household refuse collections	4,426	4,392	-32	-1%	
Street arisings* and litter clearance	1,018	908	-110	-11%	
Contamination rejected from green waste	362	716	354	98%	Increasing quantities of contamination (e.g. plastics and clothes) and coloured cardboard in green waste have resulted in an increase in tonnages rejected.
Total waste	5,806	6,016	210	4%	
Performance indicators					
Total household waste (recycling and waste combined)	9,719	9,249	-481	-5%	
Residual waste per household (kg)	147	152	5	3%	
Recycling and composting rate (%)	40.3	35.0		-5%	
Description	2012/13 year to date	2013/14 year to date	Change (tonnes)	% change	Comment
Recycling and composting rate (%)	40.3	39.0		-1%	

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

Nb. figures are not audited and are subject to change

These trends have also resulted in a decreased 'year-to-date' recycling rate. So far this year the community has achieved a recycling rate of 39.1 per cent, compared to 40.3 per cent over the first two quarters in 2012/13. To reduce the problem residents are encouraged, where possible to do so, to take their cardboard to Neighbourhood Recycling Centres (NRCs) rather than placing it in the green bin. The Council is considering different options to remove cardboard from the green waste bin.

Street cleansing

Random inspections of the borough are used to measure the cleanliness of selected areas at a given time. Inspections during the first two quarters of the year suggest an improvement in the appearance of streets in terms of detritus (grit and dead vegetation) and graffiti, with the amount of unacceptable amounts of litter increasing slightly compared to the previous year.

Description	Target	Annual 2012/13	2013/14 Year to date	Change	Comment
NI 195 - unacceptable inspections (%)					
Litter	<7	3	4	1	Inspections have shown an improvement in unacceptable levels of detritus and graffiti, although unacceptable levels of litter have increased slightly.
Detritus	<7	11	4	-7	
Graffiti	<1	1	0	-1	
Fly-posting	0	0	0	0	

Description	Jul - Sep 2012/13	Jul - Sep 2013/14	Change	Comment
Monitoring (random inspections)				
Unacceptable inspections (%)	0	3	3	A total of 159 inspections were carried out with three locations graded as unacceptable. Two of the locations are scheduled to be cleansed daily. The third location was on the A10; seven bags of litter were cleared from this area on the day of the inspection.

The Council's 'Adopt-a-Street' programme encourages residents, businesses and schools to pick up litter in their local area between the Council's scheduled cleanses. The Council is keen to recruit more volunteers. 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.

Description	Annual 2012/13	2013/14 Year to date	Comment
Adopt-a-street			
Total number of new volunteers	10	7	The scheme currently has a total of 173 volunteers.

Environmental enforcement

The number of flytipping incidents reduced by 35 per cent in quarter two compared to the same period in 2012/13. Three offenders were prosecuted as a result of evidence collected. The number of fixed penalty notices issued by the Council for offences such as littering and failing to clear up dog fouling also reduced significantly when compared to quarter two the previous year. The period also saw a large increase in the number of vehicles destroyed as a result of increased patrols by the DVLA to identify untaxed vehicles.

Description	Jul – Sep 2012/13	Jul - Sep 2013/14	Change	% change	Comment
Fly-tipping					
Number of incidents	200	131	-69	-35	Three offenders were prosecuted this quarter.
Fixed penalty notices (FPN's)					
Number of notices issued	782	291	-491	-63	
Abandoned vehicles					
Number of vehicles inspected	67	79	12	18	
Number of notices issued	5	17	12	240	
Untaxed vehicles					
Number of vehicles removed	18	34	16	89	The increase in the number of vehicles removed is as a result of increased patrols from the DVLA.
Vehicles claimed and released	8	17	9	113	
Vehicles destroyed	1	17	16	1600	
Verge parking					
Number of reports	74	37	-37	-50	
Rear of shops and open space enforcement					
Number of warning notices issued	57	44	-13	-23	



A fly-tip in Wharf Road, Wormley



An abandoned vehicle in Waltham Cross

Green spaces

In quarter two the focus was on grass cutting and summer pruning of shrubs and hedges to remove foliage from footpaths or sightlines. A dry July followed by prolonged wet weather resulted in strong grass growth throughout the second quarter which hindered cutting operations. By the end of the second quarter eight cuts of highway verges had been completed with the 7th and 8th cuts nearing completion in the parks and cemeteries respectively. Maintenance of sports pitches resumed in August in preparation for the start of the football season in early September.

Information on the annual programme of grounds maintenance works can be found on the Council's website, www.broxbourne.gov.uk.

Description	Jul – Sept 2012/13	Jul – Sept 2013/14	Change	Comment
Highway verges – satisfactory inspections (%)				
Grass cutting	75	56	-19	Performance was affected by vigorous grass growth during the period.
Borders and shrubs	62	46	-16	
Hedge maintenance	64	48	-16	
Parks and open spaces – satisfactory inspections (%)				
Grass cutting	76	55	-21	
Shrubs and roses	85	62	-23	
Seasonal bedding	95	91	-4	
Cemeteries				
Satisfactory grass cutting inspections (%)	80	76	-4	
Number of interments	84	66	-18	The number of interments reached the lowest recorded for this period, which reflects the trend of falling national death rates.
Description	Annual 2012/13	Jul – Sept 2013/14	Change	Comment
Allotments				
Occupation rate (%)	97	97	0	

Community engagement

Events and activities

12 events were held in the parks and open spaces during the second quarter, attended by almost 6,300 people. Activities catered for all age groups and included art workshops, music events, wildlife walks, extreme sports, health walks, a 'Celebrating our Community' day and three 'Let's Go Play' events that attracted around 2,400 people.

Details of all park events are listed on the Council's website at www.broxbourne.gov.uk.

Volunteer works

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

- Bird box building
- Weed clearance



Volunteers building bird boxes at Barclay Park.

- Planting of hazel and guelder roses
- Bed preparation works along Jubilee Walk in Barclay Park

Events and volunteering activities also took place throughout the summer at Cedars Park.

- The Drill Hall Day Centre group continued to carry out weekly volunteering tasks, with the group planting annual bedding, removing weeds and mulching around trees.
- The Junior Rangers Club, formed early this year as part of the HLF/Big Lottery Project, meet on a monthly basis to engage in a range of natural play activities. In July the children and their families made bird boxes specifically to attract blue tits.
- The Hertfordshire Mind volunteer group also offers an assortment of volunteer tasks and have been assisting the park manager with shrub clearance, weeding and grass cutting.
- The Wildlife Group meets each alternate Tuesday and carries out improvement tasks to benefit the park and its wildlife in Barclay Park.

Volunteer activities at other open spaces this quarter included installation of fencing around the grazing area at Cheshunt Park and scrub clearance at Top Field and Cozens Grove, Wormley.

For further details on volunteering opportunities and Friends Groups, please contact the Council's park managers by e-mailing leisure@broxbourne.gov.uk or telephone **01992 785508**.

Green Flag

The Council is pleased to confirm that each of the five green spaces that applied for Green Flag accreditation this year was successful. Flag raising ceremonies were held throughout the summer at Cheshunt Park, which celebrated its ninth year with Green Flag status, Cedars Park, Cheshunt Cemetery and, for the first time, Barclay Park in Hoddesdon. Top Field and Cozens Grove retained its Green Flag Community Award.

Broxbourne in Bloom competition

The final judging of this annual competition took place in July and awards were presented by the Mayor at a prize giving ceremony at Broxbourne Civic Hall in September. Photographs and details of this year's winning entries can be found on the Council's website www.broxbourne.gov.uk.

Stray dog collections

60 per cent of stray dogs collected were successfully reunited with their owners, an increase of 17 per cent compared to dogs returned in the same period in 2012/13. The remaining 40 per cent were re-homed by local charities. Further information on how to report stray or missing dogs is available on the Council website at www.broxbourne.gov.uk.

Collection and return data	Jul – Sept 2012/13	Jul – Sept 2013/14	Change	% change
Stray dogs collected	28	25	-3	-11
Stray dogs returned to owners	12 (43%)	15 (60%)	3	17
Stray dogs re-homed	16 (57%)	10 (40%)	-6	-17

Pest control

The number of treatments carried out by the Council's environmental health service almost quadrupled during quarter two when compared the previous year. In 2012/13, following record rainfall from April to July, treatment requests for wasps reduced dramatically. The increase seen this year is more in keeping with expected levels of wasps nest treatments. For more information on the range of chargeable pest control services available please visit the website at www.broxbourne.gov.uk, contact **01992 785577** or e-mail helpline@broxbourne.gov.uk.

Description	Jul - Sep 2012/13	Jul - Sep 2013/14	Change	% change	Comment
Number of treatments	99	481	382	386	The increase is attributable to wasp nest treatments which have returned to expected levels following a significant decline in 2012/13.

Noise

The Council investigates reports of excessive noise and takes formal action where required to resolve consistent noise nuisance. The number of reports received in quarter two decreased by five per cent compared to the previous year with music and barking dogs making up 52 per cent of reports.

Description	Jul - Sep 2012/13	Jul - Sep 2013/14	Change	% change	Comment
Number of reports	195	185	-10	-5	Music (56 reports) and barking dogs (40 reports) made up 52 per cent of total reports.

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 energy efficiency of their properties at no initial upfront cost. The scheme provides loans to households and businesses for energy efficiency improvements which are repaid over time through electricity bills. The improvements included as part of the scheme are:

- Insulation e.g. loft and cavity wall insulation
- Draught proofing
- Double glazing
- Heating
- Renewable energy technologies e.g. solar panels or wind turbines

How does the Green Deal work?



How is the Green Deal loan repaid?

Although the cost of the improvements is repaid, this is not a conventional personal loan as the charge is attached to the electricity meter in the property and paid back through the electricity bill. If a household/business moves out, the new occupant will pick up the charge while also benefiting from a more energy efficient property. Interest will be charged on these payments, but the rate will be fixed. It is up to the Green Deal Providers to decide on the interest rate, so it is worth shopping around to find the best deal.

Is there help available with the Green Deal costs?

Householders may be able to claim cashback from the Government on energy saving improvements. Homeowners or private tenants who receive qualifying benefits or live in an old property may be eligible for extra help with costs from the Energy Company Obligation scheme.

Further information about the Green Deal

For impartial advice and information about the Green Deal scheme, help with the Green Deal costs and how to save money on energy bills, please visit the Energy Saving Trust's website at www.energysavingtrust.org.uk or call **0300 123 1234**.

THE **GREEN DEAL** SAVE MONEY ON YOUR ENERGY BILLS



The Government scheme allows you to pay for energy saving improvements to your home or business through savings on your energy bills

Find out more from the Energy Saving Trust at www.energysavingtrust.org.uk or call 0300 123 1234



