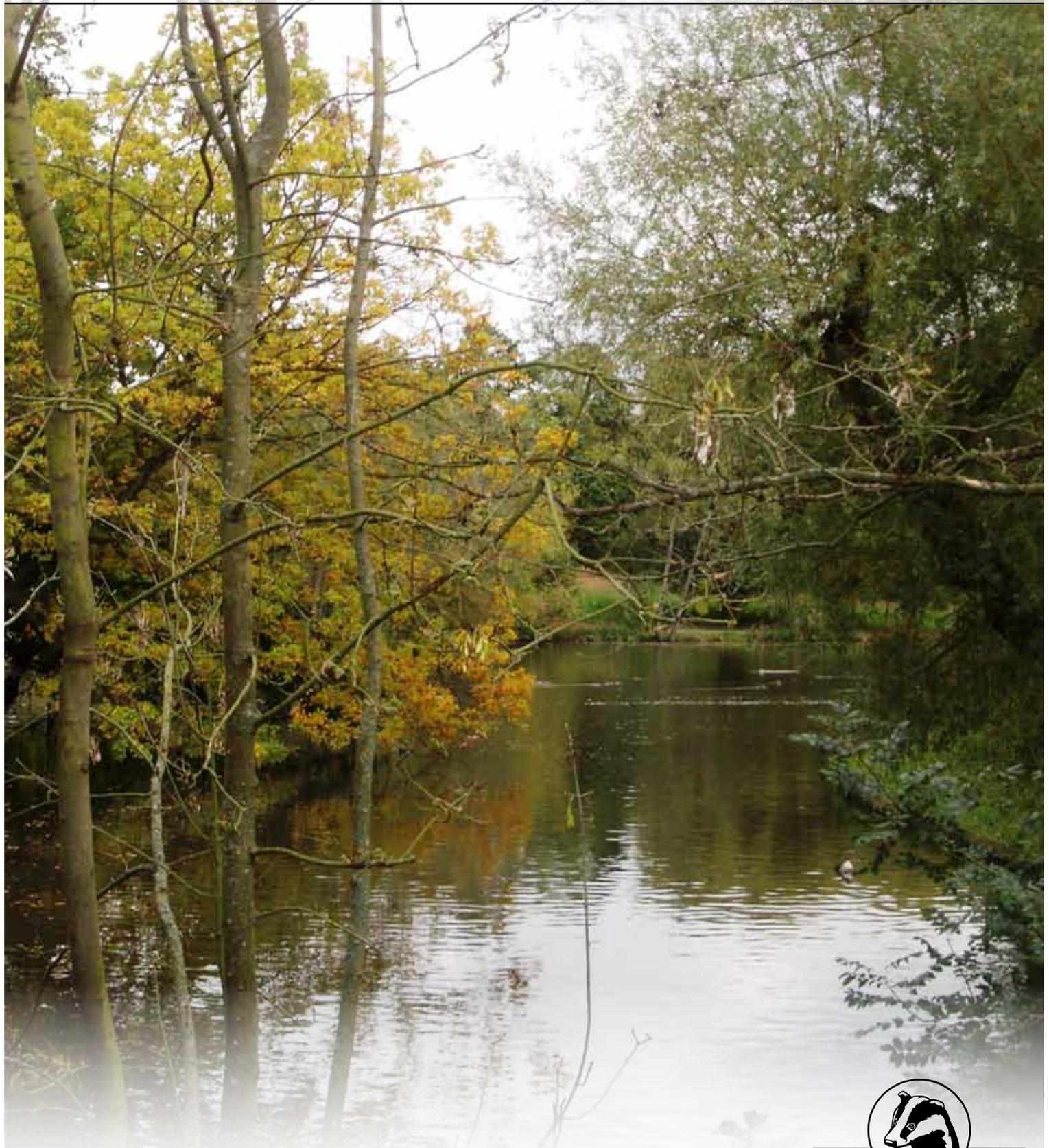


Environmental monitor

Quarter three 2013/14

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



Barclay Park



**BOROUGH OF
BROXBOURNE**

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Environmental monitor – Quarter two 2013/14

Highlights

Recycling and refuse (page 2)

The community achieved a recycling and composting rate of 37 per cent in quarter three, an increase of 1.7 per cent when compared to the same period in 2012/13. Despite the quarterly increase, the recycling rate continues to be significantly affected by contamination and large quantities of non-compostable cardboard in the green waste stream, with tonnages of contamination in quarter three increasing by 16 tonnes (6 per cent). Residents are being encouraged, where convenient to do so, to take cardboard to one of the 24 neighbourhood recycling centres (NRC) or the Household Waste and Recycling Centres (HWRC), instead of placing it in the green waste bin.

The 'year-to-date' recycling rate remains marginally below last years, with a rate of 38.1 per cent achieved compared to 38.4 by this stage in 2012/13.

Street cleansing (page 3)

Inspections so far this year across all four categories (litter, detritus, graffiti and fly-posting) are within target. Based on the inspections there continues to be a noticeable improvement in the cleanliness of the borough with regards to levels of detritus (grit or dead vegetation).

Environmental enforcement (page 3)

The number of fixed penalty notices issued by the Council decreased by 49 per cent compared to the same period last year. All other enforcement action taken by the Council increased compared to 2012/13, most notably incidents of verge parking. This increase can be attributed to the wet weather which has made verges more susceptible to damage from parked cars.

Green spaces (page 4)

Levels of satisfactory inspections across all disciplines decreased compared to the previous year as a result of the wet and windy weather. As a result resources were focused upon grass cutting, delaying the start of other maintenance as part of the winter works programme.

Community engagement (page 5)

A total of eight events were held in the open spaces during the third quarter, attended by almost 6,300 people. In November, 5,500 spectators watched this year's Festival of Fireworks event at Cheshunt Park.

Stray dog collections (page 5)

Fifty-six per cent of dogs collected were returned to their owners this quarter, with the remainder re-homed by local charities.

Pest control (page 6)

The number of treatment requests to be carried out by the Council increased by 17 per cent this quarter when compared to last year.

Noise reports (page 6)

The total number of reports of noise nuisance reduced by 29 per cent this quarter compared to the same period in 2012/13. Nusic and barking dogs accounted for 56 per cent of reports.

Carbon and energy management (page 6)

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

Recycling and refuse

The community achieved a recycling and composting rate of 37 per cent in quarter three, an increase of 1.7 per cent when compared to the same period in 2012/13. Actual tonnages of dry recycling decreased by 12 per cent (130 tonnes), however this was offset by a 23 per cent (388 tonne) increase in green waste, food waste and cardboard collected in the green wheeled bin. Tonnages of contamination (e.g. plastics and non-compostable coloured cardboard) in the green wheeled bin increased by 16 tonnes (6 per cent). The Council is seeking a long term solution to this problem. In the short term the assistance of residents is being sought to help reduce this problem. Where convenient to do so, residents are being asked to take cardboard to one of the 24 neighbourhood recycling centres (NRC) or the Household Waste and Recycling Centres (HWRC), instead of placing it in the green waste bin. This will ensure cardboard is recycled.

Description	Oct - Dec 2012/13 (tonnes)	Oct - Dec 2013/14 (tonnes)	Change (tonnes)	% change	Comment
Recycling					
Kerbside collection of paper, glass, cans and plastics	1,103	974	-130	-12	Tonnages of glass increased by 10 per cent compared to the same period in the previous year. However, a 13 per cent reduction in paper and 5 per cent reduction in plastics and cans resulted in the overall 12 per cent (130 tonne) decrease.
Kerbside collection of green waste, food and cardboard	1,687	2,075	388	23	The amount of green waste, food and cardboard collected increased this period compared with last year due to wetter and warmer conditions.
Neighbourhood Recycling Centres (including WEEE)	398	392	-5	-1	
Total recycling	3,188	3,441	253	8	
Waste					
Household refuse collections	4,519	4,544	25	1	
Street arisings* and litter clearance	1,046	1,005	-41	-4	
Contamination rejected from green waste	281	298	16	6	The continuation of contamination (e.g. plastics) and coloured cardboard in green waste has resulted in an increase in tonnages rejected.
Total waste	5,846	5,847	1	0	
Performance indicators					
Total household waste (recycling and waste combined)	9,034	9,288	253	3	
Residual waste per household (kg)	148	148	-1	0	
Recycling and composting rate (%)	35.3	37.0	-	1.7	Despite dry recycling (paper, glass, plastics and cans) reducing, the increase in green waste and a reduction in general waste has resulted in an overall improvement in the quarterly recycling rate.
Description	2012/13 year to date (YTD)	2013/14 year to date (YTD)	Change (tonnes)	% change	Comment
Recycling and composting rate (%)	38.4	38.1	-	-0.3	Despite an improvement in the quarterly recycling rate the year to date performance is slightly down.

* Street arisings include fly-tips, street sweepings, litter collection and bulky waste collections. Figures are not audited and are subject to change

Despite the quarterly improvement, the 'year-to-date' recycling rate remains marginally below the previous years. So far this year a recycling rate of 38.1 per cent has been achieved, compared to 38.4 per cent over the same period in 2012/13.

Street cleansing

Random inspections of the borough are used to measure the cleanliness of selected areas at a given time. Inspections during the first three quarters of the year suggest an improvement in the appearance of streets in terms of detritus (grit and dead vegetation) and graffiti, with 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	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 reflect the cleanliness of the whole Borough. Tranches one and two are carried out between April and July, and August and November. The combined results to date are within target across all four categories and in particular suggest a marked improvement in targeting detritus.
Detritus	<7%	11%	4%	-7	
Graffiti	<1%	1%	0%	-1	
Fly-posting	0%	0%	0%	0	

Description	Oct - Dec 2012/13	Oct - Dec 2013/14	Change	Comment
Monitoring (random post cleanse inspections)				
Unacceptable inspections (%)	13%	0%	-13	Of the 160 random post cleanse inspections carried out during quarter three (12 per cent were graded 'A' and 88 per cent 'B'), there were no unacceptable inspections.

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	Comment
Adopt-a-Street			
Total number of new volunteers	10	8	A Wormley based volunteer joined the scheme this quarter, totalling eight new recruits this year to date (four in Cheshunt, two in Broxbourne and one each in Turnford and Wormley). A total of 174 individual volunteers are now active on the scheme.

Environmental enforcement

The number of fly-tipping incidents increased by 19 per cent in quarter three compared to the same period in 2012/13. Two offenders were prosecuted and 26 fixed penalty notices issued 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 reduced significantly when compared to quarter three the previous year. The period also saw an increase in the number of abandoned vehicles and vehicles reported on pavements/grassed verges.



A fly-tip in Sterling Avenue, Waltham Cross



An abandoned vehicle in Essex Road – the vehicle was removed and destroyed

Description	Oct - Dec 2012/13	Oct - Dec 2013/14	Change	% change	Comment
Fly-tipping					
Number of incidents	173	206	33	19	26 fixed penalty notices were issued for fly-tipping, with two offenders prosecuted.
Fixed penalty notices (FPNs)					
Number of notices issued	780	395	-385	-49	
Abandoned vehicles					
Number of vehicles inspected	56	70	14	25	
Number of notices issued	12	15	3	25	
Untaxed vehicles					
Number of vehicles removed	12	23	11	92	
Vehicles claimed and released	8	14	6	75	
Vehicles destroyed	4	9	5	125	
Verge parking					
Number of reports	32	75	43	134	The wet weather has made verges more susceptible to damage from parked vehicles.
Rear of shops and open space enforcement					
Number of warning notices issued	55	59	4	7	

Green spaces

In quarter three the main focus was on grass cutting and winter pruning works to shrubs and hedges. By the end of the quarter, nine cuts had been completed of the highway verges and in the parks and cemeteries. Maintenance of sports pitches continued. Information on the annual programme of grounds maintenance works can be found on the Council's website, www.broxbourne.gov.uk

Description	Oct - Dec 2012/13	Oct - Dec 2013/14	% change	Comment
Highway verges – satisfactory inspections (%)				
Grass cutting	66	52	-14	
Borders and shrubs	62	22	-40	
Hedge maintenance	53	46	-7	
Parks and open spaces – satisfactory inspections (%)				
Grass cutting	62	43	-19	
Shrubs and roses	75	53	-22	
Seasonal bedding	94	87	-7	
Cemeteries				
Satisfactory grass cutting inspections (%)	100	25	-75	
Number of interments	89	79	-10	National death rates continue to fall.
Allotments				
Occupation usage (%)	95	93	-2	

Grass cutting operations were hindered by the wet and windy weather throughout the quarter, impacting on the levels of satisfactory inspections. In addition, mild temperatures extended the growing season and promoted weed growth. As a result resources focused on grass cutting, delaying the start of other maintenance as part of the winter works programme.

Community engagement

Events and activities

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

Cedars Park

Local residents and community groups worked to make Cedars Park ready for winter at this year's 'Make a Difference Day' in October. The annual national initiative was developed by the Community Service Volunteers charity and has become a popular community event. Volunteers took part in various tasks including, weeding and mulching of the new woodland area, planting annual bedding, and ivy and leaf clearance.

The Drill Hall group, Herts Mind and students from Capel Manor College carried out mulching, weeding, seed collection and tree felling tasks in the park this quarter.

In addition, The Junior Rangers Club, formed in 2013 as part of the Heritage Lottery Fund/Big Lottery Project, meet on a monthly basis to engage in a range of natural play activities. The Wildlife Group also meet each alternate Tuesday and carried out improvement tasks to benefit the park and its wildlife.

Barclay Park

The Park Road Day Care Centre and the Barclay Park volunteer group picked litter and weeded shrub beds this quarter.

Cheshunt Park

The Wednesday Volunteers group laid hedges this quarter.

Old Highway

Works this quarter included hedge removal and fencing works by the Wednesday Volunteers group supported by the Environment Agency.

For further details on volunteering opportunities and Friends Groups, please contact the Council's park managers by emailing leisure@broxbourne.gov.uk.

Stray dog collections

The number of stray dogs collected in quarter three this year decreased slightly compared to the same period last year. Fifty-six per cent of dogs collected were returned to their owners, with the remaining 44 per cent 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.

New legislation will make it compulsory for all dogs to be microchipped as of 6 April 2016. More information can be found through the British Veterinary Association by visiting www.bva.co.uk/activity_and_advice/Compulsorymicrochippingofdogs.aspx.

Collection and return data	Oct - Dec 2012/13	Oct – Dec 2013/14	Change
Stray dogs collected	26	25	-1
Stray dogs returned to owners	14 (54%)	14 (56%)	0
Stray dogs re-homed	12 (46%)	11 (44%)	-1

Pest control

The number of treatments carried out by the Council's environmental health service increased by 17 per cent on to the previous year. For more information on the range of chargeable pest control services available please visit www.broxbourne.gov.uk, telephone **01992 785577** or e-mail helpline@broxbourne.gov.uk.

Description	Oct - Dec 2012/13	Oct - Dec 2013/14	Change
Number of pest control treatments	75	88	17%

Noise

The Council investigates reports of excessive noise and takes formal action where required to resolve statutory noise nuisance. The number of reports received in quarter three decreased by 29 per cent compared to the previous year.

Description	Oct - Dec 2012/13	Oct - Dec 2013/14	Change	Comment
Number of reports	124	88	-29	Music and barking dogs made up 56 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, such as 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



