

Service Summary Sheet

Directorate	Public Realm		
Year	2022-23	Quarter	Quarter 1 (1 April to 30 June 2022)
Benchmarking with local authorities/nearest neighbours Please consider if a Delivering Better Outcomes proforma should be completed also.			

Waste Management

- In quarter 4, Dudley recycled, reused or composted 7,209.86 tonnes of the household waste collected (46,387.68 tonnes year to date), comprising 6,085.77 tonnes of dry recycling (paper, cardboard, plastic, cans and glass) (24,123.37 tonnes year to date) and 1,080.38 tonnes of green waste (22,100.32 tonnes year to date). The remaining tonnage relates to items sent for reuse.
Dudley's cumulative recycling rate at quarter 4 is lower than the family group average of 38.5%.
- In quarter 4 Dudley landfilled 287.07 tonnes (2,724.05 tonnes year to date). We continue to be a low landfill authority, with a significantly lower rate than the average of our family group of authorities.

	Q4 2021/22	
	Dudley	CIPFA Family Group Average
% household waste sent for reuse, recycling and composting	36.4%	38.5%
% municipal waste landfilled	1.9%	7.81%

Significant improvements in recycling is dependent upon a review of recycling collection options.

- For Quarter 1, 12% of trees have a valid tree inspection, the target was 16%. Recruitment challenges are evident in this area, which is being experienced by many Councils.
- The percentage of local safety schemes and the percentage of safer routes to school schemes completed against programme are both currently below target. This is due to all schemes being at the design stage following on from cabinet approval. This financial year the team are utilising external consultant support to provide internal works management team with a whole design package off all schemes which should result in an estimated overachievement of scheme delivery in Q3.
- For Quarter 1, the percentage of street lighting inventory that is LED is 19% ahead of the Q1 target of 15%.
- For Quarter 1, percentage of gullies cleansed as per annual programme, 10.4% of gullies were cleansed against a target of 21%, The Team have secured an additional contractor to support ambitions to move from a 5 year cycle to a 3 year cycle. It is expected that the programme will be as planned by the end of Q2.

- For Quarter 1, the percentage of Street Cleansing waste recycled was 98.6%. On target. For Association of Public Service Excellence (APSE) 2020/21 the whole group comparison average for the percentage of Street Cleansing waste recycled was 55.55%.

Overview of service delivery

Include any issues / risks

Grounds Maintenance

- As part of the Council's "In Bloom" Campaign, pictorial meadows have been sown across the Borough.
- A trial of alternative treatments to replace the use of Glyphosate began in May, with the results due to be discussed at Scrutiny in September.

Street Cleansing

- The Street Cleansing Team were shortlisted as finalists for the Local Government Chronicle Awards - Large Team of the Year Category for their work during the Pandemic and Community Litter Pick Scheme. Officers and community representatives attended the Awards Ceremony alongside the Chief Executive and Cabinet Member, Highways and Public Realm in July.

Arboricultural Services

- To ensure Parks Development deliver the tree inspection programme on time each year, changes have been made to ways of working to allow greater numbers of proactive tree inspections to take place. Currently the team are averaging 422 inspections a week. Based on 178,000 trees in the Borough, the aim is to inspect 35,000 trees a year over a 5-year period.

Parks Development

- A procurement exercise is currently underway to appoint a consultant to develop a Play Area Strategy for Dudley. The purpose of the document will be to provide strategic direction for the development of new play areas and a framework for managing and improving existing facilities.

Waste Management

- Officers are engaged in the competitive dialogue stage of the procurement process to re-procure an operator for Dudley's Energy from Waste Facility.
- Officers are working on options for collection systems.
- To increase participation in the household Recycling Collection Service and reduce residual (non-recyclable) waste the team are developing recycling initiatives to include additional recyclable items i.e. Textiles, Waste Electrical and Electronic Equipment (WEEE) items and batteries. The Team have also engaged with primary schools to promote reduce, reuse and recycling initiatives and have targeted low participation areas with marketing campaigns and community engagement programmes.
- The HWRC Pentagull Booking System was shortlisted as a finalist in the Community Excellence Category for the Nachural Summer Business Awards 2022. Officers attended the Awards Ceremony alongside The Leader of the Council.

Licensing and Waste Enforcement

- Enforcement Officers continue to respond to fly-tipping reports, carrying out investigations where evidence permits. During quarter 1, Street Cleansing removed 398 fly-tips and Enforcement Officers carried out 117 investigations. 8 Fixed Penalty Notices and 19 Legal

Notices were served for fly-tipping offences. 1,117 Fixed Penalty Notices were issued for litter offences.

Highways

- The programme of highway improvement work, in particular highway defect repairs, is progressing well with the support of term contractors and internal highways teams.
- The Traffic & Transport Team are working with the Black Country Transport Group to produce a Dudley Local Transport Plan.

Workforce metrics

Headcount & FTE as at 30/06/2022

Division	Headcount Non Casual	Casual Headcount	Total Headcount	FTE
Management Team	1	0	1	1.00
Street, Green Care & Amenity Services	309	11	320	300.32
Traffic, Transportation & Engineering Services	78	41	119	44.44
Waste, Fleet & Licensing	217	10	227	206.56
Grand Total	605	60	665	552.32

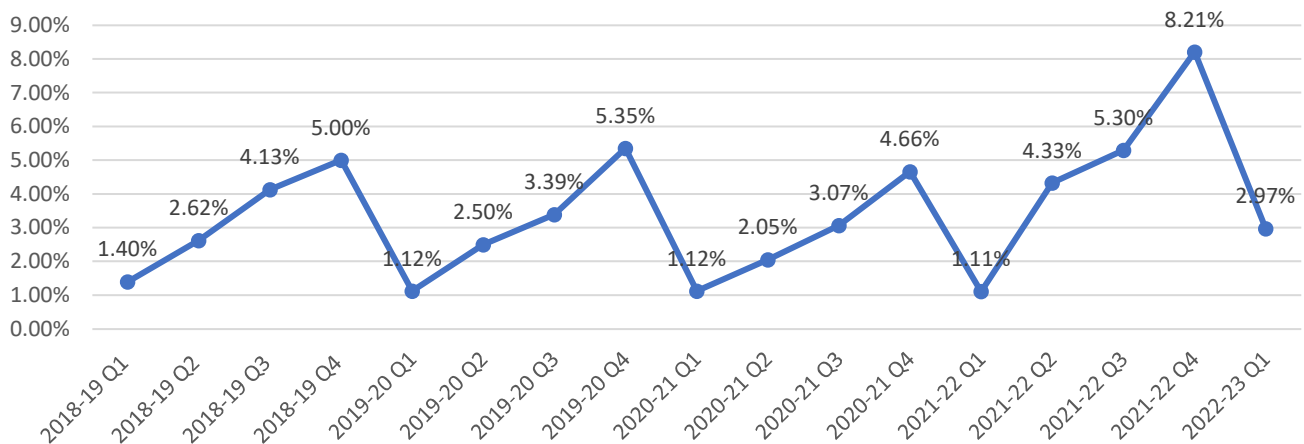
Ethnicity	Headcount	%
Ethnic Minority Group	29	4.8%
Undisclosed	31	5.1%
White	545	90.1%
Grand Total	605	100.0%

Disability	Headcount	%
Disabled	43	7.1%
Not Disabled	221	36.5%
Undisclosed	341	56.4%
Grand Total	605	100.0%

Gender	Headcount	%
Female	132	22%
Male	473	78%
Grand Total	605	100%

Quarter	Turnover rate %
2022-23 Q1	2.97%

Turnover Rate %



Service achievements

Report of any external accreditation, awards, positive publicity, during the past quarter

- In Quarter 1 Buffery Park, Huntingtree Park, Mary Stevens Park and Priory Park have been awarded the coveted Green Flag Awards. The allotment association at Abbey Road Allotments (Halesowen) have retained their Green Flag Community Award.
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Opportunities for improvement

Information relating to service complaints / compliments and learning from these

- Significant workforce issues are being experienced.
- Absence levels are higher than the target.
- A review of Council policies is underway by Corporate HR colleagues aimed at empowering managers to be more effective managers.
- An options review around organisational arrangements across the Directorate is underway to ensure we have the correct resources focused on the Council's priorities and reducing inefficiencies.

Number of Stage 1 Complaints Received Q1

Complaints Received	Q1 Response Time within SLA (20 working days)	No. of complaints Upheld	Compliments received
112 (34 less than Q4)	62% Work continues to improve response times further	18	23

Public Realm received 1,021 enquiries through the Councillor / MP Contact System during quarter 1 – an increase of 256 from Q4. Work is ongoing within the Directorate to improve response times where needed.

Any additional information relating to performance

There are significant financial pressures in the Directorate, caused by a number of factors, including:

- Inflationary pressures such as fuel and utility / energy costs.
- Costs arising from staff absences.
- Costs arising from unplanned expenditure, such as repairs to the Gas Main at Lister Road Depot.