

Service Summary Sheet

Directorate	Public Realm	
Date	Quarter 3 performance reporting 2021-22	
Benchmarking (with local authorities/nearest neighbours)		
<ul style="list-style-type: none"> The Directorate reported on quarter 2 2021/22 waste KPIs in quarter 3, in line with national data returns. These KPIs are benchmarked against our CIPFA Family Group average In quarter 2, Dudley recycled, reused or composted 14,511.26 tonnes of waste (30,386.76 tonnes year to date), comprising 6,132.84 tonnes of dry recycling (paper, cardboard, plastic, cans and glass) (12,747.37 tonnes year to date) and 8,334.93 tonnes of green waste (17,556.85 tonnes year to date). The remaining tonnage relates to items sent for reuse. Dudley's cumulative recycling rate at quarter 2 is in line with the family group average of 42.6%. In quarter 2 Dudley landfilled 481.71 tonnes of municipal waste (2,075.71 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. 		
	Q2 2021/22	
	Dudley	CIPFA Family Group Average
% household waste sent for reuse, recycling and composting	42.5%	42.6%
% municipal waste landfilled	2.61%	7.75%
Overview of Service Delivery (include any issues / risks)		
<ul style="list-style-type: none"> The Directorate's new Head of Traffic, Transportation & Engineering Services, Nick McGurk started in post in November. The Directorate were heavily involved in the provision of Christmas trees and lights during the quarter, also taking part in the various switch-on events across the Borough. We still await the outcomes of the Government consultation on the Resource and Waste Strategy for England, which will inform the Council's developing long-term Waste Strategy. A Waste Strategy update was taken to Strategic Executive Board on 22nd December, outlining activities being undertaken in Waste Care in anticipation of the consultation outcomes, which it is hoped will be released before the end of the financial year. In-Cab Technology is working well across waste and recycling collections, with Dudley Council Plus now having live access to the system allowing them to respond to residents' enquiries regarding collection issues in real time. The Customer Journey continues to be enhanced in accordance with the Council's Digital Roadmap. A number of initiatives have taken place during the quarter to encourage residents to recycle more, including: <ul style="list-style-type: none"> Promotion of sustainable Diwali celebrations, Halloween and Christmas recycling through the Council's social media channels The Annual Recycling calendar was produced, including hints and tips on how residents can recycle more 		

- A press release was issued advising residents that they can include plastic pots, tubs and trays in the recycling they put out for collection
- Communal recycling projects are underway at Hillbank, Lye / Bull Street, Dudley / Carlton Avenue.
- Enforcement Officers continue to respond to fly-tipping reports, carrying out investigations where evidence permits. During the third quarter, Street Cleansing removed 432 fly-tips and Enforcement Officers carried out 102 investigations. 11 Fixed Penalty Notices and 12 Legal Notices were served for fly-tipping offences.
- The programme of highways work is progressing well with the support of term contractors and internal highways teams. The programme has been boosted by the additional £1M of funding allocated to the Directorate for 2021/22.
- The Council continue to work in Partnership with the Black Country Transport team, Transport for the West Midlands and the other West Midlands local authorities to develop and deliver a range of transport infrastructure projects that will support improved regional connectivity leading to regeneration and economic growth, these include:
 - Wednesbury to Brierley Hill Metro, including a supporting sustainable connectivity package to Metro stops
 - Dudley Interchange and supporting highway access improvements
 - A4123, A461 and A456 multi-modal corridor improvements
 - Development of wider Key Route Network Action plans including investment in upgrading Urban Traffic Control comms and upgraded traffic signals and associated technology
 - Development of both Black Country wide and Dudley specific Local Cycling and Walking Improvement Plans (LCWIP)
 - Stourbridge to Brierley Hill – Public transport corridor study
 - Rail network access/capacity improvements
 - Ultra Low Emission Vehicle (ULEV) initiatives, including the On-Street Residential Charge point Scheme (ORCS) for EV Charging infrastructure
- The street lighting lantern conversions to LED technology programme on main roads is now fully complete with the installation of 6,674 new LED luminaires and 375 12m lighting columns. The street lighting inventory is now updated to reflect these changes.
- We are liaising with Public Health to re-introduce face-to-face health and wellbeing activities, including health checks for staff in the Directorate, and a draft programme was pulled together during the quarter. DIY health checks had been booked in at the Lister Road Depot during January, but these were postponed in view of concerns over the increased rates of Covid-19 and rebooked for March.

Work has been ongoing to develop the baseline requirements for the Directorate's accommodation and operational needs and continue to participate in the corporate group working on the depot development project. The demolition of the Street Care portacabin and the ministry of defence buildings at Lister Road Depot took place as planned during the quarter.

Workforce Metrics

Headcount & FTE as at 31/12/2021

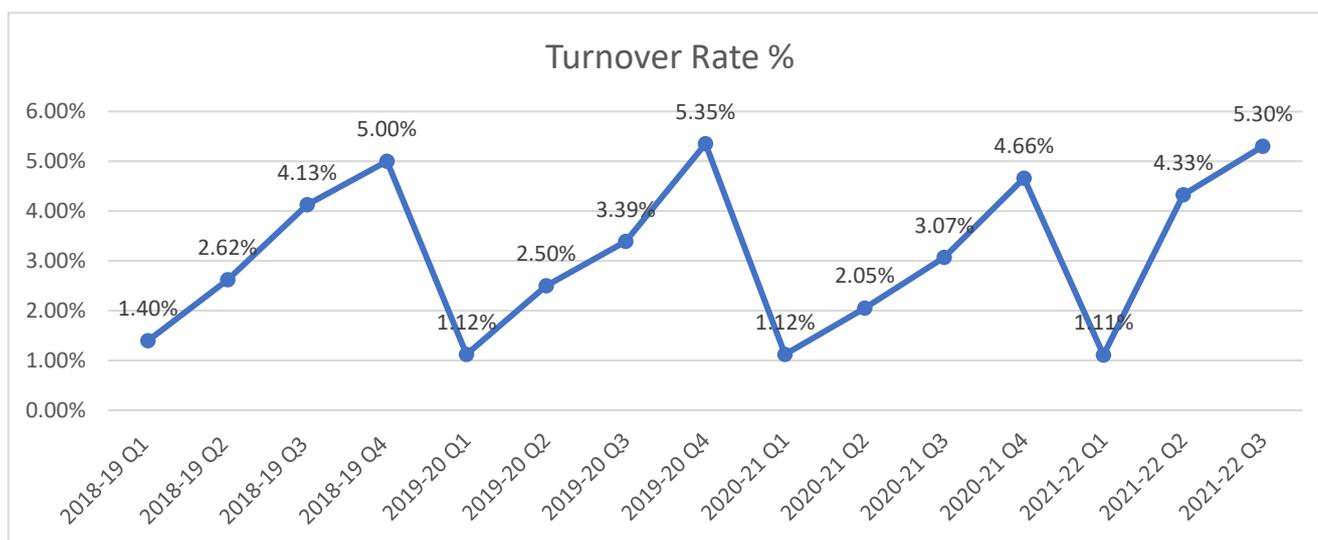
Division	Headcount Non Casual	Casual Headcount	Total Headcount	FTE
Management Team	2	0	2	2.00
Street, Green Care & Amenity Services	305	13	318	296.53
Traffic, Transportation & Engineering Services	85	46	131	47.80
Waste, Fleet & Licensing	220	11	231	209.32
Public Realm Total	612	68	680	555.65

Ethnicity	Headcount	%
Ethnic Minority Group	31	5.1%
Undisclosed	30	4.9%
White	551	90.0%
Grand Total	612	100.0%

Disability	Headcount	%
Disabled	41	6.7%
Not Disabled	213	34.8%
Undisclosed	358	58.5%
Grand Total	612	100.0%

Gender	Headcount	%
Female	138	23%
Male	474	77%
Grand Total	612	100%

Quarter	Turnover rate %
2021-22 Q3	5.30%



Service Achievements (report of any external accreditation, nomination for awards, positive publicity, during the past quarter)

Opportunities for Improvement (information relating to service complaints / compliments and learning from these.)

- Public Realm received **129 complaints** during quarter 3. This is a decrease of 46 complaints compared to the previous quarter.

- 86 of these complaints (67%) were responded to within the corporate timeframe of 20 working days.
- Following investigation 31 (24%) of the complaints received were upheld.
- Of the 31 complaints upheld, 20 related to waste collection issues.
- Any issues or service failures identified during the investigation are addressed and changes made where required.
- The Directorate received **28 compliments** during quarter 3, with 26 of these relating to staff attitude.

Any additional information relevant to Corporate Scrutiny