

**Meeting of the Highways and Environment Select Committee –
21st September 2023**

Report of the Acting Service Director - Neighbourhood Delivery

**Corporate Quarterly Performance Report – Environment Directorate –
Quarter 1 (1st April 2023 to 30th June 2023)**

Purpose

1. To present the Quarter 1 Corporate Quarterly Performance report of the financial year 2023/24 covering the period 1st April 2023 to 30th June 2023 and is aligned to the new 3-year Council Plan.

In addition, further data relating to directorate service delivery are included as appendices to the report. This quarter concentrates on the Environment Directorate.

Recommendation

2. It is recommended that the Highways and Environment Select Committee review the contents of this report and that any identified performance issues are referred to the relevant Cabinet Member and Service Director.

Background

3. The Quarter 1 performance report provides the committee with progress against the delivery of the new 3-year Council Plan priorities and our Future Council Programme:
 - Dudley the borough of opportunity
 - Dudley the safe and healthy borough
 - Dudley the borough of ambition and enterprise
 - Dudley borough the destination of choice

The Future Council programme incorporates everything we do, it sits at the heart of the Council Plan enabling our services. The comprehensive programme ensures the council is 'fit for the future'. The programmes are key themes are:

- People
- Digital
- Place
- Process
- Financially sustainable

Directorate plans will show the operational activity to deliver the objectives in the Council Plan alongside our other strategies.

The Corporate quarterly performance management report 2023/24 will be presented to Overview and Scrutiny Committee in October 2023.

Performance Framework

4. Performance Framework

The [performance reporting framework launched early 2022](#), monitors performance and progress against the delivery of the [Council Plan](#) and sets out the councils approach including:

- Golden thread and hierarchy of plans
- Linking the Borough Vision and Council Plan
- Performance measures and indicators
- Performance reporting and governance
- Annual performance management cycle

Dudley's council priorities and plans are under continual review and need to respond to the changing environment and pressures which we face as a local authority. Dudley's performance approach is inherent in everything we do, and our framework is based on the **Plan, Do, Review, Revise model**.

The council plan cycle is 3 years with Directorate Service Plans being revised annually against the council plan for that year. Reviewing and revising plans allows us to be responsive to developing priorities as well as ensuring we are delivering against the current plan.

Directorate Service Planning

Good service planning is a cornerstone of effective governance and performance management. Services need to plan their strategy and delivery to make sure resources, finances, people, skills and assets are used efficiently.

Our directorate service plans provide an overview of each directorate, setting out their resources, service improvement priorities and how they contribute to delivering the outcomes and priorities outlined in the Council Plan.

They are a vital part of the 'golden thread' which links the council plan and borough vision objectives through to individual annual reviews. They are also a key element of our Corporate Performance Management Framework as they identify the key performance indicators and key initiatives/actions which will allow us to assess our progress against the council plan.

As previously mentioned, Directorate Plans are reviewed annually, however a suitable approach will be agreed to enable Directorate Plans to be updated during the year following a significant change to a service, performance indicator or action. This has been incorporated recently into the performance framework following an audit during the summer 2023.

Directorate service plans are supported by service/team plans. These plans contain details on operational matters and how the overall aims and priorities of the directorate service plan will be delivered.

All directorate plans are available from the [directorate pages in Connect](#).

Benchmarking

In line with the Performance framework as stated in section 5 of this report, an extensive piece of work has been carried out across all directorates to review directorate service plans. These align to the 3-year council plan core priorities and outcomes for this financial year (2023/2024). The review included benchmarking by either using our local data from previous outturns and/or comparing against other authorities.




As a result of this exercise key performance measures and targets have been reviewed and changed accordingly, targets have been removed for this financial year to help us to establish performance baselines for future reporting.

Key Performance Indicators and Summary

5. Overall, for the Environment Directorate there are 68 key initiatives/actions and 11 Corporate KPI's (9 quarterly and 2 annually) being reported on. Annual performance measures will be reported at year end.
6. Q1 Performance Summary

The dashboards highlight 9 corporate quarterly measures for Environment Directorate. The table below shows the performance summary against target:

Overview: Number of Corporate key performance indicators (KPI's) due for reporting this quarter:

Environment Directorate	 3	 0	 3
Note: There are 3 KPI outturns within Environment with no score as a target cannot be set against the KPI's at Q1 2023-24.			

Please Note:

There is a time lag for the Waste KPI's due to the nature of their collection and validation from the Waste Data flow. Waste Data Flow is the national database for municipal waste data reporting by UK local authorities to government therefore will be reported as actual 3 months in arrears i.e., Quarter 4 data presented in Quarter 1.

A target cannot be set for the number of incidents of fly-tipping. The aim is to achieve an ongoing reduction in the number of fly-tipping incidents.

% of fly-tip enforcement actions - No target figure set, dependent on number of fly-tips and evidence available

Number of Penalty Charge Notices - Guidance for Local Authorities on Enforcing Parking Restrictions (section 2.2) does not allow Local Authorities to set targets.

The Corporate dashboards attached also compares direction of travel as both short-term (Available in Quarter 2) and also annual trend comparing Q1 2023-24 to Q1 2022-23.

In relation to the annual trend, for Environment Directorate, there are 3 improved and 6 worsening trends.

The below Corporate reported performance measures provides a snapshot of where areas of concern (below target) are being monitored closely within the Directorate.

The below target performance measures are reported within our management teams at both service and strategic levels to ensure understanding of the issues and assurances that appropriate actions are being taken to address the issues.

7. Environment Directorate:

- **PI.2383 - % Highway safety Inspections completed on time**

The available data shows that although the actual number of safety inspections undertaken this quarter were twice that of the same quarter for 2022, the majority of these inspections were undertaken on minor roads that in many instances were well overdue.

Although results are disappointing, the data we are currently collecting is invaluable and will assist us greatly in the ongoing work being carried out in relation to the redesign of the Highway Safety Inspection system. Establishing realistic, achievable workloads is the key foundation for the process moving forwards.

A lot of the initial groundwork has been completed, with the review of the road hierarchy now completed, the next (current) stage is underway which involves ensuring that the proposed inspection frequencies tie in with the new hierarchy rating for each road or section of road across the borough.

Once this is completed, we can then start to build up new inspection routes and identify the resources that will be required to meet the new inspection targets.

Assurance: evidence that actions are in place and having an impact

Utilisation of the 'pothole inspector' to undertake safety inspections is increasing the number of inspections undertaken on minor roads, which in turn is enabling us to identify areas that require attention, enabling us to allocate resources to defects before they become too problematic.

The role of the Highway Inspectors includes a multitude of tasks and responsibilities beyond simply carrying out safety inspections. They are in effect the 'eyes and ears' of the team and are very often the first officer

involved in general highway enquiries. They deal with licence requests for skips and scaffolds that necessitate the occupation of the highway, investigate/deal with general obstruction issues as well as other highway related enquires.

Q1 has seen a 100% increase in the number of site investigations made in response to enquiries that required remedial works. This does not include the enquiries dealt with that either required no further/formal action, or where matters were already in hand.

- **PI.1498 % household waste sent for reuse, recycling and composting (NI192)**

The data highlights the percentage of all household waste collected from households in the Borough that is either recycled, composted or reused. During quarter 4, 27.3% equated to 6,977.78 tonnes, comprising 5,971.12 tonnes of dry recycling (paper, cardboard, plastic, cans and glass) and 1006.66 tonnes of green waste. (The remaining tonnage relates to items sent for reuse).

The rate in quarter 4, 2021/22 was 26.7% (7209.86), 2020/21 was 26.7% (7631.06 tonnes), 2019/20 was 26.3% (7,021.88).

Dudley's recycling rate is 35.5% for the year in comparison to the family group average of 38.1%.

Recycling rates are seasonal and vary through the year, spring and summer higher than autumn and winter. The biggest proportion of recycling activity coincides with the start of the green waste collection season and the Easter holidays, when the largest quantity of material is collected. The summer heat wave has reduced the amount of green waste collected which has significantly reduced the recycling percentage.

Assurance: evidence that actions are in place and having an impact

The recycling collection rounds have been reviewed and modified which has improved efficiencies.

- **PI.1499 % municipal waste landfilled (NI 193)**

The data highlights the percentage of all municipal waste collected in the Borough that is sent for landfill. During quarter 4, this equated to 6035.78 tonnes (YTD).

Municipal waste collected in the Borough that is sent for landfill in Q4 was 3298.19 (11.4%) tonnes.

There has been an increase in the amount of material disposed of to landfill due to the extra period of outage at the end of the existing contractual arrangements.

Assurance: evidence that actions are in place and having an impact

Alternative arrangements are being made for the collection and disposal of “Bulky waste” that was previously routed for landfill. Other recovery and treatment processes have been sourced and being utilised, so approximately 200 tonnes per month is diverted from landfill.

8. Key Initiatives / Actions Monitoring

The Directorate Service Plans feature service improvement actions that are updated each quarter to monitor progress. At quarter 1 2023-24, for Environment Directorate of the 68 actions reported, 3 were completed, 59 were on ahead or on target and 6 behind target.

9. Key activities / awards and accreditations

In addition, inclusive to the report, Directorate Service Summary documents provide a detailed account of service delivery for the quarter period. Some key highlights from the Environment Directorate are outlined below, for a more detailed account, please refer to the appendix – Quarter 1 Service Summary Sheet for further information.

10. Environment Directorate:

The pop-up tip in Dudley borough continues to prove popular among residents with around 107 tonnes of waste been disposed of at the facility on Lister Road since it switched to opening twice a month at the start of April.

This total includes 31.5 tonnes of wood, 20.6 tonnes of bricks and rubble, and 12.1 tonnes of mattresses and other furniture. 1,989 bookings have been made at the site since April, with 1,253 places (63%) reserved by residents from the north of the borough.

The ward with the most users of the pop-up tip in this period is St Thomas's, where 486 spots were booked 1 April – 3 June.

The Energy from Waste Project (EfW) won the Technology and Innovation Category in the Nachural Business Awards for its work to maximise energy. The team put in place a new contract to manage its energy from waste plant. The new contract gives the council greater flexibility in shaping its energy, heat and waste strategy. Urbaser Environmental Ltd have been appointed to manage the day-to-day running of the Lister Road energy from waste plant, where it disposes its household and trade waste.

As part of the new contract, the council will benefit from being able to sell the energy produced at the plant back to the national grid, which has the potential to generate substantial income for the council.

Plans to pump £1million into projects to tackle climate change in the Dudley borough have been approved. The Energy Development Fund will be used to fund a range of initiatives such as energy-saving streetlights or better use of solar panels and alternative sources of heat.

A new play area has been built at Netherton Park thanks to £59,000 worth of funding. Children and families visiting Netherton Park will be able to make use of the new roundabout, swings and multi-play units for both toddler and junior age groups area as well as new safety surfacing.

Parks Development have netted a grant of more than £280,000 to improve tennis courts on six parks across the borough. The money from the Lawn Tennis Association (LTA) will be used on courts at Huntingtree Park in Halesowen; King George V Park in Wordsley; Mary Stevens Park and Wollescote Park in Stourbridge; Priory Park in Dudley; and Silver Jubilee Park in Coseley.

The Street Scene team installed more recycling bins across the borough, starting with borough parks. Currently there are around 70 recycling street bins in the borough, mainly located in town centres and on main roads. The council plans to double that number over the next twelve months and is beginning the roll out in borough parks.

More than 80,000 metres of lines have been repainted on borough roads in the last 12 months as part of a rolling programme.

The Traffic Team has outlined plans to apply for powers to enforce a range of driving offences in a bid to improve road safety, tackle congestion and improve air quality. A Report was approved by Cabinet to allow public consultation on the proposals to seek powers from the Department for Transport to enforce moving traffic offences.

This would allow the council to introduce targeted camera enforcement at identified individual problem locations for moving traffic offences, subject to consultations for each location. Offences would include stopping in a

yellow box junction, where not permitted to, making banned right or left turns or illegal U-turns, ignoring no-entry restrictions or going the wrong way in a one-way street.

Nearly 4,000 gullies were cleaned across the borough in April and May to help cut the risk of flash flooding and improve road safety, environment bosses said today. The team have been out sweeping grit and debris away from the sides of roads, with 3,700 gullies cleaned in the first two months of 2023/24. It represents 20 per cent of the 18,400 gullies targeted for cleaning over the whole 12 month.

Council Plan Refresh

Our current Council Plan from 2022-2025 sets out our vision and priorities under four core priorities. The plan is refreshed every three years, mapping out our journey and commitment that the council will constantly strive to improve the way we deliver services to meet the needs of local people and to ensure that we can measure and demonstrate our achievements.

The current Council Plan runs to March 2025, work will commence early next year (2024) to refresh the plan and review our strategic priorities. A report will be presented to the board in due course outlining the timeframes, process and any recommendations that the upcoming LGA peer review may suggest.

Finance

11. There are no direct financial implications in receiving this report

Law

12. There are no direct law implications in receiving this report

Risk Management

13. The current performance reporting period, risk management is contained and reviewed in the performance reporting, however as part of the new risk management framework approved at audit and standards committee, risk reporting will not sit within performance and each directorate has developed a risk register for monitoring purposes.

Equality Impact

14. There are no special considerations to be made with regard to equality and diversity in noting and receiving this report.

15. No proposals have been carried out.
16. No proposals have been made, therefore does not impact on children and young people.

Human Resources/Organisational Development

17. There are no specific direct human resource issues in receiving this report. In terms of the Council's sickness level and the management of attendance, the HR and OD team continues to work with Directors and Heads of Service to assist and provide support in tackling those areas identified as having high levels of sickness.

Commercial/Procurement

18. There is no direct commercial impact.

Environment/Climate Change

19. There are no implications arising from this report.

Council Priorities and Projects

20. The Council Plan and the Performance Management Framework enables a consistent approach for performance management across the organisation, aligning the Council Plan, Borough Vision and Future Council Programme and provides that golden thread between them.

Our Council Plan is built around 4 key priority areas, and our Future Council program. The Council Plan is a 3-year '[Plan on a Page](#)'. Each directorate has a Directorate Plan that aligns to the priority outcomes that the Council is striving to achieve, as outlined within the Council Plan, and includes an assessment of how the service has contributed towards these priorities along with a range of key performance indicators to enable us to keep track of progress.

Performance management is key in delivering the longer-term vision of the Council. Quarterly Corporate Performance Reports are reported and reviewed by Strategic Executive Board, Informal Cabinet, the Deputy and Shadow Deputy Leader and all Scrutiny Committees.

This will help to enable the council to deliver the objectives and outcomes of the Council Plan and in turn the Borough Vision.



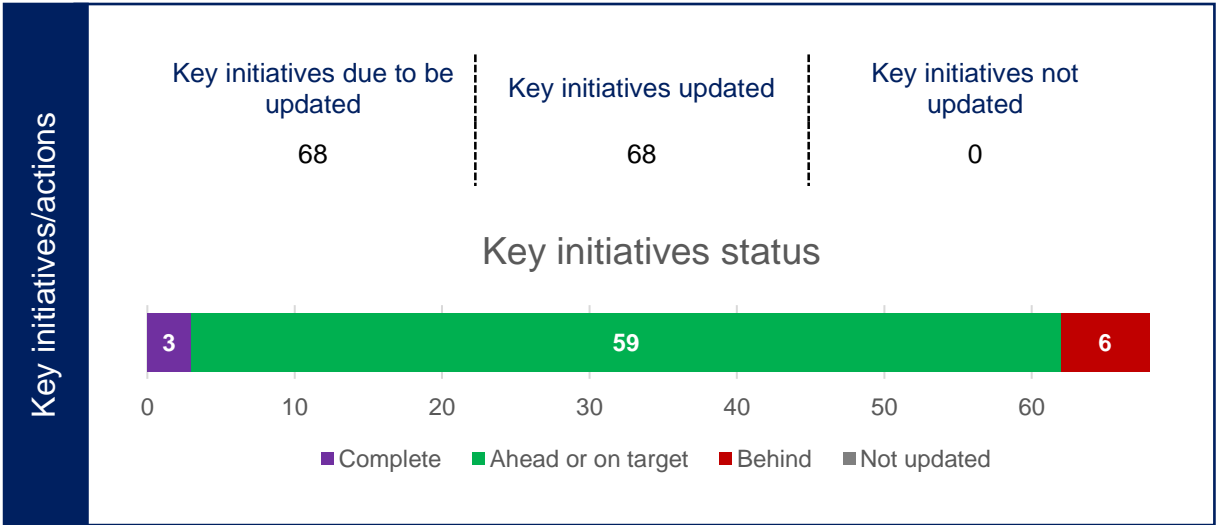
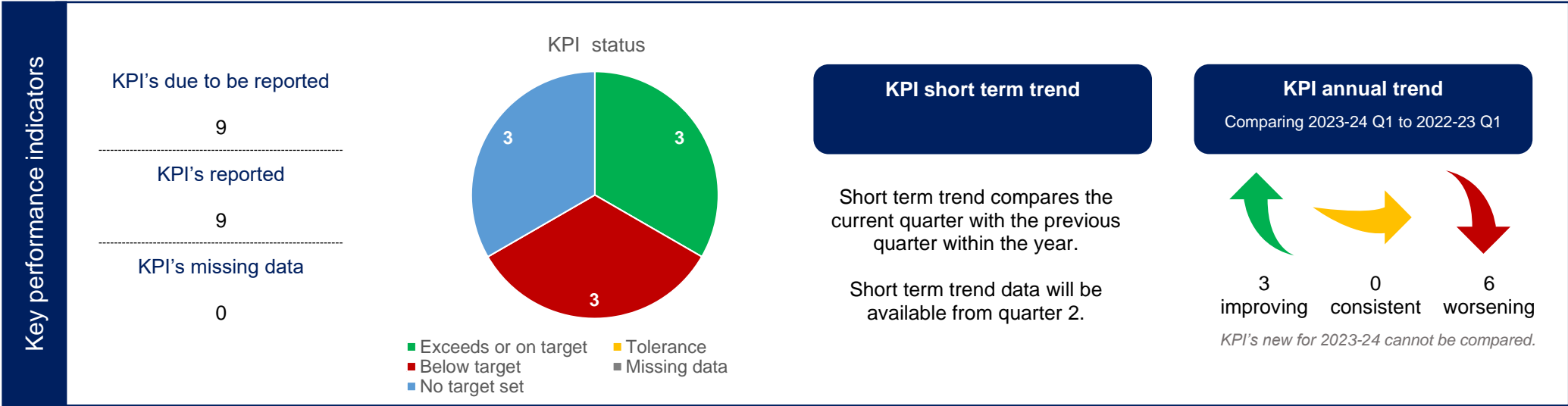
Nicholas McGurk
Acting Service Director – Neighbourhood Delivery

Appendices

Corporate Quarterly Performance reports – Environment Directorate – Q1 (1st
April 2023 to 30th June 2023)
Environment Directorate Service Summary Sheet Q1 2023-24

Environment overview

The following pages provide a dashboard overview for the directorate of Environment. They show the status of corporate key performance indicators and of key initiatives/actions being delivered. KPI scorecards are used to report and monitor performance outturns for the given quarter along with exception commentary for those measures below target.



Environment scorecards

	Performance Indicator	2022-23				2023-24					Benchmarking comparator data
		Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Qtr. 4 outturn	Qtr. 1 outturn	Target	Score	Short term trend	Annual trend	
Safe & healthy	PI.2383 % Highway Safety Inspections completed on time	3%	0.32%	7%	1.74%	0%	3%	▲	Available Q2	↘	Local measure, APSE data being investigated
	PI.2390 % of gullies cleansed as per annual programme	10.4%	28.53%	29%	31.02%	28%	25%	★	Available Q2	↗	No direct comparison, APSE data relating to cost per gully available
	PI.2471 % of trees with a valid tree inspection	12.07%	14.63%	16.24%	16.82%	16.17%	16%	★	Available Q2	↗	Local measure, benchmark against previous years
	PI.2393 % street lighting inventory that is LED	19%	24%	25%	25%	25%	25%	★	Available Q2	↗	Local measure, benchmark against previous years
	PI.324 No. incidents of fly-tipping	398	812	1,248	1,984	748	See note*		Available Q2	↘	1,517 (2022-23 Q1 LG Inform, CIPFA nearest neighbours)
	PI.322 % fly-tipping enforcement actions	117	229	332	414	108	See note**		Available Q2	↘	515 (2022-23 Q1 LG Inform, CIPFA nearest neighbours)
Ambition & enterprise	PI.2478 Number of Penalty Charge Notices issued for parking offences	2,540	4,597	6,276	7,954	1,860	See note***		Available Q2	↘	Local measure

* A target cannot be set for the number of incidents of fly-tipping. The aim is to achieve an ongoing reduction in the number of fly-tipping incidents

** No target figure set, dependent on number of fly-tips and evidence available

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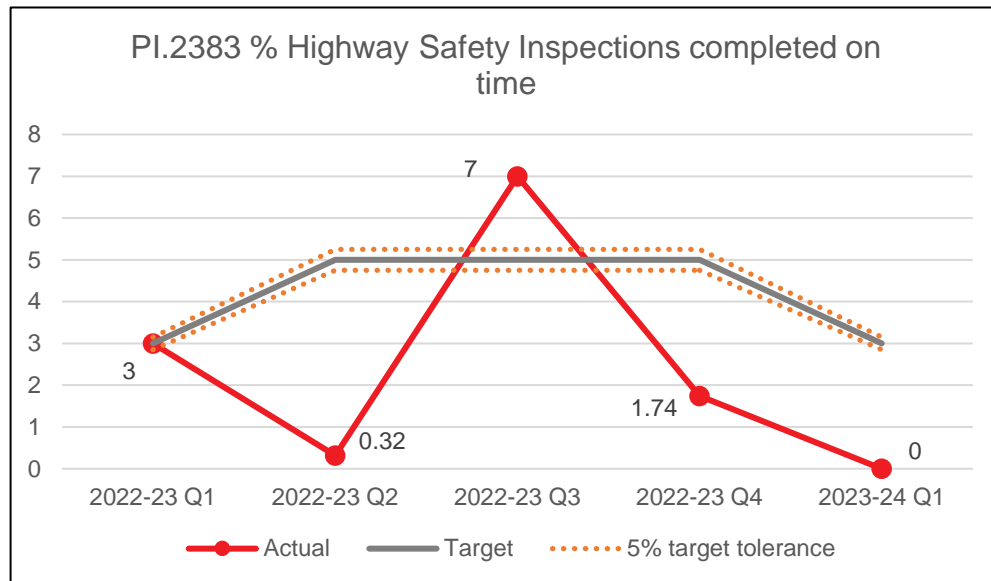
	Performance Indicator	2021-22	2022-23				Target	Score	Short term trend	Annual trend	Benchmarking comparator data
		Qtr. 4 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Qtr. 4 outturn					
Safe and healthy	PI.1498 % household waste sent for reuse, recycling and composting (NI 192)	36.4% (46,387.68)	43.5% (15,101.57)	41.16% (12,059.50)	37.7% (35,105.30)	35.5%	38.5%	▲	↗	↘	38.1% CIPFA Family Group Average (Q4 2022/23)
	PI.1499 % municipal waste land filled (NI 193)	1.9% (2,724.05)	4.3% (1,648.73)	2.72% (2,001.76)	2.64% (2,737.59)	4.5% (6,035.78)	1.7%	▲	↘	↘	8.5% CIPFA Family Group Average (Q4 2022/23)

Short term trend compares current quarter with previous quarter within the same year. Annual trend compares the same quarter between years.

Environment exception commentary

PI.2383 % Highway Safety Inspections completed on time

PI	2022-23				2023-24			
	Q1	Q2	Q3	Q4	Quarter 1			
					Outturn	Target	S	T
PI.2383	3	0.32	7	1.74	0%	3%	▲	-



Performance: what is the data telling us?

The available data shows that although the actual number of safety inspections undertaken this quarter were twice that of the same quarter for 2022, the majority of these inspections were undertaken on minor roads that in many instances were well overdue.

Although results are disappointing, the data we are currently collecting is invaluable and will assist us greatly in the ongoing work being carried out in relation to the redesign of the Highway Safety Inspection system. Establishing realistic, achievable workloads is the key foundation for the process moving forwards.

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Assurance: evidence that actions are in place and having an impact

Utilisation of the 'pothole inspector' to undertake safety inspections is increasing the number of inspections undertaken on minor roads, which in turn is enabling us to identify areas that require attention, enabling us to allocate resources to defects before they become too problematic.

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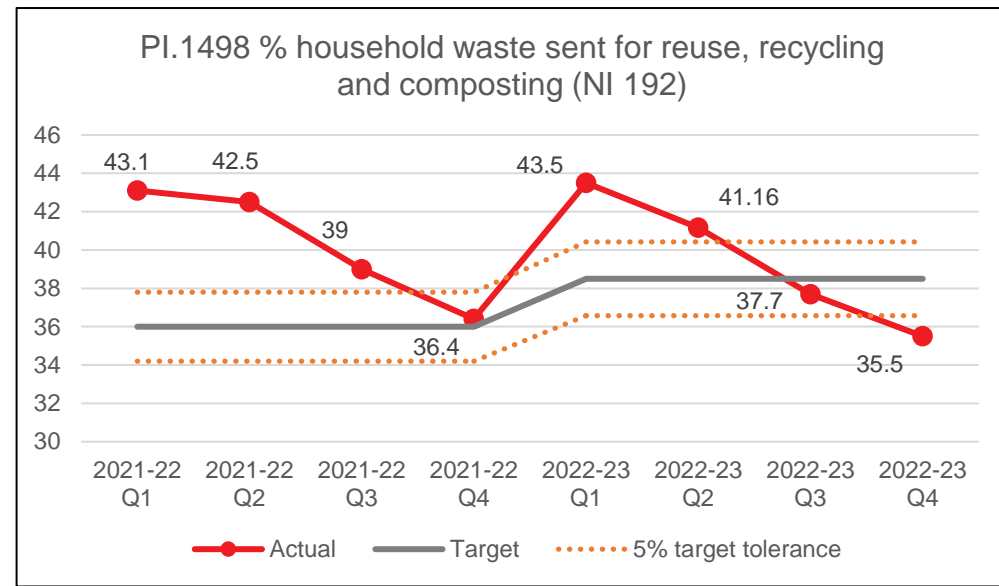
Q1 has seen a 100% increase in the number of site investigations made in response to enquiries that required remedial works. This does not include the enquiries dealt with that either required no further/formal action, or where matters were already in hand.

Impact: what are the issues/risks for service delivery?

The impact this result has is that in the event of any claims for personal injury or damage to vehicle etc, the impact of safety inspection records to show that the authority has taken 'all reasonable steps' to ensure the safety of the highway is somewhat lessened.

PI.1498 % household waste sent for reuse, recycling and composting (NI 192)

PI	2021-22				2022-23				Quarter 4			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3		Out-turn	Target	S	T
	PI 1498								35.5%	38.5%	▲	➡



Impact: what are the issues/risks for service delivery?

Introduction of a mandatory food waste collection will ensure this segregated material is recycled via anaerobic digestion rather than disposed of in the residual waste stream. Recyclable materials are presented as source segregated streams at kerbside but an antiquated fleet struggles with the delivery of the service due to breakdowns and capacity within the vehicles for the 3 streams. Awaiting clarification on upcoming legislation related to the Environment Bill is causing delays on Waste Strategy planning.

Performance: what is the data telling us?

The data highlights the percentage of all household waste collected from households in the Borough that is either recycled, composted or reused. During quarter 4, 27.3% equated to 6,977.78 tonnes, comprising 5,971.12 tonnes of dry recycling (paper, cardboard, plastic, cans and glass) and 1006.66 tonnes of green waste. (The remaining tonnage relates to items sent for reuse).

The rate in quarter 4, 2021/22 was 26.7% (7209.86), 2020/21 was 26.7% (7631.06 tonnes), 2019/20 was 26.3% (7,021.88).

Dudley's recycling rate is 35.5% for the year in comparison to the family group average of 38.1%.

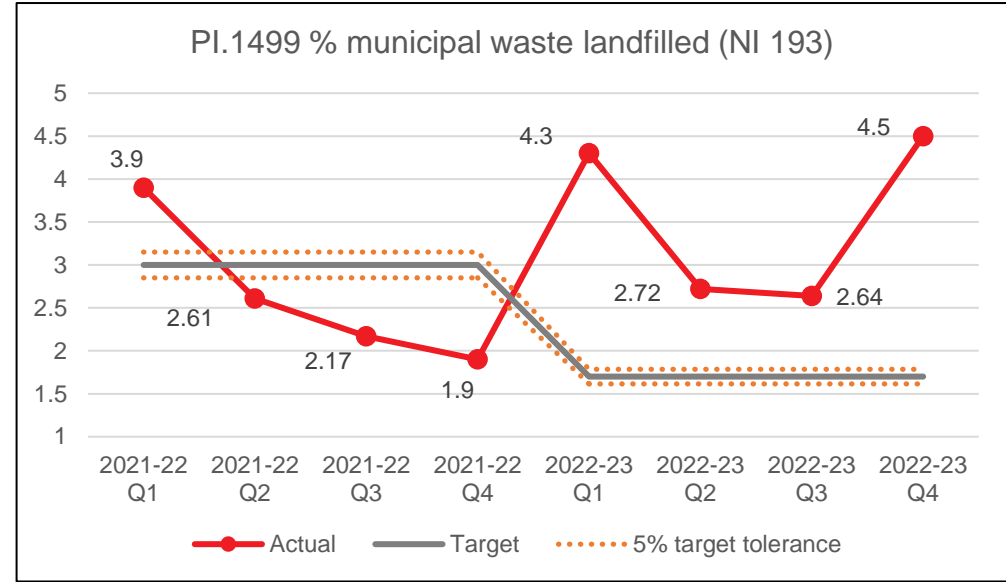
Recycling rates are seasonal and vary through the year, spring and summer higher than autumn and winter. The biggest proportion of recycling activity coincides with the start of the green waste collection season and the Easter holidays, when the largest quantity of material is collected. The summer heat wave has reduced the amount of green waste collected which has significantly reduced the recycling percentage.

Assurance: evidence that actions are in place and having an impact

The recycling collection rounds have been reviewed and modified which has improved efficiencies.

PI.1499 % municipal waste land filled (NI 193)

		2021-22				2022-23						
PI		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Quarter 4			
									Out-turn	Target	S	T
PI 1499		3.9	2.61	2.17	1.9	4.3	2.72	2.64	4.5%	1.7%	▲	▣



Impact: what are the issues/risks for service delivery?

Due to the end of the existing 25 year contract, an unexpected outage period occurred at the start of February, for 2 weeks, to complete remedial works. The new contractor has access to 2 other EfW plants that may mitigate the volume of material requiring disposal at Landfill in future outages.

Performance: what is the data telling us?

The data highlights the percentage of all municipal waste collected in the Borough that is sent for landfill. During quarter 4, this equated to 6035.78 tonnes (YTD).

Municipal waste collected in the Borough that is sent for landfill in Q4 was 3298.19 (11.4%) tonnes.

There has been an increase in the amount of material disposed of to landfill due to the extra period of outage at the end of the existing contractual arrangements.

Assurance: evidence that actions are in place and having an impact

Alternative arrangements are being made for the collection and disposal of "Bulky waste" that was previously routed for landfill. Other recovery and treatment processes have been sourced and being utilised, so approximately 200 tonnes per month is diverted from landfill.

Service Summary Sheet

Directorate	Environment Directorate		
Year	2023-24	Quarter	Quarter 1 (1 st April to 30 th June 2023)

Benchmarking *with local authorities/nearest neighbours*

Waste and Transport Operations

Waste PI's are reported quarterly in arrears in line with the national reporting timeframes for the Defra WasteDataFlow data base. Quarter 4 outturns are therefore included in this summary sheet.

- In Quarter 4, Dudley recycled, reused or composted 6,977.78 tonnes (27.3%) of the household waste collected comprising 5,971.12 tonnes of dry recycling (paper, cardboard, plastic, cans and glass) and 1,006.66 tonnes of green waste. The remaining tonnage relates to items sent for reuse.
- Dudley's recycling rate of 35.5% at Quarter 4 is below the family group average of 38.1%. We continue to educate and encourage our residents to recycle.
- In Quarter 4 Dudley landfilled 6,035.78 tonnes (YTD). There has been an increase in the amount of material disposed of to landfill due to the extra period of outage at the end of the existing contractual arrangements. Due to the end of the existing 25 year contract, an unexpected outage period occurred at the start of February, for 2 weeks, to complete remedial works. The new contractor has access to 2 other EfW plants that may mitigate the volume of material requiring disposal at Landfill in future outages.
- Alternative arrangements are being made for the collection and disposal of "Bulky waste" that was previously routed for landfill. Other recovery and treatment processes have been sourced and being utilised, so approximately 200 tonnes per month is diverted from landfill.

	Q4 2022/23	
	Dudley	CIPFA Family Group Average
% household waste sent for reuse, recycling and composting	35.5%	38.1%
% municipal waste landfilled	4.5%	8.5%

Significant improvements in recycling is dependent upon the review of collection options currently taking place.

Work is underway to strategically review our fleet functions, both from an efficiency and sustainability viewpoint; this is a sizeable piece of work, which will be undertaken in 2023/24.

Estimated output for Q1 from EfW is 7,769 MWh. The plant was shut down for 2 weeks at the end of the contract and restarted with new contractors.

Neighbourhood Services

- For Quarter 1, 16.17% of trees have a valid tree inspection against the target of 16%. We are currently recruiting to strengthen the team and carry out a greater number of inspections, but we may need to look at alternative service delivery models if this proves unsuccessful.
- For Quarter 1, the number of Penalty Charge Notices (PCN's) issued for parking offences was 1,860 this has decreased by 680 from same quarter in 2022/23. The Enforcement Service is currently being reviewed as part of a potential Medium-term Financial Strategy and outsourcing arrangements are being considered.
- Buffery Park, Priory Park, Huntingtree Park, Mary Stevens Park and Wollescote Park were inspected this year and received Green Flag accreditations. Stevens Park, Quarry Bank failed to achieve a green flag award. Wollescote failed the full green flag but achieved a community green flag for the work the friends group have done on the park. The parks will be re-submitted to next year's green flag accreditations in 2024.

Transport and Highway Operations

- The percentage of safer routes to school schemes completed against programme is at target in Q1. One scheme already delivered. In addition to the planned school schemes, we are also piloting two School Street Schemes funded by West Midlands Combined Authority. These schemes are the first of their kind in Dudley, which restricts vehicle movements around the school gate at key times.
- For Quarter 1, 31% of capital spend on highways was achieved against a target of 25%.
- For Quarter 1, the percentage of street lighting inventory that is LED is 25% and on target for Q1. This now represents a sizeable change project.
- For Quarter 1, 28% of gullies were cleansed as per annual programme, against a target for the quarter of 25%. The Team have secured an additional contractor to support ambitions to move from a 5 year cycle to a 3 year cycle following the receipt of additional funding.

Overview of service delivery

Waste Management and Transport Operations

- Pop-up site at Lister Road Depot is on Saturday, 8.00a.m. to 3.30 p.m. every fortnight from 1st April 2023.
- There have been changes in the recycling collection rounds to be more efficient and productive.
- A strategic review of fleet has commenced.

Energy, Sustainability and Climate Change

- Head of Energy, Sustainability and Climate Change has been appointed and due to start on 15th August 2023.
- The Energy Development Fund has now been approved and a £1m investment fund has been created to support energy efficiency projects delivering <7.5 year payback period.
- Dudley's PPA remains on track to meet budget outturn.
- Duncan Edwards PV installation has been approved £192k investment in Solar.
- Phase 2 restructure delivers additional resource to Energy Management and Climate Change Policy, New Policy Manager starts in September 24.
- Work continues the Climate Change website, launch scheduled for September 24.
- Swimming pool utility costs funding to be submitted on the 9th August for a deadline of the 11th of August (Sport England).
- HWRC Review and decision report to be submitted to council for consideration in September 24, HW Martin to be served 6 months' notice in October 24.

Neighbourhood Services

- A number of changes to the parking service approved in the Council's budget are now being explored including the outsourcing of the Enforcement Team and review of car parks maintenance.
- Enforcement Officers continue to respond to fly-tipping reports, carrying out investigations where evidence permits. During Quarter 1, Street Cleansing removed 748 fly-tips and 108 fly-tip enforcement actions were carried out. 22 Fixed Penalty Notices and 16 Legal Notices were served for fly-tipping offences during the quarter. 836 Fixed Penalty Notices were issued for litter offences.

Transport and Highway Services

- Transport Strategy are involved in regional meetings to support the development of the West Midlands Local Transport Plan providing pipeline project and scheme details to support the Area Strategy development
- Draft Dangerous Structures Policy has been produced and consultation is in progress.
- Development of the Dudley Local Transport Plan (LTP) - The Dudley Transport Strategy will commence following the completion of the West Midlands Area Based Strategy work which is expected March 2024. The target completion for the Dudley Strategy is Sept 2024.

Service Achievements

Waste and Transport Operations

The pop-up tip in Dudley borough continues to prove popular among residents with around 107 tonnes of waste been disposed of at the facility on Lister Road since it switched to opening twice a month at the start of April.

This total includes 31.5 tonnes of wood, 20.6 tonnes of bricks and rubble, and 12.1 tonnes of mattresses and other furniture. 1,989 bookings have been made at the site since April, with 1,253 places (63%) reserved by residents from the north of the borough.

The ward with the most users of the pop-up tip in this period is St Thomas's, where 486 spots were booked 1 April – 3 June.

Energy, Sustainability and Climate Change

Residents will have an extra two hours on Mondays to visit the Household Waste Recycling Centre in Stourbridge this summer. The site has switched to its summer opening times. It will now be open until 6pm on Monday evenings with the final booking slot of the day at 5.40pm.

The Energy from Waste Project (EfW) won the Technology and Innovation Category in the Nachural Business Awards for its work to maximise energy. The team put in place a new contract to manage its energy from waste plant. The new contract gives the council greater flexibility in shaping its energy, heat and waste strategy. Urbaser Environmental Ltd have been appointed to manage the day-to-day running of the Lister Road energy from waste plant, where it disposes its household and trade waste.

As part of the new contract, the council will benefit from being able to sell the energy produced at the plant back to the national grid, which has the potential to generate substantial income for the council.

Plans to pump £1million into projects to tackle climate change in the Dudley borough have been approved. The Energy Development Fund will be used to fund a range of initiatives such as energy-saving streetlights or better use of solar panels and alternative sources of heat.

At the June Cabinet meeting approval was given to borrow £1million to invest in renewable energy and cut the authority's carbon footprint.

Neighbourhood Services

A new play area has been built at Netherton Park thanks to £59,000 worth of funding. Children and families visiting Netherton Park will be able to make use of the new roundabout, swings and multi-play units for both toddler and junior age groups area as well as new safety surfacing.

Residents who live in Dudley borough were invited to have their say on play areas in parks and open spaces. Parks Development is creating a new strategy, which will explore how the council invests and develops its play area provision. The aim is to share resources across the borough, with a particular focus to be placed on areas of the borough that might not have as much choice in play equipment for young people. It's hoped parents and young people will take the opportunity to have their say on what they would like to see in borough parks, and where they would be most likely to access it. A community event at Netherton Park was also held in May where residents were able to talk to the team.

Parks Development have netted a grant of more than £280,000 to improve tennis courts on six parks across the borough. The money from the Lawn Tennis Association (LTA) will be used on

courts at Huntingtree Park in Halesowen; King George V Park in Wordsley; Mary Stevens Park and Wollescote Park in Stourbridge; Priory Park in Dudley; and Silver Jubilee Park in Coseley.

The Street Scene team began to get parks and green spaces ready for summer, with a 50-strong team out on lawnmowers cutting grass and tackling weeds. The team is responsible for the maintenance of nearly 14 million square metres of grass across the borough – roughly equivalent to nearly 2,000 football pitches.

The Street Scene team installed more recycling bins across the borough, starting with borough parks. Currently there are around 70 recycling street bins in the borough, mainly located in town centres and on main roads. The council plans to double that number over the next twelve months and is beginning the roll out in borough parks.

Mary Stevens Park in Stourbridge is the first park to receive a set of the new recycling bins, which take plastic bottles, drinks cans and tins in one unit. Five of the bins are in place along the main drive from the car park to the play area, each labelled advising exactly what can be placed inside. Priory Park, Dudley is the next on the list with other borough parks set to benefit over the coming months.

A section of the historic Dudley No.1 Canal is to be upgraded to a natural conservation area of greater regional importance following an expert study. The Delph Locks area in the south of the No.1 Canal in Brierley Hill will become a Site of Importance for Nature Conservation (SINC), reflecting the results of a recent ecological survey of the canal and its surroundings.

Transport and Highway Services

More than 80,000 metres of lines have been repainted on borough roads in the last 12 months as part of a rolling programme.

Dudley Council spends approximately £140,000 every year on repainting lines, including double yellows to help reduce congestion and keep the borough's roads moving.

It also includes repainting zebra and pedestrian crossings and zig zag lines outside schools to improve pedestrian safety.

This year, the council is also spending an extra £20,000 on refreshing lines in town centres. Work is almost complete in Halesowen.

The Traffic Team has outlined plans to apply for powers to enforce a range of driving offences in a bid to improve road safety, tackle congestion and improve air quality. A Report was approved by Cabinet to allow public consultation on the proposals to seek powers from the Department for Transport to enforce moving traffic offences.

This would allow the council to introduce targeted camera enforcement at identified individual problem locations for moving traffic offences, subject to consultations for each location. Offences would include stopping in a yellow box junction, where not permitted to, making banned right or left turns or illegal U-turns, ignoring no-entry restrictions or going the wrong way in a one-way street.

Subject to the outcome of the consultation, an application will be made to the Department for Transport to seek powers to enforce moving traffic offences, with the aim to begin implementing them in 2024.

Nearly 4,000 gullies were cleaned across the borough in April and May to help cut the risk of flash flooding and improve road safety, environment bosses said today. The team have been out sweeping grit and debris away from the sides of roads, with 3,700 gullies cleaned in the first two months of 2023/24. It represents 20 per cent of the 18,400 gullies targeted for cleaning over the whole 12 months.

Opportunities for improvement

- Heads of Service and Group/Team Managers are working together to scope and deliver Phase 2 of the restructure for the Environment Directorate.
- Sickness absence levels, both long and short-term, continue to be higher than the Corporate target for quarter 1 and remain a priority for the Environment Directorate to address. Heads of Service are working closely with their managers and HR colleagues to address the high sickness absence rates in order to seek future improvement.
- Environment Directorate received 1,261 enquiries through the Councillor / MP Contact System during Quarter 1 (378 enquiries in April, 381 in May and 502 in June 2023). This is an increase of 240 compared to Q1 in 2022/23.
- Complaints information for Quarter 1 is shown in the table below:

Number of Stage 1 Complaints Received Q1			
No. Complaints Received	% Response Time within SLA (20 working days)	No. of complaints Upheld	Compliments received
142	72% (Work continues to improve response times further)	39 (27%)	28

Any additional information relating to performance

- Environment Directorate Leadership Team continue to work together to scope and deliver Phase 2 of the restructure for the Environment Directorate.
- There continues to be 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. This can be due to sickness absence or the requirement to cover annual leave with agency workers in some front-line services.