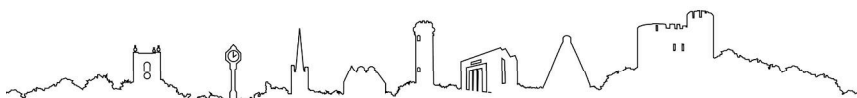


Meeting of the Highways and Environmental Services Select Committee

**Thursday 21st March, 2024 at 6.00pm
In Committee Room 2, The Council House, Priory Road,
Dudley**

Agenda – Public Session (Meeting open to the public and press)

1. Apologies for absence
2. To report the appointment of any substitute members serving for this meeting of the Committee
3. To receive any declarations of interest under the Members' Code of Conduct
4. To confirm and sign the minutes of the meeting held on 4th January, 2024 as a correct record (Pages 4 – 17)
5. Public Forum
6. Update on the Neighbourhood Approach (Pages 18 – 41)
7. Update on Green Waste Charging (Pages 42 – 46)
8. Quarterly Performance Report – Quarter 3 (1st October – 31st December, 2023) (Pages 47 – 72)
9. To consider any questions from Members to the Chair where two clear days notice has been given to the Monitoring Officer (Council Procedure Rule 11.8)



Distribution:

Councillor E Lawrence (Chair)

Councillor P Miller (Vice-Chair)

Councillors D Borley, K Casey, K Denning, I Kettle, A Lees, J Martin, D Stanley
(Substitute Member for P Dobb), K Westwood and M Westwood.



Chief Executive

Dated: 13th March, 2024

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Minutes of the Highways and Environmental Services Select Committee

Thursday, 4th January, 2024 at 6.00 pm
In Committee Room 2, The Council House, Priory Road, Dudley

Present:

Councillor E Lawrence (Chair)
Councillor P Miller (Vice-Chair)
Councillors D Borley, K Denning, P Dobb, P Drake, I Kettle, J Martin and K Westwood.

Dudley MBC Officers:

N McGurk (Acting Service Director – Neighbourhood Delivery), N Lissimore (Transport Strategy Manager), J Deakin (Head of Waste and Fleet Operations) and K Taylor (Senior Democratic Services Officer).

Also in Attendance:

Councillor D Corfield (Cabinet Member for Highways and Environmental Services)
Councillor C Bayton (Shadow Cabinet Member for Climate Change and Environment)

27 Apologies for Absence

Apologies for absence from the meeting were received on behalf of Councillors K Casey and A Lees.

28 **Appointment of Substitute Member**

There were no substitute Members appointed for this meeting of the Committee.

29 **Declarations of Interest**

No member made a declaration of interest in accordance with the Members' Code of Conduct.

30 **Minutes**

Resolved

That the minutes of the meeting held on 27th November, 2023 be approved as a correct record and signed.

31 **Public Forum**

No issues were raised under this agenda item.

32 **Dudley Highway Network Performance and Road Safety**

The Acting Service Director – Neighbourhood Delivery and Transport Strategy Manager gave a detailed presentation on an overview of the Dudley Highway Network Performance, Major Scheme Development and Road Safety, including National Data and Trends, Economic Impact and Local Data. It was suggested that Members may wish to undertake more in-depth scrutiny in relation to road safety at a future meeting if deemed appropriate.

Members were provided with statistical data on the annual traffic mileage by vehicle type in Dudley between 1993 and 2022 which identified a year-on-year growth in each year between 2011 and 2019. It was noted that a sharp decline was observed in 2020 during the COVID-19 pandemic, with traffic levels increasing during 2021 and 2022, however levels still remained lower than before the pandemic.

It was noted that the INRIX (a leading international provider of real-time traffic information, transportation analytics, and connected driver services) 2022 Global Traffic Scorecard had identified that all urban areas within the UK top 10 experienced increases in traffic congestion and delays during 2022, with London reaching above their 2019 pre-COVID level. This resulted in the typical driver losing 80 hours due to traffic congestion. It was noted that Birmingham was ranked fourth out of ten with a loss of 73 hours which accumulated into £646 cost per driver and £346m cost to the city. Although data was not available for Dudley specifically, it was anticipated that the figures would be comparable to Birmingham.

An overview of the traffic congestion experienced throughout the Borough on an average weekday was provided which highlighted significant congestion during the evening. The information allowed the Local Authority to identify the top 20 traffic delay hot spots across the Dudley Highway Network which were categorised into the following to help reduce congestion:

- Green – Locations in the pipeline and under development with both indicative funding and allocated funding confirmed in areas including A4123 Corridor; A456 Manor Way / Grange Road and A4123 Birmingham New Road / Sedgley Road.
- Amber – Locations that were affected by ongoing highways works in areas including A459 Castle Hill due to the Metro Construction Impact and A458 Colley Gate, Cradley due to a recent traffic signal upgrade.
- Red – Locations that had been identified for a future programme. Funding opportunities would be explored in areas where the Levelling Up Funding Bids were unsuccessful such as A458 Lye High Street.

It was noted that locations such as Stourbridge Ring Road, A491 Hagley Road/Ham Lane, A459 Kent Street - Burton Road, Upper Gornal and A459 Halesowen Road, Netherton would be investigated for network efficiency gains.

Reference was made to the five-year capital funding that had been agreed as part of the City Region Sustainable Transport Settlement awarded by Transport for West Midlands for local transport investment. The funding created two significant five year pipelines namely, Local Network Improvement Plans and Maintenance settlements totalling £1,760,400 and £4,486,100 per annum, respectively.

It was reported that phase two had commenced in delivering the installation of the cycle infrastructure along the A4123 Birmingham New Road from Tipton Road Junction to Castle Road Junction.

The Transport Strategy Manager referred to the Local Transport Plan developed by Transport for West Midlands which focussed on 6 Big Moves including Behaviour change; Walk, wheel, cycle and scoot; Accessible and inclusive places; public transport and shared mobility, safe, efficient and reliable network and green transport revolution.

It was noted that the Local Authority was required to consider the Bus Service Improvement Plan and Cycle Infrastructure Design (LTN 1/20) when developing designs to allow continued investment in transport. It was acknowledged, however, that Dudley's Highways Network was constrained and therefore a sensible and balanced approach was needed during scheme development.

The conditions set out within the City Region Sustainable Transport Settlement Letter required the Local Authority to promote modal shift from cars to public transport, walking and cycling and to further the objectives of the national bus and cycling strategies, including ambitious bus and cycling priority measures. It was noted that Active Travel England worked collaboratively with the Department for Transport and managed funding for dedicated walking and cycling initiatives and challenged failure by withholding funding for failure to meet standards.

Reference was made to the development of plans for multiple site specific and corridor-based transport schemes which required Department for Transport compliant business cases in accordance with the new West Midlands Combined Authority Single Assurance Framework governance processes before funding could be released. An extensive consultation exercise with Cabinet Members, Ward Members, Members of the Public and wider stakeholders would also be imbedded in scheme development.

Members were also advised that the Dudley Local Plan and an updated Transport Strategy was in development with national and regional objectives embedded. The importance of Member support was emphasised in moving forward taking into account some potentially difficult choices to be made.

The Acting Service Director – Neighbourhood Delivery then provided an overview of road safety and in doing so referred to the statutory duty of the Local Authority to promote and improve road safety by undertaking studies into collisions arising out of the use of vehicles on roads and take measures considered appropriate in order to prevent such collisions on both existing and new roads.

Reference was made to the six engineering measures adopted by the Local Authority including traffic calming and reallocation of road space. It was noted that improved pedestrian facilities that were suitable and useable was essential in order to promote active travel.

It was noted that 60% of Dudley Borough schools had adopted a 20mph speed limit as part of the Safer Routes to School programme. It was anticipated that 100% would be completed by 2025.

Members were advised of the National Road Safety Scheme of the Year Award achieved by Dudley Council in 2022 recognising the innovative use of an intelligent junction warning sign that could be tailored to the specific junction. This scheme had been implemented in Oakham Road, Dudley which had seen a dramatic reduction in injury collisions with none recorded since the work was completed.

The significant number of requests received and undertaken by the Road Safety Team was acknowledged. It was noted that the Local Authority had completed five safety schemes during 2023 with a further four schemes in progress which was expected to be completed by the end of the financial year.

The need to improve communication in particular promoting schemes that were progressing in design stages was mentioned. Further work was being undertaken in developing the first Road Safety Strategy for Dudley to evidence current projects and future planning. It was noted that 18 schemes had been planned for next year and were currently being designed to be implemented in the next financial year.

The Acting Service Director – Neighbourhood Delivery reported on the extensive Road Safety Education initiatives provided by the Local Authority including road safety training, tailored road safety presentations for all age groups delivered in schools and community settings and partnership working to enable targeted campaigns throughout the year.

It was recognised that although implementing engineering measures would work in areas, this was impacted at times upon motorists' behaviours and driving and the priority was emphasised in ensuring roads were safe for pedestrians and drivers.

The Acting Service Director – Neighbourhood Delivery also referred to the School Streets Initiative and the proposed trial of the temporary road closure within a school street during drop-off and pick-up times.

Following the presentation of the report, Members had the opportunity to ask questions make comments and responses were provided, where necessary, as follows:-

- a) Councillor K Denning, although welcomed the presentation and data sets, shared his disappointment that the presentation given had not been included in the agenda pack or circulated prior to the meeting and considered that this significantly impacted his ability to prepare pertinent questions in advance of the meeting. Councillor J Martin supported the comments made and suggested that this had not met the requirements of the Equality Act 2010 and concurred that this approach should not be repeated moving forward.

The Chair acknowledged comments made and shared the reasoning why the presentation was not previously shared and undertook to consider accessible formats moving forward.

- b) Councillor K Denning referred to the new traffic crossing and average speed cameras installed on Birmingham New Road between Dudley Canal Trust and Priory Road, and whilst acknowledging that traffic had slowed down, queried what other measures could be implemented to further improve road safety.
- c) Reference was made to the temporary one lane traffic restrictions for both directions in Castle Hill, Dudley and the impact this would have on the congestion and regeneration around the Town Centre and surrounding roads.

- d) Councillor K Denning welcomed the ambition of all Dudley Borough Schools adopting the 20mph speed limit but queried how this would be achieved for schools that were located near busy roads such as Bishop Milner Catholic College.
- e) Although welcoming the School Streets Initiative, Councillor K Denning suggested that improvements were needed in educating motorists given the delays that were likely to occur once streets were temporarily closed. He therefore queried what measures could be implemented by the Council and whether staggered start times for Dudley employees had also been considered.
- f) In responding to comments made by Councillor K Denning, the Transport Strategy Manager welcomed the safety measures implemented on the Birmingham New Road and acknowledged the restrictions introduced around Castle Hill, Dudley which were adopted to facilitate works safely to the Midland Metro Extension. Further consideration was also being undertaken to support regeneration within the Town Centre.

The Acting Service Director – Neighbourhood Delivery confirmed that the Local Authority had been successful in being awarded powers to enforce a range of driving offences by the Department for Transport in order to improve road safety, tackle congestion and improve air quality, with initial locations being identified. With regard to the 20mph speed limit around schools, it was confirmed that the temporary restrictions would only apply during peak school times. A review of the pilot on the School Streets Initiative would also be undertaken to consider whether this was acceptable moving forward. It was also agreed that changing behaviours and educating children at schools was essential to ensure road safety. It was suggested that as an organisation, it had adapted well to hybrid working, however further consideration could be given to staggering operational shift times in order to try and alleviate traffic congestion during peak times.

- g) The Cabinet Member for Highways and Environmental Services thanked officers for the excellent presentation and overview given and acknowledged comments made by Members. It was stated that the presentation was intended to give a detailed oversight of work undertaken and to allow Members the opportunity to consider including a further in-depth scrutiny in the future work programme. Reference was made to the dramatic improvements to areas including Oakham Road, Dudley and the reduction in the number of collisions since the introduction of the intelligent junction warning sign. The significant improvements along the A4123 commuter route throughout the Black Country designed to encourage more people to walk, cycle or use public transport was also mentioned.
- h) Councillor D Borley welcomed the presentation given and referred specifically to the traffic delay hot spots throughout the Dudley Highway Network which was likely to increase further and therefore queried what measures would justify the need to implement further steps in order to reduce traffic congestion. He also supported the need for speed enforcement and excessive penalties in order to send a clear message to potential perpetrators.

In responding, the Transport Strategy Manager confirmed that a criterion would need to be met in order to allocate funding for schemes on a local level with initial consideration needed to sustainability modes. The difficulties associated with reducing two-lane traffic lanes to one within a constrained highways network was referred to and that a balanced approach was needed to ensure there was no detriment to the existing infrastructure.

The Acting Service Director – Neighbourhood Delivery emphasised that despite measures being implemented, traffic congestion would continue and that the nature of Dudley's Highways was difficult to quantify, therefore it was necessary to maximise skills and resources in order to improve and implement all aspects in accordance with criteria.

- i) With regard to the School Streets Initiative, Councillor D Borley referred to the planned pilot for roads near Peter's Hill Primary School which was welcomed by residents. He also suggested that the Thorns Primary School should be considered due to the premises being located on the Thorns Road, Quarry Bank, taking into account the ongoing safety concerns that had been raised.

- j) Further to comments made by Councillor D Borley, Councillor J Martin queried whether there was any pressure by the Local Authority in maintaining traffic flow in a safely manner against the need to work within the limited resources available.
- k) Reference was made to a statement within the Government's Transport Decarbonisation Plan in relation to taking steps in order to avoid a "*car-led recovery*". Councillor J Martin queried whether this would impact traffic flow and whether this would be deemed acceptable by users. He also queried whether the proposed measures were anti-motorist and counter productive for business recovery and potentially impact visitors to the Borough financially.
- l) Councillor J Martin also requested an update on the Local Authority's position in relation to traffic enforcement. He considered that fines should not be given in order to change behaviour however in some circumstances acknowledged that harder enforcement was needed for those that break the law and caused tragic consequences. It was anticipated however that the introduction of fines could be negatively received by members of the public in particular those that were commuting to work and that the success of the scheme would be determined by the outcomes.

In responding, the Acting Service Director – Neighbourhood Delivery stated that the areas consulted on were largely governed by Highways Legislation and that it was part of the Local Authority's criteria to consider whether these continued to be fit for purpose. Road safety for all was paramount and the introduction of the enforcement powers was considered a deterrent to users.

- m) It was also noted that a School Street Initiative pilot was also proposed around The Brook Primary School, Brierley Hill.
- n) Councillor J Martin welcomed the proposal to undertake further scrutiny in relation to road safety.

- o) In responding to comments made with regard to congestion, the Cabinet Member for Highways and Environmental Services acknowledged that a significant reduction in traffic congestion was not anticipated however the focus was to offer additional and improved pedestrian facilities such as cycling lanes. He also considered the enforcement powers to be a deterrent. Reference was made of the work undertaken with 'RoadPeace', a national charity for road crash victims, providing information and support services to people bereaved or seriously injured in road crashes.
- p) Councillor J Martin referred to a previous consultation undertaken in relation to the banned right turn located at the Northfield Road, Netherton junction, in particular that the option to install a controlled signal was rejected due to expenditure, however it had been agreed that fines would be issued to drivers that continued to drive through banned turns. He therefore queried why fines were preferable rather than investing in additional traffic calming measures.

In responding, the Cabinet Member for Highways and Environmental Services emphasised that the Local Authority was not focused on penalising motorists and that there were more funding options available now to consider alternative measures. Although acknowledging comments made, it was considered that enforcement was justified in certain areas.

- q) Councillor P Dobb referred to the traffic restrictions and poor road markings located in Castle Hill, Dudley and the significant impact this caused to traffic congestion in particular during peak times. Concerns were also raised on the lack of consultation of the introduction of the one-way traffic system introduced in Ednam Road, Dudley between The Broadway and Priory Road.

In responding, the Cabinet Member for Highways and Environmental Services confirmed that media releases and communications were circulated following confirmation of the Traffic Regulation Order.

- r) In referring to the statistics in the INRIX 2022 Global Traffic Scorecard which identified that the typical driver in the UK lost 80 hours due to traffic congestion last year, Councillor I Kettle suggested that consideration should be given to the excessive average number of vehicles driven within each constituency each week and the need to travel for employment.

- s) In responding to a request by Councillor P Drake for an update on the ongoing car parking issues near train stations, the Transport Strategy Manager referred to regular meetings that were undertaken bi-monthly with the Transport for West Midlands who were responsible for train station car parks. Statistics identified that areas such as Stourbridge Car Park were underutilised, however it was accepted that Coseley Train Station was reaching a critical point and would therefore continue to be monitored. The number of Traffic Regulation Orders within the vicinity of Coseley Train Station was acknowledged, and it was noted that Transport for West Midlands would be reviewing their existing Park and Ride Strategy. Various options could be considered moving forward including the disposal of assets or additional park and ride capacity being explored.

The Chair thanked officers for the presentation given and the informative discussions undertaken during the meeting.

Resolved

- (1) That the information contained in the presentation on an overview of the Dudley Highway Network Performance, Major Scheme Development and Road Safety, be noted.
- (2) That a presentation on road safety together with a review of the draft Road Safety Strategy be submitted to a future meeting of the Select Committee.

33 Corporate Quarterly Performance Report – Environment Directorate – Quarter 2 (1st July, 2023 to 30th September, 2023)

A report of the Acting Service Director – Neighbourhood Delivery was submitted on the Quarter 2 Corporate Quarterly Performance report of the 2023/24 financial year covering the period 1st July, 2023 to 30th September, 2023, which was aligned to the new 3-year Council Plan. Further data relating to the directorate service delivery was included as appendices to the report submitted, focusing on the Environment Directorate.

Members had the opportunity to ask questions make comments and responses were provided, where necessary, as follows:-

- a) Councillor K Denning referred to the breakdown of the number of Fly-Tip Investigations undertaken by ward during Quarter 2 in particular that the highest number of fly-tips having been reported were located in the Brierley Hill area, and queried what strategies were in place to reduce those areas that were impacted the most.

In responding, the Head of Waste and Fleet Operations confirmed that it was evident that the issues in Brierley Hill predominately related to residential and commercial waste on the High Street. It was noted that the Local Authority would be undertaking duty of care checks within areas in order to identify the perpetrators.

In responding to a further query from Councillor K Denning, the Head of Waste and Fleet Operations undertook to discuss with the Head of Planning to emphasise the need to allocate sufficient and safe places for waste disposal once applications had been submitted for larger developments including houses in multiple occupation (HMO).

The Cabinet Member for Highways and Environmental Services referred to the significant increase in fines faced by fly-tippers which sent a clear and strong message to perpetrators. Reference was also made to Dudley's 'You've Been Shamed' campaign on the Dudley Council website displaying images collected from Closed-Circuit Television systems of fly-tipping perpetrators.

- b) With regard to fly-tipping, Councillor D Borley referred to the ongoing work in Lye in order to mitigate the number of investigations and incidents including reminding landlords of their responsibilities and options available and installing appropriate signage within the vicinity in consultation with the Assistant Team Manager, Neighbourhood Services and West Midlands Police.
- c) In responding to a question raised by Councillor D Borley relating to PI. 1499 - % municipal waste land filled, the Head of Waste and Fleet Operations confirmed that other waste that had been prioritised over the Household Waste and Recycling Centre waste by the operator of the Energy from Waste controls was associated to other contractors. Members were advised however that the Energy from Waste contractor had been requested to consider receiving more waste from the Household Waste and Recycling Centre over other commercial waste which was expected to reduce the outturn moving forward.

- d) Following a suggestion made by Councillor D Borley, the Head of Waste and Fleet Operations undertook to consider the reduction of the allotted slot time at the Household Waste and Recycling Centre to allow for additional appointments to be made available.
- e) In responding to a question raised by Councillor I Kettle in relation to PI.2390 - % of gullies cleansed as per annual programme, the Cabinet Member for Highways and Environmental Services confirmed that fixed penalty notices for the offences of fly-posting also included graffiti.

The Acting Service Director – Neighbourhood Delivery confirmed that the reduction in the number of gullies cleansed during Quarter 2 resulted from the in-house tanker being unavailable for approximately six weeks due to a technical breakdown. Further investigation would be undertaken to address the delays; however assurance was given that work was now progressing. It was also noted that the target percentage had doubled compared to last year and it was important to recognise that ambitious targets had been implemented and were being met.

- f) Councillor J Martin referred to the historic issues of machines being un-operational for extended period of times, and emphasised that Elected Members and residents expected a longer and sustainable solution.

In responding, the Acting Service Director – Neighbourhood Delivery acknowledged comments made and confirmed that the cleansing of gullies had not been undertaken for a period of time due to financial constraints. It was accepted that a vehicle being unavailable for six weeks was unacceptable and assurance was given that this was not a regular occurrence. Further consideration was being given to the type of vehicles that would be included in the fleet and it was expected that changes would be made over the next 12 months.

Resolved

- (1) That the information contained in the report submitted, and as reported at the meeting, on the Quarter 2 Corporate Quarterly Performance report of the 2023/24 financial year covering the period 1st July, 2023 to 30th September, 2023, be noted.

- (2) That the Head of Waste and Fleet Operations be requested to emphasise the need for sufficient and safe places for waste disposal once applications had been submitted for larger developments with the Head of Planning.
 - (3) That the Head of Waste and Fleet Operations be requested to consider the reduction of the allotted slot time at the Household Waste and Recycling Centre to allow for additional appointments to be made available.
-

34 **Highways and Environmental Services Select Committee Progress Tracker and Future Business**

It was noted that an update on Delivering the Neighbourhood Approach would be considered for inclusion on the agenda for the next meeting of the Select Committee in March, 2024.

Resolved

That the Highways and Environmental Services Select Committee Progress Tracker and Future Business, as outlined in the report, be noted.

35 **Questions Under Council Procedure Rule 11.8**

There were no questions to the Chair pursuant to Council Procedure Rule 11.8.

The meeting ended at 8.15pm

CHAIR

**Meeting of the Highways and Environmental Services Select Committee –
21st March 2024**

Report of the Director of Environment

Update on The Neighbourhood Approach

Purpose of report

1. To present the current progress report on matters associated with the new Neighbourhood Services approach.

Recommendation

2. It is recommended that the Highways and Environmental Services Select Committee review the contents of this report and that any identified issues are referred to the Cabinet Member and Director of Environment to feedback and inform future decisions.

Background

3. This report is intended to provide members of the committee with an overview of the new neighbourhood approach in Neighbourhood Services, with a focus on Street Scene. The team has responsibility for street cleansing and grounds maintenance following a redesign which was implemented on 1st November 2023.

The History of Street Cleansing and Grounds Maintenance, now referred to as Street Scene

Prior to 1st November 2023 the Street Scene functions were split across two service areas: -

Green Care	Green Care consisted of grounds maintenance, parks development, countryside services and the tree section. It was responsible for weed control, grass cutting, parks, green spaces, nature reserves and tree work within the borough.
Street Cleansing	Street Cleansing was a standalone service area which was responsible for the street cleansing of the borough, such as mechanical street sweeping, litter picking, graffiti removal, responding to RTCs to clear debris and spillages, removing dead animals from the highway, emptying street bins and fly tipping removal.

Two service managers previously managed the two above mentioned teams with two separate budgets. Due to this structure decisions were made in two areas of the Environment Directorate despite clear synergies between the two. As part of the redesign, it was therefore felt Street Scene should be created thus amalgamating street cleansing and grounds maintenance into the new Street Scene team.

The new Street Scene Structure

Under the previous Green Care and Street Cleansing structures it was identified that there were circa 40 different job titles and job descriptions. This meant officers and operatives often held very specific and rigid roles which meant deploying staff to anything outside their job description proved difficult. Therefore, these 40 job titles were removed as part of the redesign consultation process with staff in 2023, and 6 new job descriptions created for the whole of the Street Scene team, these being the Street Scene Group Manager, 5 Street Scene Neighbourhood Managers (each covering one of the new 5 community forum areas, instead of the previous north, central and south teams) 10 Street Scene Neighbourhood Supervisors (2 in each area) and 32 Street Scene Operatives – at Levels 1, 2 and 3 in each area.

By addressing the above-mentioned job titles and job descriptions issue, roles were combined which results in staff now being able to develop their skills and essentially become general practitioners, able to assist in all functions of Street Scene rather than either being a street cleansing or green care operative. This offers value for money as it means more resilience is created by having a team of multiskilled staff members who will eventually be in a position to deal with requests during one visit, once they have gained the necessary experience and received the appropriate training, work which is already in progress.

Under the Street Scene structure there is a Systems and Administration team, which consists of a team of 4 FTEs who provide important systems and admin support including managing our Whitespace and Confirm system which issues ad-hoc and routine works to the workforce, managing incoming calls and emails including supporting our 500 registered community volunteers whereby equipment is loaned to them and places such as schools.

In addition to the above resources, Street Scene has 4 new Street Scene Apprentices, which forms part of our succession planning as it is acknowledged we have an aging workforce.

The above resources results in the Street Scene team having a workforce of 184 staff members.

Community Forum Areas

The Street Scene Community Forum areas and associated wards are as follows: -

Area 1 - Dudley North	Sedgley, Gornal, Upper Gornal and Woodsetton, Coseley East.
Area 2 - Brierley Hill	Kingswinford North and Wall Heath, Kingswinford South, Wordsley, Brierley Hill, Brockmoor and Pensnett.
Area 3 - Dudley	Castle and Priory, St. James's, St. Thomas's, Netherton, Woodside and St. Andrews, Quarry Bank and Dudley Wood
Area 4 - Stourbridge	Amblecote, Wollaston and Stourbridge Town, Lye and Stourbridge North, Norton, Pedmore and Stourbridge East.
Area 5 - Halesowen	Cradley and Wollescote, Hayley Green and Cradley South, Belle Vale, Halesowen North, Halesowen South.

Progress Made in Street Scene

Street Scene colleagues are working closer than before with key community groups including stakeholders such as Policing teams, Housing, Waste, and other stakeholders. This forms part of the neighbourhood approach whereby Street Scene teams are forming contacts both inside and outside the council to enable a more joined up

approach. Working Groups are being set up with stakeholders to address issues facing citizens of the borough.

One of the many focusses in Street Scene is taking priorities from members, residents, businesses and community groups whilst ensuring expectations are appropriately managed and budget management controlled.

How Street Scene will be working differently

<p>Member Enquiries</p>	<p>Street Scene has introduced a new system in dealing with councillor and MP enquiries, Street Scene Neighbourhood Managers will now take the lead and track progress of such enquiries. This brings about a focus on accountability and delivery in each of the 5 areas, this should result in an improved response rate to councillors, MPs and citizens.</p>
<p>Focus on Community</p>	<p>Street Scene Neighbourhood Managers will attend several public meetings each year to learn of the issues in local communities and take priorities from them about what is important to residents and businesses locally. Street Scene will plan works around resident's priorities rather than simply focussing on an outdated route which has been stuck to for many years. It is important to note the importance of routine works; if the Street Scene team focuses on the routine tasks it knows are required, such as grass cutting, it is felt complaints will be reduced and satisfaction increased. Diverting operatives from routine works has a negative impact over the proceeding weeks whereby complaints are received as a result.</p>
<p>Performance Monitoring</p>	<p>Through digitalisation we are now able to track performance in terms of how quickly we respond and just how many jobs the Street Scene team deals with. Until recently street cleansing was paper based which resulted in antiquated processes. All staff in Street Scene will have regular one to ones with their line manager to ensure a private space to talk is provided to action their development and training requirements. Sensible targets will be set in line with one to ones and My</p>

	Annual Reviews, to ensure staff have clear expectations of what is required of them and how they each reach their targets.
Accountability	With updated and clear job descriptions the Street Scene workforce is now clear on their wide-ranging responsibilities. The Street Scene Group Manager has empowered the team to do the right thing. This is an important part of our new neighbourhood approach; we are trying to move away from an instruction culture and allowing our professional officers and operatives to do what they know is required in their areas.
Changing the Culture	At the centre of everything Street Scene will do from here, is it will strive to adopt a can-do attitude at all levels of the team, inspiring the workforce to take pride in the work they do and go the extra mile for the residents of our borough. Undertaking works as if they were in their own road or local park.
Focus on Improving the Streetscape	Street Scene will focus on improving the general appearance of the streetscape and will work closely with partners and stakeholders to do so, sharing the workload appropriately. There will be a particular focus on main entrances into the borough from neighbouring local authority areas and busy main road routes including town centres.
Maximising Recycling	Street Scene will play an active part in increasing our recycling figures. It will do this by undertaking projects to introduce vape disposal bins and street recycling bin provision, where funding allows. Street Scene will submit grant funding applications with a view of bringing in additional funding to achieve the team's aspirations.
Modernisation	Street Scene is keen to use technology available to bring about a more modernised service which operates in an effective and efficient way, by looking at new ways of working to maximise efficiencies.

The Volume of Street Scene's Work

The work Street Scene undertakes on a daily basis is vast. Street Scene is responsible for circa 4,000 roads in the borough whereby the team works hard to make sure all roads and green spaces are presented in the best possible way, from a street cleansing and grounds maintenance perspective. The below table sets out some examples of how a typical two-months period looks like in the Street Scene world.

*This data is taken from April and May 2023.

Task	Quantity
Footway Sweeping	Approximately 6,000,000 square metres of footway swept.
Channel Sweeping	Approximately 2,000,000 linear metres of channel swept.
Litter Bin Emptying of Street and Parks Bins	Litter bins were emptied approximately 55,000 times.
Litter Picks (carried out by operatives)	Approximately 3,000 litter picks carried out by operatives.
Litter Picks (carried out by volunteers)	Approximately 1,000 bags of litter collected by volunteers.
Grass Cutting	Approximately 10,000,000 square metres of grass mown.
Car Park Cleansing & Grounds Maintenance	There were approximately 400 jobs completed relating to car park cleansing and grounds maintenance related tasks.
Graffiti Removal Jobs	Approximately 100 graffiti related jobs completed.
Dog Fouling Removal & Cleanse	Approximately 80 jobs of dog fouling removal and cleanses completed.
Dead Animal Removal & Cleanse	Approximately 70 jobs relating to the removal of dead animals completed.
Fly Tipping Cases	Approximately 550 incidents of fly tipping responded to and removed.

A Summary of Neighbourhood Services

Neighbourhood Services is made up of four areas, which have been set out below.

Street Scene Manager: Leigh Whitehouse Street Scene Group Manager	Responsible for all street cleansing and grounds maintenance functions, such as mechanical street sweeping, litter and dog foul removal, fly tipping removal, grass cutting and weed control.
Parks, Countryside and Arboriculture Manager: David Keeley Acting Parks, Countryside and Arboriculture Manager	Responsible for parks development and assets, nature reserves, and all tree related work.
Licensing and Waste Enforcement Manager: Simon Smith Licensing and Waste Enforcement Team Manager	Responsible for all licensing related work, including premises and taxi licensing and waste enforcement, such as prosecuting offenders of fly tipping and littering.
Parking Services Manager: Steve Cooksey Parking Services Team Manager	Responsible for all Dudley Council car parks, including the enforcement of parking related offenses.

Finance

4. There are no financial implications arising from this report.

Law

5. Under the Environmental Protection Act 1990, Dudley Council must make sure that roads and open spaces under its control and to which the public have access are free of litter and refuse as far as practicable.

Under the Control of Pollution Act 1974, Dudley Council has responsibility to undertake the cleaning of the highways for which it is the highway authority so far as the cleaning of the highways is necessary for the maintenance of the highways or the safety of traffic on them.

Under the Local Government Act 1988, Dudley Council has responsibilities in relation to the below areas: -

- Cutting and tending grass (including re-turfing and re-seeding but not initial turfing or seeding);
- Planting and tending trees, hedges, shrubs, flowers and other plants (but excluding landscaping any area);
- Controlling weeds.

Risk Management

6. No material risks have been identified that result from this report as no proposals are made.

Equality Impact

7. An Equality Impact Assessment has been undertaken to: -
 - Assess the potential impact of the service on different equality groups.
 - Identify any potential barriers or disadvantages faced by specific groups.
 - Ensure that the service is designed and delivered in a manner that promotes equality, inclusivity, and accessibility for all residents.

No negative equality and diversity implications have been identified.

Human Resources/Organisational Development

8. There are currently no human resources or transformation implications associated with this report.

Commercial/Procurement

9. There are no commercial or procurement implications associated with this report.

Environment/Climate Change

10. This report briefly sets out ways Street Scene can contribute to the environment and climate change. Following the Council's declaration of a Climate Emergency in 2020 the Council has developed a Climate Action Plan to achieve Carbon Net Zero by 2030.

Council Priorities and Projects

11. This report sets out a way in which the Street Scene team has focus on improving service delivery and adopting a can-do attitude with focus on the communities it serves, which is in line with the Council's Priorities and vision.



Nicholas McGurk
Director of Environment

Contact Officer: Leigh Whitehouse, Street Scene Group Manager
Telephone: 01384 814687
Email: leigh.whitehouse@dudley.gov.uk

Appendices

None.

List of Background Documents

None.

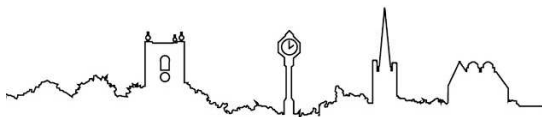
Environment Directorate

Street Scene Group

Neighbourhood Services

The Neighbourhood Approach

Leigh Whitehouse
Street Scene Group Manager



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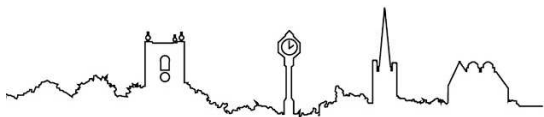
A Brief History of Street Scene at Dudley MBC

Prior to 1st November 2023 – Street Scene functions split across two areas

Green Care – Which consisted of grounds maintenance, parks development, countryside services and the tree section.

Street Cleansing – A standalone service area responsible for the cleansing of the borough, such as mechanical street sweeping, litter picking, graffiti removal, responding to RTCs, removing dead animals, emptying street bins and fly tipping removal.

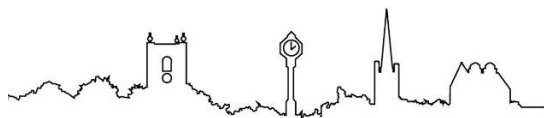
- **Two service managers covered Green Care and Street Cleansing.**
- **Two separate budgets.**
- **Decisions made in two areas.**



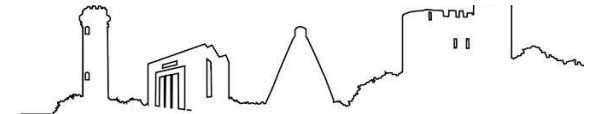
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How Does Street Scene Look Today?



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The Future Plan in Street Scene



Progress made since implementation of the Street Scene redesign.

Street Scene colleagues are working closer than ever before with community groups, Housing, Waste, and other stakeholders. Taking priorities from members, residents and community groups.

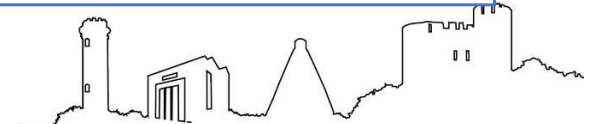
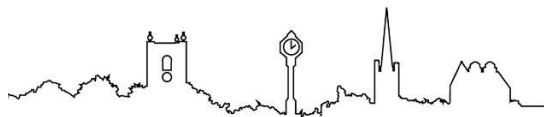
A Focus on training and a multi-skilled workforce.

All colleagues are being trained to become multi-skilled, rather than having very specific roles. Complete review of training across the service area, skilling up all colleagues to undertake multiple duties in line with new job titles.



Success Planning

Focus on success planning and how we prepare for the future. We acknowledge we have an aging workforce and are already planning tomorrow, today. Through apprenticeships, mentoring and training.



What are we doing differently?

Member Enquiries

- Introduction of a new system in dealing with councillor and MP enquiries, managers will now take the lead and track progress. A focus on accountability and delivery.

Focus on Community

- Managers will attend public meetings, to learn of the issues in local communities and take priorities from them about what is important to residents locally.

Performance Monitoring

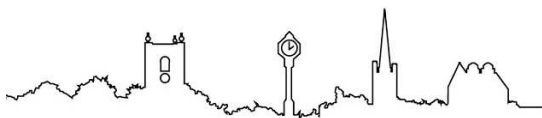
- Through digitisation we are now able to track performance in terms of how quickly we respond and just how many jobs the team deals with. Regular 1:1s.

Accountability

- With new and clear job descriptions the workforce is now clear on their responsibilities. We've empowered our team to do the right thing in their areas.

Changing the Culture

- At the centre of everything we do, we strive to adopt a can-do attitude at all levels, inspiring the workforce to take pride in the work they do and go the extra mile.



The data behind some of what we do...

The volume of Street Scene's work in a typical two months period.

Footway Sweeping	Approximately 6,000,000 square metres of footway swept.
Channel Sweeping	Approximately 2,000,000 linear metres of channel swept.
Litter Bin Emptying of Street and Parks Bins	Litter bins were emptied approximately 55,000 times.
Litter Picks (carried out by operatives)	Approximately 3,000 litter picks carried out by operatives.
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Fly Tipping Cases	Approximately 550 incidents of fly tipping responded to and removed.

Data from: April and May 2023



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**Dudley
North**

Sedgley Hall Farm Park, Rear of 112 Northway, Sedgley, Dudley DY3 3PZ
Street Scene Neighbourhood Manager: Claire Green – 07557 323178

**Brierley
Hill**

Wordsley Park, Bells Lane, Wordsley, Dudley DY8 5BS
Street Scene Neighbourhood Manager: Donna Rogers – 07917 270817

Dudley

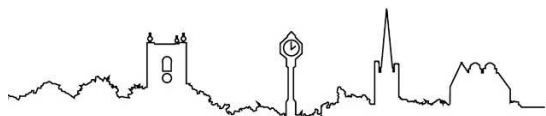
Priory Park, Priory Road, Dudley, DY1 4EY
Street Scene Neighbourhood Manager: Lee Hopeton – 07948 095079

Stourbridge

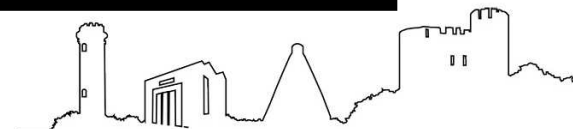
Stevens Park, Wollescote Road, Stourbridge, Dudley, DY9 7JG
Street Scene Neighbourhood Manager: Carl Southall – 07970 424151

Halesowen

Leasowes Park, Leasowes Lane, Halesowen, Dudley, B62 8QF
Street Scene Neighbourhood Manager: Reece Shilvock – 07970 669014

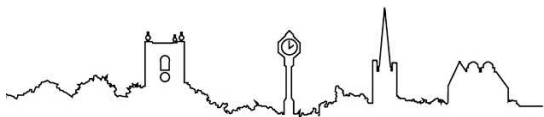


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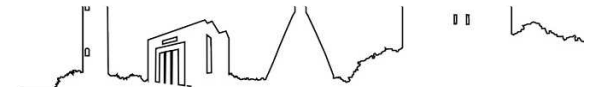


Neighbourhood Ways of Working

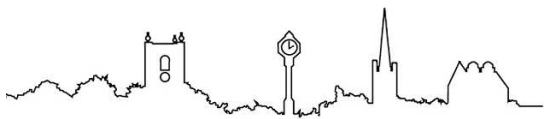
Community Forum Area	Wards
Area 1 – Dudley North	Sedgley, Gornal, Upper Gornal and Woodsetton, Coseley East
Area 2 – Brierley Hill	Kingswinford North and Wall Heath, Kingswinford South, Wordsley, Brierley Hill, Brockmoor and Pensnett
Area 3 - Dudley	Castle and Priory, St. James's, St. Thomas's, Netherton, Woodside and St. Andrews, Quarry Bank and Dudley Wood
Area 4 – Stourbridge	Amblecote, Wollaston and Stourbridge Town, Lye and Stourbridge North, Norton, Pedmore and Stourbridge East
Area 5 – Halesowen	Cradley and Wollescote, Hayley Green and Cradley South, Belle Vale, Halesowen North, Halesowen South



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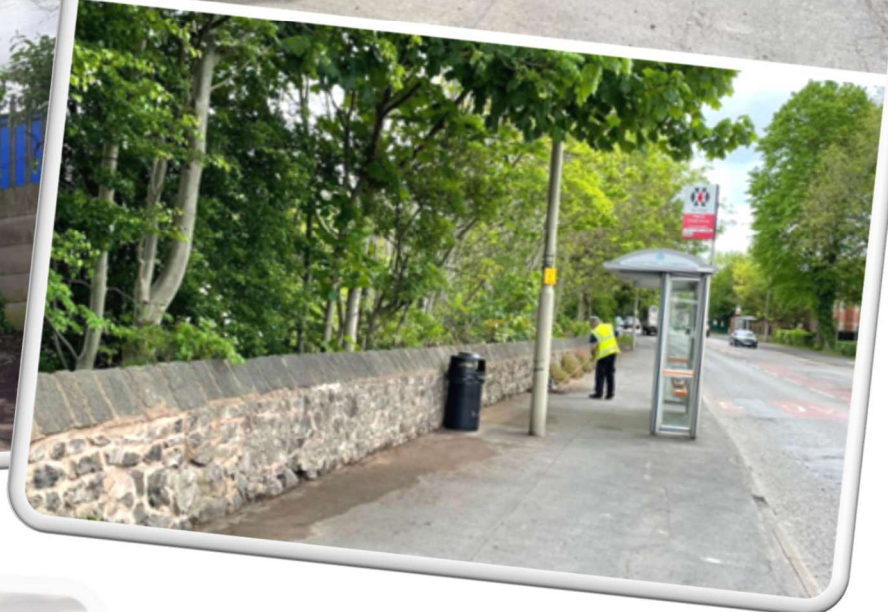
Examples of Street Scene Work



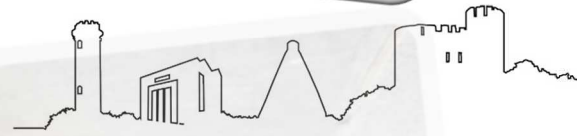
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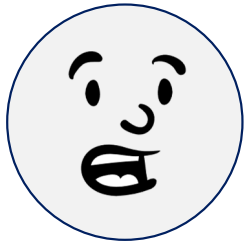
Examples of Street Scene Work Continued



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What Street Scene will be doing differently?



Work closely with stakeholders, community groups and planning our work around this, rather than focussing on a specific route.



Setting Targets - Making sure all operatives and officers have clear targets and opportunities to develop. Spotting trends in Analytics tools.



Focus on improving the appearance of our street scape, including main routes into the borough.



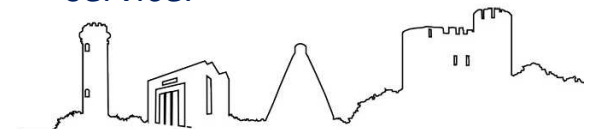
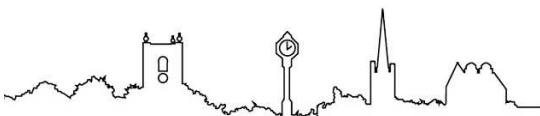
Bring about a **can-do attitude** whereby all Street Scene staff take pride in their work and go the extra mile.



Maximise Recycling the waste collected, through vape bins and recycling bin provision.
Maximise grant funding opportunities!



Acknowledge our collective **aspirations** and the direction we must take to bring about a more modernised and efficient service.



A summary of Neighbourhood Services

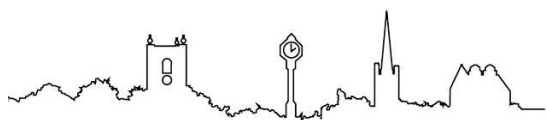


Street Scene – responsible for all street cleansing and grounds maintenance functions, such as mechanical street sweeping, fly tipping removal, grass cutting and weed control.

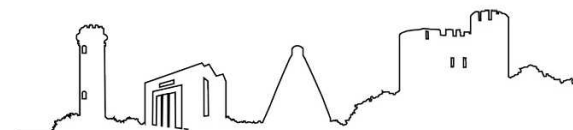
Parks, Countryside and Arboriculture – responsible for parks development and assets, nature reserves, and all tree related work.

Licensing and Waste Enforcement – responsible for all licensing related work, including premises and taxi licenses and waste enforcement, such as prosecuting offenders of fly tipping and littering.

Parking Services – responsible for all DMBC car parks, including the enforcement of parking related offenses.



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Comms / Public Perception

Celebrate the work we do, use social media to tell residents what we are doing or plan to do, consult with residents and businesses and generally improve comms.



27 FEB 2024

Mayor

Coronation tree planted in honour of King

A tree planted to celebrate the King's Coronation is now setting down roots in a borough park which has historical links to the coronation of the late Queen Elizabeth II.

Dudley volunteer litter pickers thanked at celebratory event

22nd March 2023

COMMUNITY ENVIRONMENT LOCAL GOVERNMENT



By Bev Holder
Chief Reporter
@StourbridgeNews

Share 1 Comment

Uber for Business

- Simple, stress-free business travel

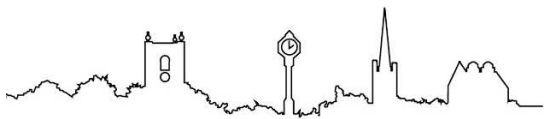


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Questions?



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**Meeting of the Highways and Environmental Services Select Committee -
Thursday 21st March 2024**

Report of the Director of Environment

Update on Green Waste Charging

Purpose of report

1. To present the current progress report on all matters associated with the introduction of a chargeable Green Waste collection service.

Recommendation

2. It is recommended that the Highways and Environmental Services Select Committee review the contents of this report and that any identified issues are referred back to the Cabinet Member and Director of Environment to feedback and inform future decisions.

Background

3. The Council has no statutory duty to collect garden waste free of charge. Waste collections by local authorities are governed by the Environmental Protection Act 1990. In November 2021, DEFRA announced Simpler Recycling which states that Local Authorities will be required to provide a garden waste collection service where it is requested but, as is currently the case, they can continue to choose to charge for this service. Householders will be able to make their own decision about whether they wish to use this optional service or make their own other arrangements.

Dudley's free garden waste has been delivered to approximately 133,000 households on a fortnightly basis since its implementation in 2006/7. The collection season ran from April to the beginning of November with households receiving 16 collections over a 32-week period.

The proposal for Dudley to charge residents for the collection of the garden waste was ratified at the meeting of full council on Monday 4th March 2024.

The new chargeable service will commence from 1st April 2024 with residents paying £36 for 25 collections over a 50-week period.

Current Cost of the Service 2023/24

The direct costs of the green waste service is £2,943,600, with a further £437,900 relating to departmental charges and CEC's, therefore a total cost of £3,381,500.

Other Neighbouring Authorities

LOCAL AUTHORITY	SUBSCRIPTION PRICE 2023/24	NO OF COLLECTIONS PER ANNUM
BIRMINGHAM	£50	20
COVENTRY	NO CHARGE	
SANDWELL	£35	20
SOLIHULL	NO CHARGE	24
WALSALL	NO CHARGE	26
WOLVERHAMPTON	£38	20
BROMSGROVE & REDDITCH	£60	20
MALVERN HILLS	£80	26
SOUTH STAFFS	£43.60	26
TELFORD & WREKIN	NO CHARGE	26
WORCESTER CITY	£68.80	20
WYCHAVON	£52.00	26
WYRE FOREST	£60	20

220 of the 326 English Councils charge for green waste collections with an average fee of £41.22.

Assumptions of Service take-up and Proposed Savings

Year 1 (30%)	Year 2 (35%)	Year 3 (40%)
£1,310,000	£1,360, 000	£1,340,000

How does the service work?

Residents pay for the service by accessing MyDudley or by contacting Dudley Council Plus. They can subscribe for the service at any time, however if they subscribe after the 1st April 2024 the charge of £36 will still apply.

After payment, residents are sent a permit to attach to the green or brown lidded bin. Only wheeled bins with visible permits will be collected by the crews, however the crews will also carry details of who has paid.

The service will begin from the next collection date following receipt of the permit.

Residents can have additional bins if they wish but they will need the £36 subscription fee for each bin. They will also need to purchase each additional bin at a cost of £33.31.

A household can if they wish cancel the service and will be entitled to a full refund if they have not received a collection and are within the 14-day cooling off period. Should they have already received one or more collections a £15 charge will still apply.

There is QR code on the permit and in the accompanying letter to direct residents to the Council website to advise of the next collection date and a link to the Frequently Asked Questions.

Residents who are unable access MyDudley and have to contact Dudley Council Plus can be offered a collection calendar that will be posted direct to them.

Finance

4. The financial implications in this report are set detailed above.

Law

5. The Council operates its green waste collection service according to:-
 - The Environmental Protection Act 1990
 - Controlled Waste Regulations (England and Wales) 2012
 - Simpler Recycling

Risk Management

6. The risk is not meeting revenue targets due to lack of service up-take. To mitigate the risk a comprehensive communications plan has been developed which includes coverage through media outlets, e-bulletins and the Home Magazine.

Equality Impact

7. An Equality Impact Assessment has been undertaken to:
 - Assess the potential impact of the service on different equality groups.
 - Identify any potential barriers or disadvantages faced by specific groups.
 - Ensure that the service is designed and delivered in a manner that promotes equality, inclusivity, and accessibility for all residents.

No negative equality and diversity implications have been identified.

Human Resources/Organisational Development

8. There are currently no human resources or transformation implications associated in this report.

Commercial/Procurement

9. The commercials related to this report are detailed above and our Commercial Team have been involved in the modelling of the income.

There are no procurement implications associated in this report.

Environment/Climate Change

10. Following the Councils declaration of a Climate Emergency in 2020 the Council has developed a Climate Action Plan to achieve Carbon Net Zero by 2030. This report has no direct impact on Climate Change.

Council Priorities and Projects

11. The introduction of green waste charging will help the council deliver a sustainable and balanced budget and ensure we can continue to deliver essential services for our residents.



Nicholas McGurk
Director of Environment

Report Author: Jim Deakin - Head of Waste & Fleet
Telephone: 01384 818391
Email: jim.deakin@dudley.gov.uk

Appendices

None

List of Background Documents

None

**Meeting of the Highways and Environment Select Committee –
21st March 2024**

Quarterly Performance Report – Quarter 3 (1 October – 31 December 2023)

Purpose

1. To present the Quarter 3 Quarterly Performance report of the financial year 2023-24 covering the period 1 October to 31 December 2024, aligned to the 2022-25 Council Plan.

Recommendations

2. It is recommended that the Highways and Environment Select Committee:
 - Review the contents of the Quarter 3 performance report (Appendix1). Any identified performance issues must be raised and referred to the relevant Service Director.
 - Review directorate service summary sheets, which provide a detailed account of activity and achievements carried out during the quarter. (Appendix 2)
 - Be reminded the current council plan, which was due to run until March 2025, has been suspended to allow a new one-year plan to be developed, which will be effective from 1st April 2024.

Background

3. The quarterly performance reports provide the committee with progress against the delivery of the 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 council plan cycle is 3 years, directorate service plans are revised annually against the council plan. Reviewing and revising plans allows us to be responsive to developing priorities as well as ensuring we are delivering against the current plan. It is from these plans that our core corporate key performance indicators are reviewed and collated by our directors and heads of service, the councils strategic executive board issue final approval for the quarterly/annual reporting process.

Council Plan Suspension

As part of our response to external reviews and audits, the council is focussing on an Improvement and Sustainability Programme. The current council plan, which was due to run until March 2025, will be paused to allow a new one-year plan to be developed.

By suspending the Council Plan, this means there has been a revision to the current performance management arrangements and current quarterly corporate performance management reporting will cease at Q3 2023/24 with no further performance reports presented to Overview & Scrutiny Committee or Select Committees for the remainder of this financial year.

4. **Key Performance Indicators/Key Initiatives (actions)**

Overall, for the Environment Directorate there are 11 Corporate KPI’s that have been identified for corporate reporting for this financial year 2023-24 and equate to 9 quarterly measures, and 2 annual.

The breakdown below shows the frequency of measures reported and the quantity aligned to the Council Plan priorities:

Overview

Corporate KPI’s reported in total	11

Quarterly KPI’s	9
Annual KPI’s	2

The table below provides a breakdown of key initiatives and corporate KPI's for Environment directorate for this financial year including any not due to be reported this quarter.

Council plan priority	Key initiatives	Corporate KPI's
Dudley the safe and healthy borough	54	10
Dudley the borough of ambition and enterprise	5	1
Dudley borough the destination of choice	3	0
Future council	6	0
Total	68	11

5. Q3 Performance Summary

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

Environment Directorate	★ 2	🟡 1	🔴 3
Note: There are 3 KPI outturns within Environment with no score as a target cannot be set against the KPI's at Q3 2023-24.			

Please Note:

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.

Number of Fly-Tip Investigations by Ward

The breakdown by ward is in the table below:

Number of Fly tip Investigations by each ward	Oct	Nov	Dec	
Amblecote	0	1	0	1
Brierley Hill	4	5	2	11
Brockmoor and Pensnett	1	0	0	1
Castle and Priory	2	1	1	4
Coseley East	3	0	3	6
Upper Gornal and Woodsetton	0	1	0	1
Gornal	0	2	1	3
Halesowen North	4	6	2	12
Halesowen South	1	0	0	1
Hayley Green and Cradley South	0	0	2	2
Kingswinford Nth and Wall Heath	0	0	1	1
Kingswinford South	1	0	1	2
Lye and Stourbridge North	3	7	3	13
Netherton, Woodside and St Andrews	2	3	0	5
Norton	1	0	1	2
Pedmore and Stourbridge East	1	0	1	2
Cradley and Wollescote	0	1	1	2
Sedgley	0	2	0	2
Quarry Bank and Dudley Wood	1	0	1	2
St James	4	9	3	16
St Thomas	2	0	3	5
Wollaston and Stourbridge Town	0	1	0	1
Wordsley	0	0	0	0
Belle Vale	1	0	0	1
Total	31	39	26	96

The highest number of fly-tips have been reported in St James (16) and Lye and Stourbridge North (13). The lowest number of reports were in Wordsley (0).

Performance short-term and long-term trends

The report also compares direction of travel comparing short term trend and annual trend within the respective scorecards. Short term trends (trend from Q2 to Q3) indicate:

- Improved: 4
- Worsening: 3

For those where an annual comparison is possible trends indicate (trend Q3 2022-23 to Q3 2023-24):

- Improved: 5
- Worsening: 4

A detailed account of the above can be seen within the respective scorecards (Appendix 1) with exception commentary for those below target for this period.

Key Performance indicator above target is:

PI.2471 % of Trees with a valid tree inspection – The outturn for this measure is 25.97% against a 16% target. Year end target is on track to be achieved.

PI.2383 Highway inspections completed on time is slightly under target with 4.66% outturn for this measure against a 5% target.

PI.2393 % street lighting which is LED is also slightly under target with 39% outturn for this measure against a target of 40%. Both are on track to achieve target in Q4.

Key performance indicators that are below target are detailed below. It is important to note that these measures do not meet target tolerance, however the service is embedding new ways of working to ensure they work towards the targets set.

PI.2390 % of gullies cleansed as per annual programme.

The outturn for this measure for this quarter is 23%, against a 25% target, whilst not quite on target, the trend of increasing positive performance against this KPI has improved compared to Q2 at 18% of gullies cleaned working closer to target tolerance.

Service delivery fluctuates through the winter months due to the holiday period and weather-related service issues, but experience tells us that this deficit is regained during Quarter 4.

Waste PI's are reported quarterly in arrears in line with the national reporting timeframes for the Defra Waste DataFlow database. The Defra data submission deadline for Quarter 3 figures is 31st March 2024.

PI.1498 - % household waste sent for reuse, recycling and composting the short- term trend shows it is below target with an improved long-term trend. It is important to note that the measure does not meet target tolerance, however, the service is embedding new ways of working to ensure they work towards the target set.

In the first 2 Quarters 44.0% equates to 29,013.84 tonnes, comprising 11,672.94 tonnes of dry recycling (paper, cardboard, plastic, cans and glass) and 17,243.43 tonnes of green waste. (The remaining tonnage relates to items sent for reuse). Difference of 97.47 tonnes attributed to green waste from street scene and parks.

Dudley's recycling rate is 44.0% for the year in comparison to the family group average of 41.5%.

PI.1499- % municipal waste land filled it is showing a downward long- term trend however the short -term trend is improving.

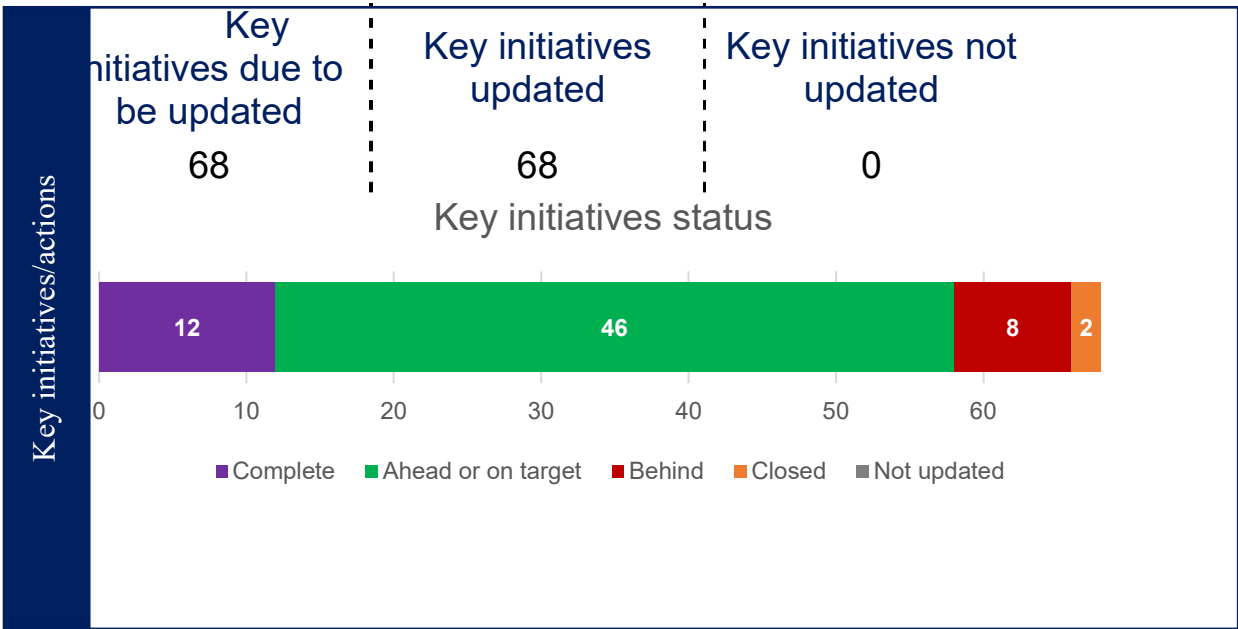
During Quarter 1 this equated to 1,516 tonnes, whilst in Q2 this dropped to 1,349.43 tonnes. This figure states that more material was sent to Landfill than expected. This is in main the result of the HWRC waste being sent to landfill rather than being processed through the EfW plant. The Operator of the EfW controls the input and there is other waste that is prioritised over the HWRC waste.

The EfW contractor has been asked to look at receiving more HWRC waste over other commercial waste to reduce this figure.

6. Key Initiatives / Actions Monitoring

As stated in section 4, we also monitor delivery on key initiatives/actions aligned to our council plan priorities.

Actions are identified in directorate service plans and replicated in Spectrum journals. Teams then provide narrative regarding progress as well as assigning a status of either behind, on target, ahead or completed. The graph below illustrates the progress made on key initiatives/actions recorded for quarter 3.



7. Key activities / awards and accreditations

The following provides highlights of key activities that have taken place across the directorate during Q3 as taken from the directorates Service Summary Sheet.

- Transport & Highway Services is investing £47,000 to introduce new traffic calming measures at the junction of Wollescote Road and Springfield Avenue, as well as additional measures along the entire length of Wollescote Road as part of its local safety schemes programme. The work includes narrowing the road to reduce speed at the junction as well as new road markings and warning signs, an upgraded zebra crossing and vehicle-activated speed signs.
- Dudley resident Elizabeth Hampton has been a road safety assistant at the local authority for the last two years. Although she was initially not a confident rider, she was supported by the road safety team and completed Bikeability levels one, two and three before becoming a qualified cycle instructor herself. She won the personal award as part of the National Bikeability Awards. She is now an advocate for cycling and visits schools and community locations throughout the borough to share her passion to people of all ages and abilities.
- Funding has been secured from the Department for Transport to design and install cycle lanes on the A4123 Birmingham New Road from Tipton Road Junction to Castle Road Junction. Proposed work includes a segregated cycle route, new crossing points and alterations to the Canal and Caverns Trust entrance
- Tennis courts have been re-opened at 6 borough parks following a £280,000 programme of improvements. 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 have all reopened to players.
- A new £200,000 play area is being planned for an open space in Wordsley. It is part of the planning agreement when the development was approved in 2015 and will be funded entirely by the developer through the section 106 condition.

Parks Development have been working with the residents' group on the proposals and has drawn up detailed designs for a play area in keeping with the natural look of the site.

It will include a toddler play area, exercise equipment, a sculpture trail, pathways and fencing.

- The pop-up tip in Dudley borough continues to prove popular among residents with around 387 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 102 tonnes of wood, 79 tonnes of bricks and rubble, and 50 tonnes of mattresses and other furniture. The ward with the most users of the pop-up tip in this period is St Thomas's where 1,317 bookings were completed from 1st October – 31st December 2023.

- A new state-of-the-art system to manage the risk of potential fires in the Energy from Waste plant is set to reduce the authority's current premiums. The plant has been running since 1998 at a time when fire regulations didn't require a full fire suppression system, with the rare small fires being extinguished manually. While small fires are an increasing risk at such plants, we have decided to upgrade its automatic detection and suppression system to mitigate the risk further still. Residents can help in this matter by recycling batteries and especially lithium batteries which are a known source of these fires. The system has been designed to fit the plant's specification and is currently being installed.

Review Q1 and Q2 Achievements/Awards is in (Appendix 3).

Finance

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

Law

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

Risk Management

10. As part of the new risk management framework approved at audit and standards committee, risk reporting does not sit within performance reporting processes, each directorate develop a risk register for monitoring purposes. However, performance and risk management work in partnership to ensure directorate performance and risk management are monitored accordingly, providing assurance directorates work towards our council priorities.

Equality Impact

11. The Energy, Sustainability and Climate Change team aims to develop and promote council policies that achieve a fair and equitable transition to carbon net zero for all communities and individuals, particularly those at greater risk of impact from climate change due to affordability, age or other factors, such as health and disability. The Council delivers a range of practical schemes and initiatives that aim to reduce inequality, such as the Energy Advice Line that supports residents in fuel poverty.

The Council's draft Climate Action Plan includes an action to work with the Youth Council to increase youth participation in the climate debate, and young people will be actively encouraged to input to the development of a climate action plan for the Borough which will be developed next year.

Human Resources/Organisational Development

12. 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 People and Inclusion 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

13. There is no direct commercial impact.

Environment/Climate Change

14. Dudley Council declared a Climate Emergency in 2020 and has an ambition to become a carbon net zero council by 2030 and a net zero borough by 2030. The measures identified in this report make a positive contribution towards the achievement of these ambitions.

Council Priorities and Projects

15. As part of our response to external reviews and audits, the council is focussing on an Improvement and Sustainability Programme. The current council plan, which was due to run until March 2025, will be paused to allow a new one-year plan to be developed.
- The new plan will have emphasis on improvement and financial sustainability. Reviewing our council plan priorities will help us to focus on setting a sustainable budget while protecting essential services and communicating those priorities to our residents, communities, and staff.
- The new plan which will be effective from 1st April 2024, will be formally approved at Cabinet on 20th March and Council on 15th April.



Nicholas McGurk
Director of Environment

Appendices

- Corporate Quarterly Performance report – Environment Directorate – Q3 (1 October 2023 to 31 December 2023)
- Environment Directorate Service Summary Sheet Q3 2023-24
- Q1 and Q2 Achievements/Awards

Corporate quarterly performance management report **2023-24**

Quarter 3 (1 October to 31 December 2023)

Extract of Environment Directorate

Introduction

This Quarterly Corporate Performance Management Report highlights performance for the period 1 October to 31 December 2023. It provides specific information related to corporate performance indicators and key initiatives/actions that link to outcomes in the Council Plan 2022-25. Measuring indicators and actions allows us to monitor progress towards our Borough Vision 2030.

This extract of the full Q3 report relates to the performance measures of the Environment directorate.

Council plan 2022-25

The Council Plan sets out our priorities and objectives, mapping out our journey to achieving the aspirations of Future Council and the Borough Vision. The plan is refreshed every three years with the current plan being effective from 1 April 2022.

In addition to the Future Council programme at the heart of the plan, the four priorities of the current council plan are:

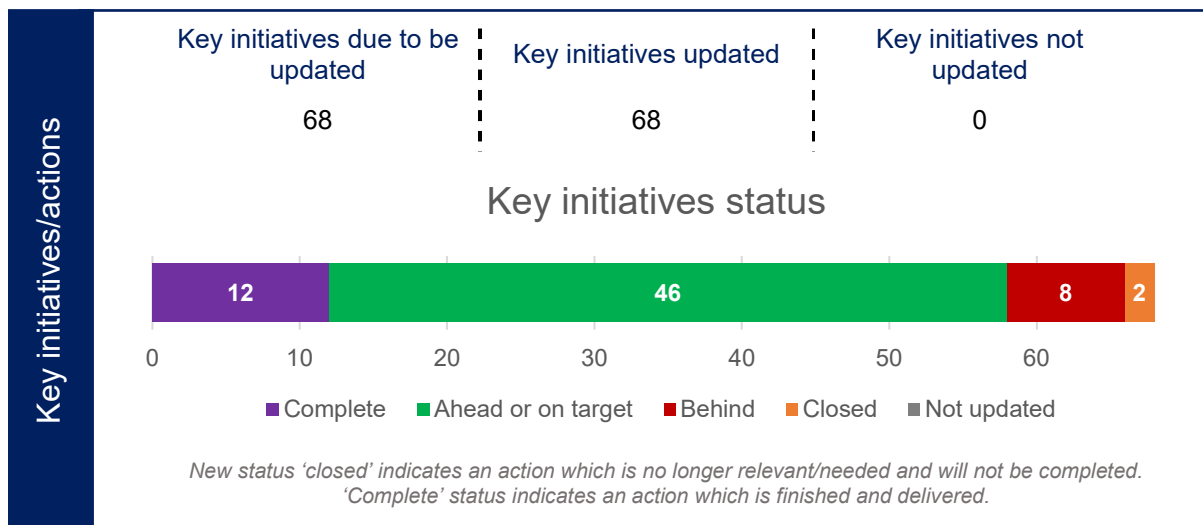
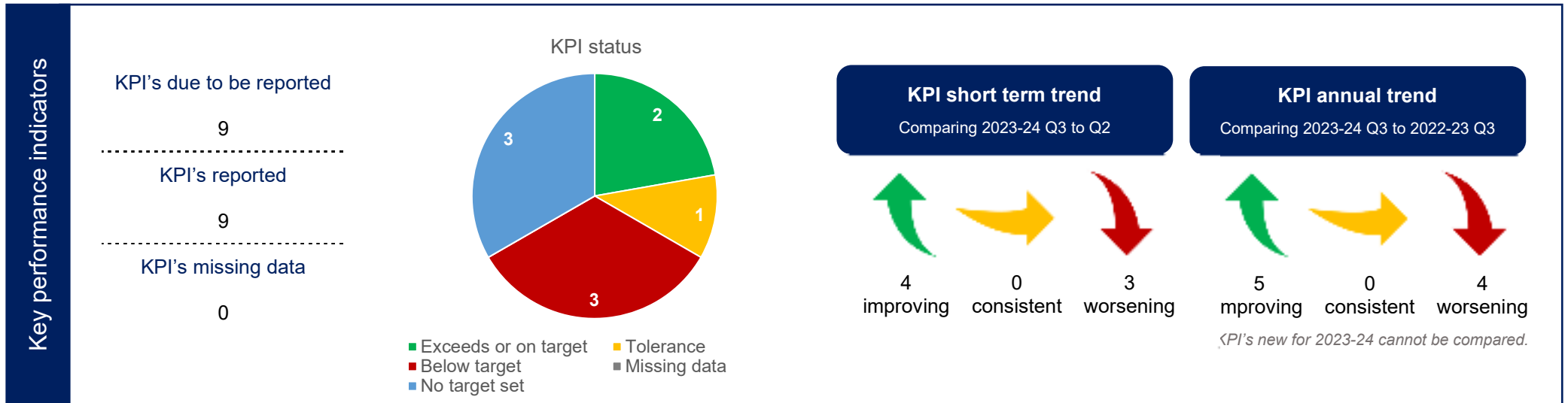
- The borough of opportunity
- The safe and healthy borough
- The borough of ambition and enterprise
- The destination of choice

Further information on the Council Plan can be found on the [dudley.gov.uk council plan pages](https://www.dudley.gov.uk/council-plan-pages)



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.



Council plan links

The table below provides a breakdown of key initiatives and corporate KPI's by directorate for this financial year including any not due to be reported this quarter.

Council plan priority	Key initiatives	Corporate KPI's
Dudley the safe and healthy borough	54	10
Dudley the borough of ambition and enterprise	5	1
Dudley borough the destination of choice	3	0
Future council	6	0
Total	68	11

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	Qtr. 2 outturn	Qtr. 3 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%	11.38% (139 / 1,221)	4.66% (54 / 1,160)	5%	▲	▾	▾	Local measure, APSE data being investigated
	PI.2390 % of gullies cleansed as per annual programme	10.4%	28.53%	29%	31.02%	28%	18% (4,100 / 22,400)	22% (4,900 / 22,400)	25%	▲	➔	▾	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%	26.24% (44,604 / 170,000)	25.97% (44,142 / 170,000)	16%	★	▾	➔	Local measure, benchmark against previous years
	PI.2393 % street lighting inventory that is LED	19%	24%	25%	25%	27%	31% (9,900 / 32,500)	39% (12,665 / 32,500)	40%	●	➔	➔	Local measure, benchmark against previous years
	PI.324 No. incidents of fly-tipping	398	812	1,248	1,984	748	1,425	2,039	See note*		➔	▾	1,149 (2022-23 Q3 LG Inform, CIPFA nearest neighbours)
	PI.322 % fly-tipping enforcement actions	117	229	332	414	108	213	276	See note**		▾	▾	339 (2022-23 Q3 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	3,409	4,937	See note***		▾	▾	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

*** Guidance for Local Authorities on Enforcing Parking Restrictions (section 2.2) does not allow Local Authorities to set targets

There is a time lag for the following 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., Q2 data presented in Q3.

	Performance Indicator	2022-23				2023-24						Benchmarking comparator data
		Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Qtr. 4 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Target	Score	Short term trend	Annual trend	
Safe & healthy	PI.1498 % household waste sent for reuse, recycling and composting (NI 192)	43.5% (15,101.57)	41.16% (12,059.50)	37.7% (35,105.30)	35.5%	44.8% (15,389.14 / 34,329 tonnes)	44% (29,013.8 / 65,924.82 tonnes)	44%	★	▾	➔	41.2% CIPFA Family Group Average (Q2 2023/24)
	PI.1499 % municipal waste land filled (NI 193)	4.3% (1,648.73)	2.72% (2,001.76)	2.64% (2,737.59)	4.5% (6,035.78)	4.0% (1,516 / 38,000 tonnes)	3.92% (2,865 / 73,151 tonnes)	2.2%	▲	➔	▾	6.4% CIPFA Family Group Average (Q2 2023/24)

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

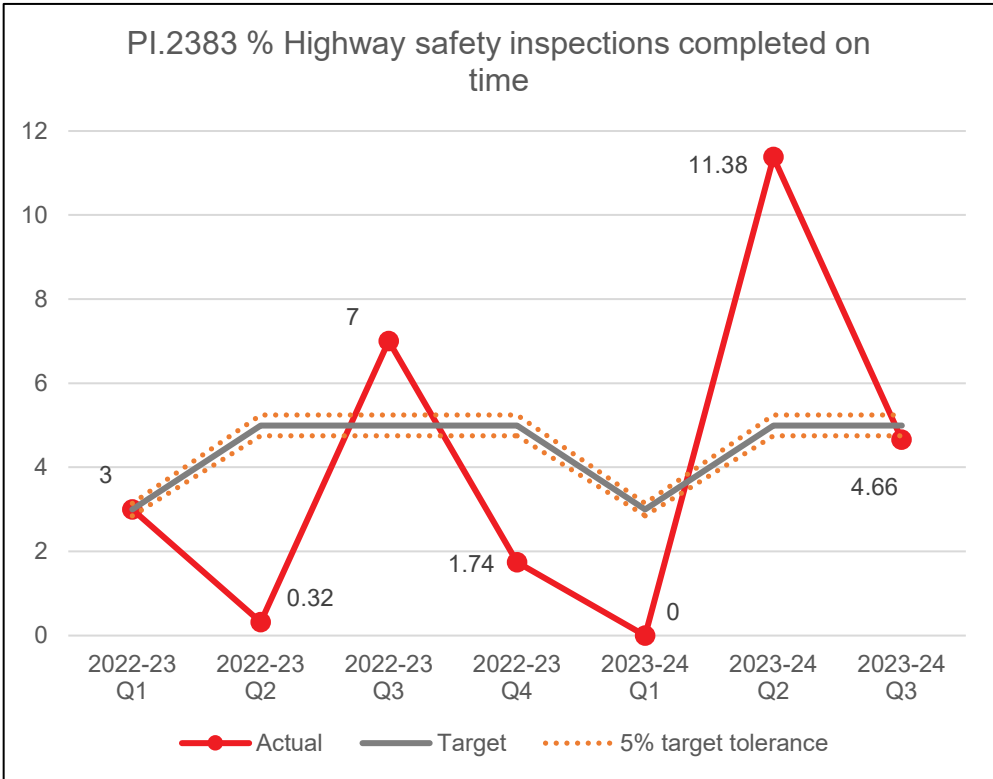
Environment exception commentary

PI.2383 % Highway safety inspections completed on time

PI	2022-23				2023-24					
	Q1	Q2	Q3	Q4	Q1	Q2	Quarter 3			
							Outturn	Target	S	T
PI.2383	3	0.32	7	1.74	0	11.3	4.66%	5%	▲	▼

Performance: what is the data telling us?

A total of 1,160 safety inspections were completed in the third quarter. This is slightly down from the 1,221 completed within the second quarter of the year but still above the first quarter figure of 1,177 safety inspections.



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

Although not completed to the actual due date, a total of 128 safety inspections were completed within 5 days or less of the due date, this equates to a little over 11% of the inspections.

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

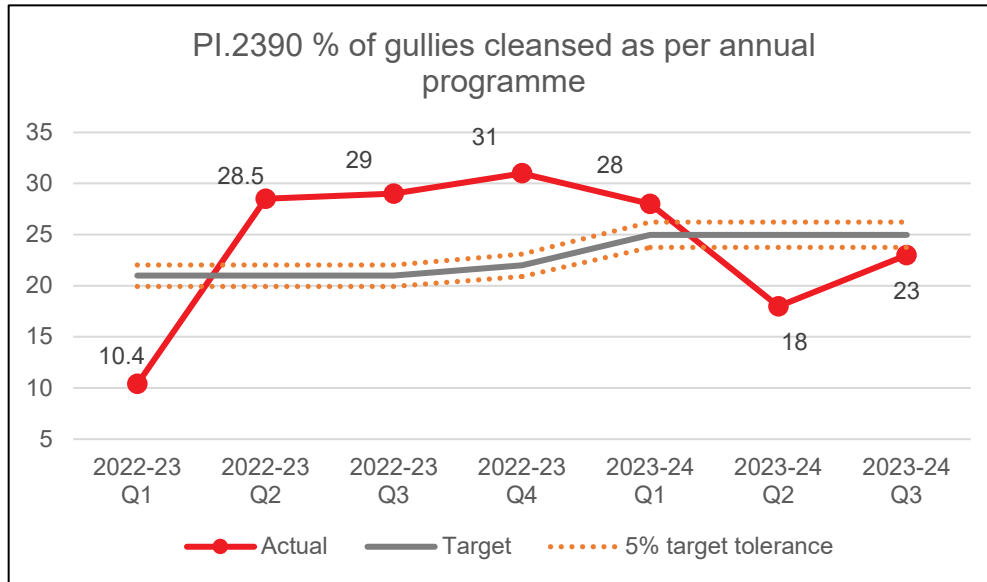
The team is under resourced and current target is challenging.

PI.2390 % of gullies cleansed as per annual programme

PI	2022-23				2023-24					
	Q1	Q2	Q3	Q4	Q1	Q2	Quarter 3			
							Outturn	Target	S	T
PI.2390	10.5	28.5	29	31	28	18	23%	25%	▲	➔

Performance: what is the data telling us?

Service delivery does fluctuate through the winter months due to the holiday period and weather-related service issues but experience tells us that this deficit is regained during Quarter 4.



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

On track to achieve year-end target for Q4.

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

We have year to date 15,400 cleansed gullies. This is on track to achieve the target for Q4.

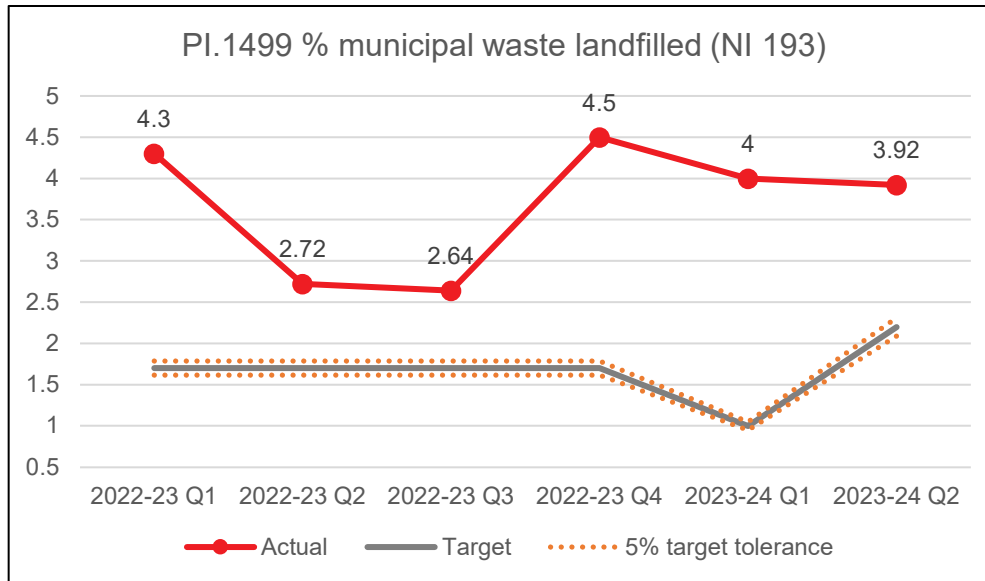
PI.1499 % municipal waste land filled (NI 193)

PI	2022-23				2023-24				
	Q1	Q2	Q3	Q4	Q1	Quarter 2			
						Outturn	Target	S	T
PI.1499	4.3	2.72	2.64	4.5	4.0	3.92%	2.2%	▲	➔

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 Q1 this equated to 1,516 tonnes, whilst in Q2 this dropped to 1,349.43 tonnes.

This figure states that more material was sent to Landfill than expected although reducing. This is in main the result of the HWRC waste being sent to landfill rather than being processed through the EfW plant. The Operator of the EfW controls the input and there is other waste that is prioritised over the HWRC waste.



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

There is no risk as all the disposal costs sits with the Contractor as part of the contract. The issue is that the Council won't meet national targets.

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

The EfW contractor has been asked to look at receiving more HWRC waste over other commercial waste, to reduce this figure.

The HWRC contractor has been asked to look at alternative treatment sites for bricks and rubble that are being landfilled after a prior recycling outlet closed.



Service Summary Sheet

Directorate	Environment Directorate		
Year	2023-24	Quarter	Quarter 3 (1 st October to 31 st December 2023)

Benchmarking *with local authorities/nearest neighbours*

Energy, Sustainability & Climate Change

Waste PI's are reported quarterly in arrears in line with the national reporting timeframes for the Defra WasteDataFlow data base. Quarter 2 outturns are therefore included in this summary sheet.

- In the first 2 Quarters 44.0% equated to 29,013.84 tonnes, comprising 11,672.94 tonnes of dry recycling (paper, cardboard, plastic, cans and glass) and 17,243.43 tonnes of green waste. (The remaining tonnage relates to items sent for reuse). Difference of 97.47 tonnes attributed to green waste from street scene and parks.

Recycling collections were affected by breakdowns and availability of vehicles. Recycling is having to be completed by overtime crews or after the normal collection day. This leads to recycling being missed as material is transferred into the residual stream.

Improvements in the recycling collections have been implemented by revision of rounds and the reduced reliance on comingling wastes in restricted streets by using 2 vehicles to pick up separate but compatible fractions. This is hoped to be increased further when guidance is published by DEFRA on "Simpler Recycling", the introduction of mandatory food waste collection (and associated new burdens funding), the delayed Deposit Return Scheme & Extended Producer Responsibility.

Dudley's recycling rate is 44.0% for the year in comparison to the family group average of 41.5%. We continue to educate and encourage our residents to recycle.

- In Quarter 2 Dudley landfilled 1,349.43 tonnes (3.92%) a drop from Q1 1,516 tonnes(4%).

More material was sent to Landfill than expected although reducing. This is in main the result of the HWRC waste being sent to landfill rather than being processed through the EfW plant. The Operator of the EfW controls the input and there is other waste that is prioritised over the HWRC waste.

	Q2 2023/24	
	Dudley	CIPFA Family Group Average
% household waste sent for reuse, recycling and composting	44%	41.5%
% municipal waste landfilled	3.92%	5.6%

- Estimated output for Q3 from EfW is 6,481MW (19,482MW YTD). Plant had intermittent outages, totalling 12 days, due to tube leaks caused by failures in tube welds. There was an additional fault with Turbine overspinning, resulted in no electricity export for 17 days at the end of November into the start of December.

Transport and Highway Service

- For Quarter 3, 75% of capital spend on highways was achieved against a target of 75% resulting in performance being on target.
- For Quarter 3, the percentage of street lighting inventory that is LED is 39% and the target is 40%. From the start of the contract to the end of December 3,765 new LED lanterns have been installed.
- For Quarter 3, 23% (4,900) of gullies were cleansed as per annual programme, against a target for the quarter of 25%. Service delivery does fluctuate through the winter months due to the holiday period and weather related service issues but experience tells us that this deficit is regained during Quarter 4. In Q4 (26.01.24) we have YTD - 15,400 cleansed gullies(%). This is on track to achieve the target for Q4.
- For Q3,Highways Inspections completed on time 4.66% inspections were completed against a target of 5%. A total of 1,160 safety inspections were completed in the third quarter.
This is slightly down from the 1,221 completed within the second quarter of the year but still above the first quarter figure of 1,177 safety inspections.

Neighbourhood Services

- For Quarter 3, 25.97% of trees have a valid tree inspection against the target of 16%. Higher than target figure due to employment of contractors to survey Nature Reserve trees.
- For Q3, 614 fly-tip reports were received with 2,039 (YTD) reports. There has been an decrease of 63 instances of deposited waste between Q2 and Q3. We have ambitions to fully exploit all options open to address fly-tipping such as hidden cameras and proactive work required to investigate rogue waste operatives etc. The focus of the waste enforcement team currently has an emphasis towards other areas of responsibility such as accumulation of waste on private property.
- For Q3, 63 fly-tipping investigations were conducted 276 (YTD). There were 42 less enforcement actions this quarter than last . It is difficult to evaluate enforcement actions and compare with other quarters as the work involved in each report differs greatly.
- For Quarter 3, the number of Penalty Charge Notices (PCN's) issued for parking offences was 1,528 (4,937 YTD). The YTD has decreased by 1,339 when compared to the same period in 2022/23.
The reduction in PCN's coincides with a reduction in Enforcement staff since April 2023. Borough wide parking review, including enforcement outsourcing options is to be included in the Environment Directorate Transformation Programme for 2024/25.

Overview of service delivery

Energy, Sustainability and Climate Change

- HWRC – 6 month contract extension agreed with HW Martin to end Sept 2024. A project team has been set up to oversee delivery of short-term contract tender with a term of 2+1+1+1 years for implementation from 1st Oct 24. This will allow sufficient time to consider longer term strategy for the Borough's household waste recycling facilities.
- For the Power Purchase Agreement Flex Contract - Our achieved price has considerably beaten the average blended price in a falling market for year one. Achieved price (on 7th December 2023) - £117.97 MWH. Average blended market price - £112.92 MWH.
Hedging strategy workshop delivered by Laser in mid-Dec to inform strategic approach to hedging for 2024/25. Final strategy and PPA income budget signed off by Council's Hedging Strategy Board and shared with Laser.
- For Award Waste Upholstered Domestic Seating (WUDS) contract – Full tender written for the collection of WUDS from Dudley controlled depots. Items maybe collected from fly-tips, house clearances or from pop-up events.

Bulky service to be retained by Council as part of 'MyDudley' self-serve package.

Waste Management and Transport Operations

- Pop-up site at Lister Road Depot is on Saturday, 8.00 a.m. to 3.30 p.m. every fortnight from 1st April 2023.
- Simpler recycling requires weekly collections of food waste for most households across England by 2026. We have received a letter of DEFRA advising of funding to set up a food waste collection service, options are being considered.

Transport and Highway Service

- DMBC involved in regional meetings to support Local Transport Plan development and providing pipeline project and scheme details to support the Area Strategy development.
- Dangerous Structures Policy – A draft report has been produced
- 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.

Enforcement Officers continue to respond to fly-tipping reports, carrying out investigations where evidence permits. During Quarter 3, Street Cleansing removed 39 fly-tips and 63 fly-tip enforcement actions were carried out. 7 Fixed Penalty Notices and 14 Legal Notices were served for fly-tipping offences during the quarter.

Neighbourhood Services

The Lawn Tennis Association (LTA) have delivered and completed the improvements on 5 of the 6 tennis courts, however we are still waiting for the nets to be installed at Huntingtree. The online booking system has gone live and is generating a small income. We are currently working with Procurement on procuring an operator to organise the tennis coaching sessions and to promote tennis across Dudley.

- The Play area project at Wordsley Park has been completed and the new play area is fully open. The play project at Hawbush is currently out to tender with a return date of mid-February 2024.
- 10 school visits in Q3, 28 (YTD) school visits have taken place at Nature Reserves. A target of 22 was set for 2023/24.
- 7,338 (YTD) volunteer hours have been recorded across Parks and Countryside Services. A target of 8,000 hours has been set for 2023/24.

Service Achievements

Energy, Sustainability and Climate Change

A new state-of-the-art system to manage the risk of potential fires in the Energy from Waste plant is set to reduce the authority's current premiums.

The plant has been running since 1998 at a time when fire regulations didn't require a full fire suppression system, with the rare small fires being extinguished manually. While small fires are an increasing risk at such plants, we have decided to upgrade its automatic detection and suppression system to mitigate the risk further still. Residents can help in this matter by recycling batteries and especially lithium batteries which are a known source of these fires. The system has been designed to fit the plant's specification and is currently being installed.

Recycle Week, Recycle Now and Dudley Council launched a fun mission for primary school children with the arrival of: The Big Recycling Hunt.

"The Big Recycling Hunt", the central theme of this year's campaign, shone a bright spotlight on "missed capture." The nationwide hunt aimed to engage children and families in the quest to find 'lost recyclables' that too often find their way into the rubbish bin. By focusing on commonly missed items such as empty aerosols, plastic cleaning product bottles, plastic toiletry bottles, plastic pots and tubs, and food tins, Recycle Now wants to foster a deeper understanding of recycling in the younger generation.

Local primary schools were invited to take part in a competition to design an advert to encourage adults to recycle. The winning design will go in the spring edition of Your Borough Your Home magazine.

In Dudley the authority will also be supporting Recycle Week by running another of its popular online composting webinars.

Dudley Council has launched a second consultation seeking people's opinions on a number of locations earmarked for small scale on-street EV chargers. The authority consulted on 53

proposed electric charge point locations in November 2022 and 37 sites which had majority support were chosen to host charge points to support the rollout for residents who do not have the option to have their own off-street charging facilities and to encourage people to use greener vehicles.

The council is now seeking views on a further 25 proposed locations for EV charge points as part of phase two of the scheme. The charge points charge at approximately 7kW which for many cars will provide a full charge in roughly six hours, making them ideal for overnight charging for residents.

Locations have been identified based on whether they are near to residential properties with no off-street parking, whether there is sufficient local power/grid capacity, whether there are adequate footpath and road widths, whether the locations are free from other street furniture and overhanging trees and whether there is minimum impact on existing on-street parking practices.

Waste and Transport Operations

The pop-up tip in Dudley borough continues to prove popular among residents with around 387 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 102 tonnes of wood, 79 tonnes of bricks and rubble, and 50 tonnes of mattresses and other furniture. The ward with the most users of the pop-up tip in this period is St Thomas's where 1,317 bookings were completed from 1st October – 31st December 2023.

Waste care Team continued its trial of an electric vehicle for waste collection. The electric vehicle, a previous diesel vehicle that has been upcycled to run on electricity, is covering multiple rounds to help the local authority establish capacity and give the crews an opportunity to trial the new technologies.

Residents were able to book 6 extra fortnightly green waste collections between November and March. The paid-for service returns, with the extra collections available for £30. They will start after the usual free fortnightly collections – which run from spring to autumn – finish. Proposals have been put forward for a chargeable green waste service. If this goes ahead extra collections will stop.

Waste care team has provided thousands of plastic bottles, collected through the doorstep recycling service, to Queens Cross Network. Service users at the centre created poppies from the bottom of the bottles, following on from the success of a similar project last year. They have made 2,023 poppies to create a Remembrance display organised by ward members in Amblecote. Additional poppies have also been made for display at Queen's Cross Network. The section of the bottle which has not been used has been sent back to the waste care team for recycling.

Transport and Highway Services

Transport & Highway Services is investing £47,000 to introduce new traffic calming measures at the junction of Wollescote Road and Springfield Avenue, as well as additional

measures along the entire length of Wollescote Road as part of its local safety schemes programme.

The work includes narrowing the road to reduce speed at the junction as well as new road markings and warning signs, an upgraded zebra crossing and vehicle-activated speed signs.

Another local safety scheme has been installed on Swindon Road in Wall Heath, to address residents' concerns and evidence of motorists speeding. New road markings have been laid, as well as reflective road studs and additional warning signs to reduce speed and improve visibility in dark and wet conditions.

The scheme also includes a new footway linking Dudley Kingswinford Rugby Club and the nearby housing estate.

Funding has been secured from the Department for Transport to design and install cycle lanes on the A4123 Birmingham New Road from Tipton Road Junction to Castle Road Junction. Proposed work includes a segregated cycle route, new crossing points and alterations to the Canal and Caverns Trust entrance.

Work to upgrade traffic signals at 3 major junctions in Kingswinford took place. The work is part of a £1 million investment by Dudley Council to improve traffic flow and make it safer for pedestrians in Kingswinford and Wall Heath, particularly for children walking to school.

Dudley Council has brought in lining crews to carry out the essential work as part of its commitment to maintaining the borough's roads.

Lining crews have repainted nearly 68,000m of lining between the start of July and end of September. This includes repainting nearly 36,000m of double yellow lines and refreshing lines in Dudley town centre. Further work is underway in Stourbridge town centre and Quarry Bank. The lining in Halesowen town centre was refreshed earlier this year.

Dudley resident Elizabeth Hampton has been a road safety assistant at the local authority for the last two years. Although she was initially not a confident rider, she was supported by the road safety team and completed Bikeability levels one, two and three before becoming a qualified cycle instructor herself.

The safety team put her forward for the personal achievement award, which she won as part of the National Bikeability Awards. She is now an advocate for cycling and visits schools and community locations throughout the borough to share her passion to people of all ages and abilities.

Neighbourhood Services

Tennis courts have been re-opened at 6 borough parks following a £280,000 programme of improvements. 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 have all reopened to players.

The facilities can be booked in advance at £5 per session and digital access technology will only allow access to pre-booked players.

A new £200,000 play area is being planned for an open space in Wordsley. It is part of the planning agreement when the development was approved in 2015 and will be funded entirely by the developer through the section 106 condition.

Parks Development have been working with the residents' group on the proposals and has drawn up detailed designs for a play area in keeping with the natural look of the site. It will include a toddler play area, exercise equipment, a sculpture trail, pathways and fencing.

This year the annual winter bedding programme has been expanded to include Sedgley's Bullring, where plants were bedded in October. Other parts of the borough will see four tier planters, which were installed earlier this year and planted with summer bedding, have winter bedding plants added.

Officers are visiting parks and open spaces with high numbers of reports of dog mess. The aim is to catch the culprits in the act and issue a £100 fixed penalty notice. Officers will also be handed out dog mess bags to remind dog walkers to clean up after their pets.

Opportunities for improvement

- Heads of Service and Group/Team Managers have worked together to deliver Phase 2 of the restructure for the Environment Directorate.
- The Directorate has lost 9.8 days per FTE in quarter 3 (April 2023 – December 2023), which has decreased from 15.6 days lost per FTE in quarter 3 (April 2022 – December 2022). Heads of Service continue to work closely with their managers and HR colleagues to address sickness absence rates in order to seek improvement.

Any additional information relating to performance

- Environment Directorate Leadership Team have worked together to deliver Phase 2 of the restructure for the Environment Directorate. Phase 2 was implemented by 1st November 2023.
- 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 / pay
 - Agency cost to cover, sickness, annual leave, bank holidays and additional rounds within front line services.
 - Increasing R&M costs of the EfW plant.
 - Reduced PPA and commercial income due to availability of EfW plant.

2023-24 Q1-Q2 Achievements Summary

- 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. (Q1)
- 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 of Transport to enforce moving traffic offences.(Q1)
- 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. (Q1)
- 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.(Q1)
- Pop-up site at Lister Road Depot started to open to borough residents to dispose of their waste on the first and third Saturdays of each month following the success of it's opening in October 2022, with hundreds of people using the site particularly residents from the north of the borough. (Q1)
- The Energy Development Fund was approved and a £1m investment fund created to support energy efficiency projects delivering greater than 7.5 year payback period.(Q1)
- School Crossing Patrol celebrated 70 years since the service was first introduced nationally in July. The school crossing patrol service was officially created by the School Crossing Patrol Act in 1953 when the government recognised the value of having a service that helped children cross the road at busy and difficult locations. In Dudley, the service was operational from 1989 and since then hundreds of school crossing patrols have worked in the borough helping children and young people to and from school safely. During the event held today (July 12) at Priory Hall, each member of staff was presented with a certificate and commemorative badge. There are 35 school crossing patrols working across the borough. (Q2)

- More than £80,000 is being invested in improving rights of way across Dudley borough to make them more accessible. Eight key sites are being targeted to encourage people to walk, jog and cycle along the routes. Work includes widening pathways, improving surfaces, removal of trip hazards and cutting back trees and bushes. (Q2)
- A newly painted activity trail is set to help children as they learn to ride their bike in the safety of a borough park. In a project joint-funded by Dudley Council and Friends of Hurst Green Park, a new street-themed cycle trail has been laid on an area of hard-standing in Hurst Green Park. It includes a zebra crossing, island and road junctions. (Q2)
- Local charity Provision House accepted donations from residents at two sessions of Dudley's pop-up tip. Users of the waste disposal site on Lister Road donated their unwanted items on 2 and 16 September. The charity is on the look-out for soft furniture and domestic goods like kettles, toasters, microwaves, lamps, power tools and toys. Based in Dudley town centre, Provision House supplies essential household items to people who have faced difficulties like domestic violence, poverty, homelessness, and modern slavery. (Q2)
- Energy, Sustainability and Climate Change Team's work to maximise energy from waste earned it a top regional award. DMBC were named the winner of the Technology and Innovation Category at the Nachural Business Awards in July. It won for its work to 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. The council appointed Urbaser Environmental Ltd to manage the day-to-day running of its 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. (Q2)
- Dudley Council invested £130,000 of its grant from the government's public sector decarbonisation scheme to install 194 solar panels on the roof of a school. They were installed last summer and in 12 months the school has saved nearly 12,000kg of CO2 emissions, which would be equivalent to planting more than 700 trees. (Q2)