



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Finance and Performance Scrutiny	17 March 2025
Executive	26 March 2025

Wards affected: All wards

FRONT LINE SERVICE REVIEW: STREET SCENE SERVICES

Report of Director of Corporate and Street Scene Services

1. Purpose of report

1.1 To report on the performance of Street Scene Services.

2. Recommendation

2.1 That the report be endorsed.

3. Background to the report

3.1 Street Scene Services includes waste management, green spaces, clean neighbourhoods and car parks. This report sets out the key activities during the financial year 2024 / 2025 to date.

Service Overview

3.2 The services are based at the Council's Jubilee depot on the Harrow brook industrial estate, Hinckley and are managed by the Head of Street Scene Services. Services support each other to deliver common goals, to deliver services and to deliver corporate priorities such as the climate change and biodiversity strategy.

WASTE MANAGEMENT

3.3 All collections are run in house and the service collects approximately 44,000 tonnes of rubbish / recycling and empties an estimated 3.5 million wheeled bins each year.

- 3.4 Recycling performance data is provided by DEFRA and is released one year in arrears. currently however as Defra are yet to release performance data for 2023/24, the latest published data available is for 2022/23. Last year's annual report provided a summary of Leicestershire District Councils' performance for 2022/23 as noted below including a drop of 0.7% in the recycling rate for the whole of England with recycling rates returning to pre-pandemic levels:

Council	2021/22	2022/23	% reduction
Blaby	42.2%	40.6%	-1.6%
Charnwood	43.4%	41.5%	-1.9%
Harborough	44.7%	43.6%	-1.1%
Hinckley	42.7%	41.2%	-1.5%
Melton	43.5%	42.9%	-0.6%
NWLDC	46.6%	43.0%	-3.6%
Oadby	42.3%	39.5%	-2.8%

Unaudited data for 2023/24 shows an indicative increase in recycling performance to circa 43.5% for HBBC but this is still to be validated.

- 3.5 Participation in the garden waste service for 2024/25 remains high with 30,097 subscriptions and income for 2024/25 forecast at £1,380,000 amounting to 74% of eligible households participating (assuming each has one bin). The amount of green waste collected is directly linked to the weather and in particular the grass growing conditions.
- 3.6 Trade waste collections are forecasted to generate £620,000 income in 2024/25 (£598,000 in the previous year), and the council provides collections for 765 businesses.

NATIONAL WASTE CHANGES

- 3.7 Further changes to waste collections were announced by Government in November 2025:-
- i. Separate weekly food waste collection for all households by 31 March 2026
 - ii. Garden waste charge can remain. No cap on the fee but fee charged should be reasonable.
 - iii. New requirement to have a separate collection of paper and card from other dry recycling materials. Fully comingled dry recycling collections can remain providing the Council is able to demonstrate that this is technically economically and environmentally practicable (TEEP)
 - iv. Residual waste collection frequency can be determined locally (removal of requirement for 2 weekly minimum)
 - v. All businesses with 10 or more employees will need a separate food and dry recycling waste collection from 31/3/2025. HBBC will need to introduce Food Waste collections at our work premises.
 - vi. All micro businesses must have a food waste collection from 31/3/2027.

A report will be presented to Executive later this month recommending no further changes to our waste collections until local government reorganisation is completed.

- 3.8 Government has also confirmed that funding for food waste will be provided :-
- i. Capital costs – £1,182,585 received (for vehicles and containers)
 - ii. Transitional costs – 24/25 and 25/26 – amount not yet known
 - iii. Revenue costs – 26/27 – amount not yet known

The Council will receive £1,063,000 in 2025/26 from Extended producer responsibility (pEPR) payments (from a new scheme whereby packaging producers pay into a fund which is then redistributed to local authorities towards the costs of collecting packaging). This has been accounted for in the 2025/26 budgets as a one off.

CLEAN NEIGHBOURHOODS

- 3.9 Clean neighbourhoods includes street cleansing, road sweeping over 823 miles of roads, bulky collections (large items) and enforcement of environmental crime.
- 3.10 588 fly tips have been recorded during April – December 2024 which is a slight increase from 582 incidents during the same period in 2023. Officers will be highlighting this problem through a fly tipping campaign which will focus on residents Duty of care responsibilities. This has been jointly co-ordinated with the other Leicestershire district councils and will run between March and April 2025.
- 3.11 The Big Bin collection service was introduced in November 2023. 344 bins have been booked during April – December 2024 a total of 512 bins since the service was introduced. A garden and business version have been introduced this year to compliment the service.
- 3.12 Demand for large item collections continues to be popular with 2478 collections made during the period April – December 2024, this is an increase of 262 collections from the previous year. A business version of this service was launched in January 2025. This team has also provided 300 special one-off waste collections for residents e.g. house clearances, shed and garage clearances, and they also carry out work for the Housing team and other services e.g. clearing empty council houses, removing small amounts of asbestos safely etc. Litter and dog bin emptying contracts are in place with 19 parish councils. Work is in progress to standardise the special collections and trialling a new bin store cleaning service for landlords and letting agents.
- 3.13 The number of abandoned and untaxed vehicles reported has shown a slight increase with a total of 257 vehicles investigated during April – December 2024 (235 in 2023). Of these, 31 vehicles were removed by the council this is an increase (8 in 2023).
- 3.14 The number of fixed penalty notices issued April – December 2024 was 3 (2 for fly tipping and 1 for littering) in addition to these fines the team completed

151 enforcement actions which included, 13 Community Protection Warning Notices, 5 Community Protection Notices, 21 Duty of care visits, 117 warning letters and 1 PACE interview. Littering from vehicle legislation for civil penalties will be set up and adopted during 2025.

- 3.15 The team secured a successful prosecution against a development company, they were convicted and fined £10,000 (plus costs) for the breach of community protection notice during 2024. That sentence was appealed in Crown Court and the fine was reduced to £8,000.00. The team also secured 3 more successful prosecutions:
- a Hinckley resident for the offence of fly tipping at Sutton Cheney. They were convicted and fined £468.
 - a Leicester resident for the offence of fly tipping at Ratby. They were convicted and fined £352.
 - a Hinckley resident for the breach of a community protection notice for untidy land. They were convicted and fined £924.
- 3.16 21 group litter picks have been organised this year, 28 new litter volunteers have been set up, and the total number of volunteers is 598. The council also supports the South Leicestershire wombles with their litter collecting in the Borough. The efforts of these individuals should not be overlooked as they contribute significantly by removing litter thoughtlessly discarded by others. 6 schools across the Borough have been visited as part of the ASB Busters litter workshops.
- 3.17 The team ran 2 Littering campaigns during this period, the team lead a focused A5 litter campaign as part of the A5 partnership. This campaign was then rolled out Borough wide and across parts of Leicestershire.

GREEN SPACES

- 3.18 The green spaces team manage over 200 sites including the council's parks and green spaces, play areas, countryside sites, Ashby Road Cemetery, 8 closed churchyards, and allotments. They maintain 142 hectares of land (1.5 million square metres) and over 3,500 mature trees.
- 3.19 A Green Space Strategy and Delivery/Action Plan was adopted in December 2023 and sets out the priorities for the service including delivering our corporate climate change and biodiversity commitments. A key focus of the plan is the delivery of more trees, wildflower areas and a diverse range of habitats across all of our sites and changing our grounds maintenance to more sustainable practices.
- 3.20 Free tree scheme 2025 – 27,000 trees were collected by residents for planting in the third year of this very popular scheme. This included the planting of 4.6 km of hedgerows and 4000 individual trees. Sponsors contributed £7,500 and HBBC funded £1,500. If all the trees planted grow to maturity then they will absorb over 10,000 tonnes of carbon over the next 40 years. In its first 3 years the scheme has provided 79,000 free trees.

3.21 Tree planting - the team has continued to focus on tree planting to fight climate change and support biodiversity. Planting the year included Hollycroft park, sheltered housing schemes and various green spaces. Surplus/ uncollected free trees are planted on HBBC green spaces.

Year	Trees planted
2018/19	83
2019/20	253
2020/21	548
2021/22	4288
2022/23	4146 23,000 free tree scheme
2023/24	24 29000 free tree scheme
2024/25	19 27000 free tree scheme
total	88,361

3.22 Tree management- we are continuing to manage Ash-die back to Burbage Common Woods as set out in our 10-year management plan approved by Natural England and the Forestry Commission.

3.23 Current projects and improvements included: -

- Burbage Common and Woods, access improvements to the woods and new signage has been installed to the site.
- Brookside flood retention basin and battling brook, we completed water course enhancements to improve biodiversity and desilting works to ensure water continuity through the sites, and sufficient storage capacity to prevent flooding.
- Harwood Drive Open Space, Hinckley, following a consultation with residents, landscaping works are currently underway that include tree planting and the creation of a wildflower meadow to the site.
- Hill Hole Quarry, Markfield, the creation of a new woodland area in partnership with the National Forest. This new woodland will enhance the site, by creating new accessible native broadleaved woodland on the edge of Markfield. The woodland will enhance the site and allow continued management of the important grassland habitat on-site.
- Richmond Park, Hinckley, works have started to upgrade play area and multi games area, and the installation new of equipment to the site.

3.24 The adoption of open spaces within developments remains a lengthy process and officers are still working to adopt land at Waterside Park, the Greyhound stadium, the Greens, London Road, Sketchley Brook east, Workhouse Lane, and Hinckley West.

- 3.25 Performance wise the two green flags were retained for Hollycroft Park and Argents Mead. Hollycroft Park also won the prestigious People's choice award (an award voted by the public for the 10 best green flag parks). This is the third time Hollycroft has received this award.
- 3.26 Green spaces also deliver the Parish and Community Initiative Fund which in 2024/25 supported 13 major projects across the Borough with £91,892 of funding. Since 2005 the fund has supported 475 projects with over £1.9 million of funding. The scheme was refocussed for 2024/25 applications to support climate change projects and larger projects. A new community equipment grant scheme was launched in April 2024 to support smaller schemes with fixed amounts of funding for smaller items such as signage, bus stops, furniture etc, with a total value £12,044 granted to 28 different projects.
- 3.27 Burbage common open day continues to be an extremely popular event. The event was postponed in May 2024 due to very wet ground conditions and was run in September instead. The event will permanently move to September to reflect the changing climate.
- 3.28 The green space volunteers contribute to the management of HBBC green spaces. During 2024 8 volunteer days were held with an estimated 80 attendees, and on 1 February 2025 54 volunteers attended a tree planting event at Hill Hole Quarry Markfield jointly hosted by the National Forest Company. Other activities involving volunteers includes 2 school tree planting days, and work by the Princes Trust at Clarendon Park.

CAR PARKS

- 3.29 This service manages 15 pay and display car parks along with 12 free car parks and enforces restrictions on these car parks. The average occupancy is slightly reduced since last report from 60% to 57%. On a non-market day, average occupancy in 2023 was 53% occupied which in 2024 increased to an average 58% occupied. We previously reported an improvement in occupancy on Saturday at an average of 61% but this has slightly reduced to 58% for 2024. However, while occupancy reports are showing some reductions, pay and display income continues to increase. Between April – December 2024 income was £417,334 which is an increase of £32,200 compared to same period in 23/24 (£385,132).
- 3.30 Payment by card/contactless between April – December 2024 has reduced from 30% to 27%. This is likely due to the signal issues we are experiencing on the pay & display machines which we are currently working with machine provider to improve. However, this has been displaced by a 2% increase of income captured through Pay by Phone (27%). Payments by cash account for 47% of income (discrepancy of 1% due to rounding).
- 3.31 The Council continues to operate 50 EV points across the borough; 12 at Lower Bond Street, Hinckley, 12 at Castle car park, Hinckley, 6 at Rectory Lane, Market Bosworth, 8 at Stanley Street, Barwell, 4 at Hallfields, Earl Shilton and 4 at the Jubilee Building to support staff green travel and the increasing electric fleet. A fully funded solar EV charge station will be installed

at the Leisure Centre car park in Hinckley during 2025. In 2024 there were 2,935 charging events delivering 44,907kwh. Demand remains relatively low. This is an estimated carbon saving of 33,104.16kg.

JUBILEE DEPOT AND FLEET

- 3.32 The council remains fully compliant with the environmental permit to operate the waste transfer station on site, and with the Road Haulage Operator's licence to operate the HGV fleet. An external review of the Operator's licence will take place shortly by an industry body.
- 3.33 The council's light fleet was replaced in 2024, and the HGV procurement was completed Summer 2024. The new HGV fleet will be leased for 8 years commencing 1 September 2025. 5 electric vehicles are also now in operation.
- 3.34 The fleet started to switch from diesel to HVO (hydrotreated vegetable oil) in February 2023 which lowers the carbon emissions by 90%. This switch reduced the councils total carbon emissions by 773 tonnes in 2024. Only 20 of 89 vehicles remain running on diesel and these are older vehicles and plant.
- 3.35 A significant amount of work has been undertaken by the new Transport Manager to improve the management, maintenance and safety of our fleet. This includes :-
- Reduction in speeding incidents (86% for housing repairs, 55% for waste)
 - Actions to reduce idling by the HGV fleet at the depot.
 - Improved vehicle defect monitoring and reporting
 - Reduction in tachograph infringements
 - Improved contract management
- 3.36 The Council signed a lease on a second Depot in January 2025 to meet the requirements for new food waste collections and additional refuse trucks to meet housing growth. This new site on the Harrow brook Industrial estate is in close proximity to the current depot and works to refurbish both sites will be completed in 2025.

4. Exemptions in accordance with the Access to Information procedure rules

- 4.1 Open session

5. Financial implications [AA]

- 5.1 Budgets for Streetscene services are monitored monthly and presented quarterly to this committee. Any changes to budgets have to be approved in line with financial procedure rules.

6. Legal implications [ST]

- 6.1 None

7. Corporate Plan implications

7.1 Street Scene Services contribute to all three priorities in the corporate plan, in particular through the places priority including green space strategy, campaigns on fly tipping and litter, increasing recycling, tree planting schemes, EV charge points, green flags, biodiversity and funding schemes.

8. Consultation

8.1 None

9. Risk implications

9.1 It is the council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

9.3 The following significant risks associated with this report / decisions were identified from this assessment:

Risk description	Mitigating actions	Owner
S54 Depot – insufficient space to accommodate food waste collections	New depot to be operational in 2025	Malcolm Evans
SS41 Ash die back	Monitoring disease, funding increased and looking at options to increase tree officer capacity	Ian Pinfold

10. Knowing your community – equality and rural implications

10.1 Street Scene Services considers equality and rural issues as part of planning and delivering its services.

11. Climate implications

11.1 Street Scene Services has an important role to play in meeting the council's climate emergency ambition to be net zero by 2030. These are noted within the report and issues of particular importance are :-

- Reduction of fleet carbon emissions by 773 tonnes through use of HVO
- 5 electric vehicles are now deployed.
- Significant increases in the numbers of trees planted including 79,000 trees now planted through the free tree scheme.

- Electric vehicle charge points - now totalling 50 and saving 3.3t of carbon during 2024
- Changes to the waste collection system which are within the 2021 Environment Bill will increase recycling and reduce carbon emissions. Of particular importance is the introduction of kerbside food waste collections.
- Grounds maintenance practices will need to adapt to the changing climate. Biodiversity improvements have been undertaken at numerous sites including green spaces, sheltered housing schemes and industrial estates.

12. Corporate implications

12.1 By submitting this report, the report author has taken the following into account:

- Community safety implications
- Environmental implications
- ICT implications
- Asset management implications
- Procurement implications
- Human resources implications
- Planning implications
- Data protection implications
- Voluntary sector

Background papers: None

Contact officer: Caroline Roffey 5782
Executive member: Councillor L Hodgkins – Street Scene
Councillor S Bray – Car Parks