



## Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Finance and Performance Scrutiny      18 March 2024  
Wards affected:                              All wards

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### FRONT LINE SERVICE REVIEW: STREET SCENE SERVICES

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Report of Director 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 noted.

#### **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 2023 / 2024 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 and estimated 3.5 million wheeled bins each year.

3.4 Collections have been delivered without disruption over this financial year but the local supply of agency HGV drivers remains limited due to high demand from the logistics sector. The use of agency budgets to fund additional

permanent driver posts has reduced this dependency on agency workers but agency is still required to cover holidays and sickness.

- 3.5 Recycling performance 2022/23. This data from DEFRA is always 1 year in arrears. HBBC data shows a recycling rate of 41.2% which is lower than 21/22 (42.7%). There was a drop across the whole of England of 0.7% in recycling performance with the rate for England being 43.4%. This drop has been seen in Leicestershire and is mainly attributable to dry recycling rates returning to pre pandemic levels and warmer weather meaning less compostable waste is produced. This is apparent for all Leicestershire districts to varying degrees as reflected in the table below.

For national context the UK government target is 50% by 2020, and 65% by 2035. NB Over 50% of local authorities in England now collect food waste which increases recycling performance significantly. The introduction of a separate food waste collection service is estimated to increase performance between 5% and 10%. Mandatory Food Waste collections will be required from 31 March 2026.

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%

- 3.6 Participation in the garden waste service remains high with 31,814 subscriptions and income for 2023/24 forecast at £1,270,000 amounting to 79% of eligible households participating (assuming each has 1 bin). The income collected does not fully cover the cost of the service. The amount of green waste collected is directly linked to the weather and in particular the grass growing conditions.
- 3.7 Trade waste collections are forecasted to generate £590,000 income in 2023/24 (£523,000 in the previous year), and the council provides collections for 746 businesses.

## **NATIONAL WASTE CHANGES**

- 3.8 Government confirmed in October 2023 that the following collection changes will need to be made by all local authorities:-
- 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. Fully comingled dry recycling collections can remain and all councils need to collect plastic film
  - iv. Residual waste should be collected as a minimum every 2 weeks.

- v. All businesses with 10 or more employees will need a separate food waste collection from 31/3/2025 meaning HBBC will need to introduce this at its work premises.
- vi. All micro businesses must have a food waste collection from 31/3/2027.  
A separate briefing note has been issued to all Councillors in February 2024 on these changes and the implications for HBBC.

- 3.9 Government has also confirmed that funding for food waste will be provided :-
- i. Capital costs – financial year 23/24
  - ii. Transitional costs – 24/25 and 25/26
  - iii. Revenue costs – 26/27

Extended producer responsibility 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) are also proposed to commence in 25/26

- 3.10 In June 2023 WRAP undertook modelling for HBBC on options for food waste collections to compare different collection systems to maximise our recycling rate, to assess the carbon impacts, and to clarify the number of collection vehicles required. Restricting residual waste capacity will result in higher recycling rates, and food waste yields and further work will be done to explore options.
- 3.11 Defra also launched a further consultation in December on small waste electrical equipment (WEEE) such as toasters, kettles etc which will also be considered
- 3.12 The waste collection changes this council will need to deliver in the next 2- 3 years will be the most comprehensive seen in the last 20 years.

### **CLEAN NEIGHBOURHOODS**

- 3.13 Clean neighbourhoods includes street cleansing, road sweeping over 823 miles of roads, bulky collections (large items) and enforcement of environmental crime.
- 3.14 592 fly tips have been recorded during April – December 2023 which is a slight increase from 550 incidents during the same period in 2022. No single reason can be attributed to the increase. Officers highlighted this problem through a focused fly tipping campaign Fly tippers beware “We are watching you” which took place between August and October and was jointly co-ordinated with the other Leicestershire councils.
- 3.15 The new “Big Bin” collection service was introduced in November 2023 and has been very well received. It enables residents who are having a clear out to have a large amount of household rubbish disposed of responsibly and at low cost. It is particularly aimed at those who don’t have enough rubbish for a skip, don’t have a car to take rubbish to the tip or don’t have enough space for

a skip. 107 bins have been booked up to the end of January 2024, and numbers have been increased to meet the increasing demand.

- 3.16 Demand for large item collections continues to be popular with 2216 collections made during the period April – December 2023, this equates to 4739 items collected. This compares to 2746 for the same period 2022. This reduction is due to the operational changes implemented for the collection of upholstered domestic seating which changed in December 2022. This team also provides a 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.
- 3.17 The number of abandoned and untaxed vehicles has shown a reduction with a total of 235 vehicles investigated (309 in 2022). Of these 8 were removed by the council.
- 3.18 The number of fixed penalty notices issued April – December 2023 was 8 (mainly for littering, fly tipping and household Duty Of Care) and 6 community protection warning notices were also issued This compares to 15 fixed penalty notices and 12 community protection notices for the same period 2022. This reduction is due to only having one Enforcement officer for 6 months. The level of fees charged will be increased from 1 April 2024 following a government decision to increase the fine levels for fly tipping, littering, graffiti and fly posting. Litter has increased from £150 to £400, Fly tipping has increased from £400 to £800, Graffiti & Fly posting has increased from £150 to £400. We have also increased the early repayment amounts across the following offences: Nuisance Vehicles, Abandoned Vehicles, Littering, Fly tipping, Graffiti and Fly posters, Failure to produce (waste carriers & documents), Community Protection notices and breaching of a PSPO.

Dog fouling fixed penalty level is £100 and the early repayment discount was removed at Council from 1 April 2024. This is the maximum fine HBBC can apply under the current legislation. The team have also secured a successful prosecution against a development company, they were convicted and fined £10,000 (plus costs) for the breach of community protection notice under Section 43 Anti-Social behaviour, crime and policing act 2014. This related to untidy land at the rear of King William IV, The Hollow, Wood Street, Earl Shilton. That sentence is currently under appeal in the Crown Court.

- 3.19 14 group litter picks have been organised this year, and an additional 23 new litter volunteers have been supported. This takes our overall total of volunteers to 451. 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. Across Leicestershire the Wombles now estimate they have collected over 150,000 bags of litter. 6 schools across the Borough have been visited as part of the ASB Busters litter workshops.

- 3.20 In 2023 an operational review was undertaken to achieve efficiencies where possible. This is still a work in progress.
- 3.21 The Public Space Protection Order (PSPO) was renewed in January 2024 following adoption at Council. This order covers matters such as dog fouling, dogs on leads, use of illegal substances and alcohol.

### **GREEN SPACES**

- 3.22 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, trees and allotments. They maintain 142 hectares of land (1.5 million square metres) and over 3500 mature trees.
- 3.23 A new Green Space Strategy and Delivery Plan was adopted in December 2023 and will set out the priorities for the service including delivering our corporate climate change and biodiversity commitments. It will include a 10-year action plan and will identify the improvements needed to ensure our green spaces remain valued by residents. This work will link into the local plan and help to secure external funding. 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.
- 3.24 Free tree scheme –29,000 trees were collected by residents for planting in the second year of this very popular scheme. This included the planting of 5.4 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 2 years the scheme has provided 52,000 free trees.
- 3.25 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.

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
total	61,342

- 3.26 Tree maintenance – Increased funding is being provided from 2023/24 to manage the impacts of Ash die back (*Hymenoscyphus Fraxineus* syn.

Chalara; a disease affecting Ash trees across the UK). The tree surgeon recruitment has been difficult and works this year have been completed by HBBC and by external contractors.

3.27 Current projects and improvements included:-

- The restoration of the historical moat at Argents Mead which included archaeological surveys, and obtaining consent from Historic England, The main objectives of the project were to reduce the tree canopy cover (to better reflect the original layout of the moat, and to reduce leaf fall in to the moat each year), desilting works to improve the water quality and depth of water, stabilising of the embankment to address the erosion that had taken place over the last few years, and introducing new marginal planting to improve the biodiversity of the site
- The installation of a circular 400-metre path at Clarendon Park used for both informal walking and exercise with connecting pathways to existing infrastructure. Improvements to the play area and creation of native tree and wildflower areas to increase biodiversity.
- The installation of new play area at Burbage Common and Woods last summer to a value of £90,000 .

3.28 The adoption of open spaces within developments remains a long process and officers are still working to adopt land at Waterside Park, the Greyhound stadium, the Greens, London Road, Sketchley Brook east, and Work House Lane. The open space within the London Road development Hinckley was adopted in early 2023 and is now managed and maintained by HBBC.

3.29 Performance wise the two green flags were retained for Hollycroft Park and Argents Mead. Grounds maintenance standards are constant at 89% in line with previous year.

3.30 Green spaces also deliver the Parish and Community Initiative Fund which in 2023/24 supported 21 projects across the Borough with £90,383 of funding. Since 2005 the fund has supported 462 projects with £1.84 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 will launch in April 2024 to support smaller schemes with fixed amounts of funding for smaller items such as signage, bus stops, furniture etc.

3.31 Burbage common open day continues to be a very popular event. The event was cancelled in May 2023 due to very wet ground conditions and was run in September instead. In 2024 the event will return to May.

3.32 The team have continued to support the crematorium project.

3.33 The drainage system to the new burial section at Ashby Road install over the last few years continues to operate efficiently and effectively in terms of addressing surface water.

## **CAR PARKS**

- 3.34 This service manages 15 pay and display car parks and 12 free car parks and enforces restrictions on these car parks. Occupancy remains steady in comparison to last year, averaging 60% occupancy. On a non-market day, average occupancy in 2022 was 59% occupied which in 2023 reduced to average 53% occupied. However occupancy on Saturday Market Day has increased from 61% occupied to 65% occupied since last year. Pay and display income was £385,132 April - December 2023 which is an increase on the same period 22/23 (£323,511).
- 3.35 Pay by phone parking was introduced on 1 April 2022 and now accounts for 25% of all income. Payments by chip and pin / card now account of 30% of all income.
- 3.36 The first electric vehicle charge points were installed and operational at end of April 2021, the Council now operates 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 new electric fleet. The estimated carbon saved between April – December 2023 was 34,716.19kg. In 2024/5 externally funded solar powered charge points are planned for installation at the Leisure Centre Car Park. We continue to work with partners to seek funding for further charge points and to contribute to the EV charging strategy LCC are developing.

## **JUBLEE DEPOT AND FLEET**

- 3.37 Significant changes were made to the depot during 2019 to improve health and safety and the site continues to operate safely with the infrastructure changes and under these new site rules.
- 3.38 The council remains fully compliant with the environmental permit to operate the waste transfer station on site.
- 3.39 The HGV fleet switched to running on HVO (hydrogenated vegetable oil) in February 2023 which lowers the carbon emissions by 90%. This switch reduces the councils total carbon emissions by 23%.
- 3.40 The council's light fleet is In the process of being replaced and will also in the main run on HVO once the new vehicles are all operational. Global supply chain issues have resulted in delayed delivery of many of these vehicles. 5 electric vehicles are also now in operation.
- 3.41 The service changes needed for waste collections mean the current depot will not be sufficient size to accommodate the significant increase in vehicle and staff numbers. Officers have identified an additional site on the Harrowbrook Industrial Estate close to our current depot. Agreement with the landlord is nearing completion and this project was reflected in the Councils budget reports.

**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 on a monthly basis 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	Reviewing options and awaiting confirmation from Defra on service changes and funding	Malcolm Evans
SS41 Ash die back	Monitoring disease, funding increased and looking at options to	Ian Pinfold



	increase tree officer capacity	
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## 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 :-

- The HGV fleet now running on HVO which saves 23% of total HBBC emissions. The van fleet is also moving to HVO as the new vehicles arrive.
- 5 electric vehicles are now deployed
- Significant increases in the numbers of trees planted
- Electric vehicle charge points - now totalling 50 and saving 3.47t of carbon during 2023
- 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

## 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

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Background papers: None

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