



Waste and Environmental Protection Service Delivery Plan 2025 – 2028

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' objectives detailed in the Corporate Framework [HERE](#). They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans

Service Overview

Waste, recycling, street cleansing services and grounds maintenance

- The collection of statutory domestic refuse, recycling, trade, clinical, garden and bulky waste from residential and businesses throughout the District
- Grounds Maintenance of council parks and open spaces, play areas, football pitches, bowling greens, skate parks etc – including but not limited to grass cutting, hedge maintenance, minor tree works, litter picking, emptying of bins, playground inspections and maintenance of equipment, burial preparation and cemetery maintenance.
- Street cleansing – barrow beats, litter picking, mechanical street sweeping, emptying of litter bins.
- Removal of fly tipping, graffiti and road kill.

Environmental Protection and Enforcement

- Investigation of fly tipping and waste contamination and related enforcement activity
- Abandoned vehicles
- Enforcement in relation to trade waste and accumulation matters
- House searches and administration in relation to statutory duties regards Public Health Funerals.
- Replacement of damaged street nameplates,
- Administration of cemeteries and burials

Animal welfare and licensing

- Full range of animal welfare duties including enforcement, noise/nuisance (statutory and anti-social behaviour)
- Promotion of responsible pet ownership
- Inspecting and licensing all establishments under the animal welfare legislation to ensure compliance.
- Enforcement of the Public Spaces Protection Order in place in relation to dog restrictions.
- Seizure and impound of stray, dangerous and/or aggressive dogs in line with statutory duties.
- Delivery of education and awareness programmes.

Service purpose and core functions

Corporate Framework Objective	Service's contribution to the Corporate Framework Objectives
	Waste and Street Cleansing
Provide responsive and responsible local leadership	<ul style="list-style-type: none"> • Maintain and enhance the councils position as one of the UK's top recycling Authorities . • Work with and through the Herts Waste Partnership on strategic waste matters for the county • Work with and through the DCN and LGA to advise and lobby as necessary on national waste policy and practice.
Expand our position as a great place to do business	<ul style="list-style-type: none"> • Provision of trade recycling collection services in line with statutory duties • District wide street cleansing including provision of barrow beats in district commercial centres/shopping parades • Partnership working with commercial management companies and housing providers on waste matters
Support and enable sustainable communities	<ul style="list-style-type: none"> • Delivery of domestic waste collection services including recycling, garden and food waste • Provision of assisted collection and clinical waste services for vulnerable residents • Entry level employment opportunities with career development within the service
Achieve net carbon zero and be climate resilient	<ul style="list-style-type: none"> • Providing a recycling collection service to households and businesses. • Promoting waste reduction and reuse and retain position as a top recycler • Fleet replacement programme including cleaner fuel and electric fleet where feasible • Energy efficient/low carbon depot building and infrastructure

Service purpose and core functions

Corporate Framework Objective	Service's contribution to the Corporate Framework Objectives
	Grounds Maintenance
Provide responsive and responsible local leadership	<ul style="list-style-type: none"> • Provision of in-house well resourced grounds maintenance crews that can adapt to the changing demands of the district, its communities and its landscapes • Work in partnership with HCC, the EA and other landowners to support preventative and reactive flood management activities • Day to day monitoring and implementation of the Aquadrome Asbestos Management Plan • Removal of graffiti with 24hr response for offensive and hate related content
Expand our position as a great place to do business	<ul style="list-style-type: none"> • Maintain key visitor attractions within the district including the Aquadrome, Leavesden Country Park and Chorleywood House Estate
Support and enable sustainable communities	<ul style="list-style-type: none"> • Implementation of the councils alternative grassland management programme annually • Reactive support in the event of flooding of council owned land • Management and maintenance of landscaping, grave digging and memorial provision at council cemeteries • Monitoring and maintenance of council owned playgrounds • Day to day landscape management, litter collection and improvements to council parks and open spaces • Work collaboratively with and provide professional advice and support to Friends groups • Maintain parks, open spaces and playgrounds to a high standard
Achieve net carbon zero and be climate resilient	<ul style="list-style-type: none"> • Assessment of alternatives to diesel powered hand tools • Re-use of collected green by mulching it and using it on flower and shrub beds • Work with Leisure and Natural Infrastructure to develop, implement and maintain Biodiversity Net Gain within the councils parks and open spaces

Corporate Framework Objective	Service's contribution to the Corporate Framework Objectives
	Environmental Protection and Animal Welfare & Licensing
Provide responsive and responsible local leadership	<ul style="list-style-type: none"> • Work alongside Herts Waste Partnership and DCN/LGA on national waste matters. • Ensure all waste data is reported correctly at county and national levels • Ensure all business establishments have suitable waste disposal contracts in place • Undertake enforcement action in relation to fly-tipping and other environmental and animal welfare offenses • Ensure all animal related establishments have the relevant licenses in place and do their utmost to ensure animal welfare
Expand our position as a great place to do business	<ul style="list-style-type: none"> • Ensure all business establishments have suitable waste disposal contracts in place • Provision of advice and support to property management companies on matters relation to waste and environment • Ensure all animal related establishments have the relevant licenses in place and do their utmost to ensure animal welfare • Liaison with local funeral directors on burials and memorials at council cemeteries
Support and enable sustainable communities	<ul style="list-style-type: none"> • Community engagement and education on waste and recycling programmes and their impacts • Provision of and support for community outreach programmes including clothes swaps, “nappy natters” and period poverty campaigns • Liaison with BW Foundation on the provision of Muslim Burials
Achieve net carbon zero and be climate resilient	<ul style="list-style-type: none"> • Promotion of waste reduction, reuse and recycling and retain a top recycler position. • Electric fleet used by Environmental Enforcement and Animal Welfare officers

Projects, Policies and Strategies

Corporate Framework Objective	Project Title	Lead Officer	Project Description & Proposed Outcome(s)	Projected End Date	Internal/External Partners	Additional Capital or Revenue cost and/or saving
Provide responsive and responsible local leadership	Procurement of new Fleet Maintenance Contract	Waste and Environment Manager	The current vehicle maintenance contract expires in July 2026. This project will ensure that a new maintenance contract is in place by this time. Potential impacts of annual fleet replacement programme.	July 2026	External Consultants, Procurement, Human Resources, Legal, incumbent Contractor	TBC but is expected to require additional funding as will unlikely be like for like service provision.
Achieve net carbon zero and be climate resilient Support and enable sustainable communities	Introduction of Trade Food Waste Collection	Waste and Environment Manager	DEFRA have mandated all waste collection organisations to provide a consistent waste collection service to businesses that mirrors that received by domestic householders. This will include separate collections of dry mixed recyclables and a weekly collection of food waste. TRDC will be obliged to provide collection if asked to do so from April 2025 requiring additional fleet and crew resource.	Spring 2025	Local businesses, HCC (disposal) vehicle and equipment suppliers	Subject of an OBC application for increased budget (statutory service requirement)

Projects, Policies and Strategies

Corporate Framework Objective	Project Title	Lead Officer	Project Description & Proposed Outcome(s)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
Provide responsive and responsible local leadership	Procure and Implement new Cemetery Management System	Environmental Strategy Manager	Implement a purpose-built solution to integrate deathcare management software and georectified mapping providing a better customer service and back office efficiencies.	September 2025	Procurement, Finance, Digital	Non cashable efficiency savings expected with the service
Provide responsive and responsible local leadership, Support and enable sustainable communities, Achieve net carbon zero and be climate resilient	Implement new, digital, Garden waste administration system	Environmental Support Manager	Introduction of new digital administration systems to manage sign up and renewal of the garden waste service providing a better customer service and back office efficiencies.	June 2025	Bartec, Granicus and colleagues in Digital Services	Savings anticipated also with service efficiencies
Provide responsive and responsible local leadership, Support and enable sustainable communities, Achieve net carbon zero and be climate resilient	New Vehicle Maintenance Provision	Environment and Waste Manager	Source a new contractor to provide effective and efficient vehicle maintenance to the council's fleet of vehicles.	July 2026	Procurement, Finance, current contractor, Human Resources	Determined through completion of full tender process

Key Performance Indicators to support the Corporate Framework

KPI Ref	KPI Title	2023/24 Actual	2024/25 Target	2025/26 Target	2026/27 Target	2027/28 Target
EP10	Percentage of household waste diverted from landfill'	61.9%	63%	At current time this is difficult to predict as the inclusion of commercial food waste tonnages will be merged with total domestic waste and classified as "Total Municipal Waste" at some point in the future.		
EP11	Percentage of collections made on the correct day	99.8%	99%	99%	99%	99%
EP12	Number of fly tips collected per quarter	N/A	95%	95%	95%	95%

Service Volumes

These are monitored by the service area and not reported on externally. Details can be provided if required.

Description	Projected annual volume for 2024/2025	Estimated annual volume for 2025/26	Notes / explanation for estimated change
The kg of household waste collected per head per annum	380	370	As a result of Simpler Recycling and EPR Regs
Percentage of eligible properties signed up to the Garden Waste scheme	78	78	
Reduce fly tipping across the district	600	500	Ongoing awareness raising and active promotion of successful prosecutions
Residual household waste Kgs per household	314	314	
Tonnes of Household waste collected and sent to disposal	13000	13000	Based on last 2 years data.

Risk Management

Our [Risk Register Summary](#) is published on our website and updated quarterly. These include; our strategic, operational and climate change risks.