

WASTE & ENVIRONMENTAL SERVICES
Service Delivery Plan
2027 – 2030

THREE RIVERS DISTRICT COUNCIL

Service Area	Waste and Environmental Services	Directorate	Environment

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' themes detailed in the Council Plan. 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 alongside Professional Conversations.

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, cemeteries 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 roadkill

- **Environmental Services 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
- Bereavement Services - administration of cemeteries and burials

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SERVICE OVERVIEW cont.

- **Environmental Services 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
- Bereavement Services - administration of cemeteries and burials

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BUDGET

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.)

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Waste, recycling, street cleansing services and grounds maintenance
Healthy, safe and thriving communities	• Partnership working with commercial management companies and housing providers on waste matters • Provision of assisted collection and clinical waste services for vulnerable residents • Removal of graffiti with 24hr response for offensive and hate related content • Day to day monitoring and implementation of the Aquadrome Asbestos Management Plan • Reactive support in the event of flooding of council owned land • Monitoring and maintenance of council owned playgrounds • Day to day landscape management, litter collection and improvements to council parks and open spaces • Maintain parks, open spaces and playgrounds to a high standard
A green and sustainable future	• Maintain and enhance the council's position as one of the UK's top recycling Authorities • Delivery of domestic waste collection services including recycling, garden and food waste • 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 • 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 • Fleet replacement programme including cleaner fuel and electric fleet where feasible • Energy efficient/low carbon depot building and infrastructure • Removal of graffiti with 24hr response for offensive and hate related content • Work in partnership with HCC, the EA and other landowners to support preventative and reactive flood management activities • Implementation of the council's alternative grassland management programme annually • Management and maintenance of landscaping, grave digging and memorial provision at council cemeteries • 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 • 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 council's parks and open spaces

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Waste, recycling, street cleansing services and grounds maintenance – continued
A prosperous and vibrant district	• District wide street cleansing including provision of barrow beats in district commercial centres/shopping parades • Maintain key visitor attractions within the district including the Aquadrome, Leavesden Country Park and Chorleywood House Estate • Maintain parks, open spaces and playgrounds to a high standard
A well-run council	• 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 • Entry level employment opportunities with career development within the service • 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 • Work with Leisure and Natural Infrastructure to develop, implement and maintain Biodiversity Net Gain within the council's parks and open spaces

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Environmental Services & Enforcement
Healthy, safe and thriving communities	• Undertake enforcement action in relation to fly-tipping and other environmental offenses • 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
A green and sustainable future	• 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 offenses • Provision of advice and support to property management companies on matters relation to waste and environment • 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 • Promotion of waste reduction, reuse and recycling and retain a top recycler position. • Electric fleet used by Environmental Enforcement Officers
A well-run council	• Work alongside Herts Waste Partnership and DCN/LGA on national waste matters • Provision of advice and support to property management companies on matters relation to waste and environment • Liaison with local funeral directors on burials and memorials at council cemeteries • Liaison with BW Foundation on the provision of Muslim Burials

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Animal Welfare & Licensing
Healthy, safe and thriving communities	• Ensure all animal related establishments have the relevant licenses in place and do their utmost to ensure animal welfare • Undertake enforcement action in relation to animal welfare offenses
A green and sustainable future	• Electric fleet used by Animal Welfare officer

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
A well-run Council	Redevelopment of satellite depot - Furtherfield	Batchworth Depot is nearing capacity in terms accommodating its increasing fleet size and its newly erected vehicle Repair Shop and therefore an alternative location is required to store vehicles and materials and to possibly run frontline services from. Vacant possession needs to be secured before EP can retain use of the facilities.			External Contractors Procurement Facilities Management Planning Legal DVLA Members of the Public	TBC but is expected to require significant funding when works commence.

POLICIES AND STRATEGIES

These policies and strategies are scheduled to commence or undergo renewal in the 2026/27 financial year.

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal date	Additional comments
No Policies for review in 2027/2028				

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2025/26 ACTUAL	2026/27 Target	2027/28 Target	2028/29 Target
EP11	Percentage of collections made on the correct day	99.19%	99%	99%	99%
EP10	Percentage of household waste diverted from energy from waste/landfill	60.3%	65%	65%	65%
EP12	Number of fly tips collected per quarter	470	448	448	448
EP01	Percentage of household waste recycled	29.76%	28%	28%	28%

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2027/2028	Estimated annual volume for 2028/29	Notes / explanation for estimated change
The kg of household waste collected per head per annum	370	370	
Percentage of eligible properties signed up to the Garden Waste scheme	78	78	
Residual household waste Kgs per household	314	314	
Tonnes of Household waste collected and sent to disposal	13000	13000	

RISK MANAGEMENT

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